

FAQ Monzoon Fone

Q: Why is Fone so inexpensive? What's the difference between Fone and usual fixed line telephone connections?

A: With Fone you operate your telephone via your Internet connection. This way a regular fixed line telephone connection isn't needed and true price competition is possible.

Q: Does Fone work with every usual telephone connection? Do I need a PC to use Fone?

A: With Fone you can call every telephone number worldwide, and no PC is needed. And you can be called from every telephone connection worldwide.

Q: How is it possible to switch to Fone?

A: If you have a broadband Internet connection (Monzoon DSL, ADSL-, cable or dedicated line of another provider) with at least 30 kbps upstream (Fax 100 kbps).

Q: Is Fone call quality as good as traditional telephone line?

A: Yes, to ensure the maximum call quality Fone routes international calls within Switzerland already via fixed line network providers to the destination country.

Q: Can I keep my existing telephone number with Fone?

A: Yes, you can port your existing telephone number to Fone, and use it with your preferred Fone service. Therefor an all-inclusive price according the telephone rate list ([download](#)) will be charged.

Q: Do I need a Swisscom fixed line connection to use Fone?

A: No, if you have a DSL internet connection (e.g. by Monzoon) or cable.

Q: How can I use my existing telephone with Fone?

A: With Fone you can operate an adapter, which needs to be connected to your ADSL or cable modem. Plug your analogue telephone into the adapter.

Q: Does caller ID still work (Clip) with Fone?

A: Yes, commercial analogue telephones with display support caller ID. Please note: the devices of some manufacturers do not comply with those standards.

Q: What happens, if I do not answer a call?

A: With Fone you get a free answering machine in the Fone net: a caller can leave messages, which will be forwarded to you immediately by email.

Q: Can I substitute my ISDN connection with Fone?

A: With Fone you can connect your existing ISDN phones via an adequate adapter.

Q: I want to use a software telephone. Can I run Fone on Linux or Macintosh as well?

A: With Fone you can use any software telephone which is capable of handling the SIP-standard. We have positive experiences and keep configuration instructions available for you for the free software Telefone X-Lite (Windows, Macintosh, Pocket PC) and SJ Phone (Windows, Macintosh, Linux, Pocket PC).

Q: Can I fax via Fone as well?

A: Because of the high number of different fax modems and fax devices Monsoon DSL can't guarantee you successful faxing via Fone. A high number of customers uses Fone successfully for faxing though. Please note that an upstream bandwidth of 100 kbps is required for it at least.