

家+電話 用戶手冊

HomePhone+ User Guide



家+電話 主機
HomePhone+ main unit phone

SmarTone



Welcome home!

HomePhone+, the only wireless fixed-line service integrated with its own all-digital wireless telephone, providing you with unique services to take care of your whole family!

The service comes with a telephone that is designed to be really easy to use. Enjoy all of our services at the click of a button, following the simple instructions on the telephone's screen. Furthermore, our 24-hour service hotline is always available to assist you.

Here are just a few of unique features:

Red button

Instant access to Home Assistant, offering home support.

Page 66

Call Guard

Call Guard helps you block junk calls for greater peace of mind.

Page 68

VoIP Calls

Make VoIP calls from your telephone to any broadband-connected PC or smartphone anywhere in the World for free! You don't even need a computer or Internet connection to do this! Others from overseas can call you for free on their broadband-connected PCs and smartphones as well.

Page 89

Voice Recorder

Callers can leave messages when you are out. The flashing alert light will notify you of a missed call or recorded call.

Page 95

Instant Account Enquiry

Check your real-time bill, anytime.

Page 103

Online Care

From reviewing your detailed call records to choosing a great new ringtone or connecting tone, do it all from the comfort of your home.

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First things first

HomePhone+ telephone



On-screen icons

Icon	What does it mean?
	Phonebook
	Dialled numbers
	Answered calls
	Missed calls
	Recorded calls
	Unread message
	Read message
	VoIP Calls: the person you'd like to call is offline
	VoIP Calls: the person you'd like to call is online
	Use the Scroll button to scroll up or down
	Use the Scroll button to scroll up
	Use the Scroll button to scroll down
	Press the OK button to confirm

Handset buttons

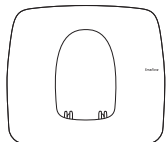
Button	What does it do?
	Call Press this button to make a call or to answer a call.
	End call Press this button to end a call. Press this button and hold to turn the power on or off.
	Function By pressing these buttons you can select the functions shown on the display screen.
	Scroll By pressing these buttons you can scroll the menu shown on the display screen.
	OK The middle button is the OK button. Press it to select an option.
	Phonebook Press this button to get to your phonebook.
	Speakerphone This button turns the speakerphone on and off.
	Account Enquiry Press this button to check your HomePhone+ account.
	VoIP Calls Press this button to make an Internet call.
	Red button Press this button for registration or to connect to our Home Assistant.
	Alert light button A single flash means you have a missed call(s). A double flash means you have a recorded call(s). A triple flash means you have a service message(s).
	Volume Use this button to adjust the volume of the earpiece or speaker.

First things first

Package items

Your HomePhone+ contains the following items:

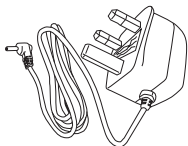
- Docking station (SB-3)



- HomePhone+ telephone (ST-3)



- Power cord



- User guide



- Battery pack (for HomePhone+ telephone)



First things first

The docking station (main unit)

The main docking station: frontal view



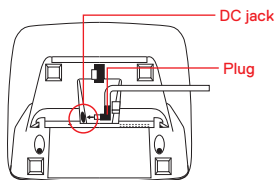
The main docking station: bottom view



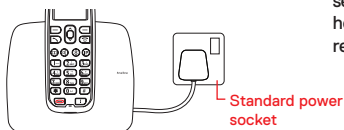
First things first

Service registration and activation

- 1) Make sure the plug is connected to the DC jack at the bottom of the main docking station and route the cable as you wish through one of the three guides.



- 2) Place the docking station where you'd like to keep it and make sure the plug is inserted into a standard power socket.



Tips:

- For optimum battery condition, we recommend you to keep the phone in its docking station when you're not using it.
- Your **HomePhone+** is designed to be used in the vicinity of the location you've registered it (i.e. your home or office). If you take it away from the vicinity, the service will be automatically disconnected. You'll need to call our 24-hour hotline on 1-839-839 for help; your **HomePhone+** service will be reconnected within 24 hours.

- 3) Press the **Red button** to connect to our customer service agent, who will help you with your service registration process.



- If your **HomePhone+** phone number is a new number, you can use the phone as soon as the Home Zone registration is complete.
- If you port-in your existing phone number (i.e. use your old number) to **HomePhone+**, we'll give you a new number temporarily until your port-in date.

Notes: When charging your battery for the first time, leave the **HomePhone+** telephone unused in the docking station for about a day.

If you need a new battery pack, please purchase only from one of our stores.



First things first

The menu display

This is the list of options in your menu:

- Call Forward
- Voice Recorder
- Call Guard
- Call Log
- Sound
- Display
- Date and time

Setting the date and time

- 1) Select **Menu**.
- 2) Scroll to **Date and time**, then press the **OK button** .
- 3) Enter the date and time. When done, press the **OK button** .

Red button



Red button

When setting up **HomePhone+**, use this button to register (see page 10) and commence your service.

Once your **HomePhone+** is activated, the Red button can then be used for instant access to exclusive **HomePhone+** services:

Home Assistant – dedicated hotline for your household needs 24 hours a day, including

- Services for Home e.g. plumber, home cleaning, home removal
- Laundry
- Car repair and cleaning
- Pet care
- Transport
- Leisure
- Order and delivery e.g. groceries, hampers and publications
- Food and Beverage
- Useful numbers

If you'd like to find out more, just visit one of our stores or go to smarttone.com/homephoneplus


Daily use

Making and answering calls


To make a call

You can make calls the following ways:



Option A

- 1) Enter the phone number.
- 2) Press the **Call button** .

Option B

- 1) Press the **Call button** .
- 2) Enter the phone number.

Option C

- 1) Press the **Phonebook button** .
- 2) Select a phonebook entry.
- 3) Press the **Call button** .

Option D

- 1) Enter a speed dial number (*0 to *9).
- 2) Press the **Call button** .

Tips:

- To set up a speed dial list, go to page 100.
- For directory enquiries, dial 1081 (English), 1083 (Chinese) or 1088 (Mandarin).

To answer a call:

Press the **Call button** .

To end a call:

Press the **End call button** .

Daily use

Call management

Call Guard:

Call Guard helps you block junk calls for greater peace of mind.





White List

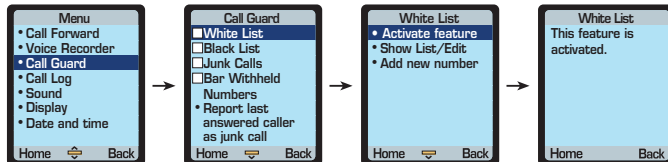
This feature allows only private trusted numbers (up to 100 numbers) to reach you, while all other calls are forwarded to your Voice Recorder, so that you can deal with them quickly when it's more convenient.

Tips:

- First-time users must create your own White List before activating the feature.

a) To activate White List:





- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **White List**, then press the OK button .
- 4) Select **Activate feature**, then press the OK button  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.




Daily use

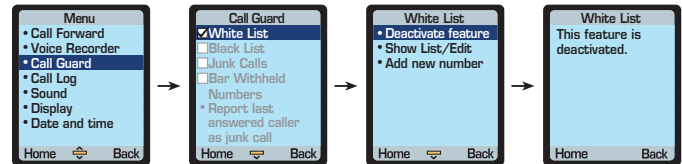
Call management

b) To deactivate White List:

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **White List**, then press the OK button .
- 4) Select **Deactivate feature**, then press the OK button  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.

Tips:





-  icon next to White List indicates that the corresponding feature has been activated and cannot edit/activate the other features. To edit/activate other features, please deactivate White List.

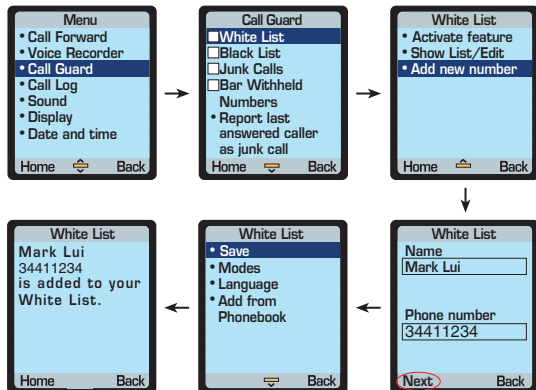


Daily use

Call management

c) To add a phone number to your White List:





- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **White List**, then press the OK button .
- 4) Select **Add new number**, then press the OK button .
- 5) Enter the name and number, then press **Next**.
- 6) Select **Save** to add the number in your White List, then you'll see a confirmation message.
- 7) Press **End Call button**  to return to Home screen.

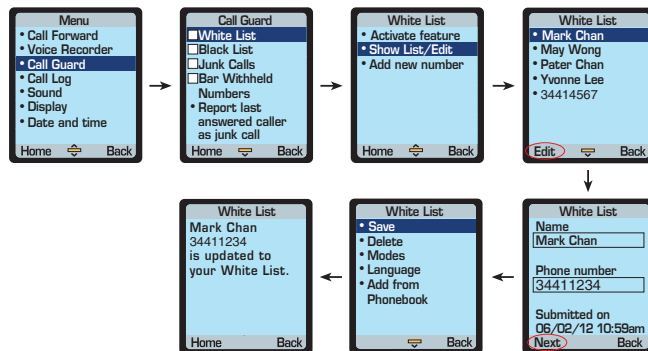


Daily use

Call management

d) To show/edit your White List:

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **White List**, then press the OK button .
- 4) Select **Show List/Edit** then press the OK button . Your White List will be displayed.
- 5) To edit your White List, select the person or number, then press **Edit**.
- 6) Edit the chosen White List, then press **Next**.
- 7) Select **Save**, and you'll see a confirmation message
- 8) Press **End Call button**  to return to Home screen.







Daily use

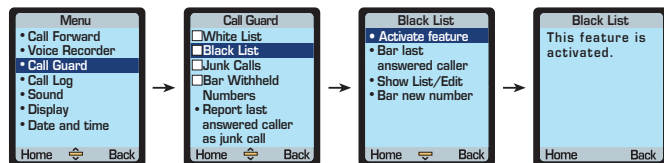
Call management

Call Guard: Black List

Activate this feature to reject all calls from your personal list of specified numbers (up to 100 numbers).

a) To activate Black List:





- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button** .
- 3) Select **Black List**, then press the **OK button** .
- 4) Select **Activate feature**, then press the **OK button**  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.

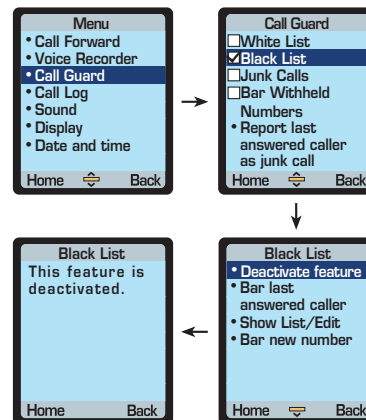


Daily use

Call management

b) To deactivate Black List:

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button** .
- 3) Select **Black List**, then press the **OK button** .
- 4) Select **Deactivate feature**, then press the **OK button**  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.



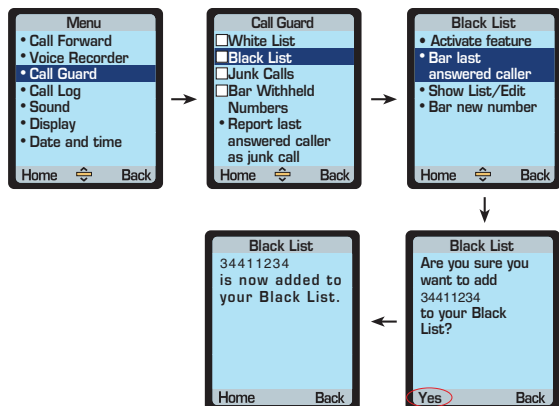
Daily use

Call management

c) To bar the last answered caller

If you receive a junk call, use this feature to add the caller to your personal Black List immediately, even if there is no Caller ID.

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button**.
- 3) Select **Black List**, then press the **OK button**.
- 4) Select **Bar last answered caller**, then press the **OK button**.
- 5) Select **Yes** to add the number to your Black List and you'll see a confirmation message.
- 6) Press **End Call button** to return to Home screen.



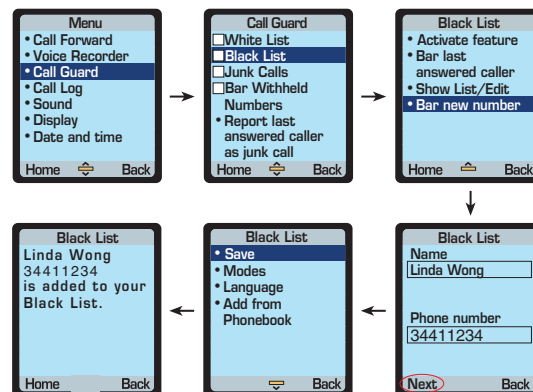
Note: The last answered caller refers to the last call answered by you or picked up by voice recorder.

Daily use

Call management

d) To add a phone number to your Black List:






- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button**.
- 3) Select **Black List**, then press the **OK button**.
- 4) Select **Bar new number**, then press the **OK button**.
- 5) Enter the name and number, then press **Next**.
- 6) Select **Save** to add the number in your Black List, then you'll see a confirmation message.
- 7) Press **End Call button** to return to Home screen.

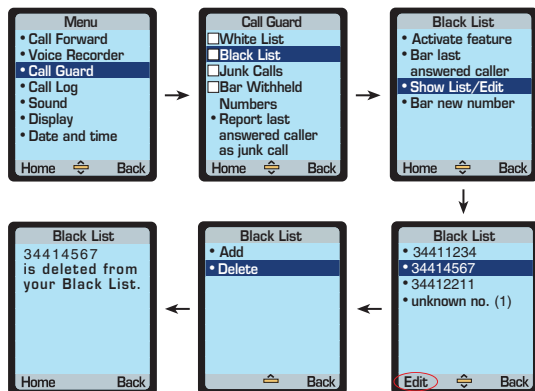


Daily use

Call management

e) To show/edit your Black List:

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button** .
- 3) Select **Black List**, then press the **OK button** .
- 4) Select **Show List/Edit** then press the **OK button** . Your Black List will be displayed.
- 5) To edit your Black List, select the person or number, then press **Edit**.
- 6) Edit the chosen Black list, then press **OK button** , and you'll see a confirmation message
- 7) Press **End Call button**  to return to Home screen.







Daily use

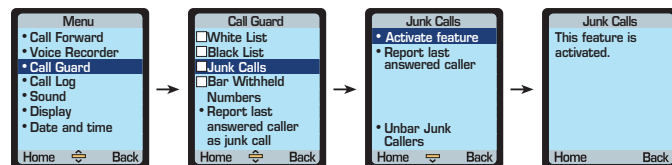
Call management

Call Guard: Junk Calls

We maintain a list of junk caller numbers reported by our Call Guard customers, activate this feature to bar these junk calls from reaching you. Report “the last junk call received” and block numbers with a hidden caller ID or originating outside of Hong Kong at the touch of a button.

a) To activate Junk Calls:





- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button** .
- 3) Select **Junk Calls**, then press the **OK button** .
- 4) Select **Activate feature**, then press the **OK button**  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.

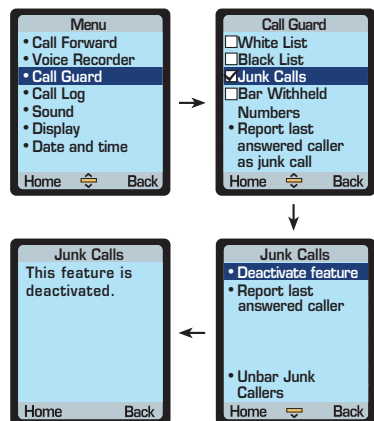


Daily use

Call management

b) To deactivate Junk Calls:





- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button** .
- 3) Select **Junk Calls**, then press the **OK button** .
- 4) Select **Deactivate feature**, then press the **OK button**  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.



Daily use

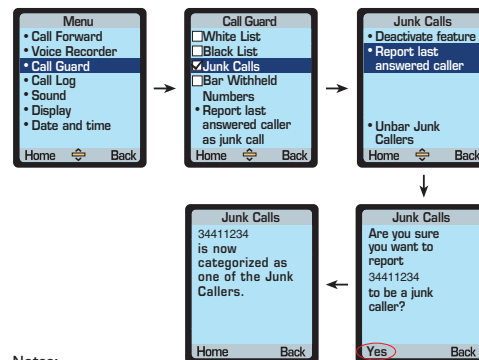
Call management

c) To report a number to be one of the Junk Calls:

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the **OK button** .
- 3) Select **Junk Calls**, then press the **OK button** .
- 4) Select **Report last answered caller**, then press the **OK button** .
- 5) Select **Yes** to add the number to the Junk Calls and you'll see a confirmation message.
- 6) Press **End Call button**  to return to Home screen.

Tips:

- You can also select **Report last answered caller as junk call** to submit the last call instantly, you will see a Junk Calls confirmation message after submission.



Notes:






- **Report last answered caller** enables you to submit the last call as a junk call. Report junk calls to bar them from reaching you and Call Guard users and prevent future disturbances.
- The last answered caller refers to the last call answered by you or picked up by voice recorder.

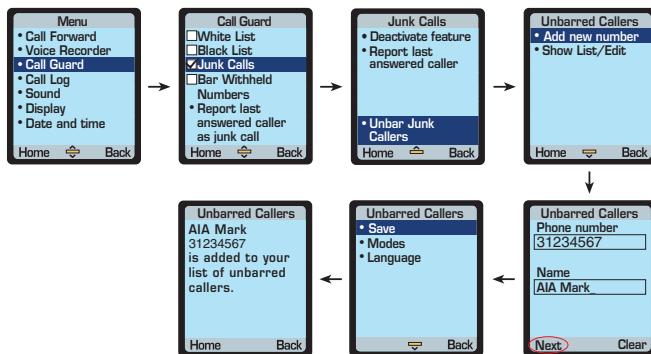
Daily use

Call management

d) To add a phone number to your Unbarred Callers list:

If there are junk callers you want to continue hearing from, use this feature to unbar them.







- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **Junk Calls**, then press the OK button .
- 4) Select **Unbar Junk Callers**, then press the OK button .
- 5) Select **Add new number**, then press the OK button .
- 6) Enter the name and number, then press **Next**.
- 7) Select **Save** to add the number in your Unbarred Callers list, then you'll see a confirmation message.
- 8) Press **End Call button**  to return to Home screen.

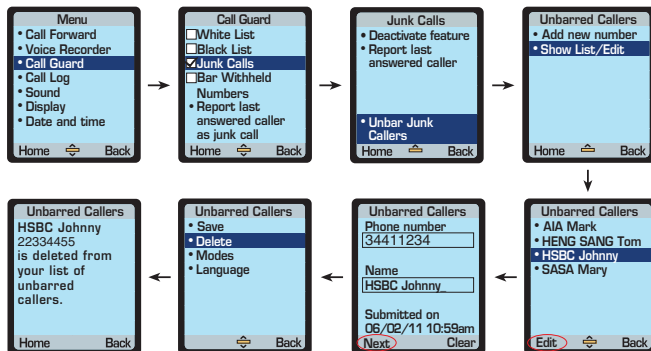


Daily use

Call management

e) To show/edit your Unbarred Callers list:

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **Junk Calls**, then press the OK button .
- 4) Select **Unbar Junk Callers**, then press the OK button .
- 5) Select **Show List/Edit**, then press the OK button .
- 6) To edit your Unbarred Callers list, select the person or number, then press **Edit**.
- 7) Edit the chosen Unbarred caller, then press **Next button** , and you'll see a confirmation message.
- 8) Press **End Call button**  to return to Home screen.




Daily use

Call management




Call Guard: Bar Withheld Numbers

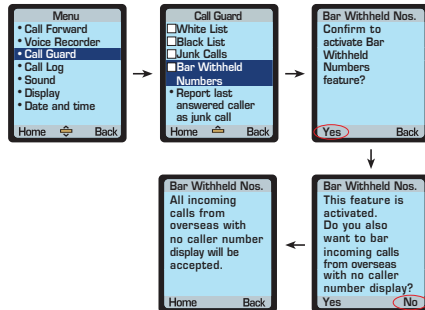
This feature helps you bar all calls without caller number display. Choose whether you want to receive overseas calls without caller identity.

Tips:

- We recommend you also activate Junk Calls, to avoid disturbance
- To change your setting to accept or bar overseas calls with no caller number display, select **Change setting in Bar Withheld Numbers**, then press the OK button  to change.

a) To activate Bar Withheld Numbers:





- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **Bar Withheld Numbers**, then press the OK button .
- 4) Select **Yes** to activate this feature.
- 5) Select **No** to accept overseas calls with no caller number display and you'll see a confirmation message.
- 6) Press **End Call button**  to return to Home screen.

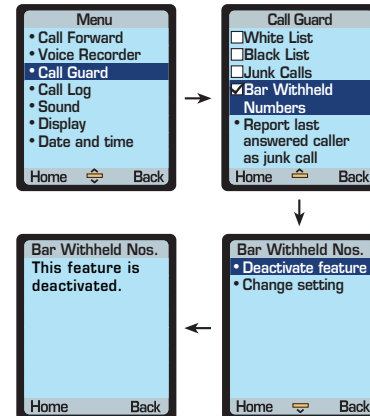


Daily use

Call management

b) To deactivate Bar Withheld Numbers:

- 1) Select **Menu**.
- 2) Scroll down to **Call Guard**, then press the OK button .
- 3) Select **Bar Withheld Numbers**, then press the OK button .
- 4) Select **Deactivate feature**, then press the OK button  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.







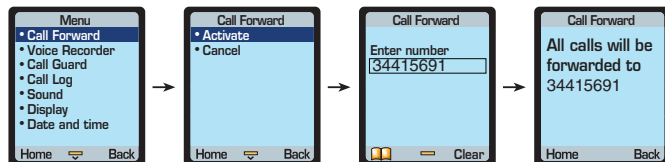
Daily use

Call management



Call forwarding:

a) To set up call forwarding:

- 1) Select **Menu**.
- 2) Scroll down to **Call Forward**, then press the **OK button** .
- 3) Select **Activate**, then press the **OK button** .
- 4) Enter the number that you wish caller to be forwarded to, then press the **OK button**  and you'll see a confirmation message.
- 5) Press **End Call**  button to return to Home screen.



b) To cancel call forwarding:

- 1) Select **Menu**.
- 2) Scroll down to **Call Forward**, then press the **OK button** .
- 3) Select **Cancel**, then press the **OK button**  and you'll see a confirmation message.
- 4) Press **End Call button**  to return to Home screen.

Daily use

Call management

Caller ID (for incoming calls):

If someone listed in your phonebook calls you, their name will be displayed on the screen. If they're not listed in your phonebook, their phone number will be displayed on the screen. If the caller has set up a Caller ID presentation restriction, the words '**Unknown number**' will be displayed.

Caller ID (for outgoing calls):

Caller ID is activated as a default setting. When you call someone, your number will be visible to the recipient. To withhold your ID on a per-call basis, dial 133 followed by the number you want to call.

If you wish, you may request a 'Withhold of Caller ID' for all calls by calling our 24-hour hotline on 1-839-839 or by visiting one of our stores.

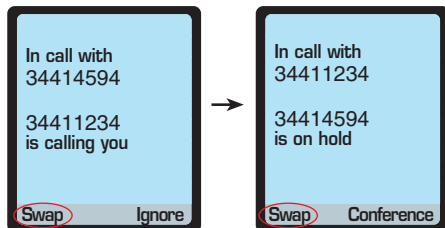
If you are currently in a 'Withhold of Caller ID' status and want to show your ID for a particular call, dial 1357 followed by the number you want to call.

Daily use

Call management

Call waiting:


- 1) While in conversation with someone, you may have another incoming call. You'll hear a call waiting tone (i.e. a 'beep beep' sound).
- 2) Select **Swap** to put your current call on hold and answer the incoming call.
- 3) You can switch back to the original call by selecting **Swap** again.



Daily use

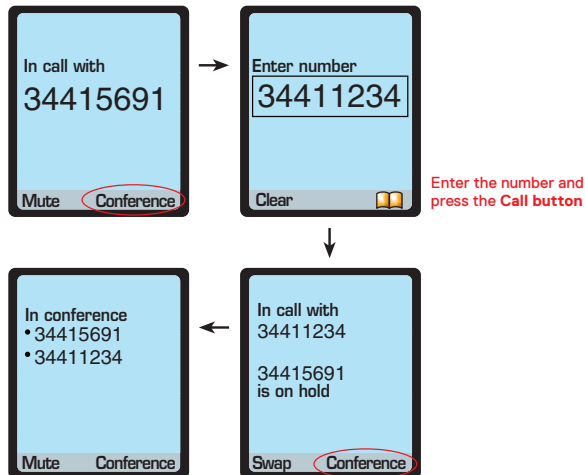
Call management

Conference call:

- 1) During a call, select **Conference**.
- 2) Enter the third person's phone number, then press the **Call** button .
- 3) After the third person answers, select **Conference** again. You can now speak with both people.
- 4) To add more people (up to six people, including yourself) to the conference, just repeat steps 1-3.

Tips:

- Local, IDD and/or VoIP call users can participate in a conference call.



Enter the number and press the **Call** button

Daily use

IDD calls

To make an IDD call

Our excellent value-for-money plan offers competitive, flat IDD 001 rates with no hidden charges and crystal clear sound all the time. You can even check your real-time usage records online, anytime.

For the latest IDD rates, please call our 24-hour hotline on 1-839-839.


Tips:

- You can call our 24-hour hotline on 1-839-839 to enable/disable the IDD password control.

With IDD password control disabled:

- 1) Enter [001] [country code] [destination number].
- 2) Press the **Call button** .

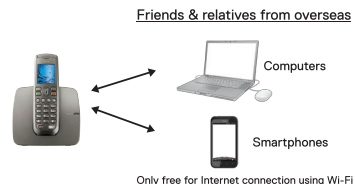
With IDD password control enabled:

- 1) Enter [001] [country code] [destination number].
- 2) Press the **Call button** .
- 3) Follow the voice instructions to enter your **HomePhone+** account 6-digit PIN.



Daily use

VoIP Calls

Make VoIP calls from your telephone to any broadband-connected PC or smartphone anywhere in the World for free! You don't even need a computer or Internet connection to do this! Others from overseas can call you for free on their broadband-connected PCs and smartphones as well.





Tips:

- In your phonebook, if this symbol  appears next to the IP call address, it means that the person is on-line and is able to take your call.
- In your phonebook, if this symbol  appears next to the IP call address, it means that the person is off-line and is not able to take your call.
- If someone makes a VoIP call to you but you don't answer it, the call will be either diverted to your Voice Recorder or forwarded to another number (if call forwarding is activated).
- During a VoIP call you can use the following: conference call, call waiting and call forwarding.

To make a call



Option A

- 1) Press the **VoIP Call button** .
- 2) Enter the person's IP call address (e.g. 1735800000@ip73.com) or select the **Phonebook** icon to search for an IP call address.
- 3) Press the **Call button** .

Daily use

Call Log

Option B

- 1) Press the **Phonebook button** .
- 2) Search for the IP call address you want.
- 3) Press the **Call button** .



Tips for your overseas contacts

IP73.com is a free VoIP service that lets you make and receive VoIP calls with **HomePhone+** users. Ask your contacts to register for a personal IP call address at www.IP73.com. Once they have their IP call address, there are three ways to use this totally FREE service.

- 1) Download our softphone to your PC. The softphone will sign in automatically when you connect to the Internet and allow display of your online status to **HomePhone+** users.
- 2) Download the specific app onto the smartphone (iOS/ Android/ BlackBerry platforms only), then they can use the app to call your 8-digit **HomePhone+** telephone number.
- 3) Use our web-based softphone at www.IP73.com from any broadband-connected PC.

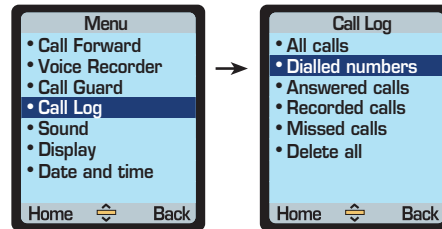
Note: As VoIP calls are relayed over the Internet, connection times may vary and service quality cannot be guaranteed.

To check your Call Log:

- 1) Select **Menu**.
- 2) Select **Call Log**, then press the **OK button** . Select **All calls/** **Dialled numbers/Answered calls/ Recorded calls/ Missed calls**, then press the **OK button** , to view the list.

Tips:

- You can select a phone record in the **Call Log**, then press the **Call button** to make a call.





Notes:

- Calls listed in **Recorded calls** are unanswered calls that the callers were diverted to Voice Recorder and have left messages.
- Calls listed in **Missed calls** are unanswered calls that the callers were not diverted to Voice Recorder or the callers were diverted to Voice Recorder but have not left messages.
- If you select **Delete all**, all entries listed in **All calls**, **Dialled numbers**, **Answered calls**, **Recorded calls** and **Missed calls** will be deleted.

Daily use

Message management

To set up your voice recorder greeting:

- 1) Select **Menu**.
- 2) Select **Voice Recorder**, then press the **OK button** .
- 3) Select **Retrieve** then press the **OK button**  when the call is connected, then press ***22**.
- 4) Follow the voice instructions to choose one of the following:
 - Select the standard greeting message
 - Record your name and use the standard greeting message
 - Record your name and a personal greeting message

Daily use

Message management


Alert light

Alert indicator



With **HomePhone+** you always know when you've got a message. Just check the **Alert light**:



- A single flash means you have missed a call(s)
- A double flash means you have a recorded call(s)
- A triple flash means you have a service message(s)

Note: When you have a recorded call, both the **Alert indicator** and **Alert light button** flash at the same time, for better visibility. To check for recorded calls, just press the **Alert light button** .



Daily use

Message management

For missed calls (single flash):



- 1) Press the **Alert light button** .
- 2) You'll see a list of missed call(s). Select the number to return a call .
- 3) You can check your missed calls anytime by going back to **Call Log**.

To retrieve your recorded calls (double flash):

- 1) Press the **Alert light button** .
Select **Retrieve** to hear all of the recorded call in the order they were deposited.
- 2) To check your recorded calls at any time, dial *138, then press the **Call button** .

Note: All recorded calls (whether they're saved or unheard) will be stored for 30 days and your Voice Recorder can store up to 20 recorded calls (maximum three minutes each).

For service messages (triple flash):

- 1) Press the **Alert light button** .
- 2) You'll see a list of message(s). Select any one of them and press the **OK button**  to view its contents.
- 3) You can check your service message anytime. Select **Message** on the phone screen to view.
- 4) You can delete your service message anytime. Select **Message** on the phone screen then select **Delete**.


Tips:

When listening to your recorded call(s):

Press  to delete the call and go to the next call

Press  to save a call

Press  to replay a call

Press  to check the date and time of the received call

Press   to end the call immediately




After listening to your calls, press  to change your Voice Recorder features

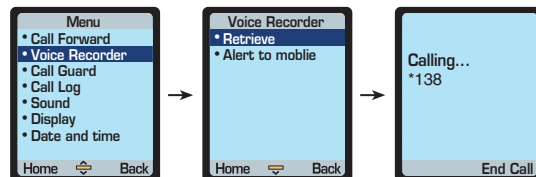
Daily use

Message management

Voice Recorder

a) To retrieve your recorded call(s)

- 1) Select **Menu**.
- 2) Select **Voice Recorder**, then press the **OK button** .
- 3) Select **Retrieve**, then press the **OK button** , to listen your recorded call.
- 4) Press **End Call button**  to return to Home screen.








Daily use

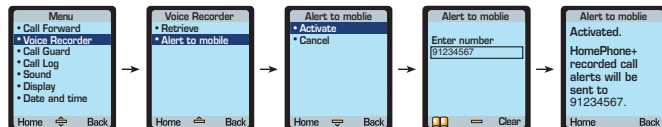
Message management

b) To activate Alert to mobile

If you have a new recorded call on your **HomePhone+** you may setup an alert to your mobile phone. That way you can always pick up your messages as soon as they are recorded whenever you are.

- 1) Select **Menu**.
- 2) Select **Voice Recorder**, then press the **OK button** .
- 3) Select **Alert to mobile**, then press the **OK button** .
- 4) Select **Activate**, then press the **OK button** . Enter the mobile phone number, then press the **OK button**  and you'll see a confirmation message.
- 5) Press **End Call button**  to return to Home screen.

Your mobile phone will receive an SMS which will contain the phone number of the caller (unless this information is withheld). You'll also see the number to dial to retrieve your **HomePhone+** voice recorded call. For SmarTone mobile customers, please dial *138. For non-SmarTone mobile customers, please dial 3480 0138.








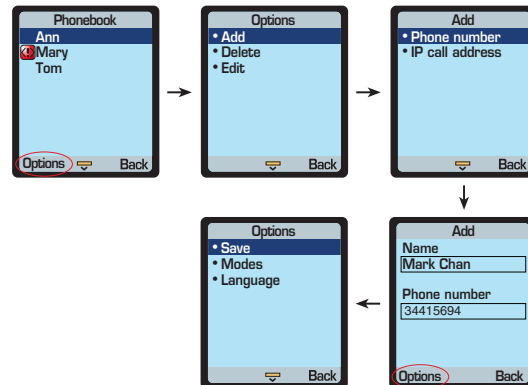
Note: SMS sent to a SmarTone mobile number is free. For other mobile numbers, a charge per SMS applies. For more information, please go to smarttone.com/homephoneplus.

Daily use

Phonebook management

To add a new phone number:

- 1) Press the **Phonebook button** .
- 2) Select **Options**.
- 3) Select **Add**, then press the **OK button** .
- 4) Select **Phone number**, then press the **OK button** .
- 5) Enter the name and phone number.
- 6) Select **Options**, then select **Save**, then press the **OK button** .
- 7) Press **End Call button**  to return to Home screen.

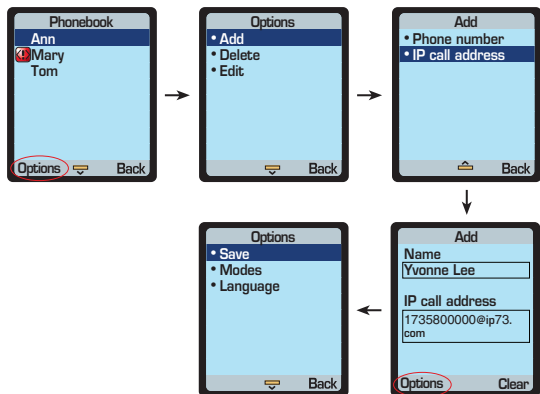


Daily use

Phonebook management

To add a new IP call address:

- 1) Press the **Phonebook button** (☎).
- 2) Select **Options**.
- 3) Select **Add**, then press the **OK button** (⏹).
- 4) Select **IP call address**, then press the **OK button** (⏹).
- 5) Enter the name and IP call address. (e.g.1735800000@ip73.com)
- 6) Select **Options**, then select **Save**, then press the **OK button** (⏹).
- 7) Press **End Call button** (⏏) to return to Home screen.

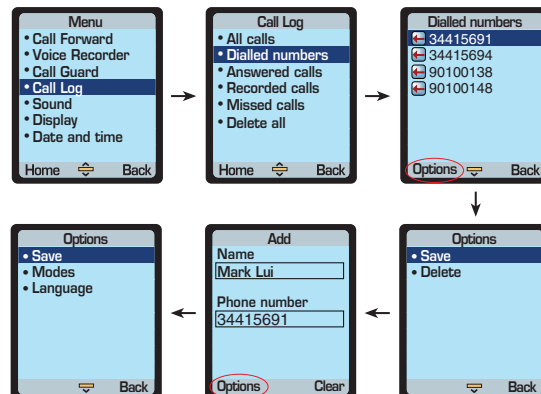


Daily use

Phonebook management

To save numbers from the Call Log to your phonebook:


- 1) Select **Menu**.
- 2) Select **Call Log**, then press the **OK button** (⏹). Then select **All calls/ Dialed numbers/ Answered calls/ Recorded calls/ Missed calls**, then press the **OK button** (⏹).
- 3) Select a number, then select **Options**. Select **Save**, then press the **OK button** (⏹).
- 4) Enter a name for the phonebook entry, then select **Options**. Select **Save**, then press the **OK button** (⏹).



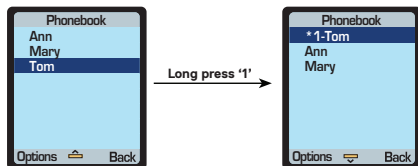
Daily use

Phonebook management

To set speed dial:

- 1) Press the **Phonebook button** .
- 2) Select a phonebook entry, then long-press the button of the speed dial number you want to set (it must be between 0 and 9), until the speed dial number is stored in the phonebook.
- 3) To make a call using speed dial, press the Asterisk button (*) followed by the appropriate digit.




Note: A speed dial number can be used for any phone number or IP call address.



To search for a number:

- 1) Press the **Phonebook button** .
- 2) Scroll using the **Up/Down button** .

To edit your phonebook:

- 1) Press the **Phonebook button** .
- 2) Select a phonebook entry, then select **Options**.
- 3) Select **Edit**, then press the **OK button** .
- 4) Edit the name and/or phone number/IP call address.
- 5) Select **Options**, then select **Save**, then press the **OK button** .


Tips:

- After pressing the **Phonebook button**, you can press a letter on your keypad which corresponds to the name of the phonebook entry. This is easier than scrolling through your list.
- Phonebook display: Your speed dial list will be displayed first, followed by English and then Chinese.
- English names are listed by alphabetical order. Chinese names are listed by the number of strokes in ascending order.

Preference settings

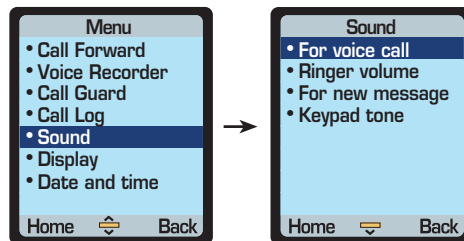
Sound

Jazz up your phone with these ringtones:

- 1) Select **Menu**
 - 2) Select **Sound**, then press the **OK button** .
- You can select or change the following:
- Ringtones for incoming calls
 - Ringer volume
 - Alert tones for new messages (On/Off)
 - Keypad tone (Off/High/Medium/Low)

Tips:

- Make sure to check out smartone.com/homephoneplus for the latest seasonal ringtones and connecting tones!



Preference settings

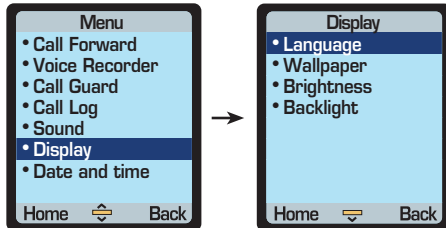
Display

1) Select **Menu**

2) Select **Display**, then press the **OK button** .

You can select or change the following:

- Language (English or Chinese)
- Wallpaper
- Brightness
- Backlight (time-out duration: 10s/ 15s/ 30s/ 45s)

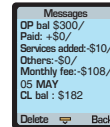


Billing

Monthly bill statement

Once a month you'll receive a statement via a service message. It will show you the following information


- OP bal = opening balance
- Paid = payment made
- Services added = the charge for new service subscriptions
- Others = charges for IDD and other pay-as-you use services
- Monthly fee = the charge for next month's subscriptions
- CL bal = closing balance

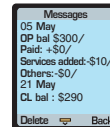


A plus sign (+) means you've added funds to your **HomePhone+** account. A minus sign (-) refers to charges for fees and services. Dollar amounts are rounded down to the nearest dollar.

Instant account enquiry

You can check your real-time bill anytime using your **HomePhone+** telephone.

- 1) Press the **Account Enquiry button** on your phone .
- 2) You'll be asked to confirm if you'd like to check your account; select **Yes**.
- 3) A service message will then be sent to you. In it will be a summary of your account.



Your detailed bill

You can check your detailed bill and call records online at smartone.com/homephoneplus by entering your "LoginNow" username and password. If you forget your password, just call our 24-hour hotline on 1-839-839.

Payment

Credit card via the Internet

You can pay by your Visa or MasterCard via Internet; just go to smartone.com/homephoneplus for more information. The payment value will be loaded to your **HomePhone+** account within 5 minutes.

Phone banking/Internet banking

To pay via the 24-hour phone banking and Internet banking service from HSBC, Hang Seng Bank and Jetco, just follow the on-screen instructions to complete the transaction. Note: you'll need to enter your phone number when prompted. The payment value will be loaded to your **HomePhone+** account within 2 working days.

PPS

Dial 18031 to connect to PPS. Enter merchant code '30' and your phone number, then follow the instructions. The payment value will be loaded to your **HomePhone+** account within 2 working days.

Automated Teller Machine (ATM)

Follow the on-screen instructions to complete the transaction. Note: you'll need to enter your phone number when prompted. For Jetco, the payment value will be loaded to your **HomePhone+** account within 30 minutes. With ETC, it takes 2 working days.

Vouchers

Vouchers range in value from \$50 to \$500. You can buy them at any SmarTone store or at over 800 designated newsstands displaying the SmarTone logo. Simply follow the steps printed on the back of the voucher. The payment value will be instantly loaded to your **HomePhone+** account.

In person at any SmarTone store

Payment by cash, EPS or credit card will be accepted.

Online Care

smartone.com/homephoneplus

Our website is a great way for you to easily and conveniently manage your **HomePhone+**.

Here's what you can do in the **My Account** section of the site:

- Check your current balance with **My Balance**
- Check your itemised bill with **My Bill**
- **Make a payment** using your credit card
- See your **Detailed call records**
- Set up **Alert to mobile**
- Shop for new ringtones and connecting tones
(you can try before you buy!)

Accessories

Should you need a replacement or new accessory, visit our stores where you can get handset battery packs and power cords (black / white / grey).

Maintenance

- Don't place any part of the **HomePhone+**, docking station and/or cord near water and/or steam
- Never try to disassemble the **HomePhone+** or docking station. There are no customer serviceable parts inside. Bring the phone and docking station to one of our Customer Centres
- If you need a new battery pack, please purchase from any of our stores
- Don't use any liquid cleaners, aerosol cleaners, abrasive powders or alcohol-based cleaners when cleaning the phone and/or docking station
- The **HomePhone+** and docking station should be in an environment in which the temperature is between 0°C and 40°C
- Don't use the **HomePhone+** or docking station near a petrol station

Warranty

For the HomePhone+ telephone and docking station

The warranty is valid for the same period as your contract term. If you have any queries, call our 24-hour hotline 1-839-839 or visit one of our stores.

Please note:

The warranty of **HomePhone+** will immediately be void and we will not repair any defective **HomePhone+** telephone or any part thereof caused by (i) undue wear and tear, (ii) negligence, omission or mishandling of **HomePhone+** telephone; or (iii) alteration or repair made without authorization of SmarTone. Any repair request will be subject to charges for parts and labour.

Troubleshooting

1. Always make sure that:

- the power cord is plugged securely into a power socket
- the **HomePhone+** telephone battery pack is installed correctly and securely

2. If you press any button, but nothing happens:

- reset the **HomePhone+** telephone by removing the battery pack; wait a few seconds and then insert the battery pack again

3. If your **HomePhone+** telephone screen displays the words 'Out of range'

- the **HomePhone+** telephone is too far from the docking station
 - your docking station isn't properly connected to a power socket
- Make sure it's fully plugged in

For the issues below, try following the steps in order, then try making a call at each step to check if the matter is resolved.

4. If you can't power up the **HomePhone+** telephone:

- place the **HomePhone+** telephone in the docking station to charge the battery
- If you need a new battery pack, please purchase only from any of our stores.

5. If you can't make or answer a call:

- switch off the power on the **HomePhone+** telephone, wait for a few seconds then switch it back on
- if you need further help, call our 24-hour hotline on 1-839-839

6. If the **HomePhone+** telephone doesn't ring:

- check that you haven't set the ringer volume to OFF
- check that you haven't activated Call Forwarding to another telephone

7. If there's noise on the line:

- move the **HomePhone+** telephone away from cathode ray tube TVs or speakers

Hotline

If you ever need any help and can't find answers at smartone.com/homephoneplus, just call us on our 24-hour hotline: 1-839-839. We're here to help.

