



How-To Feature Guide

Auto Top Up & Notifications

What is Auto Top-Up?

A top-up payment is an amount of money added to an account in order to bring it up to a required level.

You can set an amount to automatically charge your card when your balance lowers to a certain limit.



When Do I Use Auto Top-Up?

Do you place international calls? If so, you should consider setting an auto top-up to your account.

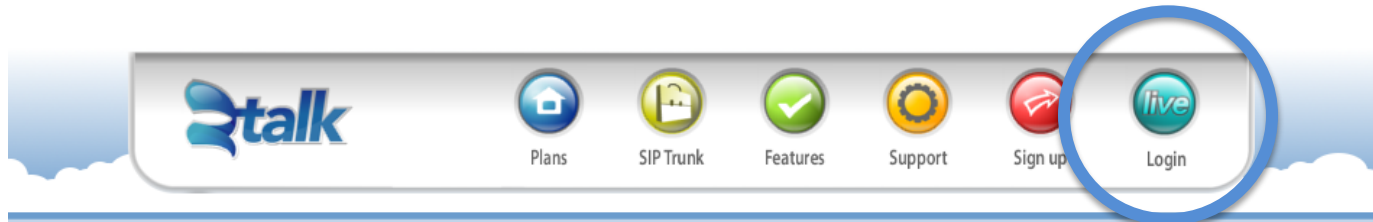
Over 70 international destinations are included as free destinations in the 2talk Calling Plans.

If you have a 2talk Freedom account (pay-as-you go), or occasionally place calls to destinations not included in the plan, you need to add an auto top-up to your account to cover those future charges.



Login to 2talk Live

At 2talk.com, select **LIVE** to Login







\$11.99 /mth

Sign up

Join now and save for the next 3 months

Includes unlimited plan minutes[^] including US and international destinations, unlimited 2talk calling, 2talk features, keep your phone number or add a new USA line, BYOD and save \$3/month, no contracts

[^]\$23.99 after 3 month period expires, includes telephone adapter (usual cost \$3/mth), excludes fees and tax

 Free Trial Try 2talk out now for free. Our trial includes over 50 minutes of calling to 70+ destinations.	 Plans Build a plan to suit your needs with our Business Combos. Lines start at \$12.99. We have plans for personal users too.	 SIP Trunking Make the switch to IP and save with our low cost SIP Trunks. Connect your PBX and pay as little as \$10 per trunk and 1.3 c/min.	 Free Features All services include Custom Call Forwarding, Call Recording, Locate Me, Video Calling, Auto Attendant and more
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2talk Live

Select
AUTO TOPUP &
NOTIFICATIONS
from the Preferences

Advanced

Call Recording

Setup your call recording options for all your inbound and outbound calls are automatically recorded or not

Group Talk

Use your 2talk number and create a room to talk with others at the same time

Remote Call Back

Call your 2talk number from any phone. When you hear ringing, hang up and you will be called back - so you can make a call from 2talk!

Remote Dial Tone

Make calls from your 2talk account from another phone by remotely dialling in to initiate the call

Call Transfers

During a call you can transfer the other person to a new number by dialing #0 for an attended transfer or ## for a blind transfer

Wake up Call

You can ask 2talk to send you a wake up call

Caller Tunes & Hold Music

Upload your own MP3's to replace ringing when people call you and setup your own music on hold

Preferences

Auto Topup & Notifications

Automatically topup your 2talk account and change account balance and call duration notification thresholds when making calls

Personal Information

Change your personal details including the name and caller ID displayed when making calls.

Extension Dialing

Setup a short extension number for each line on your account to dial your numbers more quickly

Time and Login Options

Set your preferred language, timezone and date options.

Calendar/Task Alarm Calls

If you enable an alarm on a calendar or task event 2talk will call you with a reminder. Set your options for this service here

Time Schedules

Change the default settings for time schedules such as your hours of work and available hours

Voice Quality & Networking

Choose your voice and video call quality preferences and network preferences

SIP Peering

If you have an IP PBX directly connected to the Internet you configure your 2talk account as a SIP peer (Advanced users)



Set Up Auto Top-Up

2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995 Edit options for: Choose Application: GO

2talk Settings

- Call Features
- Calendar & Tasks
- Contacts
- Messages
- My Media
- Notes
- Tasks

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Auto Topup & Notifications << Caller Tunes & Hold Music | Personal Information >>

Auto Topup Settings

To avoid having to manually topup your account with credit you can ask 2talk to attempt to topup your account for you automatically. You can select the amount you wish to topup your account by each time you drop below a certain threshold and you can also control how much you are willing to topup your account by each week.

Please ensure that your stored credit card details are correct by clicking here

You will receive an email each time an auto topup is carried out on your account. If the auto topup fails because you have exceeded your weekly maximum or your credit card payment fails for some reason then you will also be sent an email and we will attempt to topup again 24 hours later.

Automatically topup my 2talk account credit when my balance drops below a certain amount?

Account auto-topup amount:
\$10 credit

Maximum total of allowed auto-topups on your account per week:
\$100 credit

Account balance threshold for auto-topups or balance notifications
2 dollars or less remaining in my account. (Default is 2 dollars)

Account balance and call duration notifications

NOTE: Account balance and call duration notifications only occur when calling making a chargeable toll call. If the call is free based on your plan type - then no notification messages will occur prior to the call connection.

Disable call duration warning notifications before calls?

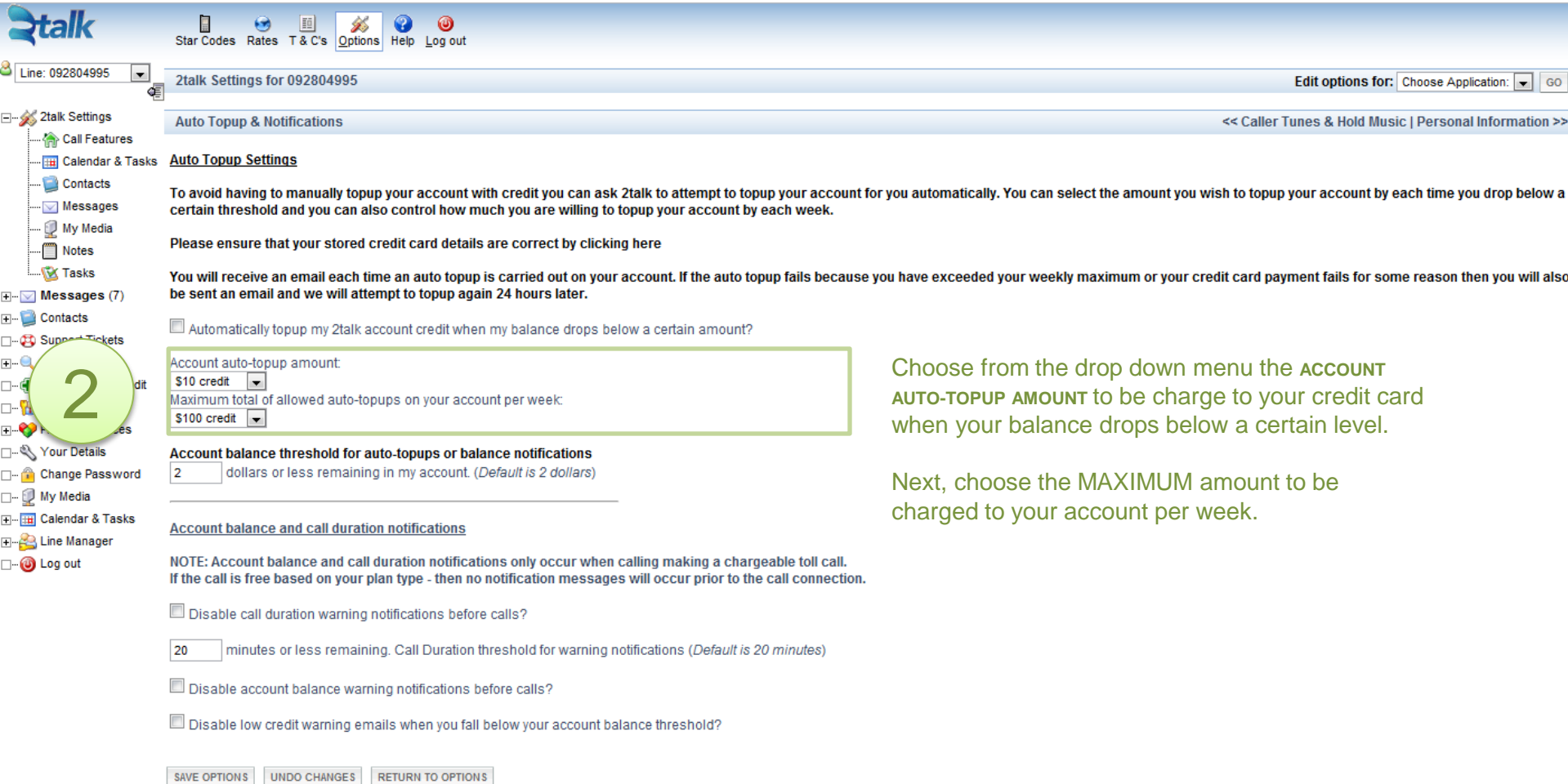
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Disable low credit warning emails when you fall below your account balance threshold?

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

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Choose from the drop down menu the **ACCOUNT AUTO-TOPUP AMOUNT** to be charge to your credit card when your balance drops below a certain level.

Next, choose the **MAXIMUM** amount to be charged to your account per week.

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Type a number value in the box to determine when to activate the top-up feature.

For example 2, means that your account will top up when your credit balance drops to \$2.00 or less.

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You can set notifications to remind you of your credit balance before placing any calls that will incur additional fees outside of the destinations included with your calling plan.

To enable notifications, check all 3 of the check boxes, and type in a number for when to trigger the notifications.

For example, 20 means that when you have 20 minutes or less remaining on your account, a notification will remind you before you complete your call.

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ALWAYS REMEMBER TO CLICK **SAVE OPTIONS**.



For Assistance

Contact support@2talk.com

