



Getting started with the USB Phone and GlobeFone VoIP calling service.

USB HandSet Phone Introduction:

The USB PC Phone is a self powered unit that plugs into an available USB port on a PC or laptop computer and uses your computer's internet connection (broadband or dialup) to let you make VoIP calls using GlobeFone's reliable and affordable VoIP calling service.

Initial Installation Instructions: (One time initial setup - you only have to do this the first time you install the Phone)

Important: You must download and install the software BEFORE attempting to plug in the USB device in your computer.

1. Download the USB Software installation file for Windows from this URL: <http://www.globefone.com/devices/USBSoftware.exe>
2. Double click on the file which you just downloaded to your computer.
3. An installation program will automatically start and ask you to click on 'Next' and 'Yes' along each step.
4. Once the installation process is complete, an icon which looks like a telephone will be placed on the desktop of your computer.
5. Plug in the USB Phone device into your computer. Your computer will install the appropriate drivers for the device.
6. Wait for the computer to complete the driver installation. You should see a message saying "your device is ready to use" when the installation is complete.
7. Double-click on the telephone icon places on your desktop.
8. You will notice a telephone icon located at the Taskbar notification area (lower right corner of your screen, next to the clock).
9. This icon should be red in color if the USB phone has been installed properly. (refer to the color codes at the bottom of the page)
10. Push the talk button on the USB Phone. (The top-right button on the dial-pad of the USB Phone)
11. You will be asked to enter a Product License Key. Please enter the license number written on the CD cover (or provided to you by GlobeFone).
12. The next pop-up will ask you to enter the ACCOUNT NUMBER. Please enter your GlobeFone account number. (must be 12-digit)
13. Click on the 'Special Setup' button. Do not click on OK yet.

14. In the field titled: Destination Hotline: enter 723
15. In the field titled: Gateway: enter: sipnat.go2call.com
16. Click on OK. (twice)
17. You are all set to make calls using the USB Phone. Refer to the next section.

How to place calls:

1. Make sure the USB Phone is connected and the application is running. You can tell by looking at the taskbar for a red telephone icon.
2. This icon indicates the status of the Phone or call progress. Refer to the bottom of the page to see what the colors mean.
3. Press the call button on the USB phone. (top-right button)
4. The Icon should first turn yellow and then green.
5. You should hear a voice message on the phone which asks you to enter your destination phone number followed by #.
6. Enter you desired phone number in the format : Country code + City code + Phone # (no leading 011)
7. Start talking.
8. Please consult the following status definitions of the telephone call progress icon.
 - Red Phone ----- Ready to place call (pick up handset and dial desired number followed by #)
 - Yellow Phone-----The phoneset is offhook and is trying to setup call with the network (please wait)
 - Green Phone-----Call is connected to the network (ready to talk)
 - Green Phone with FW-----same as above
 - Green Phone with X-----Unable to complete call or call dropped (please try again or check your account settings)
 - Red Phone with X-----The USB Phone device is not connected to your computer. (restart your computer and reconnect the device)
 - Blue Phone with M-----The USB device is in manual mode. (Double click on the blue notification icon to switch to - Auto mode)

Troubleshooting common problems:

If you cannot hear anything on the Phone, do the following procedure.

1. Go to Start > Control Panel > Sounds and Multimedia > and click on the Audio tab.
2. Set both the "Default Playback Devices" and "Default Recording Devices" to your computers soundcard. (the option other than the USB Audio device).
3. Also check the box titled "Use only default devices" at the bottom of the window.
4. Click on OK and restart the computer.

For further questions or inquiries please contact GlobeFone Tech Support at: support@globefone.com