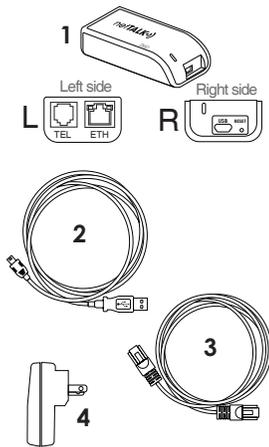


What's in the Box?

1. DUO
2. Black USB cable
3. Gray Ethernet cable
4. AC adapter



START HERE ►

Activate your DUO:

Go to login.nettalk.com and login using the username and password located inside the packaging. You must enter your name, email, e911 address, and select a phone number.

Setup Types

A. Router Setup

Required: high-speed Internet, modem or router, phone

B. Computer Setup

Required: High-Speed Internet, modem or router, phone, and a Windows computer.
(Apple computers not supported)

A. Router Setup

STEP 1:

Ethernet cable: Connect the gray Ethernet cable into the "ETH" port

on the DUO and connect the other end into an available Ethernet port on your router

STEP 2:

Phone: Connect your phone into the "TEL" port on the DUO

STEP 3:

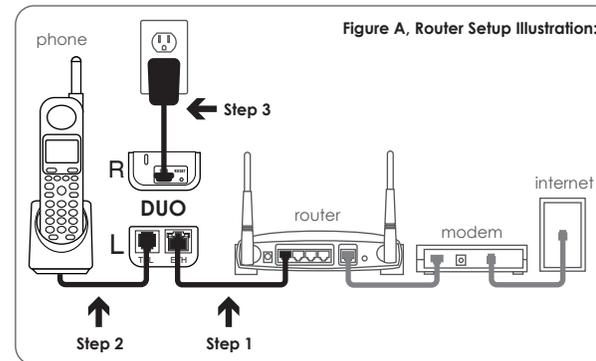
USB cable: Connect the black USB cable into the "MINI USB" port on the DUO and connect

the AC Adapter to the other end of the black USB cable and connect it to a power outlet

DUO auto syncs with our network:

A green light (located: top-left of the "ETH" port) will turn on indicating it is getting power.

A yellow light (located: top-right of the "ETH" port) will pulsate indicating



it is registering with our network.

Please be patient, this automatic process may take a minute. After the DUO registers, it will ring your phone once. You should now hear a dial tone and be able to place and receive calls on the DUO.

If you experience any issues during this process, please submit a trouble ticket at faq.nettalk.com.

B. Computer Setup

(DO NOT plug the DUO to your computer yet.)

STEP 1:

USB Driver: Go to www.nettalk.com/downloads and click on "DUO USB Driver". Download the file, unzip it, and double-click on the .exe application. This will automatically install the USB driver for you.

STEP 2:

Restart your computer. There should now be a new orange phone icon on the Windows taskbar. (bottom of your screen)

STEP 3:

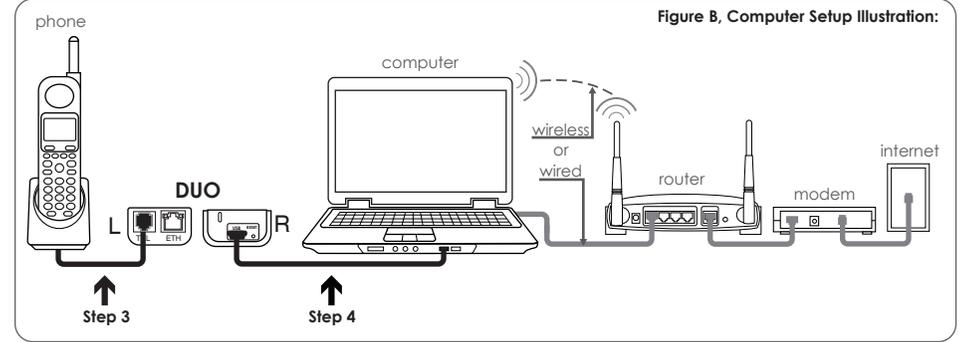
Phone: Connect your phone into the "TEL" port on the DUO

STEP 4:

USB cable: Use the black USB cable to connect the DUO to the computer. The phone icon should turn blue at this time

STEP 5:

DUO auto syncs with our network: The first time the DUO is connected it may take a minute to sync/register. After the DUO registers, it will ring your phone once. You should now



hear a dial tone and be able to place and receive calls on the DUO.

If you experience any issues during this process, please submit a trouble ticket at faq.nettalk.com.

Please note: You do not need to plug your Ethernet cable from the router to the DUO if the DUO is connected to the computer

How To Place A Call

Local and Long Distance Calls

Dial 1 + Area Code + Remaining 7 Digits
E.g.: 1 + 786 + 123-4567

International Calls

011 + Country Code + Area Code + 7 Digits
E.g.: 011 + 58 + 123 + 456-7890

In order to place international calls, you need to purchase credit online. Go to login.nettalk.com to buy credit.

Customer Portal

Register DUO at login.nettalk.com

Setup Your Phone Number

You will need to choose a phone number before setting up and connecting your DUO.

1. Locate your temporary username and password on the sticker inside the DUO packaging
2. Sign in at login.nettalk.com

3. Fill out "New User Registration"

4. Enter your name and email

5. Create a new username and password

6. Enter your e911 address

7. Select a phone number

Call Forwarding

Forward missed calls to another phone. Click on the "PHONE NUMBERS" button and then click on the "AUTO FORWARD" tab. Follow instructions to setup.

VoiceMail to Email Setup

Click on the "VOICEMAIL" button and be sure "ON" is selected. Click on the "ACCOUNT INFO" button, then click on "Edit Personal Info" to add your email.

E911

To edit your e911 address click on the "ACCOUNT INFO" button and then click on the "E911" tab.

Features

Three-Way Calling

Make or receive a call, press FLASH, dial out to another contact, then dial *46#. This should merge all three-calls and you should be able to talk to both contacts.

411

The DUO offers free 411 service. Dial 411 to access.

Call Waiting

Call Waiting is automatically established with your purchase of the DUO. When you hear a beep, press the FLASH button on your phone and you will be placed with the incoming caller.

Troubleshooting Tips

Possible Issues:

1. No incoming calls
2. No outgoing calls
3. Loss of dial tone

Possible Solutions:

Setup phone number

Make sure you selected your phone number at login.nettalk.com

Power cycle modem/router

Unplug the power from the modem/router, wait 10 seconds, and plug it back in.

Power cycle the DUO

Use a paperclip to press the reset button next to the MINI USB port on your DUO. Reset only once per minute or you may also unplug the power cord from the DUO.

Change router settings

(Firewall/DNS)
To make sure your DUO is not getting blocked by your router, it is recommended to put your DUO on the DMZ. Refer to your router's manual on how to do this.

Upgrade router firmware

Login to your router to check the current firmware and go to the manufacturer's website to see if your router is up-to-date.

Check or swap cables

Make sure all (Ethernet, USB, and phone) cables are securely plugged in and/or try using other extra cables you may have.

Important Websites

netTALK, Inc.
www.nettalk.com

Trouble Ticket System / FAQ
faq.nettalk.com

Online Forum
forum.nettalk.com

Customer Portal
login.nettalk.com

Contact Information

Technical Support (TALK Experts):

1-866-967-1063
or dial 611 from your netTALK device

Hours of Operation:

Monday - Friday, 9am to 5pm EST
Saturday - Sunday, 10am to 4pm EST
After hours, please submit a Trouble Ticket at faq.nettalk.com

Customer Service/Sales:

www.nettalk.com/contact

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