



ComNet Phone - Service Introduction

VERSION – 29 May 2019

ComNet Phone Introduction

- **ComNet Telecom (HK) Limited**
 - Licensed fix network operator in HK
 - Fully owned by CITIC Telecom International (1883.HK)
 - www.comnet-telecom.com.hk
- **ComNet Phone Service**
 - HK fix network phone service
 - Voice-over-IP technology
 - Free choice of facilities
 - Bundled IDD0050 service
 - Fixed to Mobile Convergence available

ComNet Phone - Facilities

- Desk IP Phone / ATA etc
 - Computer free
 - Same dial method as general fix phone
 - Suitable for home/office usages



ComNet Phone - Facilities

- Apps/software (Android, iOS, Windows Mobile, Windows)
 - No extra facilities, use your own mobile or PC
 - Suitable for travelers

The iOS logo is displayed in a metallic, 3D-style font with a reflection effect below it.

ComNet Phone - Advantage



Hong Kong Fixed/Mobile
Call to/Receive from ComNet Phone Number



Overseas Using ComNet Phone
Call to HK
Receive calls from HK or overseas



Overseas Using ComNet
Calling Local Tel No



Overseas Using ComNet + 001xxx
Calling Other Destination

- ❑ Saving on voice roaming charge
- ❑ Low IDD rates
- ❑ Easy connection with HK

ComNet Phone Setting

- General setting parameters of ComNet Phone included:
 - **SIP Account/User Name:** 852350xxxxx
 - **Password:** xxxxxxxx
 - Obtain a new password from following URL:
 - https://www.comnet-telecom.com.hk:8443/changepassword/requestchange_password.php
 - **Server Address:** 202.0.179.3
 - **Server port:** 5060
 - Server address and port are same for all accounts
 - Most of apps needs only above settings
 - **Call to HK:** as general HK phone, no 852 in front
 - **Call to other countries:** 0050 + country code + area code + destination number

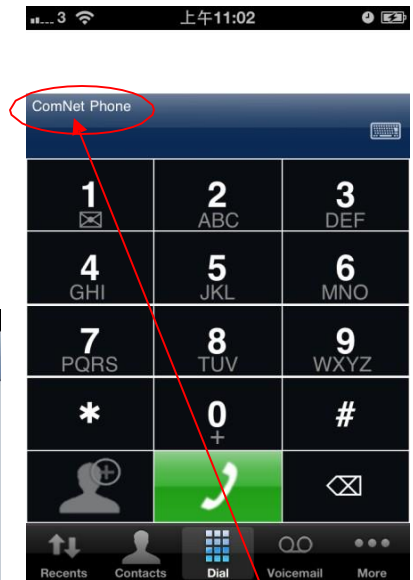
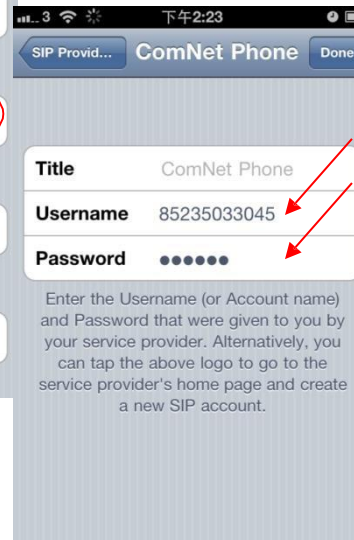
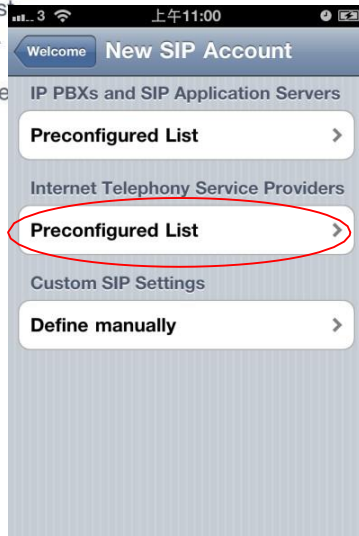
ComNet Phone Setting example: Media5-fone (Iphone/Android)



Welcome to the Media5-fone Free!

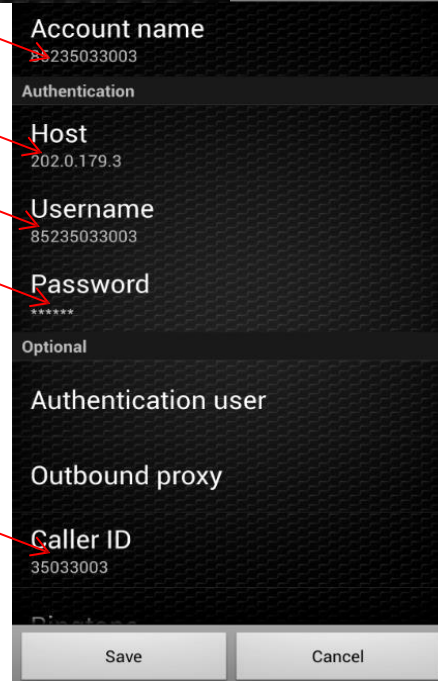
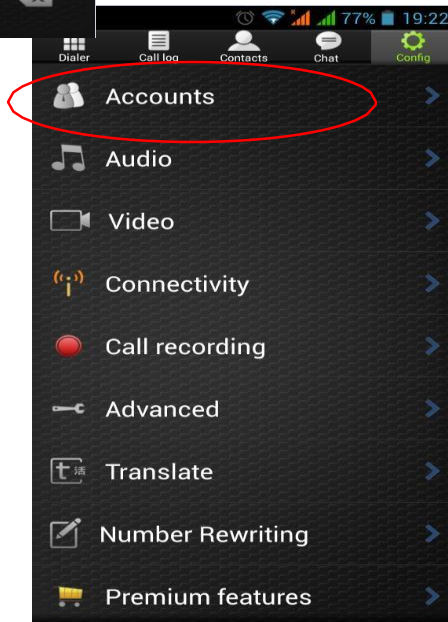
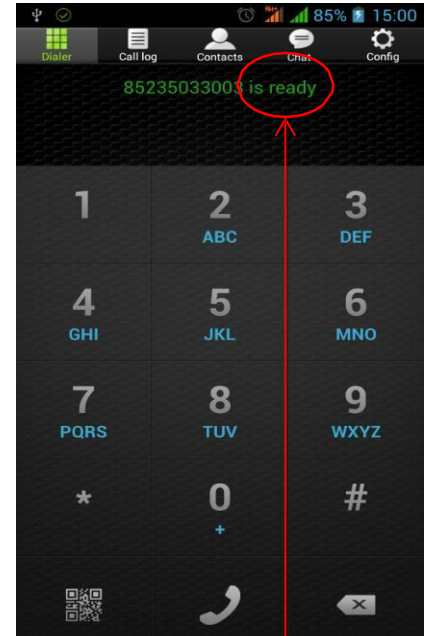
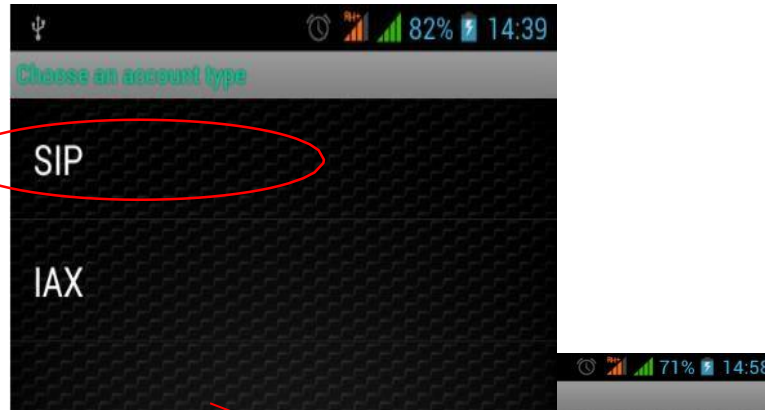
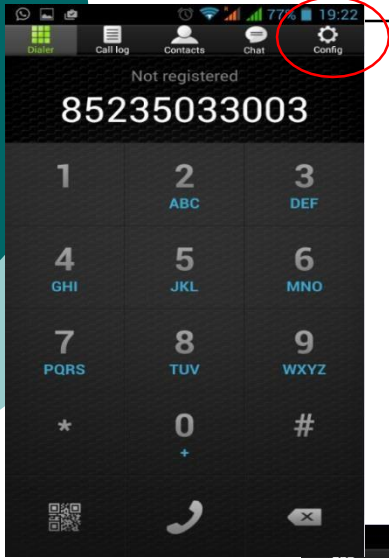
This application is a SIP Softphone that requires a SIP Account from your enterprise IP-PBX or from a SIP provider. Therefore, to start using this application, you must first configure your SIP account.

Please tap the Start button to be



Show name,
register
successful

ComNet Phone Setting example: Zoiper (Android/Windows Mobile)



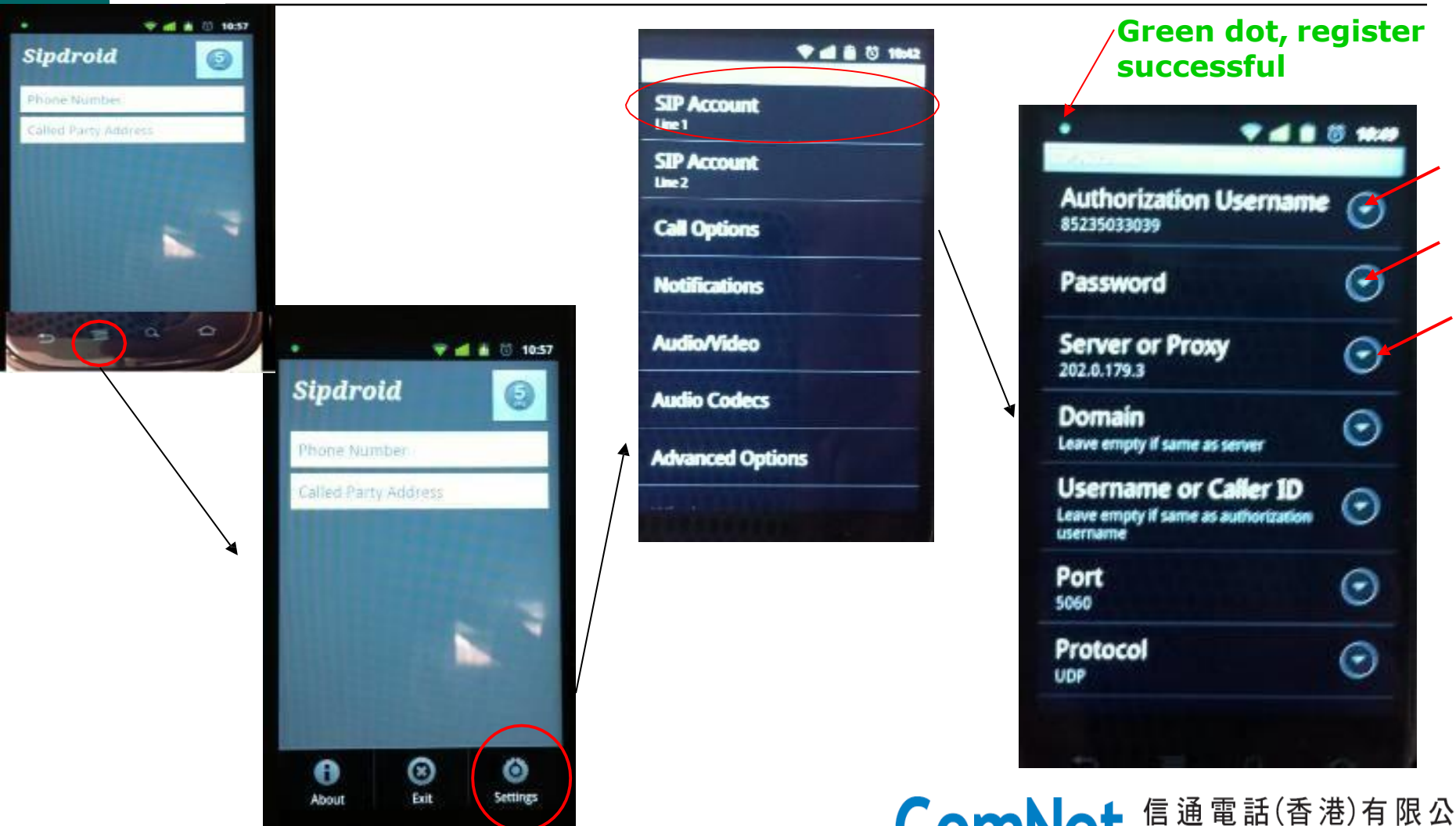
Show "Ready",
Register
successful

ComNet Phone Setting example: Zoiper (iPhone)

The following steps illustrate the configuration process:

- Dialpad:** The Settings icon in the bottom right corner is highlighted.
- Settings:** The Accounts option is highlighted.
- Accounts:** The SIP account option is highlighted.
- SIP Account Configuration:** The following fields are highlighted:
 - Account name: 8523501
 - Domain: 202.0.179.3
 - User name: 8523501
 - Password: [Redacted]
 - Caller ID: 8523501
- Advanced Settings:** The Network Settings option is highlighted.
- Final Configuration:** The Registration Status is shown as **OK**.

ComNet Phone Setting example: Sipdroid (Android)



ComNet Phone – Value Added Service

	Activate	Cancel
Call Forwarding – Unconditional	*57*Destination	#57#
Call Forwarding – when No Answer	*19*Destination	#19#
Call Forwarding – when Busy	*40*Destination	#40#

*Some device might need ## at the end for “Cancel”,
e.g. #57#, you may try #57##

Frequently asked questions (1)

- **How to download the apps?**
 - Please use your mobile to visit Android or Apple market, and search for the app that you need.
- **Could I get trial usage before registration?**
 - Yes, please register on our website www.comnet-telecom.com.hk, and apply for free trial usage (valid for 1 month, limited 100min call to HK local numbers). Please make sure that you accept our service quality by free trial that we offered.
- **Could I use IDD 0050 or other HK IDD service on ComNet Phone?**
 - Yes. We have special IDD 0050 offer for ComNet Phone users (only \$0.08/min for calls to China, USA etc). ComNet Phone is also allowed to use other HK operators IDD service.
- **Could I use 3G/4G to get connected?**
 - It depends on the app features as well as your mobile operator. Zoiper, etc could use 3G as we know.
- **Could I use GPRS/EDGE?**
 - GPRS/EDGE is not suggested because of its lower connection speed. But some users reported positive result with GPRS by using media5-fone with G729 codex.

Frequently asked questions (2)

- **What if my iphone got Jakebreak?**
 - Our server just recognize the IP signal, it should be ok. But it's not suggested.
- **Could I use one account on two phone sets at the same time?**
 - You could set one account on two phone sets, but could ONLY use it on one set at the same time. If two phone sets try to login, one of the login phone will be disconnected from server.
- **What if I could not successfully set account info on my mobile?**
 - According to our test result, some mobile models may not be compatible with certain apps. Please try different apps to find the best one for you mobile.
- **I could not use ComNet Phone with any app, what I could do?**
 - Please check that your account name and passwords are correct ones . If problem persisted, please contact our hotline at 1021 000 or comnetphone@comnet-telecom.com.hk