



WhitePhone Publishers' Guide

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The purpose of the Whitephone Publishers' Guide is to provide design guidelines and technical assistance in configuring our downloadable client software framework to reflect your company name and brand policies.

Please read this guide fully before making any changes to your evaluation system.

! IMPORTANT NOTES

Instant Broadcasting

Any changes that you make to your customisation system will affect the look and feel of your product to your live customer base. Remember changes are effective immediately – for example changes of a URL for the home page will be seen by your customers when they next log in, changes in an FastTalk invite wording or graphic will affect the next FastTalk invite created.

CastAlive! Video, audio and text broadcasts are immediate.

Client “Morphing”

The Whitephone downloadable software clients will automatically “morph” to the changes that you make during the customisation process. You will need to log out and then back in again to test the changes except where you use auto-refresh programs within the HTML customisation areas.

Legal and Copyright

Various features of the WhitePhone client are configurable. Please note that the WhitePhone Publishers' Agreement may specify restrictions on configuration options available to you and you should read the Schedules to your agreement for details on limitations.

Use of the system is subject to the Terms of Use issued by Whitephone Limited.

Personal (Consumer) and Business Versions

Both versions of WhitePhone – Personal and Business – can be configured differently.

Your Whitephone Publishers' agreement will normally specify whether you are licensed to develop both or just one version. If you are only licensed to brand one version the other version may be set by us to use the default branding.

It is generally recommended that your branding is maintained in both versions unless you specifically have a different target audience in mind, as advertisers and business customers will probably find the business version more appropriate, as will Publishers for their own use.

When you see this sign ! in this document it indicates a point to note

Contents

1. THE CUSTOMISATION ZONE	- 4 -
2. MAIN CUSTOMISATION ZONE MENU AND FEATURES	- 6 -
3. HTML APPLICATION CUSTOMISATION	- 7 -
3.1 YOUR CLIENT APPLICATION TITLE	- 7 -
3.2 HOME AND BROWSE TABS	- 8 -
3.3 APPLICATION ICONS	- 9 -
3.4 WHITEPHONE PAGES AND LINKS	- 10 -
3.5 AREAS OF INTEREST AND ANNOUNCEMENT TYPES	- 11 -
4. HTML CUSTOMISATION	- 12 -
4.1 FASTTALK INTRO TEXT	- 12 -
5. IMAGES	- 14 -
6. VIRTUAL PAGES	- 15 -
6.1 THE PAYMENT URL	- 15 -
6.2 THE REGISTRATION URL	- 15 -
6.3 FASTTALK URL	- 16 -
7. EMAIL CUSTOMISATIONS	- 17 -
7.1 HOW TO CUSTOMISE AN EMAIL	- 18 -
7.2 SEQUENCES	- 19 -
8. CONTACTS AND OPERATORS	- 21 -
8.1 CONTACTS	- 21 -
8.2 SETTING UP AN OPERATOR GROUP	- 22 -
9. HOSTED PAGES	- 24 -
10. AUDIO AND VIDEO BROADCAST SYSTEM - CASTALIVE!	- 26 -
10.1 HOW CASTALIVE! WORKS	- 26 -
10.2. CAPTURE AND CONVERSION	- 27 -
10.3 USER LOGIN AND BROADCASTING	- 32 -
11. TECHNICAL DESIGN GUIDELINES FOR THE HTML PAGES	- 34 -
11.1 MATTERS TO CONSIDER	- 34 -
12. COMMERCIAL DESIGN GUIDELINES	- 35 -
12.1. MONETISE YOUR WHITEPHONE SOLUTION	- 36 -
12.2 DESIGN RULES	- 36 -
APPENDIX A	- 38 -

1. The customisation zone

Step one

! Creating a test software client

In the email that includes your customisation zone access passwords you will have received a link to sign up for and download the client software. If you already have a WhitePhone client you will need to register for a login under your new branding, or you can ask your account manager to change your existing login to use your new branding.

This link will look like this with your partner code entered as the end letters and numbers

<https://secure.on-instant.com/register/ABC123>

Using this link, register and create a new account now noting down your user name and password from the web page account creation screen. If you have not already done so download a whitephone client now from:

<http://www.whitephone.com/releases/WhitePhonePersonal.exe> (for a personal client)

<http://www.whitephone.com/releases/WhitePhoneBusiness.exe> (for a personal client)

Install this software and log into it using the username and passwords that you have just created. Using this client you will be able to see the changes that you are making during the customisation process (by logging in and out of the client).

We also strongly recommend that you download and read a copy of each client user guide.

These are available at;

Personal Client - http://www.whitephone.com/personal_userguide.html

Business Client - http://www.whitephone.com/business_userguide.html

Step Two – logging into the customisation zone

Password Access to Customisation Zones

If you do not yet have a password and user ID, or wish the password to be re-set please contact support@whitephone.com.

You must have signed and returned your WhitePhone Publishers' Agreement before receiving access to the customisation zones on a permanent basis. If you have been set up with a demo account any customisations which you carry out may be lost once your demonstration period expires. If you wish to extend the demonstration period, or for us to retain the changes for a period of time, please contact sales@whitephone.com.

Logging On

The URL for access to the customisation area is

<https://secure.on-instant.com/admin/>

Please enter your username and password to access the customisation zones.

You can make any changes or configurations that you require to the default WhitePhone client software online by logging on using your password in the WhitePhone customisation zone.

Using the templates you can customise the branding, messaging, content and look and feel of your WhitePhone clients.


The admin page is available using a unique username and password and allows the user "design" access rights only. The username and password should be kept securely as they enable instant changes to be made to the live environment.

Access to the design area is subject to the WhitePhone Terms of Use and the terms of the Publishers' Agreement. In the event that WhitePhone considers that its interests or those of its Users could be damaged (eg due to inappropriate changes being made), WhitePhone reserves the right to terminate access at any time without notice or giving any reason or accepting any liability for any consequences.

2. Main Customisation Zone Menu and Features

Partner codes
Customisation settings

Back to the admin menu



Customisation Area			
HTML	Images	Virtual Pages	Email

Partner 0: Unbranded WhitePhone - Business (Customisation ID 1)	
Application Customisation Details	
Application title:	Whitephone Business
Home page:	http://devwww.on-instant.com/whitephone/hometab/index.html
Info page:	http://www.google.com

Customisation Zone

There are 4 separate customisation zones:

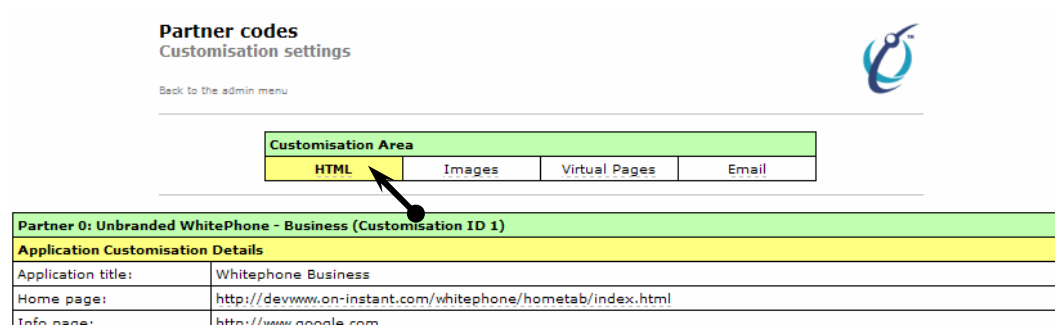
1. **HTML** – this zone allows you to change URLs which the client software is referencing in the Home and Browse pages, and the fonts and colour schemes for those pages.
2. **Images** – this zone contains all graphics you are using in your business and personal clients.
3. **Virtual pages** – this zone displays the virtual pages that have been created for personal and business clients and include Registration, Account top-up and FastTalk web pages.
4. **Communication and Email** – this zone shows all customised automated emails with your selected brand name such as registration email for new users, password reset email, Invitation and Upgrade email etc.

Links

1. **CastAlive Client Download** - you can download the CastAlive Video Broadcast module from www.castalive.com.
2. **Customisation Manual** - you can download further copies of this manual from [here](#).

! When you customise your Whitephone system for the first time, various fields have been populated automatically with standard WhitePhone defaults. Using defaults ensures that you have a working evaluation version, and you can edit our template wording rather than starting from scratch. We advise you to take copies of wording before you edit it (eg by copying and pasting into a Notepad document) so that you can refer to this once you have made changes. Notepad is preferable to Word for this purpose as it doesn't add non-ASCII characters which could result in variable outputs in emails.

3. HTML Application customisation

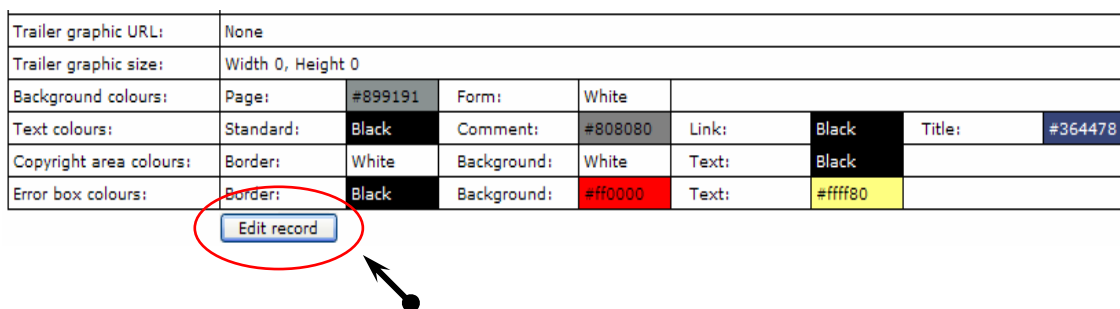


Select either personal or business client configuration.

All the existing default WhitePhone settings are displayed and this will be visible on the client software.

To change these settings simply follow the following instructions.

Click on the “**Edit record**” button at the end of the application customisation detail box. Now you are able to change URLs, graphics and web page titles in your admin page.



3.1 Your Client Application Title

You must choose an application title (maximum 40 characters).

The application title is used to name the application. This can be your company or a brand name. This wording will appear in the following locations:

- the title bar for the window (alongside the application icon)
- In the popup list after “About” when you right click on the application icon in the system tray.
- In the drop down list after “About” when you click on Help in the application.
- Before the word “Login” on the Login page, if you have used the application before.
- As the default branding in a number of emails – registration, password, invitation etc.

Partner 0: Unbranded WhitePhone - Business (Customisation ID 1)	
Application Customisation Details	
Application title:	Whitephone Business
Home page:	http://devwww.on-instant.com/whitephone/hometab/index.html
Info page:	http://www.google.com
Application icon:	/custom/0/images/WPBusiness_Application.ico
Missed call/message icon:	/custom/0/images/WPBusiness_Missed.ico
Offline icon:	/custom/0/images/WPBusiness_Offline.ico
Payment URL:	https://secure.on-instant.com/en/register/wpb_topup.html
Help page URL:	http://www.whitephone.com/businessuserguide/userguide.html
Contact page URL:	http://www.whitephone.com/contact.html

! Change this heading now and log out of your test client and then back in again – the Application title will change. As you make further changes you can repeat this procedure to check the look and feel of the changes that you are making to the client software.

3.2 Home and Browse Tabs

You must provide workable links (URL's) for the Home and Browse tabs. These are HTML page links.

The Home page does not display a browser bar.

The Browse Page displays a browser bar

Both Home and Browse page operate as a normal web browser.

Home will always return the URL's that are stored on the customisation link.

The URL has to be entered in the form you would normally see in a browser as a normal clickable URL such as:

<http://www.domainname.com/webpagename.html>

! To test this feature simply enter your existing homepage URL

In the URLs for Home/Browse, you can include the sequence {{UID}} (must be in caps) which will be replaced by the current user ID, e.g.

<http://www.domainname.com/webpagename.html?id={{UID}}>

! This method provides a tracking URL so that your web statistics will be able to see frequency of visit per user without using cookies.

! This also provides the opportunity to “remember” any personalisation a user creates. This can be immensely powerful, as the same personalisation will appear whenever that user logs in, on any computer.

Section 12 deals with designing the Home and Browse tabs within WhitePhone version 2.3. Both tabs follow the same design principles.

3.3 Application Icons

The small icon appears in the system tray and has three states:

- **application** – displays when the user is logged in and the application is online and able to make and receive calls
- **missed call/message** – displays when there is a missed call or message which has not yet been read. Typically this is a version of the application icon with a very visible difference. The icons are quite small in some resolutions so the variation in icon to show a missed call/message needs to be quite distinct.
- **offline** – displays when the application is offline. Typically this is a greyed out version of the application icon.

The application icon also appears in the title bar (i.e. in the top left corner of the client window alongside the application title).

! It is advisable to create icon images with the background colour filling the complete square. This way you can make sure that your icon will always look the same regardless of the colour settings on a particular display.

! The icons are quite small in some resolutions so the variation in icon to show a missed call/message needs to be quite distinct.

You can add new icons into the admin system by clicking on “Images” in the customisation areas box in the beginning of your admin page. It will display all the graphics uploaded into your admin system. Click on “Add new image”. To locate a graphic on your computer click on “Browse” and “Upload”. A new image file will be added into your admin system.

Partner specific images		
Filename	Size	Dimensions
screen.gif	10 Kb	Width 183, Height 140
WPBusiness_Header.jpg	14 Kb	Width 760, Height 91
WPPersonal_Header.jpg	13 Kb	Width 660, Height 91
Icons		
WPBusiness_Application.ico	25 Kb	
WPBusiness_Missed.ico	3 Kb	
WPBusiness_Offline.ico	3 Kb	
WPPersonal_Application.ico	25 Kb	
WPPersonal_Missed.ico	3 Kb	
WPPersonal_Offline.ico	3 Kb	
9 files found		
<input type="button" value="Add new image"/>		

The specifications of the icon files are as follows, and these specifications should be followed exactly:

Application Icon

Colors: Windows XP colors, 256 Index colors, 16 bit colors

Sizes in Pixels: 48x48, 32x32, 24x24, 16x16

File format: (.ico)

The 24x24 icon size is optional so this file should contain 9 or 12 images.

Missed Call Icon

Colors: Windows XP colors, 256 Index Colors, 16 bit colors
Size in Pixels: 16x16
File format: (.ico)
This file contains 3 images

Offline Icon

Colors: Windows XP colors, 256 Index Colors, 16 bit colors
Size in Pixels: 16x16
File format: (.ico)
This file contains 3 images

! Information about creating icon files can be found here:

<http://msdn.microsoft.com/library/default.asp?url=/library/en-us/dnwxp/html/winxpicons.asp>

! It is not necessary to provide other sizes of the missed and offline call icons.

3.4 WhitePhone pages and links

Help page URL:

There are different user guides for the Personal and Business products and both can display your brand by being hosted on your server using a frame to pull in the relevant information – see the hosted pages section below. If you choose to do this, then the relevant URL's will need to be supplied to WhitePhone to implement in our system.

If you choose not to host these pages, you can use the URL's which link to the WhitePhone branded user guides which are pre-populated in the HTML pages section.

The URL's for the user guides on the WhitePhone site are as follows:

Business: http://www.whitephone.com/business_userguide.html
Personal: http://www.whitephone.com/personal_userguide.html

Technical support

Technical support email address will normally stay the same: support@whitephone.com. Our technical support team will deal with technical queries on your behalf.

Download links for the client software are as follows:

Business Download link: <http://www.whitephone.com/releases/WhitePhoneBusiness.exe>
Personal Download link: <http://www.whitephone.com/releases/WhitePhonePersonal.exe>

The off-net call rates are hosted on the WhitePhone site here:

http://www.whitephone.com/offnet_call_rates.html

3.5 Areas of Interest and Announcement Types

Alternative lists can be supplied for use in Preferences, Markets/Me!

Once a preference list is set, all users who download that client software version become part of a closed group for the purpose of announcements. This means that those users will make, search, opt into and receive announcements from each other, from the Publisher, and from WhitePhone, but cannot receive or make announcements to other users of WhitePhone. In some cases this will be ideal. In other cases, the Publisher may prefer to be able to allow users to make and receive announcements across the wider network.

Once new lists are implemented it is difficult to remove or rename items (although others can be added), as there may be messages in those categories which have not yet expired at the time of the deletion of a listed item.

We would welcome suggestions to add to the standard lists if this would help ensure that appropriate categories are there for your users. We also intend to expand the lists (and probably the hierarchy) in due course.

In view of the technical implications of changing the areas of interest and announcement types, changes to this functionality are not available in the customisation areas.

Offline icon:	/custom/0/images/WPPersonal_Offline.ico
Payment URL:	https://secure.on-instant.com/en/register/wpp_topup.html
Help page URL:	http://www.whitephone.com/faq.html
Contact page URL:	http://www.whitephone.com/contact.html
Support email address:	support@whitephone.com
Area of Interest:	7: Me! Personal interest types
Announcement Type:	8: Me! Personal announcement types
HTML Customisation Details (Registration/Payment/FastTalk pages)	
Registration page title:	Registration
Payment page title:	Account top-up
FastTalk intro text:	With WhitePhone I can talk, chat, have a laugh, look for friends and call online free f...

Click

4. HTML customisation

This section allows you to specify information for the following HTML pages:

If you wish to make changes in Registration, Payment and FastTalk HTML pages just click **Edit** at the end of the Customisation field to have the access to changeable text boxes.

Page	Customisation options
Registration (sign up) page	Page heading (maximum 30 characters) As default there will be written Registration. If you wish to change it click on the Edit button and replace it with your chosen title.
Payment pages	Page heading (maximum 30 characters) As default there will be written Account top-up. If you wish to change it click on the Edit button and replace it with your chosen title.
¹ FastTalk! introduction page	FastTalk! welcome message (limited to 499 characters). See the next section how to customise FastTalk intro text.
All of the above	Graphic heading, footer, and colour scheme – see the form for the dimensions and specific fields. The graphics should be of the maximum dimensions specified (in pixels). The system automatically calculates the dimensions of your images as they are uploaded (see images). Colours are specified in hexadecimal code. It is recommended that you use windows-safe colours to ensure that the look is what you expect.

1. This is the page which someone will arrive at when they click on the FastTalk invitation link – the name will be that of the user who invited them, and the photograph will be the one included (if any) in that user's personal profile.

4.1 FastTalk intro text

The FastTalk introduction text is displayed on the page arrived at from clicking on the link in a FastTalk invitation. This page contains text in the following format:

[Name] has invited you to join [Application Name]

FastTalk welcome message goes here (see partner customisation records)



I do hope you try this out for yourself, all you have to do to accept the invitation is to click below, sign up and download the software.

Accept Invitation

Powered by WhitePhone

The FastTalk welcome message will be displayed in a single paragraph ignoring any paragraphing or line spaces you may input.

The last line is fixed text which is the same for all Publishers.

The image displayed will be that of the inviting party, if they have uploaded one.

5. Images

Images can be uploaded by browsing for the file, and clicking upload.

Images should be in .jpg, .gif, or .ico formats and the file names should all be in lower case.

- ! You cannot upload an image with the same name as one already there.
- ! You cannot delete existing images to avoid the risk of broken links if images are in use.
- ! Don't use uppercase letters in image file names as this can cause retrieval problems in certain circumstances.

If your list of image files becomes unmanageable contact support@whitephone.com with a list of images to delete, but you **MUST** ensure that these are not in use before making the request.

6. Virtual pages

The virtual pages section contains Registration, Payments and FastTalk web pages. These can be configured to display your company brand identity and graphics/colours. Every URL is clickable and you can preview your changes you have made.

It should not normally be necessary to create new virtual pages as all the standard pages are automatically created for you. If you need to add a new URL, enter the last part of the URL in the box below (usually your partner code), select the client (either business or personal) and the page type. Now click the **Add** button.

Customisation Area			
HTML	Images	Virtual Pages	Email

Allocated virtual pages			
URL	Partner	Page	Client
/register/unbranded_wpb.html	0	Registration	Business
/register/whitephone.html	0	Registration	Business
/register/unbranded_wpp.html	0	Registration	Personal
/register/wp.html	0	Registration	Personal
/register/wpb_topup.html	0	Account top-up	Business
/register/wpp_topup.html	0	Account top-up	Personal

To add a new URL, enter the last part of the URL in the box below, select the client and page types and click on the add button.

URL ending: (Do not include the /register/ or /payments/ part)

Page type:

Client type:

Automatic virtual pages			
URL	Partner	Page	Client
/register/	0	Registration	Personal
/payments/	0	Account top-up	Personal
/register/fasttalk.html	0	FastTalk	Personal
/register/fasttalk.html	0	FastTalk	Business

6.1 The payment URL

The payment page can be configured to display your company or brand identity. You just need to enter the following URL as showed below and add your partner code at the end after “payments/”. The partner code has been given to you by WhitePhone. It consists of 3 letters and 3 numbers.

The first part of the URL has to stay unchanged, you just need to add your specific partner code: <https://secure.on-instant.com/payments/>

For the personal product:

<https://secure.on-instant.com/payments/TES001>

For the business product:

<https://secure.on-instant.com/payments/TESb001.html>

6.2 The registration URL

The registration page can be customised to display your company or brand identity. You just need to enter the following URL as showed below and add your partner code at the end after "payments/". The partner code has been given to you by WhitePhone. It consists of 3 letters and 3 numbers.

The first part of the URL has to stay unchanged you just need to add your own partner code:
<https://secure.on-instant.com/payments/>

For personal product:

<https://secure.on-instant.com/register/TES001>

For business product:

<https://secure.on-instant.com/register/TES001b.html>

6.3 FastTalk URL

The FastTalk URL is automatically created for you. You can view these pages simply by clicking on the URL. You can customise the FastTalk wording on the HTML customisation page (see above).

7. Email customisations

To customise the standard emails click on “**Email**” in the customisation bar at the top of the admin page. You will see Email Customisation area and configurable emails.

Customisation Area	
HTML	Images
Virtual Pages	Email

Email Customisation	
Business	
Registration:	Customised Edit
Password reset:	Customised Edit
Invitation:	Customised Edit
Upgrade:	Customised Edit
Personal	
Registration:	Customised Edit
Password reset:	Customised Edit
Invitation:	Customised Edit
Upgrade:	Customised Edit

Email Customisation

The following emails are customisable for each of the personal and business versions in the manner indicated in the table below. Configuration options are as follows:

Email/page	Header text	Body text	Trailer text	Text Colour	¹ Top graphic	² Side graphic	³ Special Tags	Other
Registration confirmation email	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	N/A	Login details URL's	
Password re-set email	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	N/A	Login details URL's	
FastTalk Invitation email	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	Yes	URL's Name	Layout – side image right or left
Upgrade emails	Yes	Yes Limited to 1,999 characters	Yes	Yes	Yes	Yes	URL's Name	Only used when special communication needed. WhitePhone has to issue the emails.

1. Top graphic: Max 760 x 100, recommended max 560 x 100 pixels
2. Side graphic: Max 200 x 200 pixels
3. The special tags can be included in the body text and (except for login details) in the header text.

All emails are sent in HTML but with a text only version, so that they still display where recipients have no HTML viewer or have disabled that option. The colour of the text in the HTML version can be set differently for each email. Note: not all email clients display non-standard characters as intended, even with HTML emails.

We recommend, therefore, that you write the email text in Notepad or WordPad and import it into the editor from there. Imports from Word can product strange characters when published as HTML. For example a dash (-) can be a standard ASCII character dash or a long dash which could display as a square in some email clients. Although the system generates HTML emails the input must be standard ASCII text – it will not interpret HTML commands.

The NAME tags allow you to customise the FastTalk Invitation email to be personalised by the name of the inviting party. The tags allow any combinations of full name (Ms Elis Ruutli), first name (Elis) and last name (Ruutli).

7.1 How to customise an email

In the Email Customisation area please click on **Add** (if the email hasn't been changed before) or **Edit** (if the email has been edited before) and you will have an access to text only and HTML components configurable email fields (shown below).

Partner 0: Unbranded WhitePhone - Business, Registration email	
Text only components	
Subject:	WhitePhone Registration
Text only message:	<p>Thank you for registering for WhitePhone. Your login details are as follows:</p> <p>{{LOGIN}}</p> <p>If you haven't already done so, download the software from http://www.whitephone.com and follow the installation instructions. Then login using your user name and password shown above. Please take care that these details are entered exactly as shown, in particular that any letters are entered in the correct case.</p>
HTML components	
HTML header text:	Welcome to WhitePhone, the secure global Internet communications system
HTML message text:	<p>Thank you for registering for WhitePhone. Your login details are as follows:</p> <p>{{LOGIN}}</p> <p>If you haven't already done so, download the software from http://www.whitephone.com/releases/WhitePhoneBusiness.exe and follow the installation instructions. Then login using your user name and password shown above. Please take care that these details are entered exactly as shown, in particular that</p>
HTML trailer text:	This is an automated email, so please do not reply.
HTML text colour:	000000
Title image name:	WPBusiness_Header.jpg (760 x 91) (Max 760 x 100, recommended max 560 x 100)
Layout	

All emails are sent in HTML but with a text only version, so that they still display where recipients have no HTML viewer or have disabled that option. The colour of the text in the HTML version can also be set in hexadecimal form. This will be displayed against a white background.

! Not all email clients display non-standard characters as intended, even with HTML emails. We recommend, therefore, that you write the email text in Notepad or WordPad and import it into the editor from there. Imports from Word can produce strange characters when published as HTML. For example a dash (-) can be a standard ASCII character dash or a long dash which could display as a square in some email clients. Although the system generates HTML emails the input must be standard ASCII text – it will not interpret HTML commands.

When you first click on “Add” the email will be populated with default wording as follows:

- Personal emails – the WhitePhone default wording will be shown
- Business registration email – the WhitePhone default wording will be shown
- Business password and invitation emails, will display the Personal customised wording if it has already been customised, or the business WhitePhone default wording otherwise.

Until they are customised the WhitePhone default wording will be shown (even though if you go to customise a business invitation email and you have already customised the personal version it will display the customised personal wording).

! When you design your email wording, please remember that many emails get blocked by anti-spam filters and Outlook's junk email feature. In particular, certain words (such as free) and styles (such as CAPITAL LETTERS!!) tend to trigger spam filters. We recommend that you check your proposed email against a number of filters and fine tune it to minimise filtering effects. We may also be able to send the e-mails as coming from your own address. If you require this, please discuss it with your Account Manager.

The system shows whether the email has been customised or uses the default wording. Once an email has been customised it will no longer pick up any default wording changes and must be maintained independently.

As detailed above, if the Personal version emails for password change and invitations have been customised, then these should also be used as a template for customising the Business versions of those emails too. You must remember to copy your template to the Business version otherwise the WhitePhone default email will be sent.

You can reset emails to the latest WhitePhone defaults by clicking the reset button which appears alongside the edit button (when an email has been customised).

7.2 Sequences

! Before customising emails, please pay attention to special sequences at the end of the email customisation page. (See the graphic below.)

Sequence: **{{FIRST}}** allows you to insert a first name of the person who sent the invitation.

Sequence: **{{LAST}}** allows you to insert a last name of the person who sent the invitation.

It is recommended that the first and last name is used in the personal invitation email.

Sequence: **{{NAME}}** allows you to insert the full name (title, first name, last name) of the person who sent the invitation. It is recommended that the sequence **{{NAME}}** is used in the business invitation email, registration email and password reset email.

Sequence: **{{LINK}}** allows you to insert a link to a web site. The actual command format is: **{{LINK[space][full_url][space][description]}}**

Sequence: **{{APPTITLE}}** allows you to insert the application title (as set in the HTML configuration options) into emails.

Sequence: **{{PARTNER}}** allows you to insert your company or brand name (as set up on registration) into emails.

For example, **{{LINK http://www.on4.com/ On4 Web Site}}**

Special sequences		
Sequunce	Allowed in	Description
{{URL}}	Text only message	A link to the invitation page
{{FIRST}}	Text only message HTML header text HTML message text	First name of the person who sent the invitation
{{LAST}}	Text only message HTML header text HTML message text	Last name of the person who sent the invitation
{{NAME}}	Text only message HTML header text HTML message text	Full name (title, first name, last name) of the person who sent the invitation
{{PARTNER}}	Text only message HTML header text HTML message text	Partner name
{{APPTITLE}}	Text only message HTML header text HTML message text	Application Title
{{LINK}}	HTML message text	Allows you to insert a link to a web site. The actual command format is: {{LINK[space][full_url][space][description]}} For example, {{LINK http://www.on4.com/ On4 Web Site}}
*	HTML message text	A line starting with * will have the * replaced with a bullet point.

NOTE: Sequences must be entered exactly as shown (with the command in CAPS).

The syntax must be followed exactly for these special codes to work.

After you have completed the email with all required changes you can preview it before it goes live. Click on the **Preview** button at the end of the customisation area. Once you are happy with the changes you **MUST** click Confirm Changes otherwsie your edits will be lost. Repeat the same process for every Personal or Business client email that you wish to configure.

These special codes cannot be included in Footer text and link codes cannot be included in the text version of emails.

8. Contacts and Operators

By default every new client signing into your branded Whitephone will have two contacts showing in their on-line monitor:

Operator – this will call WhitePhone's support team.

Call Test - the call test button runs an automatic sequence to test audio quality and connectivity to our network.

Users can delete these automatically included on-line contacts if they wish, and existing users will not have them added automatically, but could add them manually if they choose.

Using a `wpcallto:` tag (see below) it is possible to add a link to call these contacts directly from an HTML page, including the Home and Browse tabs and external web pages. If you are arranging this, it would be better to establish an operator group for that purpose so that you can have multiple recipients for the call and show this with the user name that you choose. If you want to set up an operator group, contact support@whitephone.com for details.

8.1 Contacts

The tabs can include a link to call specified WhitePhone users. This link will initiate a call using the WhitePhone client to another WhitePhone user if they are online. If they are offline, the usual Follow Me! options will be available.

The syntax of a call link is as follows (without spaces):

```
wpcallto:NNNNNN,"User Name"
```

where NNNNNN is the User ID. The user ID will be provided to you by the user concerned or by WhitePhone customer services. Users can see their ID in the bottom right hand corner of the photo upload tab within Personal Profile.

The call link should be entered in exactly the same way as any URL in a hyperlink (no `http://` is required). You can test the link by pasting it directly into an Internet Explorer address bar and clicking "Go".

The tag to call WhitePhone Technical Help is as follows:

```
wpcallto:345940,"Technical Help"
```

If you want calls to be made to an operator group, contact your Account Manager who will arrange for a group to be set up for this purpose. It is recommended that you start with an operator group even if initially you will only have one person taking the calls, as it will then be easier to add an extra member to the group and benefit from the automatic call handling which enables a call to be answered by the first available operator.

! The `wpcallto:` tag can also be used in general web pages, and will initiate a call in any cases where users have a WhitePhone client installed (whether or not the client is open). If the client is closed the tag will open the application. If the login details aren't saved, the user will be given the opportunity to login and initiate the call. If you use the tag in this way it is, of course, only useable by WhitePhone users. If you want a general call tag available to most

users we recommend the use of Hello – our click to call solution. Contact sales@whitephone.com for more information.

8.2 Setting up an Operator Group

What is a Group?

A Group is a collection of users who can receive calls and messages and share CRM records.

Typically Groups are used as operator or support Groups, but could also be used for a department within a business. Every Enterprise Partnership is automatically set up by default with an on-line operator – operator@on-instant.com – to provide technical support.

Although a Group can be used to receive calls, this is only where calls are made to the master ID for the Group. Each Group member can still receive calls directly to their own ID. If the master ID is not published a Group can be set up to share CRM records without having to share calls.

How Groups work

Each member of a Group has their own login and all are able to receive calls and messages and can reply to them. The following apply:

Where calls are made to the master ID for the Group:

- All Group members can see/hear/view all text/voice/video messages received to that Group which have not been deleted
- When calls are received by the Group the call is routed to the first available Group member. If the first member to whom a call is routed doesn't answer the call will go to Follow me to give the usual options (including leaving a voice mail which all operators can access). There is no pre-set order in which members are called as it depends on the order in which the server has retrieved the records. It is important that Group members who are away from their station logout or set their status to Away, Busy or Appear Offline to avoid calls being missed.
- When a Group member replies to a message the sent reply will be logged in that Group member's sent messages and not visible to other members.
- The call Group will appear online when one or more members are online. Should all members be busy it will appear busy and when all members are offline, it will appear offline.

For CRM use:

- All Group members see the same CRM details when viewing a users record provided that the CRM entries are opened to belong to that Group

Steps to set up an operator group

An operator Group consists of a Group master user (eg operator@on-instant.com) and any number of Group members (eg operator 1, operator 2, operator 3 etc).

The Group master user is not an active account (you can't log in) as it will be used to redirect calls. The Group members are just normal users who have been designated to form a part of a Group. They retain their identity as normal users with their own contact lists etc. If they are part of a company they will have access to the company directory.

Although a Group can be used to receive calls, this is only where calls are made to the master ID for the Group. If the master ID is not published a Group can be set up to share CRM records without having to share calls.

The steps to create a Group are as follows:

1. Create email accounts for the operator members (and if this will be published, for the master member.)
2. Create the normal user records for the Group members **but not for the master user**. This is normally done by adding users within one company, though the members of a Group can be in different accounts/companies. A business login type is needed to operate the CRM functionality.
3. Set the appropriate descriptions for the user names (eg Operator, Operator 1 etc)
4. Where users are added within a company they are notified by email of their login name and password. It is important, therefore, to make sure that the email addresses given for the new users are all active and accessible so that the operators will receive their login passwords and can login successfully.
5. Notify support@whitephone.com of the users which should be Grouped, including which is the master Group user. As a minimum the registered email address of the users should be provided.
6. WhitePhone support will then create the Group and will advise the customer when it is active.
7. Note: for the CRM information to be shared it is important that all Group members open each new CRM log with the Group identity – not their personal one. This will automatically share the CRM information with all Group members.

Note: at least one working day's notice should be given to set up a Group and the applicant should ensure that all Grouped members have successfully downloaded and logged in well before the Group needs to be active.

9. Hosted pages

A number of pages which contain non-secure data can be branded and are hosted on your website, with content drawn automatically from WhitePhone's server. This enables that content to be managed within your normal web environment whilst being maintained and kept up to date automatically by the links to WhitePhone. Alternatively the default pages on WhitePhone's web site can be used directly (with the WhitePhone branding).

This currently covers the following pages:

Page	Sample HTML	URL
User guide - Personal	See below	http://www.whitephone.com/guides/personal/index.html
User guide - Business	See below	http://www.whitephone.com/guides/business/index.html
Offnet call rates pages	*rates.html	http://www.whitephone.com/rates/phonerates_a_eg.html

*Sample HTML is available on request

A typical format would have your company name or brand at the top of the page, and then a URL link within an inline frame to pull in the variable content.

The HTML code sets for the inline frames are as set out below. You can change the frame size, but making it smaller than the specified width will introduce a horizontal scroll bar and affect the layout.

User guide - Personal Client Software

```
<iframe
src="http://www.whitephone.com/guides/personal/index.html"
name="userguide_p"
width=780
height=600
noresize
marginwidth=0
marginheight=0
scrolling=yes
frameborder=0>
</iframe>
```

User guide – Business Client Software

```
<iframe
src="http://www.whitephone.com/guides/business/index.html"
name="userguide_b"
width=780
height=600
noresize
marginwidth=0
marginheight=0
scrolling=yes
frameborder=0>
</iframe>
```

Rates

```
<iframe
src=" http://www.whitephone.com/rates/phonerates_a_eg.html "
name="pstnrates"
width=520
height=400
noresize
marginwidth=0
marginheight=0
scrolling=yes
frameborder=0>
</iframe>
```

In the case of the PSTN rates table it is also necessary to include an alphabetical index row. The sample file rates.html can be used as a basis for this design.

Currently the user guide links to the rates on the WhitePhone site rather than to your own branded pages, which are, therefore, mainly used for reference from the home or info tabs and before sign up. As rates are a FAQ you could also include a direct link to your hosted rates tables in your header for the User guide.

10. Audio and Video Broadcast System - CastAlive!

CastAlive! delivers audio and video broadcasting through WhitePhone clients and is designed as a frequent use rich media marketing and communication solution.

CastAlive! is a standalone application that will decode video files that have been created using different codec's and then encodes them to WMV VCM9 codec to create an AVI file and format that all Whitephone clients support.

CastAlive! also provides the facility to preview original video files before conversion. Once a video file is selected for broadcast and conversion CastAlive! provides all the functionality to convert video files of our supported formats to AVI files with video frame size, video codec and audio codec supported by WhitePhone clients. If CastAlive! doesn't convert your chosen video type there are a number of programs available which can convert one format to another and you could use one of these to convert to a format which CastAlive! can handle.

! CastAlive! Operates in an OFFLINE environment and only requires connection to the Internet for user authentication and subsequent video file upload.

! CastAlive! needs to be run on Windows XP to convert all file supported types.

The use of CastAlive is subject to the CastAlive terms and conditions (see <http://www.whitephone.com/legal.html>), which include various guidelines about what can be published. You must comply with any applicable regulations concerning transmission of electronic information, copyright, opt-in/opt-out legislation, etc in all countries selected.

10.1 How CastAlive! works

Video formats

CastAlive! supports most of the standard video formats which can be converted to WMV VCM 9 video. Using our technology we provide the ability to change the video frame size without a significant lose in video quality. This has been well tested for the following commonly used formats:

Avi	- smaller file size when converted
Mpg	- smaller file size when converted
Mpeg	- smaller file size when converted
Wmv	- almost same file size after conversion
Mpa	- smaller file size when converted
Divx	- smaller file size when converted
Asf	- smaller file size when converted
Asx	- smaller file size when converted
Mov	- smaller file size when converted
*Mp4	- smaller file size when converted
*3gp	- larger file size when converted

* MP4 and 3GP Video files that have been encoded with AAC or AMR audio streams will be converted without sounds (video only).

The window size, once converted, is 320 by 240 pixels. Videos should be designed with this screen size (and relative dimensions) in mind, avoiding small script which will not be legible once reduced in size and ensuring that images have a good level of contrast to be visible in computer screens. If a video has different relative dimensions it will be reduced so that it fits in the screen leaving horizontal or vertical black borders as appropriate.

! Currently we are unable to support QuickTime videos such as .mp4 files and .mov files and further development in this area and on other DV formats is ongoing.

! Remember that the entire video file has to be downloaded before it plays to your customer and large files may tax your customers' patience. Although CastAlive will allow uploads of up to 10Mb, we recommend that you keep file sizes to less than 2.5 Mb (once converted). Depending on quality this will equate to perhaps 1 to 2 minutes of play time.

Audio formats

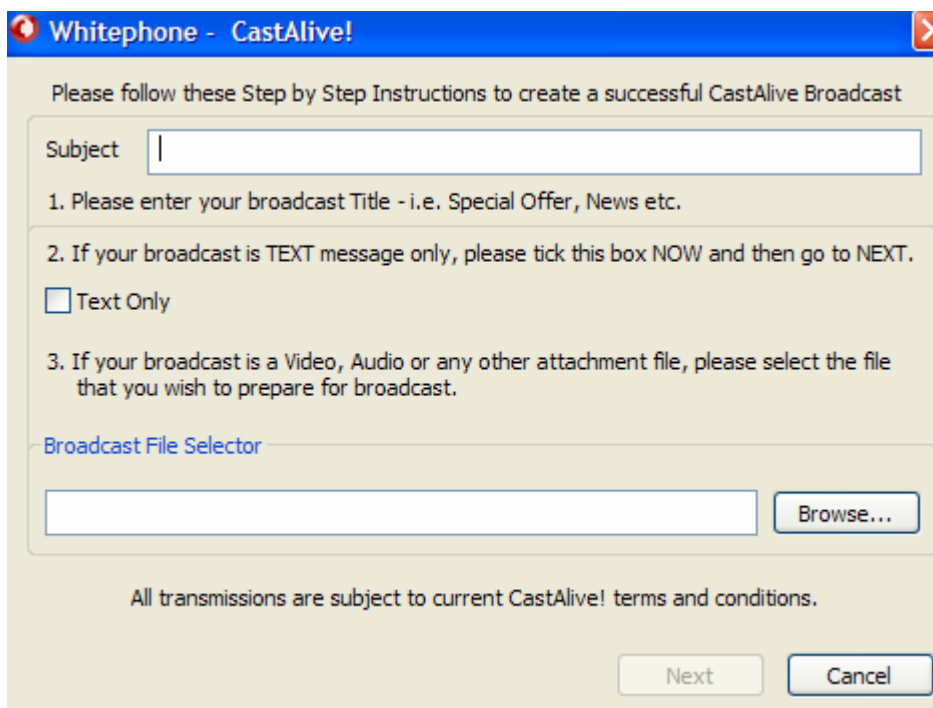
Audio files are converted to WAV files encoded with GSM 6.10 using Microsoft Direct Show technology. Currently supported audio formats are:

wav
mp3
mpa
au

Note: WMA files are currently identified as audio files by CastAlive, but it cannot convert them in to GSM 6.10.

10.2. Capture and conversion

The main user interface looks like this:



The screenshot shows a window titled "Whitephone - CastAlive!". The main content area contains the following elements:

- A header: "Please follow these Step by Step Instructions to create a successful CastAlive Broadcast"
- A "Subject" text input field.
- Step 1: "1. Please enter your broadcast Title - i.e. Special Offer, News etc."
- Step 2: "2. If your broadcast is TEXT message only, please tick this box NOW and then go to NEXT." followed by a checkbox labeled "Text Only".
- Step 3: "3. If your broadcast is a Video, Audio or any other attachment file, please select the file that you wish to prepare for broadcast."
- A section titled "Broadcast File Selector" containing a file input field and a "Browse..." button.
- A footer: "All transmissions are subject to current CastAlive! terms and conditions."
- At the bottom, there are "Next" and "Cancel" buttons.

CastAlive! operates in an OFFLINE environment, therefore no Internet connection is required whilst preparing video clips for broadcast purposes.

To create a successful CastAlive Broadcast you need to enter your broadcast title into the Subject box. If your broadcast is text message only please tick the Text Only box and then press Next.

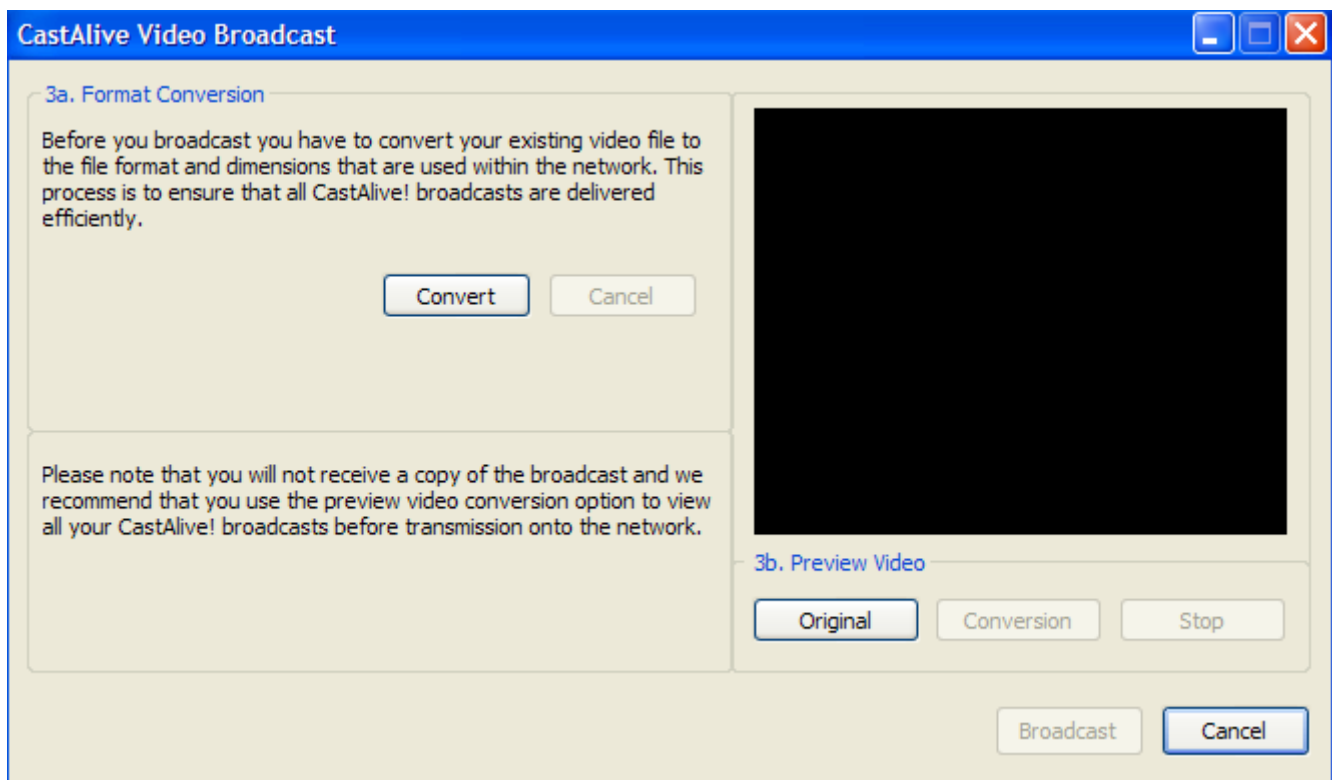
If your broadcast is a Video, Audio or any other attachment file, please select the file that you wish to publish.

You may specify a video or audio file to be converted and uploaded for broadcasting from your hard drive or network storage.

CastAlive automatically detects the file type and presents the appropriate video or audio conversion interface, for supported files, or a text message with attachment for other file types.

Video conversion

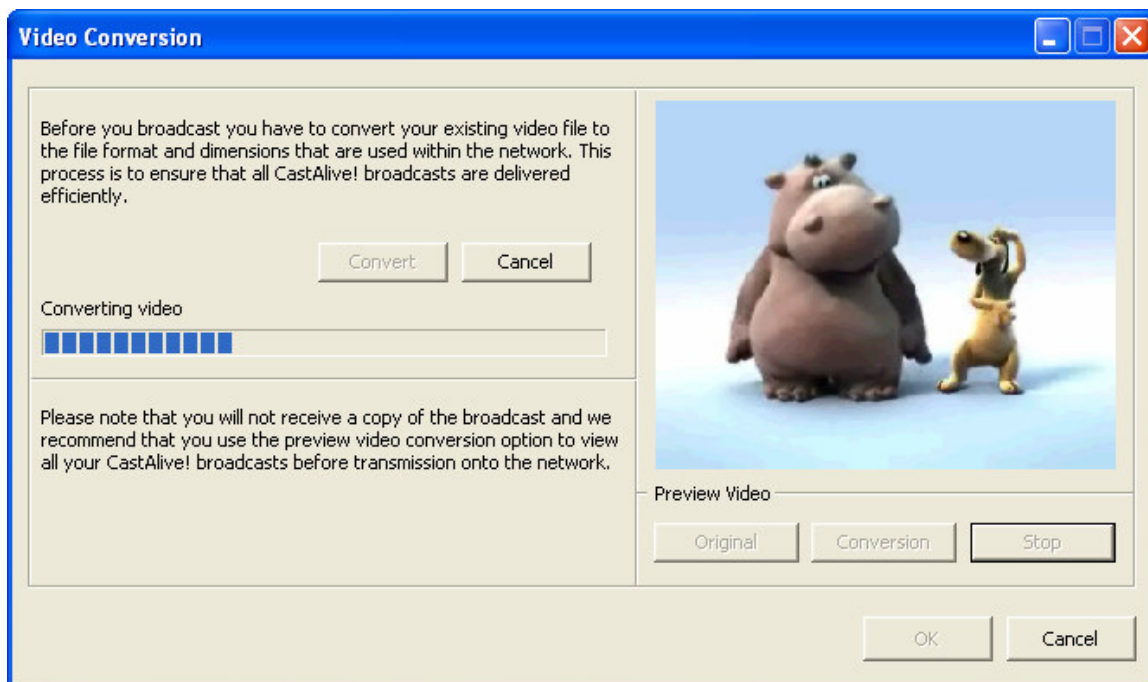
Once a video file is selected, the user interface looks like this:



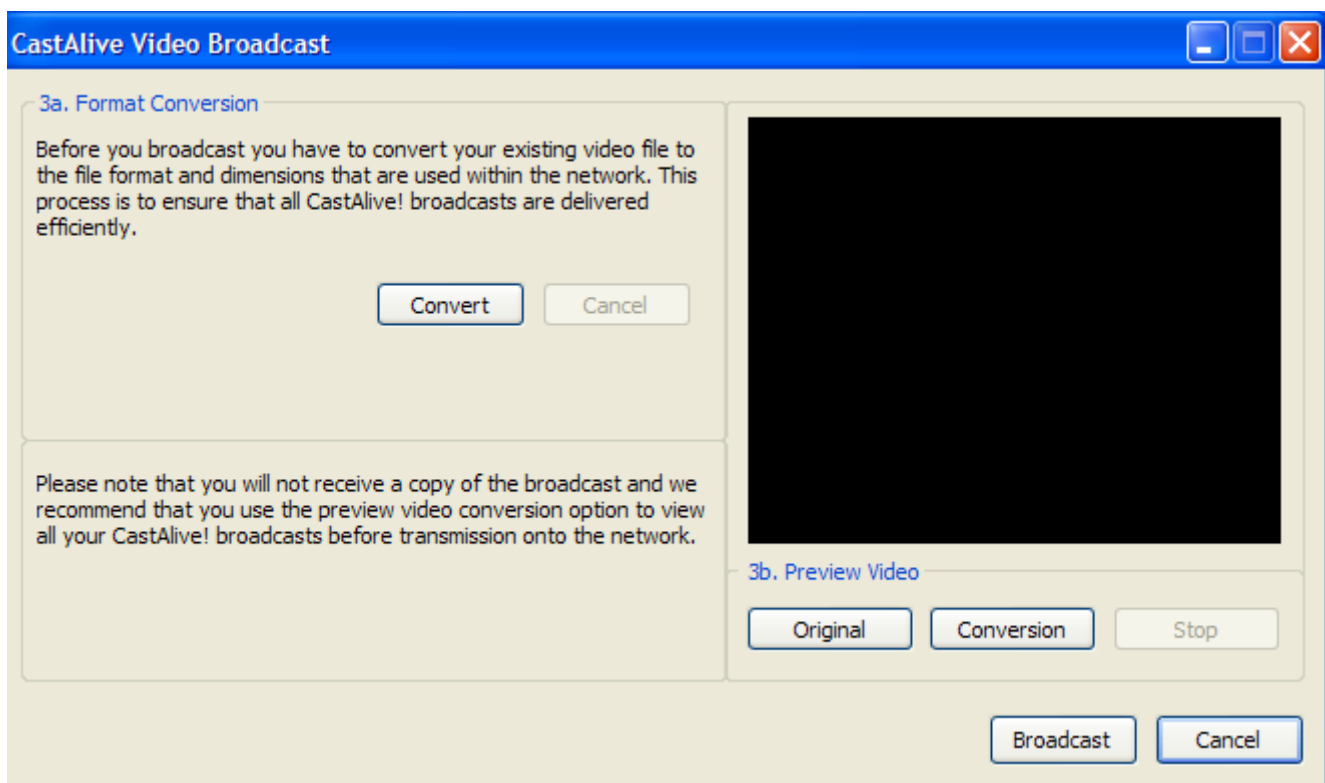
You can change the title of the video at this stage if necessary and preview the original video file before conversion. This title will be broadcast with the CastAlive! video broadcast and appear as the message header together with the size of the download (which is added to the title automatically so that users can judge what the download time will be before viewing).

By clicking on the "Convert" button you can convert the original file to the CastAlive! supported video format.

While conversion of the video file is taking place progress is displayed in the progress bar and individual frames of the video will display, similar to this:



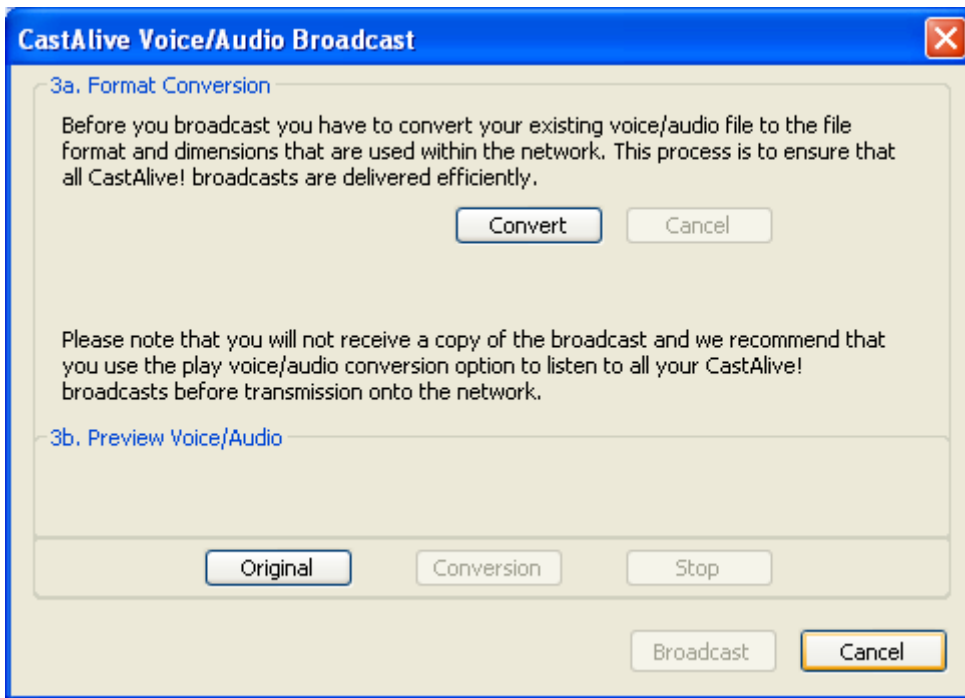
After conversion the user interface looks like this:



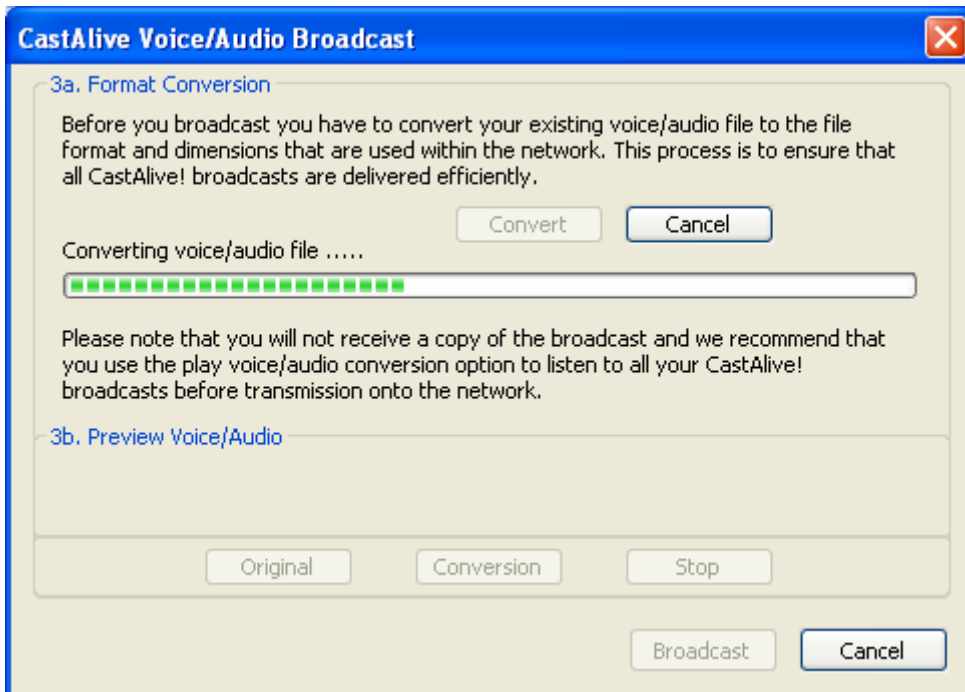
You can now preview the video that you have created for broadcast.

Audio conversion

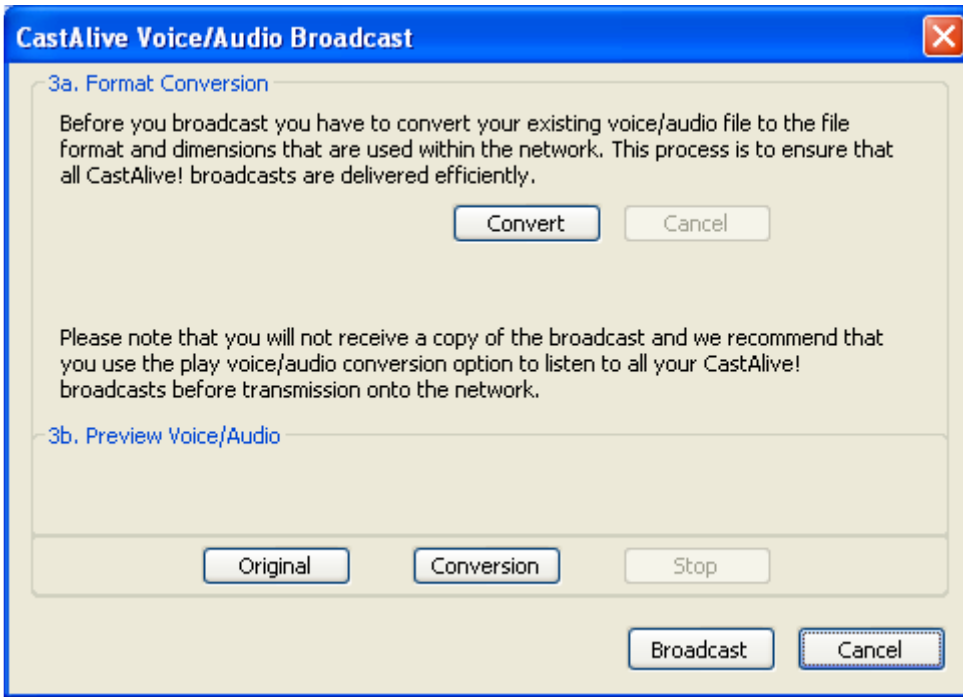
When a supported audio file is selected the user interface looks like this:



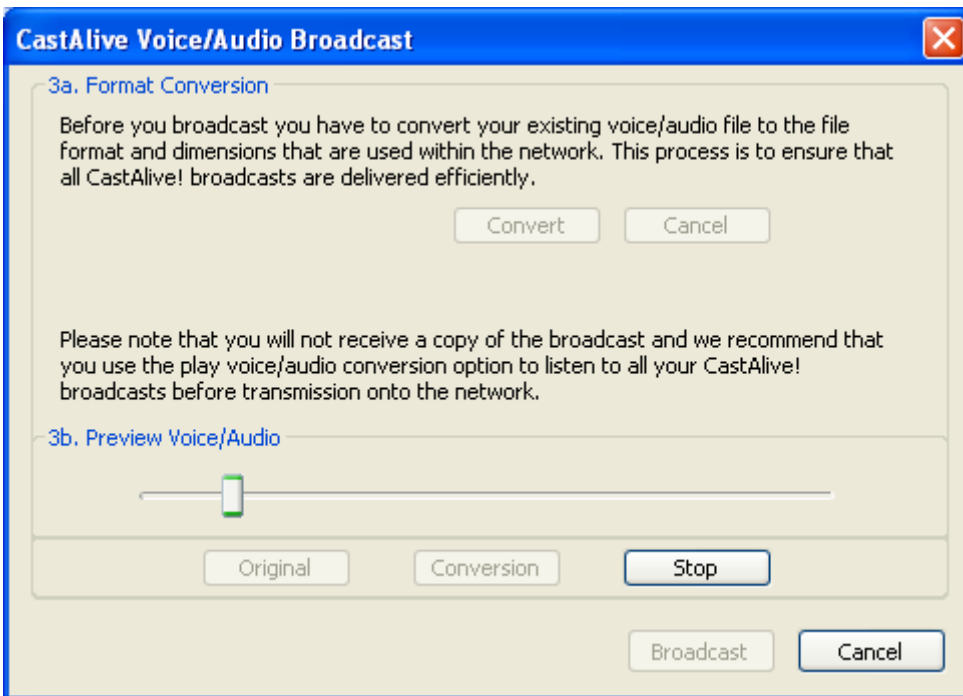
By clicking on “Convert” button the user can convert the original audio file to the WhitePhone supported audio format. Before conversion the user can play and preview the original audio file. During the conversion process the user interface looks like this.



After the audio conversion, the user can preview the converted audio file and the original audio if needed. The following user interface is shown after the conversion:

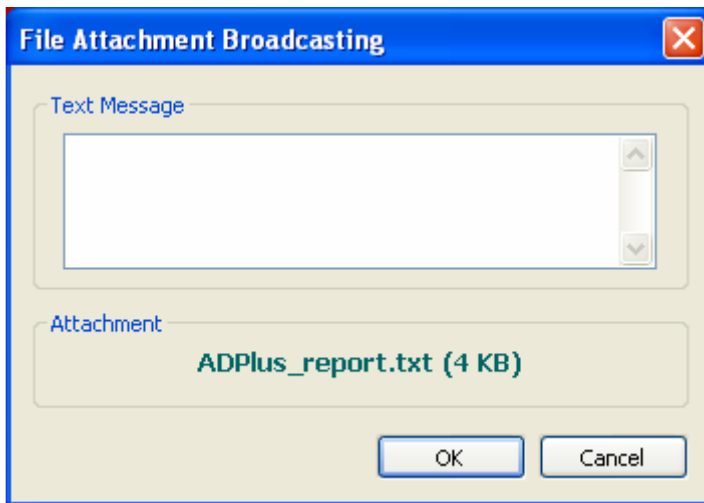


During a preview the user interface appears as follows.

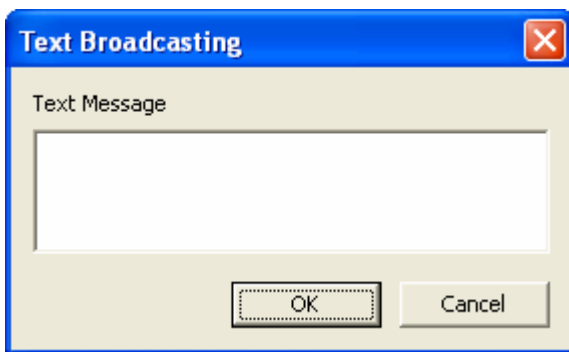


Text and attachments

If the user selected file is not a recognised video or audio file, then the user interface will show a file attachment with the facility to add a text message. This is similar to sending text messages with attachments in the WhitePhone client application. The user interface looks like this:



When user opts to broadcast “Text Only” then the following dialog box appears upon clicking on the “Broadcast” button.



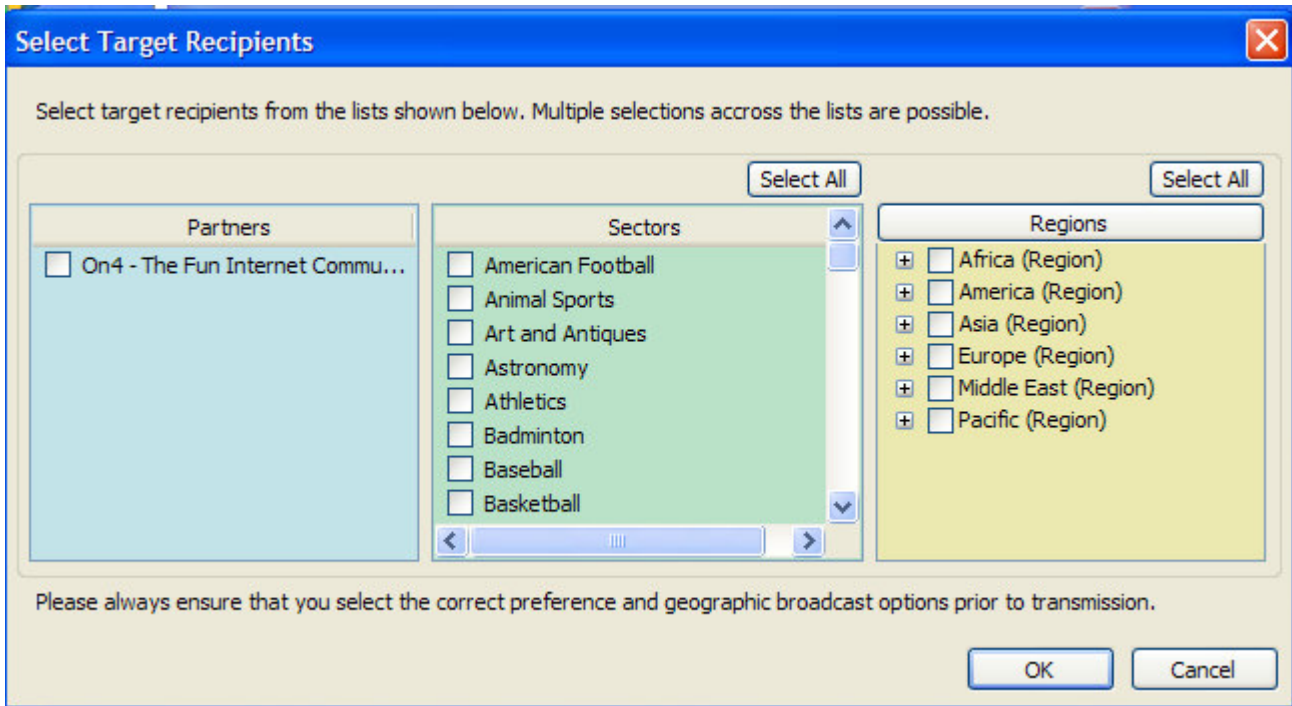
The text field can hold up to 30,000 characters of text, and URL's (commencing with www., http://, or https://) will be shown as clickable fields in the recipient's window. An email address will be clickable if in URL format such as mailto:person@domain.com.

10.3 User login and broadcasting

When CastAlive! is connected to the Internet and files are ready for upload the user will get a dialog box for user authentication. This dialog accepts a valid WhitePhone user ID and password which has been authorised to use CastAlive. For authorisation, contact your account manager or support@whitephone.com.



Once you are connected to the WhitePhone server you will be presented with a screen like this. This allows you to select specific settings for your broadcast on a preference and geographic basis. You can also select "ALL" to broadcast to all of the customers registered under your partner code (branding) if applicable law permits. Currently this will send messages to all customers who have opted in to at least one preference. It is planned to change this to allow messages to go to all customers under a particular brand. Note: users opt in to such communications when they register but there are, currently, no individual opt outs from "ALL" and users who object would have to be removed from the system until we implement such opt outs.



To broadcast, select Upload and the broadcast message will be by sent to our server. Your CastAlive! broadcast message is then automatically and immediately distributed to the customers that you have selected advising them that a new broadcast message is available and giving them the option to watch/listen to or read your broadcast. This message displays the size of the download file (for all types of message).

! Once you click OK the file will be broadcast instantly to the selected User group.

Note: users who are logged in will receive a pop up warning informing them that they have a new message as soon as the announcement is published. Other recipients will receive the message the next time that they log in.

11. Technical design guidelines for the HTML Pages

This section deals with designing the Home and Browse tabs

Both tabs follow the same design principles however the Browse Tab includes a URL entry box.

The content of the tabs is displayed using Internet Explorer regardless of which browser the user has set as default, in the same way as any standard web page using that browser. In principle the page can be written in a normal way, and can use flash, JavaScript, video clips, php, and plug-ins and any other elements which you would normally use, although these features will only work to the extent that they work in that particular user's browser. If, for example, a user has disabled JavaScript in their Internet Explorer browser, then this will also be disabled within the tabs.

The tab should display and operate in the same way as any web page in that particular browser.

11.1 Matters to consider

1. Where a link opens a new window you will need to decide if you should open the same window for each link or several windows. Opening several windows uses additional systems resources and can be confusing for the user, but can have the advantage of seeing a new window open up.
2. Pop up blockers may prevent new windows from opening.
3. If you use JavaScript to open new windows this will only operate where users have configured their browser to enable scripting and the browser supports the particular JavaScript you use.
4. As with any web page you should keep the file size of graphics fairly small and, where possible, save them as interlaced so that they will download gradually rather than remaining blank when connection speeds are slow.
5. We recommend that your coding complies with W3C standards to be compatible with the vast majority of browsers. See <http://www.w3.org/> for further information.
6. It may be better to keep the design to standard HTML elements for maximum usability.
7. Accessibility features should be considered to assist people with disabilities. Information about this can be obtained here: <http://www.w3.org/TR/WAI-WEBCONTENT/>
8. It is worthwhile configuring the URL for the Home and Browse tabs with the user ID (see section 3.2 above), so that you can measure frequency of visit of individual users without using cookies (which can be blocked or get deleted by users).

12. Commercial design guidelines

The actual content of the tabs is largely down to your marketing objectives. There are a few rules which WhitePhone requires to be observed, which are listed under design rules in a later section. This section makes recommendations, which are intended to be helpful but not mandatory.

One of the main benefits of the WhitePhone solution is to help develop a strong user or customer community, which provides a good reason for users to come back time and again to use your WhitePhone solution, and to tell like-minded people about your service, so helping your business grow by viral marketing.

There are a number of aspects to this community development and viral marketing, where the content of the tabs is an important element. Control over the content of the tabs, therefore provides substantial influence over these other areas, which include:

- **Home Tab** Is the most important tab of all. This is what everyone sees when they open the client. It's completely up to you what is on this page. But remember, this is not a web site which people visit occasionally; rather it's a portal which they will hopefully see several times a day. Ideally it would be a personal, user interface to relevant information, services etc. Here's a few recommended do's and don'ts:

Do include:

- o content which is regularly refreshed – e.g. an RSS news feed relevant to your community
- o special offers, top picks, time-based offers (e.g. first 100 to click), competitions etc
- o useful links which are likely to be used regularly
- o clear navigation links
- o large enough font sizes and clearly legible text
- o personalisation, if you have suitable content
- o content to encourage more use, introducing other users, use of the Browse tabs

Don't include:

- o too much clutter
- o too much content displaying your products and services – remember the idea is to want people to look at the page often and they are not going to do that if it is always the same promotion, and consider using links rather than a complete catalogue on the home tab
- **Free PC to PC calls and low rate calls globally** This is an immensely powerful message to encourage people to use your WhitePhone system. The more they use WhitePhone to communicate, the more value you will gain by being able to promote your services to those users.
- **Rich Messaging** Video, voice and text messaging allows message forwarding so remember that your unique CastAlive! message can be easily and rapidly virally marketed within the network
- **Me!/Market** The announcements functionality can be very powerful in helping to create demand to use your WhitePhone solution, beyond the obvious ones of making and receiving calls and messaging. You may wish to consider, therefore, promoting this functionality, especially in categories which are likely to be of most interest to your users. You could also provide your own announcements which are funny, interesting, novel etc and encourage users to return on a regular basis and tell other users about it.

- **CastAlive!** You can broadcast text, audio or video clips to your customers. By making these clips fun, interesting, etc you provide reasons for users to return regularly. Remember, these messages won't get filtered out by anti-Spam software, so this provides a unique opportunity to communicate with your community. Detailed guidelines about what may be published using CastAlive! and the inbuilt announcements functionality are set out in the on-line Help guide and also included in the CastAlive! terms and conditions.
- **FastTalk!** You can encourage users to import their Outlook, Outlook Express and Windows Address books, and use FastTalk! to invite their contacts to join your network. FastTalk! also contains the unique feature that ensures that the inviting party is added automatically to the address book of those joining in this way, giving an immediate contact point. Moreover, where contacts are already part of your network, FastTalk! can tell them that a contact has just joined so that they can speak straight away
- **Browse** This tab is designed to provide a page which people want to return to for its fun or interesting content. We recommend that you include content which is regularly refreshed and keeps people interested in coming back. Perhaps you could run some competitions, perhaps have a "game of the week", perhaps a daily joke. Its not for us to tell you how to run your brand – but if you do fire up your imagination and make people want to come back to this tab every day you will generate real value.

There are some quite useful hints on portal design here:

http://www.sapdesignguild.org/editions/edition3/overview_edition3.asp

12.1. Monetise your WhitePhone solution

As your user base grows you will have an increasing power to find additional ways to monetise your network. This could be by finding sponsors to pay for links on your home or fun/info tabs as well as advertisers paying for distribution of video clips to your members. We would recommend that you start by concentrating on growing the user base quickly and then seek to monetise it further. You may also be able to do contra-deals whereby third parties promote your WhitePhone branded solution in return for a link on the home or fun/info pages. Also, don't forget, that Me!/Markets also provide mechanisms for contacting opt-in users which could be attractive to advertisers once there are enough opt-in users in a particular category.

You could also consider enabling your sponsors to give free phone credits – which you can purchase from WhitePhone at below face value – therefore giving additional value! Contact WhitePhone for more details of our loyalty scheme.

12.2 Design Rules

The content of the tabs must comply with the following rules. We hope that most of these are self-explanatory, but if you find the rules too constraining, or are unclear about them, please consult WhitePhone. The following summarise and supplement the relevant rules to assist designers, but in the event of any conflict, the Publishers' Agreement shall apply.

Content of pages must:

1. Not contain content which is likely to bring you or us into disrepute;
2. Comply with all applicable laws and regulations on what content may be displayed on a web page or distributed by electronic means in any applicable jurisdictions;
3. Only include content which you have the right to publish in this manner;

4. Not promote any activity which may constitute a violation of any law or regulation or for any improper purpose or may cause damage to our reputation or subject us to investigation, prosecution or legal action
5. Be consistent with the Terms of Use and not mislead Users in any way. For example, you should not state that something is free, if in fact it is part of a chargeable service;
6. Not combine our Trademarks with your Marks in any way which could confuse or cause either marks to lose protection and not use any other material referring to us without our agreement;
7. Not imply that you are acting or have the authority to act as an agent for WhitePhone or that the software or service belongs to you;
8. Describe your own business accurately in any references and, when selling any goods or services from the page or other linked pages, provide your trading name, address, telephone number to customers who purchase from you.

Queries, comments and suggestions on this guide should be sent to support@whitephone.com.

Contact: support@whitephone.com

www.whitephone.com

WhitePhone Ltd, Vue des Îles, La Rue du Grouet, Petit Port, St Brelade, Jersey, JE3 8HL

Appendix A

Personal Client

Personal Registration

HTML version	
Welcome to {{APPTITLE}}	
Thank you for signing up to {{APPTITLE}}. To use {{APPTITLE}} all you need to do is login using the following email address and password:	
Email Address :	<input type="text" value="testing"/>
Password :	<input type="text" value="testing"/>
If you haven't already done so, please download the software from here and just follow the installation instructions and login.	
Please take care that these details are entered exactly as shown, in particular that any letters are entered in the correct case.	
Here are a few tips to help you to get up and running quickly:	
<ol style="list-style-type: none">1. Add your photograph - just go to Profiles, Photo Upload and use our Image Processor to help resize your photograph2. Import your address books - go to Tools, FastTalk and get talking to your friends3. Remember to tell all your friends so that you can talk to them for nothing and send them video mails	
Enjoy using {{APPTITLE}}.	
Kind regards,	
The {{APPTITLE}} Team	
For queries, comments or suggestions contact the Operator (support@whitephone.com)	
<i>powered by WhitePhone</i>	

Personal password re-set

HTML version



Password Reset

As requested your password for {{APPTITLE}} has been reset. Your login details are now as follows:

Email Address :	<input type="text" value="testing"/>
Password :	<input type="text" value="testing"/>

When entering your email address and password please take care that they are entered exactly as shown above, in particular that any letters are entered in the correct case.

Once you have logged in, we recommend that you change your password in your personal profile (go to Profiles, Personal Profile, Change Password)

If you need to download the software again, or upgrade to the latest version, you can do so **here**.

Kind Regards,

Customer Support

This is an automated email, so please do not reply.

Personal FastTalk invitation

HTML version

**{{FIRST}} {{LAST}} invites you to join the {{APPTITLE}} community**

{{APPTITLE}}, the global communications network, lets you talk with friends and family globally:

- make calls from PC to PC at no cost
- make calls from PC to phones at very low cost
- send video, voice and text mails
- use the announcements service to sell, swap, give, share, buy, meet, greet, tell, offer and search in your areas of interest
- and lots more

Sign up now and see for yourself.

Personal FastTalk introduction page



The Operator has invited you to join Whitephone Personal

I'd like you to join this great new service where I can talk, chat, have a laugh, look for friends and call online at no cost forever. I can also call from my PC to phones at amazingly low cost, and even try sending voice and video mails. I can make and search announcements and sell, swap, auction, share, buy and find things. Please join me on this network, call me and get your friends online too.



I do hope you try this out for yourself, all you have to do to accept the invitation is to click below, sign up and download the software.

Accept Invitation

Powered by WhitePhone

Business Client

Business registration

HTML version



Welcome to {{APPTITLE}}, the secure Internet communications system for businesses.

Thank you for registering for {{APPTITLE}}. Your login details are as follows:

Email Address :	testing
Password :	testing

If you haven't already done so, download the software from [here](#) and follow the installation instructions. Then login using your email address and password shown above. Please take care that these details are entered exactly as shown, in particular that any letters are entered in the correct case.

Here are a few simple steps to get started quickly:

1. If you didn't choose your password change it to one you can easily remember (go to Profiles, Personal Profile, Change Password)
2. Add your photograph (go to Profiles, Photo Upload, use our Image Processor to help)
3. Add colleagues within your own company to your business account (go to Tools, User Admin, Add New User)
4. Import your address books (go to Tools, FastTalk) and invite your contacts to join so you can talk to each other free
5. Check that you have entered your phone numbers correctly in your company and personal profiles so that your contacts can use Follow Me to call you even when you are away from your computer.

OK, now you can start to explore {{APPTITLE}}.

Want to promote your business, get more sales, find agents or distributors or put out a press release? Use the Market to advertise and announce your own opportunities, and set your preferences to get automatically matched to opportunities that interest you.

Although our international call charges are competitive, why pay anything? Get your business associates onto {{APPTITLE}} and you can talk to them across the Internet at no cost.

Someone not on line and need to leave a message? Just send them voice messages, or use Follow Me to talk to them.

We hope that you enjoy using {{APPTITLE}}.

Kind regards,

The {{APPTITLE}}Team

For queries, comments or suggestions - contact the Operator (support@whitephone.com)

Business password re-set

HTML version



Password Reset

As requested your password for {{APPTITLE}} has been reset. Your login details are now as follows:

Email Address :	testing
Password :	testing

When entering your username and password please take care that they are entered exactly as shown above, in particular that any letters are entered in the correct case.

Once you have logged in, we recommend that you change your password in your personal profile (go to Profiles, Personal Profile, Change Password)

If you need to download the software again, or upgrade to the latest version, you can do so **here**.

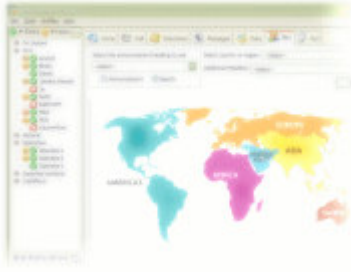
Kind Regards,

Customer Support

This is an automated email, so please do not reply.

Business FastTalk invitation

HTML version

**{{NAME}} invites you to join the {{APPTITLE}} business community**

{{APPTITLE}} lets you talk and trade with contacts and businesses globally:

- make calls from PC to PC at no cost
- make calls from PC to phones at very low cost
- send video, voice and text mails
- use the Market to build your business and promote your company
- all within a secure safe trading environment which also includes centralised CRM.

Sign up for a free trial and see for yourself.

[Click here to join the network today and see how it can help you to do business](#)

Business FastTalk introduction page



The Operator has invited you to join Whitephone Business

I'd like you to join me on this secure B2B global communications network so we can talk at no cost from PC to PC. You can also make low cost calls to phones worldwide. Having visible online contacts, video and voice mail boosts efficiency. The announcements service creates business networking opportunities everywhere and you can improve the way you work and communicate. You can save money, improve efficiency and promote your business by trying this unique service without obligation now.



I do hope you try this out for yourself, all you have to do to accept the invitation is to click below, sign up and download the software.

Accept Invitation

Powered by WhitePhone