HYPA

BELA

User Guide

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INTRO

Bela is a mobile softphone application from Hypa that allows users to make and receive Voice calls at highly reduced rates, and enables
Video calling and in-app texting at no charge.

In this quick start guide we will take you through the basic steps of configuring Bela to work with Hypa's Voice offerings.

How to set Bela up on your phone

1. Download and install Bela on your smartphone from either the **Google Play store or the Apple App store.**

Look for the Hypa Bela icon

While installing, you may be prompted to allow Bela to access certain applications on your phone, such as contacts, microphone, camera, photos, etc. Please allow all for a quality communication experience (you can view the Hypa and Bela Privacy Policy here https://hypa.co.za/legal/privacy-policy/.

2. Open the Bela on your phone by clicking on the icon.
3. Open the SMS that we sent to you when you registered for the Bela service.

After downloading the Hypa Bela App, click on this link to activate calling: https://s.hypa.co.za/s47ki3hh6fsc

4. Allow Bela to send you notifications and to access your contacts and accept the Bela Terms and Conditions.

5. Bela is automatically configured and you are ready to make and receive calls.

6. The Balance Checker will show a R0.00 balance as the 30 minutes that have been provisioned for you are free.
YOU CAN STILL MAKE CALLS WITH THIS R0.00 BALANCE.

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Frequently asked questions

1. Why do I need the SMS to activate Bela?
The web link within the SMS contains important information to setup your Bela telephone number and SIP account that is needed to connect you to the Hypa Voice network.

2. When using Bela, how much data is used per minute?
0.96Mb per minute on average.

3. Can I use Bela while connected to WiFi?
Yes. Bela can be used wherever you have internet access. Public WiFi networks may however restrict certain types of Internet traffic.

Making Bela calls while connected to Hypa WiFi is the perfect combination – you have a super-fast Internet connection, and you won't pay for the data that you use to make Bela calls.

4. Can I use Bela while using mobile data?
Yes. Bela can be used wherever you have internet access. You will be charged by your mobile service provider for the mobile data that you use to make Bela Voice calls, video calls and send and receive text messages.

5. Do I get free Voice minutes?
Yes, if you are a Hypa fibre customer you are eligible for 30 free Voice minutes monthly. These free minutes will be allocated to you every month – as long as your Hypa fibre account is current.

If you have not consumed all free minutes at midnight on the last day of the month, you will lose these unused minutes. These free minutes do not roll over to the next month.

6. How do I buy top up Voice minutes?

Select the 🛒 icon in the Bela app. Enter the mobile number that you registered for your Bela account with, and enter the OTP (one time PIN) that you will be sent.

Select the top up value of your choice, follow the on-screen instructions to pay.

Your Bela account will be credited with your selected top up value plus the **37% additional free minutes gifted to you by Hypa.**

7. Where do I check my account balance?

When you have purchased top up minutes, your balance will be displayed on the top left of the screen (balance checker). This balance will refresh / update within 5 seconds after you end your Bela call.
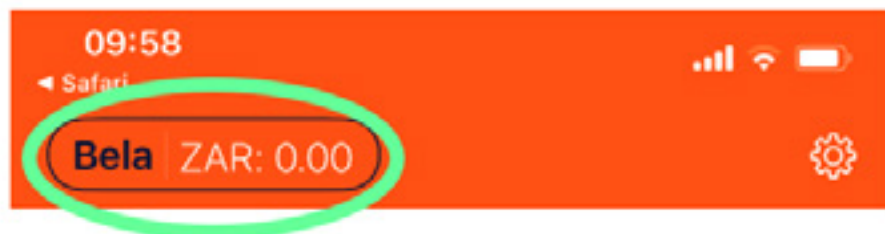
8. Will my free 30 minutes also be displayed?

No, your free minutes are not included in the on-screen balance display. You will receive an SMS to notify you when you have used 50%, 80% and 100% of your **free minutes.**

You can also view your available free minutes in the Hypa customer zone.
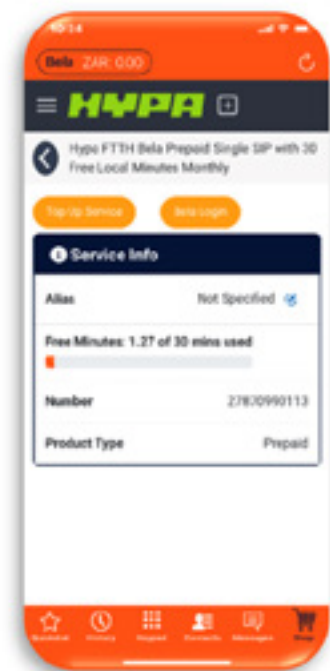
9. Can I use Bela while travelling outside of South Africa?
Yes. Vobi can be used wherever you have internet access. Calls made using Bela while outside of South Africa will only attract local South African rates (the same rates you are charged when in South Africa).

Please take note that roaming data charges may be applicable, depending on your mobile data plan.

10. Can I have multiple SIP accounts configured on Bela?
No, Bela supports a single SIP account. You can change from one SIP account to another by resetting the application and clicking on the web link in the activation SMS that will be sent to you.

11. What is the Bela call rate per minute?
You will pay no more than R0.26 per minute for local Voice calls made on with Bela – the same rate applies for calls made to any network.

You will be charge only for the seconds that you use!

12. How long are my Bela Voice minutes valid for?
Your top up Voice minutes are valid for 6-months* from date of purchase.

13. Why does the app ask for permission to access my camera and photos?
The data on your phone is private information. We need your permission to allow Bela to access the software on your phone to make and receive calls. Your microphone and camera are required to make Voice and video calls.

14. How do I ensure I get a notification when someone calls and my Bela app is not open?
Using your mobile device go to 'Applications', find the Bela app and enable or allow the app to send notifications. This is only required if you did not allow this function at initial set up.

15. Who do I contact if I need technical support?
You can call us on 087 805 2505 or alternatively email us at https://hypa.co.za/contact/. You can also connect with us at: Support: help@hypa.co.za; Whatsapp: 064 097 8822.

*Launch promotion, top up minute validity may change over time, but you can check the Bela call rate on the Hypa website (https://hypa.co.za/bela)