

SMART LINK NETFONE FAQ

What is SMART Link NetFone?

What is SMART Link NetFone?

SMART Link NetFone is an internet to phone communication service using one's own SMART Link Satellite SIM number and SMART Link load.

Using the SMART Link NetFone program that is downloaded to and installed in a compatible computer with Internet connection, subscriber can directly dial from the computer to call mobile or landline numbers.

What is the difference between SMART Link Satellite Service and the SMART Link NetFone?

SMART Link Satellite Service uses the mobile or fixed satellite terminals (R-190, FR-190G and Fleetphone) to connect your call while the SMART Link NetFone service allows you to call through a laptop or desktop while connected to the internet.

The SMART Link Prepaid SIM Card can be used to access both services, therefore, you can use your existing SIM card to access the NetFone service. Your SMART Link load can likewise be consumed through either of these two services.

Why is the SMART Link NetFone a better calling solution when in ports or areas with internet access?

SMART Link NetFone offers lower rates compared to other communication services. It is accessible in all parts of the world as long as there is a computer connected to the Internet. The Rates are all-in, no hidden charges, connection fees and other incidental fees.

It is especially beneficial to seafaring SMART Link subscribers because they only need to manage one account whether at sea or on land. This way, their SMART Link SIM Card becomes their "all-in-one calling solution" wherever they are in the world, whether at port, in seafarer centers or outside satellite coverage.

What is the coverage area of SMART Link NetFone?

SMART Link NetFone can be used anywhere in the world as long as access to internet is available.

What are the rates that will apply for SMART Link NetFone?

Calls to the Philippines

- PLDT, SMART, Talk n' Text – P6.50/minute
- To other Networks (Globe, Sun, Bayantel, Digitel, Paptelco) – P10.00/minute

IDD Calls –

Band 1 - \$0.25

Band 2 - \$0.35

Band 3 - \$0.60

What are the countries that belong to Band 1, 2 and 3?

Please refer to the Band Classification Table on the User Guide. You can also check the list at www.smart.com.ph/smartlink.

What are the services available to SMART Link NetFone?

Currently, only outgoing voice calls to landline numbers, mobile numbers and SMART Link value added services access codes (Regaloline, Voice Ads and Voicemate) is available.

Messaging (SMS), Video Call and IM Chat will be available in the future.

How does it work?

How do I register for the SMART Link NetFone service?

To be able to use SMART Link NetFone, you must first register your SMART Link SIM Card (whether existing or newly-purchased)

Registering to the SMART Link NetFone service is easy.

1. Simply go to www.smart.com.ph/smartlink and click on the NetFone registration link.
2. Fill-out all the required fields. The required fields are marked with an asterisk (*)
3. Your account number is your SMART Link SIM Number. The ICCID is located at the back of the SIM card at the lower left hand portion of the SIM Card.
4. Once all the fields are completed press Register.
5. You will receive a message confirming your successful registration containing summary of your SIM number and password. The message also contains the download link for the NetFone program
6. Click the link to install the Netfone dialer software program to your laptop/PC.

Can I use my old SMART Link SIM card to register to the SMART Link NetFone service?

Yes, you can use your old SMART Link SIM card as long as it is still active and you are able to identify the ICCID number printed at the lower left-hand portion of the SIM card.

I am already registered, how do I Download and install the SMART Link NetFone program to my laptop or computer?

1. Simply go to www.smart.com.ph/smartlink
2. Click on the "Download and Install Netfone" button.
3. A pop up window will appear and download should start automatically
4. If download does not automatically commence, manual download can be done by clicking the "click here manually" link.
5. The file download pop-up window will appear, click "Run"
6. Download will then automatically start, this may take a few minutes.
7. Once download is finished, your browser may ask you to verify software installation. Click "Run"
8. SMART Link Netfone Installer window will appear. Click "Next"
9. Read through Terms of Use and Privacy Statement. Click "I accept" then click "Next".
10. Installer will show the destination folder for the Netfone program, click "Next".
11. Installation will then commence. This will take a few minutes
12. Installer will then confirm successful installation, click "Finish"
13. You may now use the Netfone application by clicking the desktop icon

Note: Downloading the NetFone application is free.

Can I register or use other SIM cards for the SMART Link NetFone service?

You can only register and use Peso Denominated SMART Link SIM Cards to access the SMART Link NetFone service.

What are the minimum requirements of my laptop or PC to download and use the NetFone service?

Operating System: Windows 2000, Windows XP, Windows Vista, Windows 7
Minimum hard disk free space: 30MB
Minimum RAM capacity: 256 MB
Sound capability, microphone (built-in or external) and speakers/headset

What is the minimum internet speed to enjoy the SMART Link NetFone Service?

The minimum required Internet Speed is 64 kbps.

Is there a special laptop package available for SMART Link subscribers?

Yes. ComWorks, one of SMART Link's partners, offers special packages on mini laptops/netbooks with pre-installed and ready to use SMART Link NetFone dialer. For more information about the netbook and the payment options available to you, please contact ComWorks directly by calling Elaine Montemayor at cellphone number +639088956317 or e-mail address sales@optimaworld.com.ph.

How do I load credits to my SIM card/Account?

You can use the same SMART Link Prepaid Card/PIN used in SMART Link's satellite service to load NetFone credits.

There are two ways to load credits to your SIM card.

To load credits through the SMART Link NetFone dialer:

1. Open the SMART Link NetFone program
2. Log in using your SMART Link SIM card number and password. **IMPORTANT:** when logging in, ALWAYS key in your SMART Link number in the 6398XXXXXXX format.
***Example:** For SMART Link number 098-5585836, key-in 63985585836 (replacing the 0 prefix with 63)*
3. On the dial pad, press 1510 + 14 digit PIN
4. Click the voice call button
5. You will hear a voice confirmation of successful loading of credits and the new balance

Please note that remaining credits loaded to your account through the satellite terminals can also be used on SMART Link NetFone, and vice versa.

To load credits through your SMART Link Satellite Terminals (ex. FR-190, Fleetphone):

1. Dial 1510 + 14 digit PIN
2. You will hear a voice confirmation of successful loading of credits and the new balance

Loading of credits through both SMART Link NetFone and satellite terminals are free of charge.

How do I inquire about my balance?

There are two ways to check your balance.

To check your balance through the SMART Link NetFone dialer:

1. Open the SMART Link NetFone program
2. Log in using your SMART Link SIM card number and password. **IMPORTANT:** when logging in, ALWAYS key in your SMART Link number in the 6398XXXXXXX format.
***Example:** For SMART Link number 098-5585836, key-in 63985585836 (replacing the 0 prefix with 63)*
3. On the dial pad, press 1516
4. Click the voice call button
5. You will hear a voice confirmation of your current balance

Please ensure that you have a headset or the laptop's speakerphone is turned on. Balance Inquiry through 1516 using the SMART Link NetFone dialer is FREE.

To check your balance through your SMART Link Satellite Terminals (ex. FR-190, Fleetphone):

1. Dial 1515
2. You will hear a voice confirmation of your current balance
3. Standard Balance inquiry rates apply.

Where can I buy SMART Link pre-paid cards and SIM cards?

SMART Link NetFone uses SMART Link top-up cards and SIM Cards. The SMART Link top up cards and SIM cards are available at authorized dealers, Manning Agencies, International Port Distributors and Seaman Centers, SMART Wireless Centers and SM Malls.

What is the validity of my SMART Link pre-paid card when I load?

60 days for P100 pre-paid cards

75 days for P300 pre-paid cards

120 days for P500 and P1,000 pre-paid cards.

How do I make a call?

1. Open the SMART Link NetFone program
2. Log in using your SMART Link SIM card number and password. **IMPORTANT:** when logging in, ALWAYS key in your SMART Link number in the 6398XXXXXXX format.
Example: For SMART Link number 098-5585836, key-in 63985585836 (replacing the 0 prefix with 63)
3. On the dial pad, press the number you wish to call using the following dialing format
 - a. Calls to Philippines landline : + 63 (area code) (telephone number)
 - b. Calls to Philippines mobile: + 63 (mobile access code) (telephone number)
 - c. IDD : + (country code) (area code) (telephone number)
4. Click the voice call button
5. A pop-up window will display connection progress and status.
6. To end the call, click the END CALL button on the pop-up window.

Can I receive incoming calls thru SMART Link NetFone?

No. SMART Link NetFone can be used for outgoing calls only.

Troubleshooting section

I get an error message when I register my SIM, what could be the reason and how do I correct it?

1. The MIN and the ICCID might be mismatched. Please make sure that you input the correct MIN and ICCID during the registration.
2. You may have failed to completely fill out all the mandatory fields in the registration form. The mandatory fields are marked with a (*) sign. Please fill them up and then press submit.
3. Your SMART Link SIM card might have expired already. Please have the status of your SIM card checked by calling our Customer Care hotline. (Please refer to

contact details at the bottom of the page) If the SMART Link SIM card is already disconnected, you will need to purchase a new SIM card from any of SMART Link's authorized distributors.

4. Your SIM card might have been already registered. Each SIM can only be registered once. Please use your existing log-in details or get a new SMART Link SIM Card to register.

If I forget my password, how do I retrieve it?

You can call the SMART Link Hotline thru the numbers provided below.

How do I change my password?

1. Using an Internet browser, go to www.smart.com.ph/smartlink and click on the "Edit Password and Account Info" Link.
2. You will be required to log-in and use your smartlink number and existing password
3. Fill up the required information including your new password
4. Press Submit button

Where can I call for further inquiries or assistance?

You may call our Customer Care hotline through the following numbers:

Through your SMART Link NetFone dialer - Dial : ***888 (toll free)**

Through your SMART/Talk 'N Text celfone - Dial : ***777 (toll free)**

Through a Philippine landline - Dial : **(02) 5112643**

Through an International landline/celfone -Dial: **+63 2 5112643** (IDD call charges may apply)

Note: Calling *888 using SMART Link NetFone is FREE.

You may e-mail us at smartlink@smart.com.ph.