

Q & A

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Q: 什么是TeleFirst 网络电话?

A: 网络电话又叫 VoIP 电话,是通过互联网直接拨打对方的固定电话和手机。TeleFirst 网络电话是我们自主研发开发,采用最先进的 VoIP 技术,依托与各大运营商紧密合作,让您享受超清晰的语音效果,给您超高性价比的体验,全球免费漫游,零月租。

Q: 如何安装TeleFirst 网络电话?

A: 您需要在 <http://www.call28.com> 根据您的电脑的操作系统版本,下载对应 TeleFirst 网络电话软件,按照指引安装到您的电脑上。TeleFirst 网络电话支持 H.323通讯协议;支持 Windows 98/ WinMe、Windows 2000/XP、Windows Vista;支持英文/简体中文/繁体中文。

Q: 如何使用TeleFirst 拨打电话?

A: 点击 TeleFirst 网络电话图标,打开界面,输入您购买的账号/密码登陆成功,再将耳麦配合设置正确,并在 TeleFirst 网络电话软件界面予检测能正常使用,即可拨打电话

拨打方法---

固定电话: 0086 + 地区码 + 电话号码

移动电话: 0086 + 手机号码

Q: TeleFirst 网络电话可以全球免费漫游?

A: 您在全世界任何一台可以上网的电脑上,安装了 TeleFirst 网络电话,即可实现全球免费漫游,零月租。

Q: TeleFirst 网络电话还有什么功能?

A: TeleFirst 网络电话有多项功能配合方便您使用---

- 1 具有通讯簿功能,可设定用户名添加常用电话号码,拨打时直接点击用户名呼叫!
- 2 可以记录最近呼出的10个号码,下拉菜单形式,方便查找重拨。
- 3 可以查询最近呼出的10个号码及呼出时间。

Q: 如何查询余额?

A: 在每次登陆成功后,在TeleFirst 网络电话软件界面上都有显示当前您的账号余额;在每个通话结束的时候,在 TeleFirst 网络电话软件界面上实时显示您最新的账号余额。

Q: 有时没有通话也扣费?

A: 可能您拨打的号码设置了语音留言或者是语音信箱,该通话实际上已经是接通的。

Q: 登陆时提示账号密码无效?

A: 请检查以下事项---

- 1) 检查账号/密码是否正确填写。
- 2) 请检查网络是否正常工作,要能访问 <http://www.call28.com>
- 3) 请检查防火墙/杀毒软件是否已经误拦截我们的软件和端口,须设置允许软件运行(解除阻止)、打开对应端口(19900)或关闭防火墙/杀毒软件(不建议)。
- 4 请检查所购买的账号是否已经过期。

Q: 拨打电话时提示通话异常断开?

A: 请检查以下事项---

- 1) 请检查防火墙/杀毒软件是否已经误拦截我们的软件和端口,须设置允许 H.323通讯协议、打开对应端口(1720)或关闭防火墙/杀毒软件(不建议)。
- 2) 可能是您所在地 ISP 服务商对您的网络进行了语音限制,请联系我们的客服 cs@call28.com。

Q: 打电话时对方听到回声如何解决?

A: 系统的扬声器和麦克风距离过近或者麦克风灵敏度过高就容易产生回音。如果打开了扬声器,建议关小音量或使用耳唛。大部分的终端系统声卡在默认情况下设置了麦克风增益,所以导致麦克风的灵敏度过高,产生回音环路,建议用户可对应如下操作:

- 1) 去除麦克风增益:将录音控制 -- 麦克风 -- 高级 -- 其它控制中的 (Mic Boost 或其他勾去除,调节音量使通话质量达到最佳。
- 2) 屏蔽本地麦克风回放(打开音量控制,设置麦克风和线路输入两项为静音)。
- 3) 调节麦克风的音量使通话质量最佳。
- 4) 检查自己耳唛品质。

Q: 为什么我在通话时有时听到的声音是断断续续的?

A: 断断续续的声音是由于语音数据包遗失或中断而造成的。出现这种状况的原因有几种:

- 5 互联网连接状况欠佳,不稳定;
- 6 带宽过低;
- 7 声卡出现故障;

8 内存不足或 CPU 速度过低。

在您使用 TeleFirst 网络电话服务时，有几点注意事项：

9 确认网络正常工作，要能访问 <http://www.call28.com>

10 声卡驱动程序的正常运作，要能播放音乐和进行录音；

11 确认声音设备管理是否设置正确；

12 关闭不使用的程序以减轻内存和 CPU 、以及宽带的负荷。

基本上，只要能确认这几项的正常运作，就可以实现正常效果的通话了。

Q: 如何联系客服?

A: 可以通过以下途径联系客服中心得到支持，还有提出您的意见和建议---

1) 工作时间内 (5*8, 9:00-18:00, GMT+08), 使用 TeleFirst 网络电话拨打

我们的免费客服热线电话: **8800**

2) 发邮件到客服中心 E-Mail: cs@call28.com

Q: What is TeleFirst VoIP?

A: Internet phone also known as VoIP phones, calls through the Internet to the other side of the telephone and mobile phone. TeleFirst VoIP was independently researched and developed by Telewise Ltd. It uses the most advanced VoIP technology, relying on and working closely with major operators. TeleFirst VoIP allows you to enjoy the ultra-clear audio effects and low cost to your experience. Especially free roaming around the world and no any rent.

Q: How do I install TeleFirst VoIP?

A: You need to login <http://www.call28.com>, then in accordance with the operating system version on your computer to download the corresponding TeleFirst software. You can follow the guidelines for the installation to your computer. TeleFirst VoIP support H.323 protocol; We have three versions for Windows 98 / WinMe, Windows 2000/XP, Windows Vista; All versions support English / Simplified Chinese / Traditional Chinese.

Q: How do I use TeleFirst make the call?

A: Click on the icon of TeleFirst VoIP on your computer desk, open login window, enter your account number and password/PIN number to successful landing, and then set up your "Headphone"(earphone) and USB Phone in right way, and use TeleFirst software to test the voice and the volume. You can make the call when everything is ready.

Dial Method ---

telephone: 0086 + area code + telephone number

Mobile: 0086 + mobile phone number

Q: TeleFirst VoIP can be free roaming in the world?

A: You can access any computer to use TeleFirst VoIP for free global roaming and rent around of the world.

Q: What are more features of TeleFirst VoIP?

A: TeleFirst VoIP with a number of features for your convenience ---

1) It has the address book function, user can set callee name and phone numbers. For dialing direct user can only click callee' s name while calling!

2) It can record 10 recent calls; user also can drop-down the list for redial expediently.

3) User can check 10 recent calls history.

Q: How to check the balance?

A: After the successful login, The interface of TeleFirst shows the current balance of your account and in the end of each call, the interface of TeleFirst real-time to show your account balance.

Q: Sometimes it does not have successful call but still have charge?

A: The callee number may be set voice prompt or voicemail, so the call is actually connected.

Q: Invalid account or password?

A: Please check the following ---

1) check the account / password is correct key in.

2) Please check the network is working properly, it is necessary to have access to <http://www.call28.com>

3) Please check TeleFirst software and ports has been mistakenly blocked by the firewall / antivirus software. It should be provided to allow software to run (unblocked), open the corresponding port (19900) on or off the firewall / antivirus software (not recommended).

4) Please check whether the account has expired or not.

Q: When prompted to call abnormal disconnected?

A: Please check the following ---

1) Please check TeleFirst software and ports has been mistakenly blocked by the firewall / antivirus software. It should be provided to allow software to run (unblocked), open the corresponding port (19900) on or off the firewall / antivirus software (not recommended).

2) It may be your ISP service provider limit your voice package, please contact our customer service cs@call28.com.

Q: How to solve the echo when you talk on phone?

A: If the speakers take microphone too close themselves or the microphone has too high sensitivity, the call will have echo. If you open the speakers, please turn down the volume, or use "Headphone"(earphone). Most of the terminal system default sound card setting the microphone gain, resulting in high sensitivity microphone, resulting in loop response, it is recommended users may correspond to the following steps:

- 1) remove the microphone gain: the recording control - Microphone - Advanced - Other Control (Mic Boost or other hook removal, adjust the volume to make the best call quality.
- 2) shielding the microphone for local playback (open the volume control, set up a microphone and two line inputs for mute).
- 3) adjust the microphone volume so that the best voice quality.
- 4)check the quality of their own "Headphone"(earphone).

Q: Why do I sometimes hear the intermittent voice when I talking?

A: That because of lost voice packets or interruption. This situation there are several reasons:

- 1) Internet condition is unstable;
- 2) The bandwidth is too low;
- 3) failure of the sound card;
- 4) no enough memory or CPU speed is too low.

When you use TeleFirst VoIP service, there are a few notes:

- 1) Please confirmed that the normal network, it is necessary to have access to <http://www.call28.com>
- 2) sound card driver for the normal operation, to be able to play music and sound recording;
- 3) Please confirm whether the sound device management settings are correct;
- 4) close the non-use of the procedure in order to reduce memory and CPU, as well as the load on broadband.

Basically, as long as you can confirm the normal operation of these, you can call to achieve the effect of the normal.

Q: How do I contact customer service?

A: You can be linked through call center support, as well as your comments and suggestions ---

- 1) working hours, (5 * 8,9:00-18:00, GMT +08), the use of TeleFirst VoIP call our free customer service hotline: 8800

2) send an email to Customer Service E-Mail: cs@call28.com