



Thank you for using our CnCn VoIP service, the leading provider of voice over IP.

Here is the documentation to help you take full advantage of our service. Please remember you do not have to have broadband Internet connection or even any Internet connection to use our service.

If you have ADSL/broadband connection at home or at your office you can configure your SIP softphone or ATA(analog telephone adapter) as per the instructions found here:

<http://www.clickncallnow.com/howto.php>

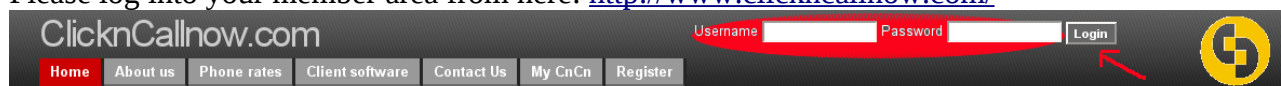
Once you setup your SIP phone please follow these dialing instructions:

- For Australia local or national calls please prefix area code such as 02xxxxxxx
- For international calls please do ***NOT*** include 0011, e.g. dialing UK you can just dial: 44xxxxxxx (without 0011)
- For mobile calls please dial 04xxxxxxxxx

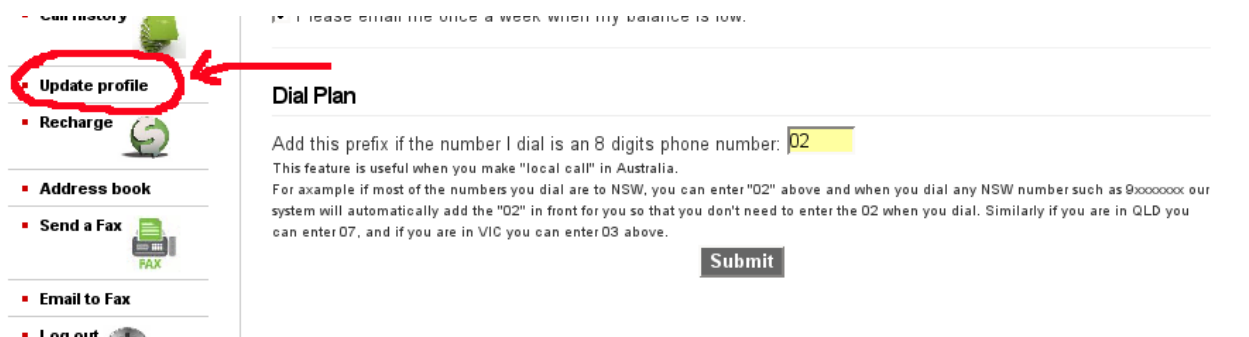
MEMBER AREA:

How to log into the member area?

Please log into your member area from here: <http://www.clickncallnow.com/>






How to omit area code when dialing a "local number" in Australia?



How to use WEBCALL?

For WEBCALL, click on "Webcall" from the left menu (please remember to login first as per step 1):

- Software download
- How to use it
- FAQ
- ClicknCallnow
- **Webcall **
- ANI Callback 
- SMS Callback
- Speed Dial 
- Global Access

You can initiate the webcall by entering your phone number and the number you wish to call!




Your Phone Number :	The number you wish to call :	Time to call
<input type="text" value="02xxxxxxx"/> e.g.	<input type="text" value="04xxxxxxx"/> e.g.	<input type="text" value="2009-02-12 15:25:51"/>
<small>Please respect the format YYYY-MM-DD HH:MM:SS. For instance, '2008-12-31 00:00:00'</small>		
<input type="button" value="Submit"/>		
<small>For international calls please use this format: [country code] + [phone number], e.g. calls to USA: 1xxxxxxxxx, calls to UK 44xxxxxxxx</small>		

Enter the two phone numbers you wish to connect above. In a few seconds your phone will ring, please pick it up and wait for the other side to ring. You can connect any two phone numbers in the world. Please note the above "time to call" is on Queensland timezone. If you set a time in the past we will connect the calls immediately.

Enter the two phone numbers you wish to connect above. In a few seconds your phone will ring, please pick it up and wait for the other side to ring. You can connect any two phone numbers in the world. In the "Time to Call" box you can specify the date and time to initiate the calls. Leaving it unchanged will connect your calls immediately. Please note the time used is AEST (Australian Eastern Standard Time: Brisbane timezone). You can even use this as an alarm clock and set it to ring your phone at a specific time on a specific date.

How to use ANI callback?

To setup ANI CALLBACK, click on "ANI Callback" link from the left menu (please remember to login first as per step 1):

- What is VoIP
- Software download
- How to use it
- FAQ
- ClicknCallnow
- Webcall 
- **ANI Callback **
- SMS Callback
- Speed Dial 
- Global Access

ANI Callback much better than a calling card !

You can register your home phone number(e.g. 02xxxxxxx or your mobile phone 04xxxxxxx) below to enable your use of the ANI callback service. With ANI callback you don't even need any Internet connection to make VoIP calls.

Add (register) CallerID :
<input type="text" value="02xxxxxxx"/> e.g. 02xxxxxxx
<input type="button" value="Submit"/>

Current CallerIDs:

CallerID	Action
0261006234	Delete

Type in your phone number e.g. 03xxxxxx in the text box above. This will be the phone from which you are calling the ANI CALLBACK from.

To use the ANI CALLBACK service, dial the access number 0261006234 from your regular PSTN phone(your phone number should have been added in the above step before you use ani callback). When you dial the access number you will get disconnected (so that you won't get charged for calling that number). Just hang up your phone. In a few seconds your phone will ring, please pick it up and you will hear a prompt "please wait while we connect your call" followed by "please enter the number you wish to call followed by the # key". Then just punch in the number you like to call and the # key to end and we will connect the second leg for you.

If you like to make a follow up call without disconnecting the first leg you can press *. You can make up to 3 calls by pressing *.

Note: Please note there will be 2 call charges for webcall and ANI callback.

How to use my account just like a calling card?

You can use your CnCn account just like a calling card in over 25 countries. e.g. using it on a pay phone or in a hotel or a hostel just like any other calling card but with cheaper rate and better quality.

- ClicknCallnow
 - Webcall
 - ANI Callback
 - SMS Callback
 - Conference Call
 - **Global Access**

Here is how to use your CnCn account just like a calling card in over 25 countries:

For example, you travel to New York, USA and you dial a local number 646-291-2168 in New York, after the voice prompt, you dial *917333 (please do not forget the *). You will then hear a voice prompt: "Please enter your card number". Just punch in your CnCn user id followed by a "#". If your number is accepted you can dial any numbers in the world from this point onward. It's just like a calling card!

The calling card access numbers in Australia are: (at the prompt just enter your CnCn account number + # key)
Canberra: (02) 61601331 Perth: (08) 63641397 Brisbane: (07) 31037338 Melbourne: (03) 90140713
Sydney: (02) 80111993 Adelaide: (08) 72003404 Wagga: (02) 59081328

How to top up my account?

Log into your account and then click on "Top up account".

Enter the amount you wish to top up and click "Submit". You will then be taken to the PayPal secure website.

After you submit your payment via PayPal please wait until the web page finishes loading and re-direct back to the CnCn website. Once it's back to the CnCn website your new credit will be available to use straight away.

- Webcall
 - ANI Callback
 - SMS Callback
 - Speed Dial
 - Global Access
-
- Plans
 - My Menu
 - Call history
 - Update profile
 - **Top up account**
 - Address book
 - Log out

registration (usually within minutes). We also accept direct bank deposit. Just contact us if you like you make a direct deposit payment.

You are topping up your account \$599.99.

Please choose an amount you like to start with:

Yes, please include the Linksys PAP2 ATA for \$85

We strongly recommend this Analog Telephone Adaptor(ATA) to go with your VoIP service.

By using this ATA you don't need to have your computer switched on to make calls. Just plug the ATA into your ADSL router and plug your telephone into this ATA. By using this industry strength ATA you can make calls with your existing telephone. It's compatible with all common telephone features: Caller ID, Call Waiting, Voicemail, etc. It has two standard telephone jacks and you can connect up to two phones to this ATA. This device is unlocked and you can use it with any VoIP provider.

RRP \$105 and you can get it from us for just \$85.

There are many more features available from CnCn such as:

Commercial grade conference call facilities

SMS callback service available no matter where you are in the world.

Instant web SMS to over 270 countries for just 10c per SMS.

WEB faxing and Email2fax, no setup fee, no contract and no fax machine required !

Our documentation is updated from time to time so please be sure to download a recent copy from:
<http://www.clickncallnow.com/faq.php>