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”.

HelloWay Connection Status
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.

Choose the contact person in the “Contacts” or choose the number from the “History”.
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.
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
You can change the data connection option, connection mode, ringtone and adjust the volume in “Setting”.

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.
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 once it has been downloaded.
4. Undownloaded messages will be erased automatically from the system after 7 days from the date on which they are received.

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**

<table>
<thead>
<tr>
<th>Settings</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Connection</td>
<td>Wi-Fi/Mobile Data</td>
</tr>
<tr>
<td>Voice Calling only</td>
<td></td>
</tr>
<tr>
<td>Connection Mode</td>
<td>Automatic</td>
</tr>
<tr>
<td></td>
<td>Option to set Automatic or Manual connect</td>
</tr>
<tr>
<td>Per Line Blocking</td>
<td>Off</td>
</tr>
<tr>
<td></td>
<td>Do not display Caller No. on outgoing calls</td>
</tr>
<tr>
<td>Ringtone</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Select the ringtone for this application</td>
</tr>
<tr>
<td>Microphone Volume Adjustment</td>
<td>Boost up the device's microphone</td>
</tr>
<tr>
<td>Earpiece/Headset Volume Adjustment</td>
<td>Boost up the volume of earpiece/headset</td>
</tr>
<tr>
<td>Offline Call Forwarding</td>
<td>Setup Call Forwarding number and Turn On/Off</td>
</tr>
</tbody>
</table>

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)
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.