

### 1. What is TM BB Phone?

TM BB Phone is Broadband Phone which allows you to make voice calls over any broadband connection.

### 2. How I can subscribe to the service?

You can get the registration form from your nearest TMpoint or contact your Account Executive.

### 3. Is BBphone open for Residential & Company?

Our service is only applicable for businesses.

### 4. What is my BBphone number?

Your BBphone number is 015 48XXXXXXX.

### 5. How do others call me?

Others can call your BBphone number from TM fixed line by dialing your 11-digits telephone number.

### 6. Who can call me?

Currently, only other BBphone and TM Fixed line user can call you by dialing your 0154 number.

### 7. How can I place a call?

Off net Calls (BBphone to PSTN/Mobile calls):

STD calls are made by dialing the area code followed by the telephone number. If you are making an IDD call, dial the country code, the area code and telephone number.

On Net Calls (BB Phone to BB Phone calls):

Simply dial the BBphone 0154 number.

### 8. What kind of equipment do I need?

Option 1: TM BBphone (Softphone) installed and configured on your PC.

Option 2: Analog phone connected to an Analog Telephone Adapter (ATA).

Option 3: Mobile client to make calls via your mobile phone.

Option 4: IP phone.

### 9. What is Soft phone?

Soft phone is a client-side software that turns a desktop PC into an IP-based phone and similar to IP Phone.

TM provides you with its own Soft phone.

### 10. What is ATA?

ATA stands for Analogue Telephone Adapter. ATA is a small box that connects your analog phone to a modem which enables you to make voice calls over internet.

### 11. What should I do if my ATA is not working?

If your ATA is still under the two years warranty, please call 100 and get advice from our support team. Please follow the direction given for further action.

If your ATA has passed the warranty period, you can still bring it to TMpoint but you will be charged for any cost incurred to repair your ATA.

### 12. What is mobile client?

BBphone mobile client is an application to enable you to make call directly from your mobile phone. You can download the mobile client and user guide from our BBphone portal at <http://www.bbphone.com.my>

### 13. What is the mobile phone operating system that is supported for mobile client?

TM has developed BBphone mobile client for the following operating system:

- Windows Mobile
- Symbian
- iPhone

TM will be releasing the mobile client application for Blackberry and Android soon. For latest update, please visit our BBphone portal at: <http://www.bbphone.com.my>

### 14. What are the steps to install TM mobile client?

Please refer Diagram "How to install TM Mobile Client"

### 15. What is an IP Phone?

IP Phones is an analogue phone and ATA combined into a single device. It has an RJ45 interface. Hence, can be directly connected to a modem.

### 16. What is the business feature included in the TM's BBphone?

- Call logs-Lets users view logs for missed, incoming, and outgoing calls.
- Speed dialing-Lets users program entries (from their Portal) or their softphone directory.
- Contacts list-Lets users add up personal contacts.
- Mute and Un-Mute- Lets user to mute their microphone during a telephone call.
- Caller ID-Lets users see the name of the caller if the caller's number is in the user's contacts list. Other wise the number of the caller is displayed.
- Call transfer-Lets users do a call transfer of an active call to another extension using fixed buttons or the softkeys (X FER) on the phone display.
- Do not Disturb-Lets users to ignore all incoming calls. No ringing sound.
- Call Recording-Lets user to record their current conversation as a wave file on their PC.
- Music on Hold-Plays an audible tone to indicate that an incoming call is waiting. A user can then put the existing call on hold and accept the other call or can alternate between the two calls.

### 17. Can I use my computer while I talk on the phone?

Yes, you can use your computer while making a call. Your computer and your call will work as usual.

### 18. Can I still use my BBphone service when I travel?

You will be able to use your BBphone service as long as you have a broadband Internet connection available.

### 19. Does my computer have to be switched on?

Not if you are making calls with an IP phone or normal phone connected to an ATA set. But if you are using soft phone, you will have to turn on the computer to enable you to make a call.

### 20. How do I access the BBphone User and Admin portal?

Please go to this link to access to your portal: <http://www.bbphone.com.my>.

### 21. What are the features available in the BBphone User Portal?

Available features are:

- View all your call history, incoming, outgoing and missed call.
- Search other members using the TM's BBphone
- Retrieve voice mail.

### **22. What are the features available in the BBphone Administrator Portal?**

Available features are:

- Change user login id and information.
- Terminate and create new accounts.
- Reset user password.
- Monitor call history from all the users under the same account numbers.
- Enable and Disable Voice Mail feature for all users.

### **22. Why I cannot access to my BBphone User Portal?**

Make sure your username and password are correct. Make sure there is no space in the login id or password. If you have forgotten your password, there is a password reminder tool that will help you try recalling your forgotten password. If that does not work, you can contact our Help Desk for assistance.

### **22. If there are any problems how do I contact the support team?**

In any case, please, contact us at 100 or Account Executive.