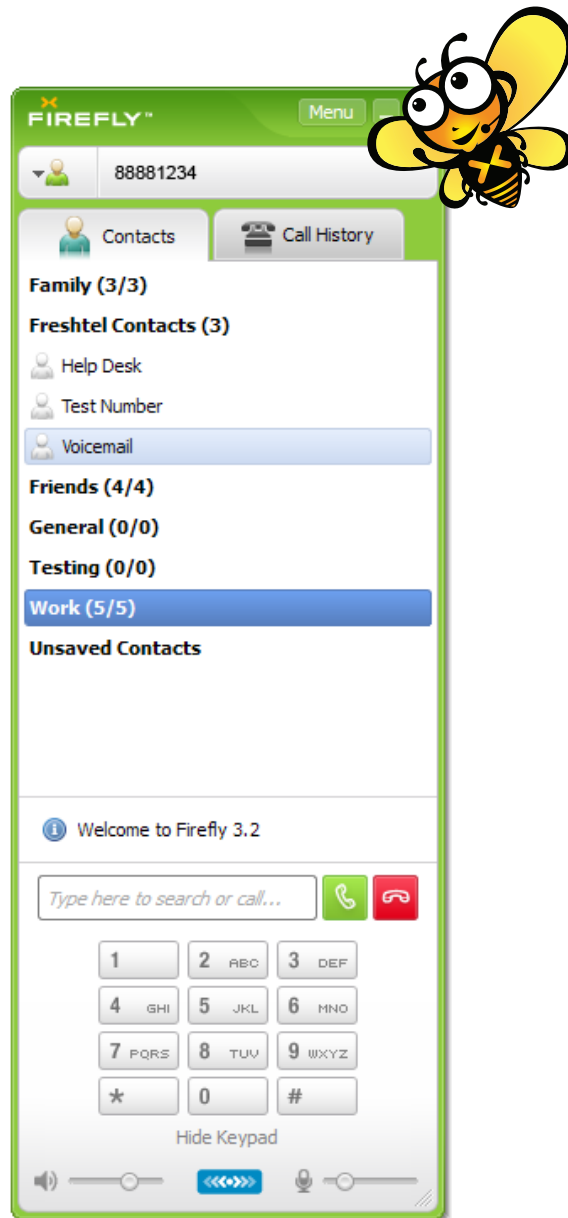


Getting Started With Firefly 3.2



What's new in Firefly 3.2

- High Quality audio mode delivers Wide Band audio when calling compatible devices.
- A built-in Help Centre to guide you through the most common processes
- New dialling rules make Firefly even easier to use
- Primary (SIP) and Secondary (IAX) connection modes make Firefly even more compatible with different network setups
- Brand new look and feel with custom colours
- Ability to have multiple calls in progress simultaneously
- New Call Handling including client-side Conference Calls and Call Transfer
- Enhanced Redirection, Timezone and Local Dialling Prefix control from the Firefly menu
- Advanced Echo Cancellation and Automatic Gain Control (AGC)
- Outlook Integration allows Outlook contacts to be added to the Contact List and a Firefly toolbar to be displayed directly in Outlook
- Improved sound handling including the ability to preview On-Hold Music
- Improved context-sensitive menus to control calls
- Mouse-over popups on Contact List for easy access to information and contact management
- Windows Vista® compatibility

Why should I use Firefly

We're glad you asked! There are lots of reasons to choose Freshtel for your phone calls, and here are just a few:

- Make free calls to any other Freshtel user anywhere in the world
- Get high-quality wide band audio when calling between compatible devices (such as Firefly to Firefly)
- Free calls and Instant Messages to any other Voicedot network user anywhere in the world – Including Freshtel Internet Phone UK and Tesco Internet Phone
- Choose from both Free and great value Monthly Plans including unlimited local calls
- Highly discounted call rates to landlines and mobile phones the world over
- Simple and easy to use for anyone. No complex settings, no strange terminology – just Register, Download and Install and you'll be making calls in no time
- No roaming charges – Start your copy of Firefly when you're on the road or on holidays and you'll be able to make and receive calls instantly no matter where you are (as long as you have Internet access)
- Free Voicemail
- Low bandwidth usage – Firefly calls use only 3KB/s yet sound as good as a normal phone



Plus much more – Try Firefly out and see for yourself why we believe it's the best Internet Phone around!

Minimum requirements for Firefly 3.2

You will need:

- A PC running Windows 2000/XP/Vista
- About 20MB of free disk space
- A working Internet connection
(at least 512k broadband is recommended for the best audio quality)
- A headset with speaker and a microphone or a USB Handset. You can use normal speakers and a microphone, but the sound quality will not be as good as with a headset and you might get some echoes. You can buy a headset at your local PC store or Freshtel sell a range of great high-quality headsets and USB Phones on our website – <http://www.freshtel.net/products/shop/>

Installing Firefly 3.2

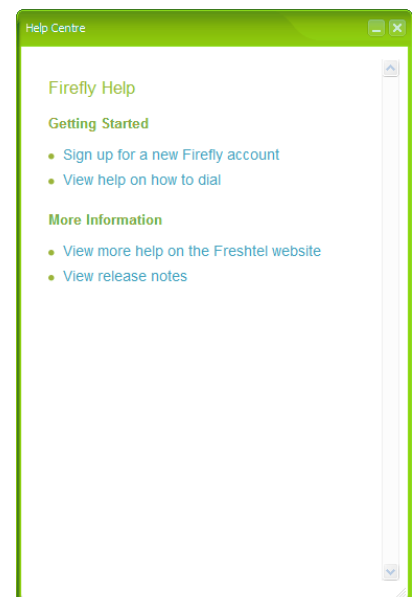
If you are running a previous version of Firefly you don't need to un-install it. When you upgrade to Firefly 3.2 all of your details and settings will be imported.

When you run the Installer, you'll see this screen:



Simply click the **Next >** button and follow the prompts until you have the software installed. At the end of the Installation Firefly will launch automatically.

When you run Firefly for the first time, the *Welcome Centre* will start. From here you can easily sign up for a new account or view various help topics. These topics can be viewed at any time by opening the Help Centre. The Help Centre can be accessed by clicking on *Menu | Open Help Centre*.



Once the Setup Wizard is complete, you'll see the main Firefly window appear.

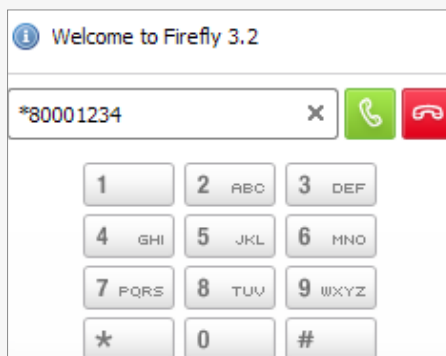
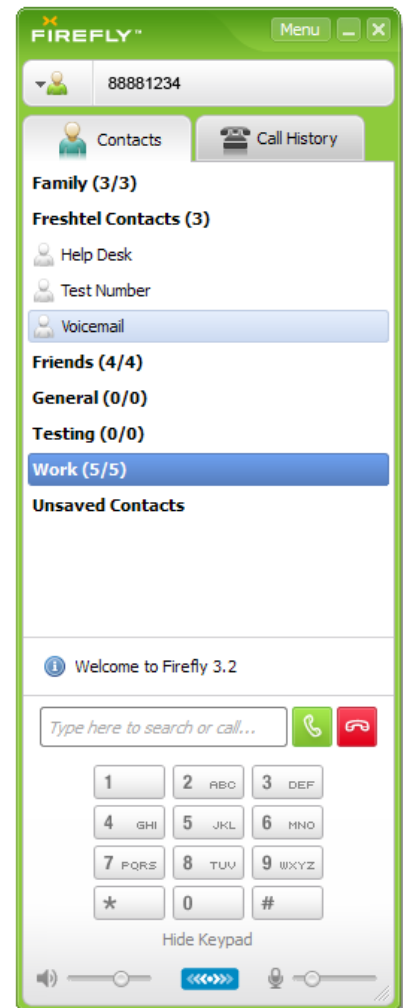
Making Calls

Now you're ready to make calls! You'll notice we've put three numbers on your contact list for you. The Test Number will play you a short recorded message about Freshtel and Firefly. You can try calling that number now by double-clicking on the Test Number entry in the contact list. If you can hear the message, your phone is working!

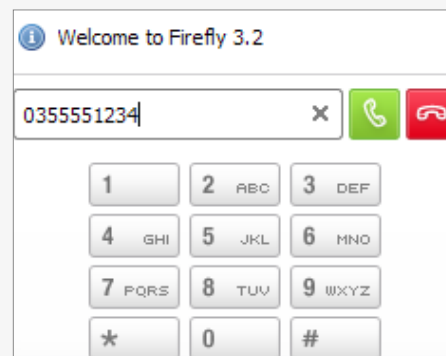
The next entry in the Contact List is your free Voicemail number. Double-click it to setup your Voicemail box. You can also find more settings for Voicemail in the Options menu within Firefly, and on the My Account section of our website. When you're busy or not online callers can leave Voicemail messages which you can collect later on – all free of charge.

You can make calls to Freshtel numbers and normal phones by dialling on the Firefly keypad or the keypad on your keyboard. Making calls like this is easy and just like using your normal phone.

Just remember that when dialling a Freshtel number you need to use the * prefix. The * symbol can be added to the front of a number using * on your keyboard or the * symbol on the *Firefly Keypad*.



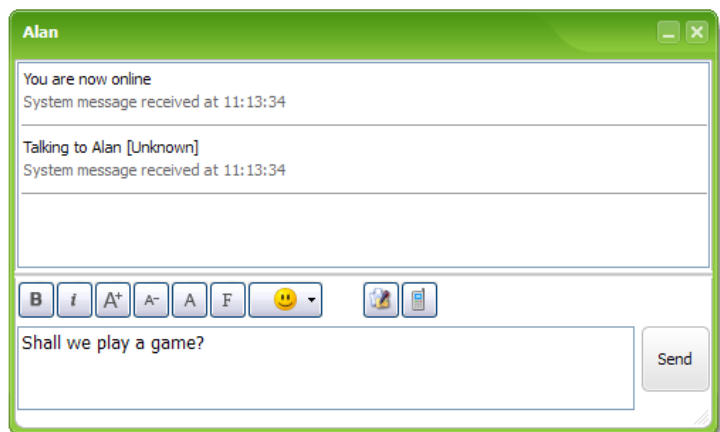
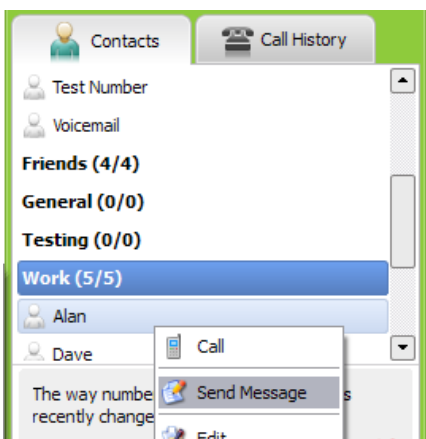
Calling a Freshtel number:
Dial *8000 1234



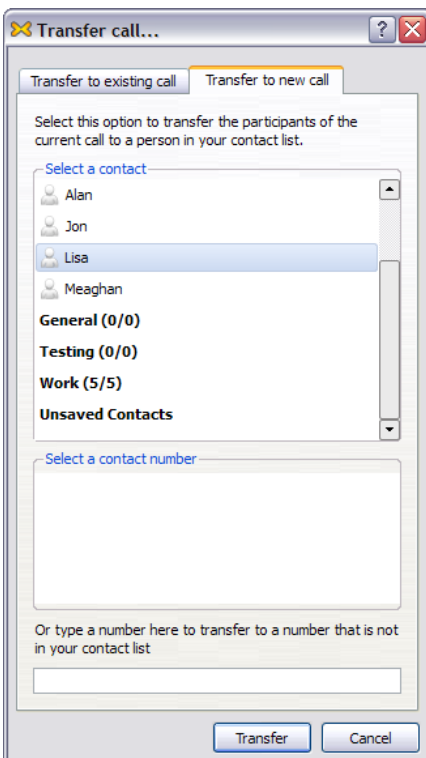
Calling a Landline or mobile:
Dial 03 5555 1234

Instant Messages

Firefly can also be used to send Instant Messages to any other Freshtel user on your contact list. To send an Instant Message to another Firefly user, *right-click* on their entry in the contact list and choose **Send Message**.



Transferring & Conference Calls



You can Transfer any call in progress by clicking on the Transfer button in the Call Window.

The *Transfer Call* window will appear. From here you can select another contact as the transfer destination, enter a number not on your contact list or select an existing call.

When you transfer a call, Firefly performs a *blind transfer*. This means that the destination number will ring and when answered the call will transfer immediately.

When you transfer a call you can no longer participate in the conversation.

You can also use Firefly to host your own Conference Calls.

To have a Conference you can **simply drag-and-drop Contacts into an existing Call Window** from either the Contact List or another Call Window. With multiple calls in progress you can easily drag Contacts between calls!

Transferring & Conference Calls continued

Another way to Conference is to establish a call to the first participant then click on the **Conference** button in the Call Window. This will bring up the Conference Call management window.

On the left you'll see a list of people in your Contact List, while on the right is a list of those already in the Conference.

Select one or more people from the left side then click **Add >>** to move their names to the right. If the person is not already in your list you can enter the phone number at the bottom of the window.

Pressing the **Update Call** button will return you to the main window and dial any added Conference participants. As soon as they answer they will join the call.

When you return to the main window you'll see that the Call Window has been updated with the new Conference participants.

Pressing the **End Call** button will end the Conference and hang up on all callers.

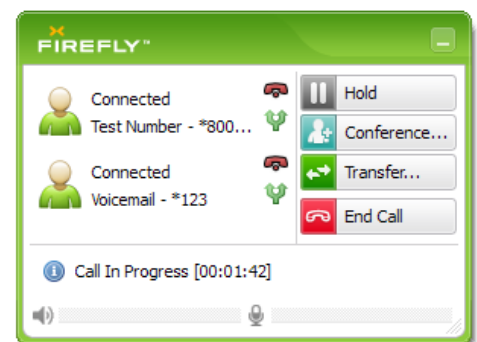
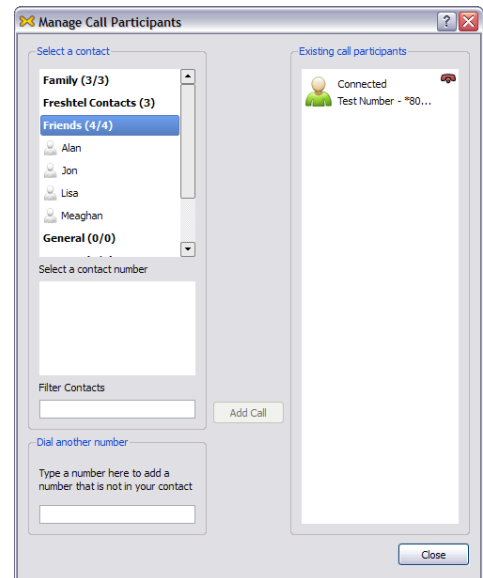
You can remove a user from the Conference using the management window – in much the same way as adding people.

You can also right-click on a Conference participant and choose to either hang up on the caller, or disconnect them from the current conference.

Selecting the disconnect option will not hang up on the caller, but instead remove them from the current Conference and place them on hold.

On Hold Music

Firefly allows you to set any .MP3 files as your *On-Hold Music*, which will be played to callers anytime you place them on hold. To enable *On-Hold Music* and select your preferred .MP3 file, go to the *Sounds* section of the *Options* menu.



Multiple Calls

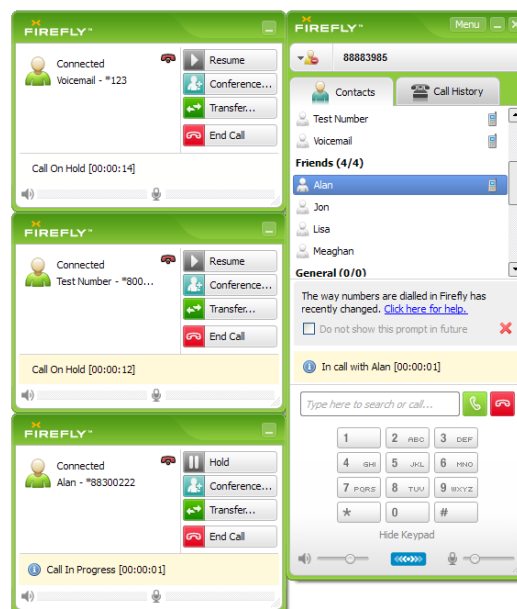
Firefly will allow you to run multiple calls at once. Each call will have its own Call Window.

You can start a new call by simply dialling another number while one call is already in progress.

Only one call can be active at any one time. When you start a new call, the current call is automatically put on hold. You can switch between calls using the **Resume** button.

When multiple calls are in progress, you can merge calls into a Conference by *right-clicking* on the contact in your Contact List and selecting **Merge Call**.

You can have multiple calls and/or multiple Conferences running at the same time! You can also drag-and-drop Contacts between Call Windows for easy conferencing.



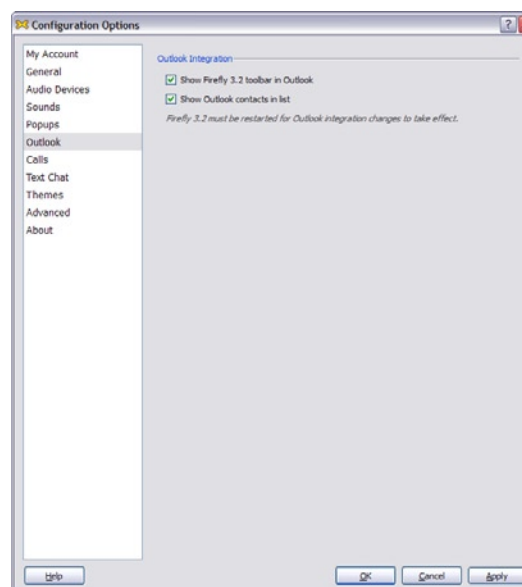
Adding Microsoft Outlook® contacts to Firefly

Firefly supports integration with Outlook – allowing you to easily place calls to any of your Outlook contacts.

To enable Outlook integration click on *Menu | Options | Enhancements* and select to enable the toolbar and/or show Outlook contacts in list. You will need to restart Firefly for the changes to take effect.

Outlook contacts are displayed in the Outlook Contacts group. This will only appear if Outlook is running. If you have categorized your contacts in Outlook, these categories will appear in Firefly as Groups.

Note: if a single contact has multiple Categories in Outlook, only the first Category is recognized.



The Firefly Options Menu

You can get to the Options Menu by clicking on the Menu button in Firefly and then choosing Options. From here you can adjust lots of settings including your Audio options, Voicemail settings, Notifications, Message Logging and much more. Once you're comfortable using Firefly you can go through the Options and set the program up just the way you like.

Firefly 3.2 includes advanced Echo Cancellation which can help improve call quality by removing locally caused echo when in a call. This feature is located in the *Advanced* options and is enabled by default.

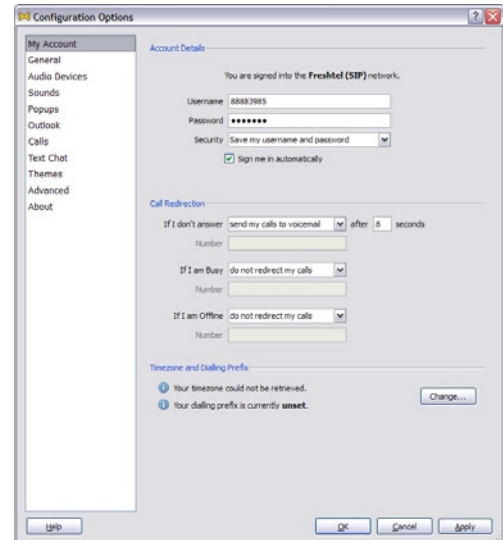
My Account

When it's time to add funds to your Freshtel account, upgrade to one of our great value monthly plans or update any of your account details, you'll need to login to the "My Account" section of the Freshtel website. You can get to My Account in two ways:

- Click on the Menu button within Firefly, and select View My Account
- Go to the Freshtel website at www.freshtel.net and follow the links

From My Account you can do lots of useful things like:

- Update or Edit your account details such as your email address and billing details
- Set your local call prefix to make dialing easier (removes the need to dial an area code for local calls)
- Add more users to your existing account
- Upgrade to one of our great value plans
- Change your Voicemail settings
- View a real-time call log of all the free and paid calls you make
- Add funds to your Free Freshtel account



Tips & Tricks

Whether you're new to Firefly or a power user, you might be able to benefit from some of the following useful Tips & Tricks.

- A good quality headset or USB Phone will sound much better than using your PC's external speakers and microphone. Why not have a look at the high quality products you can purchase on the Freshtel website to improve your experience – <http://www.freshtel.net/products/shop/>
- Some onboard soundcards, particularly in laptops, can have very poor audio quality even when using a good headset. In these cases it's best to try a USB Audio Device such as a Stickphone or USB Handset/Headset.
- Firefly 3.2 contains advanced Echo Cancellation and Gain Control that is enabled by default. You shouldn't turn this option off unless you're using an audio device with built-in hardware echo cancellation and the two are conflicting.
- Don't forget about your free Voicemail! You can use Voicemail to answer calls for you when you are busy or offline. You can record your own custom greeting and setup your voicemail box by calling *123 from Firefly.
- There's no software limit to the number of calls or Conferences you can have running at the same time – but each uses some of your PC resources and Internet bandwidth. Depending on your PC specs and Internet speeds, too many simultaneous calls will result in poor audio.
- In the *Options* menu you can also set your local call prefix. This allows you to call local PSTN numbers without having to dial the area code. Set your local call prefix by clicking on *Menu* then *Options* from within Firefly.
- Add all your contacts to the Contact List to keep them handy! Your contact list will follow you wherever you go – just log into Firefly from anywhere in the world with your unique Freshtel number and password and your entire contact list will be there!
- Do you use Instant Messaging? Try enabling message logging in the Options so that you can review your message history at any time.
- If you have a slow Internet connection, avoid letting any other programs use the Internet while you're on a call to keep the quality high.

Tips & Tricks continued

If you're stuck, we've got lots of help available on the Freshtel website:

<http://www.freshtel.net/help/>

Thanks for choosing Freshtel. We hope you enjoy using Firefly as much as we do!

– The Freshtel Team