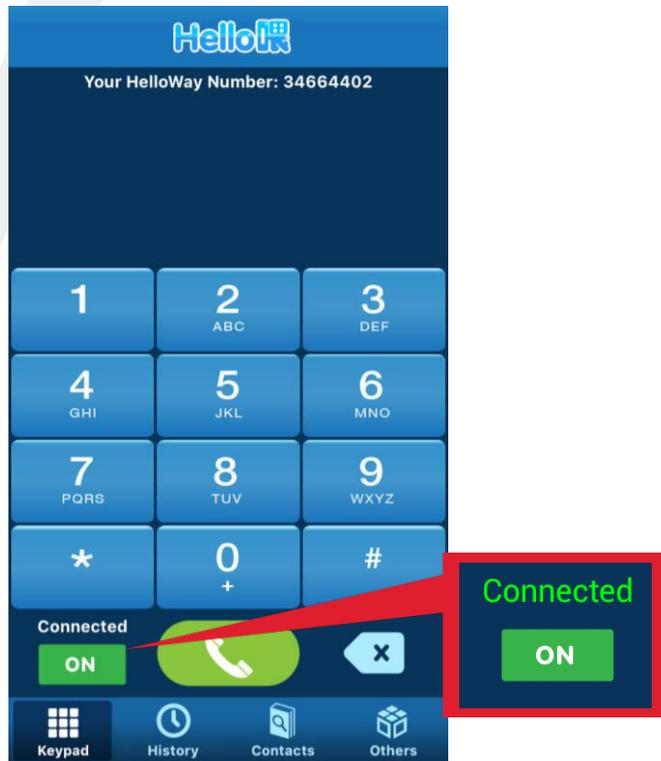


# How to use HelloWay

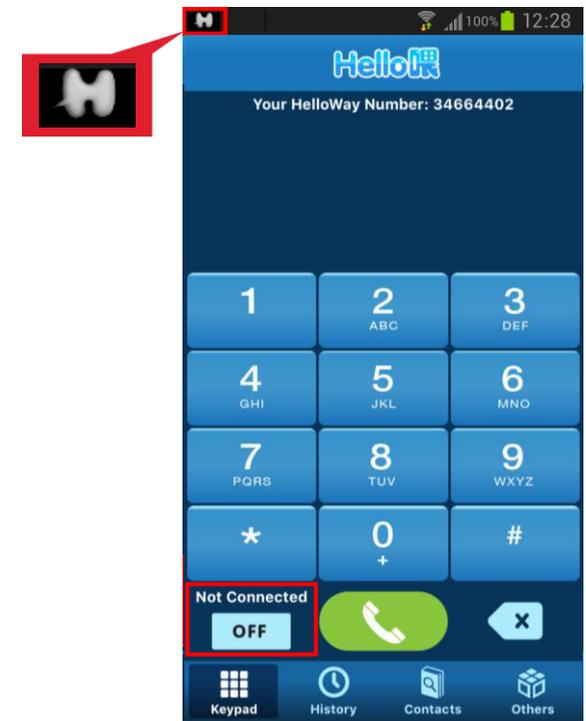
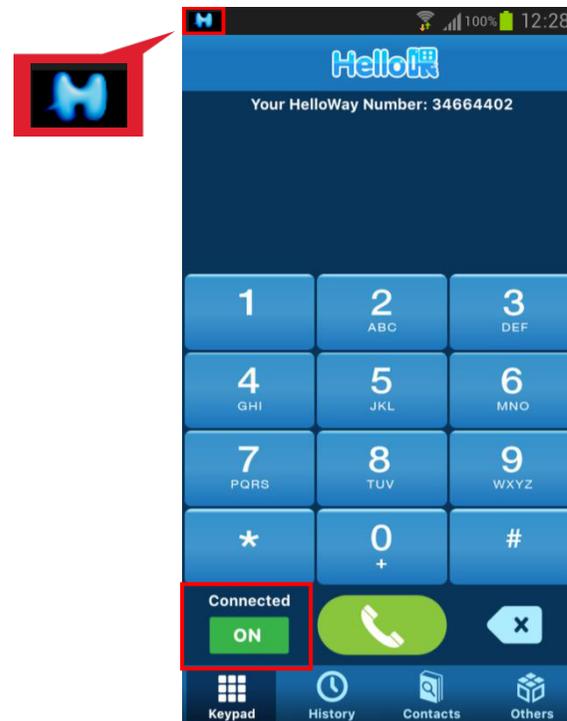
> Connect to Wi-Fi or data network

Please ensure you have connected the handset to a Wi-Fi or data network before using HelloWay.

## Turn On HelloWay

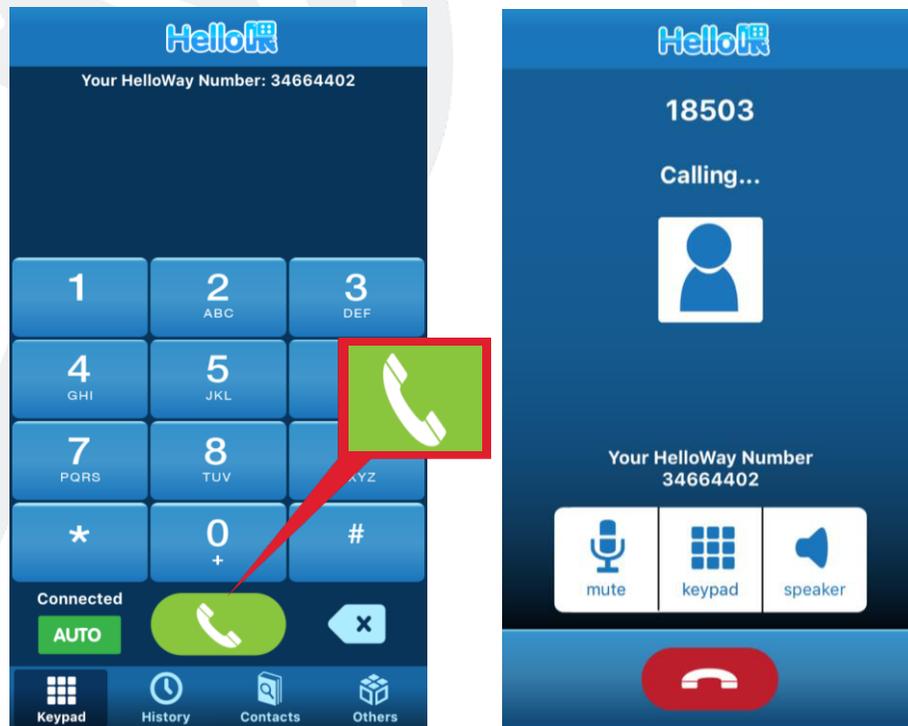


The connection status is shown at the bottom left corner under the keypad (Default automatic connection).



The connection status is also shown at the top left corner for Android devices. Blue colour means connected, while grey means disconnected. You also can press "Others" > "Connection Mode", and then select "Manual" to control the connection by yourself. To turn off HelloWay, you can press "Others > "Exit".

## Dial outgoing call



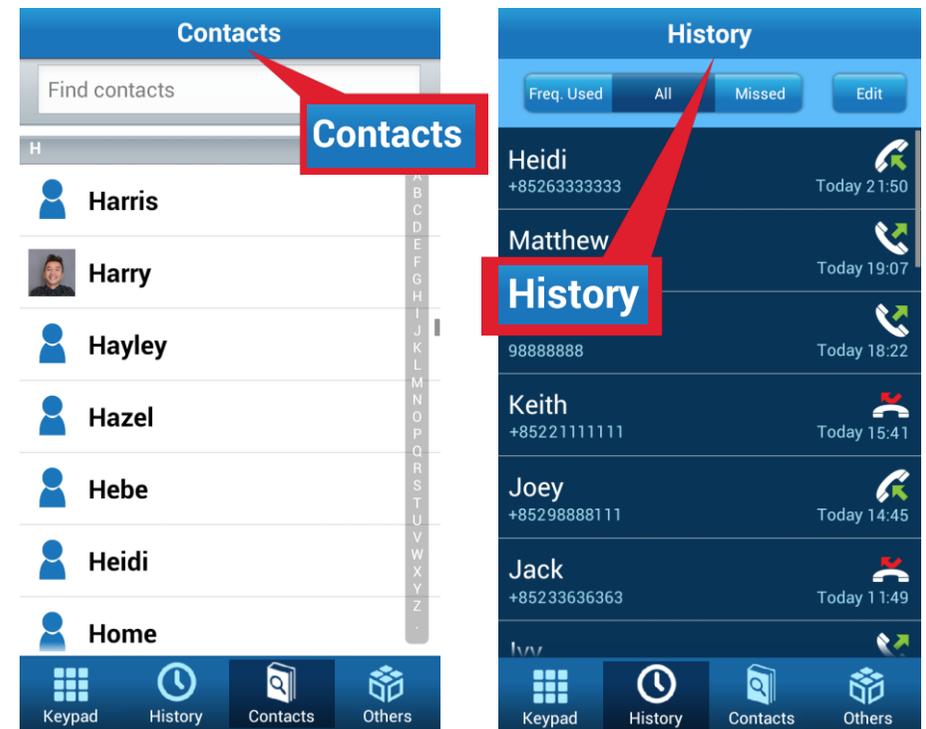
### To a Hong Kong number:

Press [Hong Kong local numbers], then press the green dial out button.

### To overseas destinations:

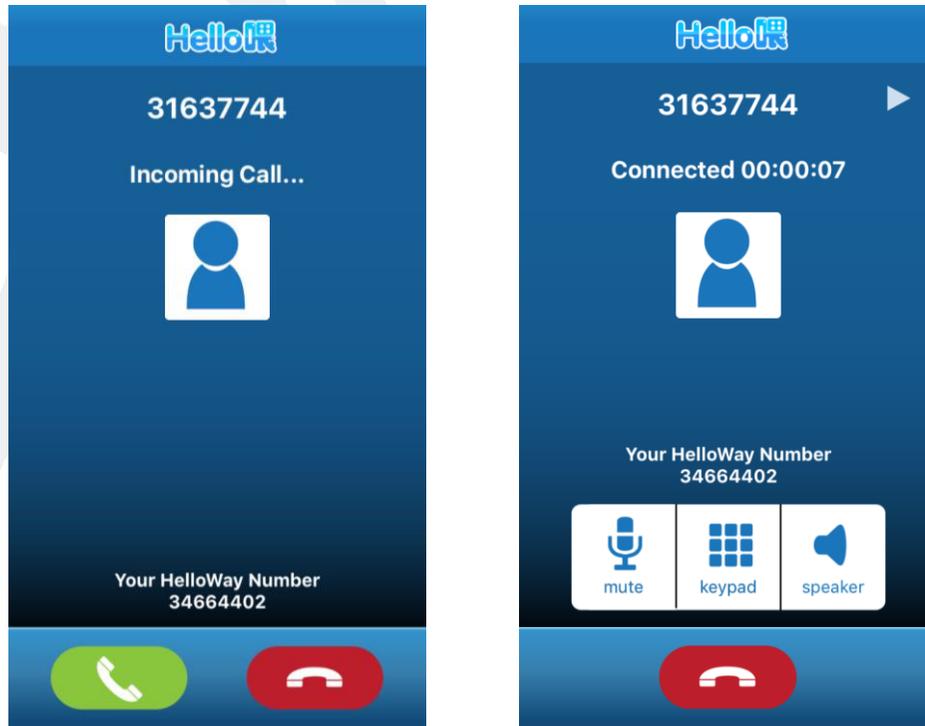
You will first need to register for the IDD service for the HelloWay number. If you are an IDD 0080 customer, press [0080] + [Country Code] + [Area Code] + [Phone no], then press the green dial out button.

or



Choose the contact person in the "Contacts" or choose the number from the "History".

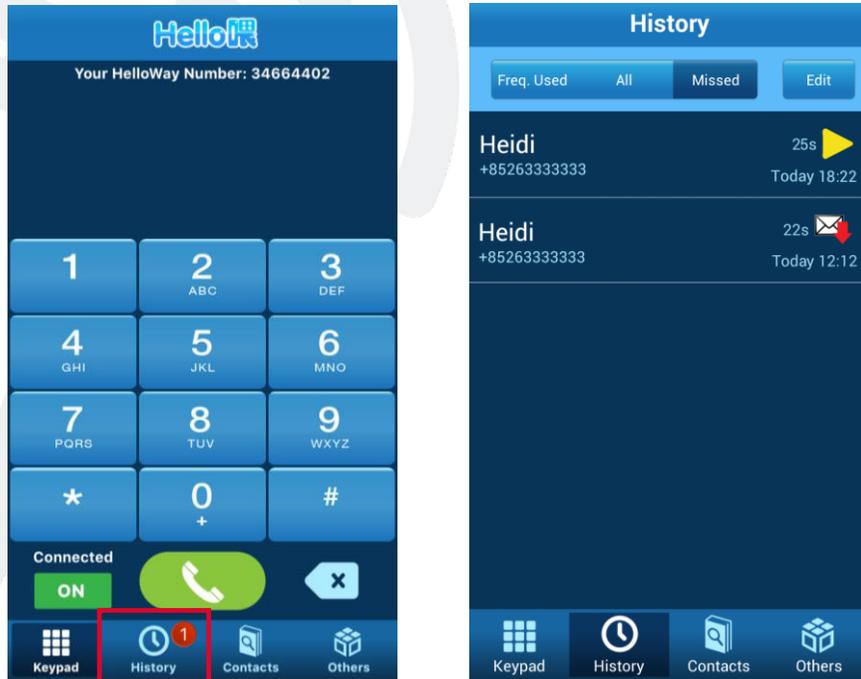
## Receive incoming call



The HelloWay incoming call screen will show whenever there is a HelloWay incoming call. You can press the green button to receive the call or the red button to reject the call.

No matter where you are in, the caller will hear the Hong Kong ringtone.

## Call History



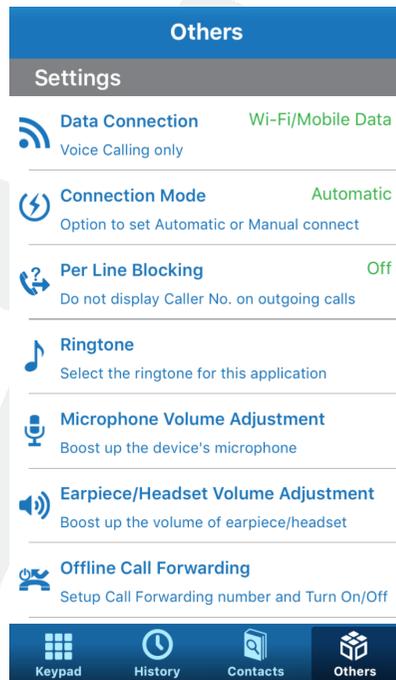
You can check all the call record in "History".

## Call History Icon Summary

-  Incoming Call
-  Outgoing Call
-  Online Missed Call
-  Offline Missed Call
-  Offline Forwarded Call
-  Voice Message not yet downloaded and played
-  Downloaded Voice Message but not yet played\*
-  Voice Message downloaded and played
-  Stop listening to the Voice Message
-  System message (unread)
-  System message (read)

\* Applicable to iOS only

## Others



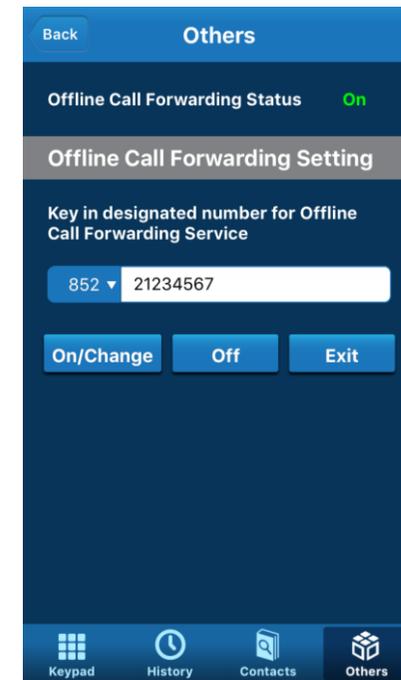
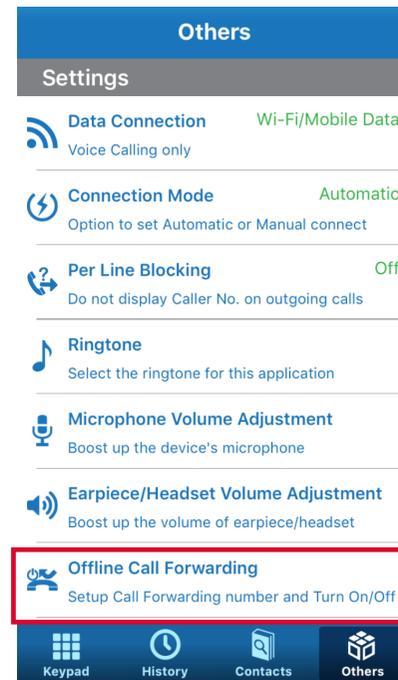
You can change the data connection option, connection mode, ringtone and adjust the volume in “Setting”.

There will be push notifications for Offline Call Forwarding, Voice Messaging and Offline Missed Call Service when the HelloWay application goes offline, which may incur data usage.

To turn off such push notifications, iPhone users please go to your handset’s “Settings” > “Notification Center” > Select “HelloWay” app > Disable the “Badge App Icon”.

For Android OS 8 or above users, please go to your handset’s “Settings” > “Applications” > Select “HelloWay” app > uncheck “Show notifications”.

## Offline Call Forwarding Service



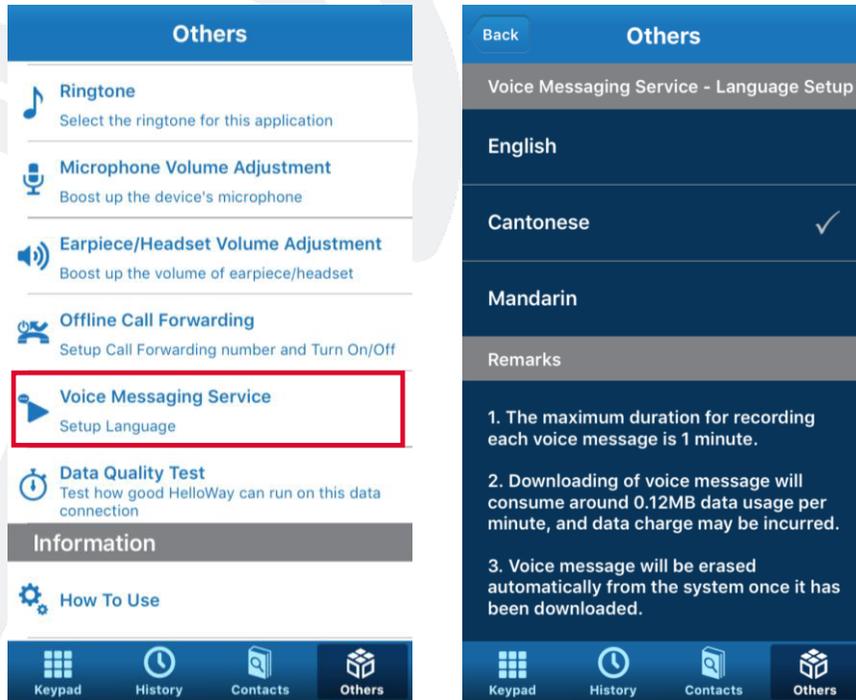
If you want to auto forward your call to another telephone number when your HelloWay goes offline, you can set “Offline Call Forwarding” in “Settings”.

To enable the Offline Call Forwarding Service\*, you can simply input the telephone number to which you want to forward, then press the ON / Change button, or press Off button to disable the service.

\* Offline Call Forwarding Service is only applicable when Offline Calling Forwarding Service is turned on and the device is not connected to the HelloWay platform.

# Voice Messaging Service

## Voice Messaging Service Language Setup

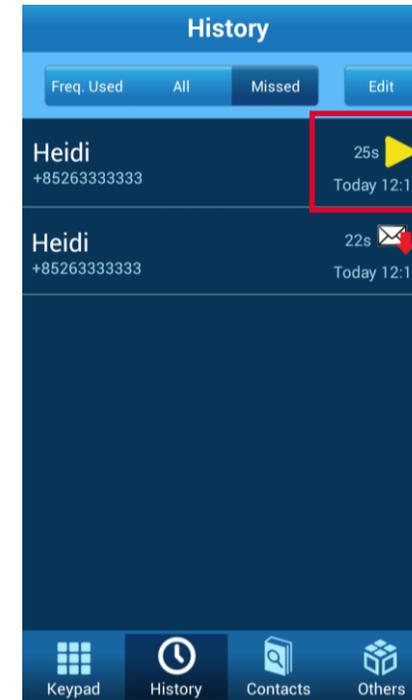


Users who have subscribed Voice Messaging Service can choose the language of the voice message announcement.

Note:

1. The maximum duration for recording each voice message will be 1 minute.
2. Downloading of voice message will consume around 0.12MB data usage per minute, and data charge might be incurred.
3. Voice message will be erased automatically from the system after being downloaded.
4. Undownloaded messages will be erased automatically from the system after 7 days from the date on which they are received.

## Listen to the Voice Message



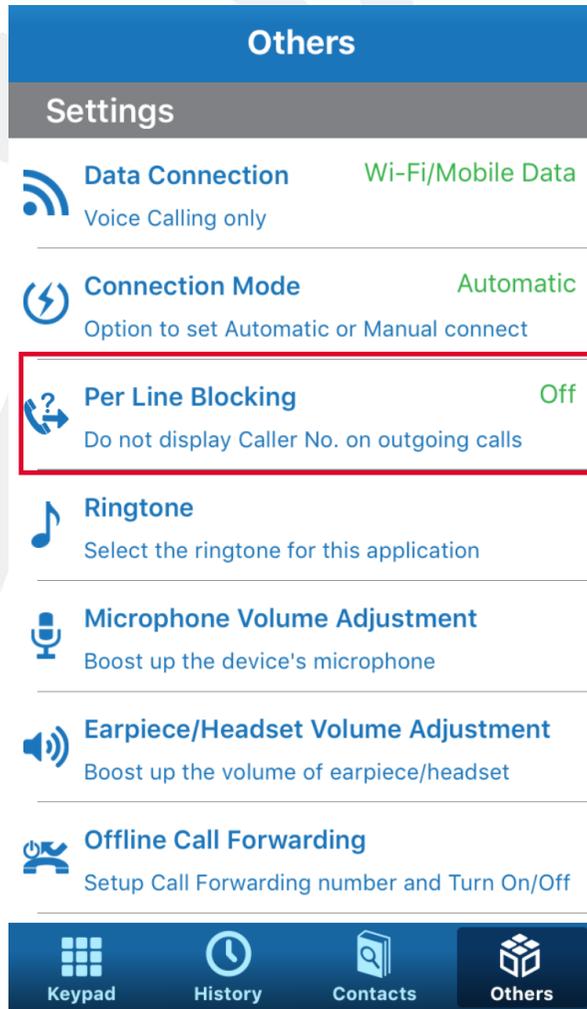
The voice messaging service will be enabled when:

- 1) your HelloWay goes offline, or
- 2) your HelloWay number is busy, or
- 3) your HelloWay goes online but the incoming call is unanswered

To listen to and download the voice message, you can press the envelope sign in All / Missed Call History.

## Per Line Blocking feature

### Feature Setup



All users can choose to display or not display the caller number on outgoing calls.

**OFF** – Display your phone number on outgoing calls  
(The called recipient **will** see your HelloWay number)

**ON** – Do not display your phone number on outgoing calls  
(The called recipient **will not** see your HelloWay number)

## Money Saving Tips

If you wish to answer calls from your mobile number with HelloWay App when you are in overseas, you can simply forward your Hong Kong mobile No. to HelloWay No. on your handset before leaving Hong Kong.

**\*\*21\*** + **HelloWay no.** + **#** + **Dial**

Cancel the call forward function on handset upon return.

**##21#** + **Dial**

### Warm Reminder:

We strongly recommend you **DO NOT** execute Call Forwarding function with activated "Conditional Call Forwarding" ("No Answer" (\*\*61\*), "Unreachable" (\*\*62\*) and "Busy" (\*\*67\*)) to avoid charging double roaming charges (including the roaming charge for the call from Hong Kong and that for calling back to Hong Kong) by your mobile service provider.