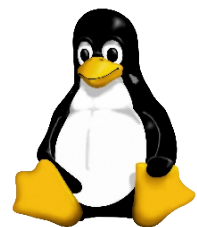
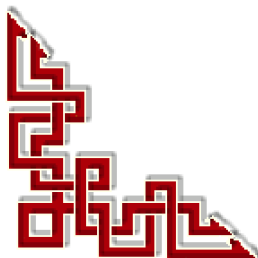


*RF-232*

# Micronator

Fongo® & iPhone®



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6447, avenue Jalobert, Montréal (Québec) H1M 1L1

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### **AVIS DE NON-RESPONSABILITÉ**

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Chaque internaute doit prendre toutes les mesures appropriées (mettre à jour régulièrement son logiciel antivirus, ne pas ouvrir des documents suspects de source douteuse ou non connue) de façon à protéger le contenu de son ordinateur de la contamination d'éventuels virus circulant sur la Toile.

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### **Avertissement**

*Bien que nous utilisions ici un vocabulaire issu des techniques informatiques, nous ne prétendons nullement à la précision technique de tous nos propos dans ce domaine.*

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# I- Introduction

## 1. Description générale

Ce document donne la marche à suivre pour réaliser l'installation de l'application **Fongo**<sup>®</sup> sur un **iPhone**<sup>®</sup>.

### 1.1. Prérequis

Il faut déjà avoir installé **iTunes** sur l'ordinateur qui servira de station de travail.

Téléchargement: <https://www.apple.com/ca/fr/itunes/download/>

### 1.2. Fongo

Référence: <http://www.fongo.com/fr/how-it-works/>

**Fongo** utilise le protocole voix sur **IP (VoIP)** pour envoyer et recevoir des appels et des messages en utilisant votre plan de données actuel (**3G/4G**) ou une connexion **Wi-Fi** à proximité ainsi que le réseau national de **Fongo**. **Fongo** vous aide à économiser des centaines de dollars, même si vous êtes sous contrat avec un fournisseur de services.

### 1.3. Note au lecteur

\* Les captures d'écrans ne sont que des références.

\*\* Les informations écrites ont préséance sur celles retrouvées dans les captures d'écrans. Veiller à se référer aux différents tableaux lorsque ceux-ci sont présents.

### 1.4. Conventions

Toutes les commandes à entrer sur le serveur sont en **gras**. Les affichages à surveiller sont en **rouge** ou en **bleu**.

```
# ping 192.168.1.149
192.168.1.149 is alive
#
```

Les liens de référence internet sont en **bleu** et ceux intra document en **bleu**.



Manipulation, truc ou ruse pour se tirer d'embaras.



Une recommandation ou astuce.



Une note.



Une étape, note ou procédure à surveiller.



Paragraphe non complété ou non vérifié.

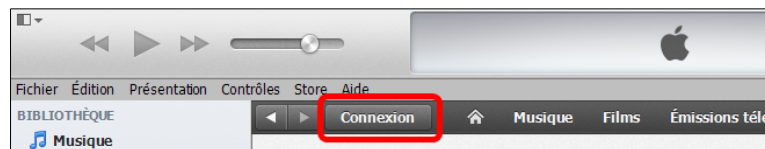
## II- Identifiant Apple

### 1. Prérequis Fongo

Pour pouvoir télécharger **Fongo**, il faut absolument avoir un **identifiant Apple**.

### 2. Création d'un identifiant Apple

On lance iTunes et on clique **Connexion**.



Créer un identifiant Apple.



Continuer.



## Identifiant Apple

Si l'on accepte les modalités, on coche, **J'ai lu et j'accepte les modalités.**

**Accepter.**

### Modalités et politique de confidentialité d'Apple

Connexion sécurisée

Veuillez lire et accepter les modalités afin de pouvoir utiliser ce service.  
Si le pays de vos données de facturation n'est pas le Canada, **cliquez ici.**

Afin de nous assurer que vos renseignements personnels sont protégés, nous communiquons nos lignes directrices sur la confidentialité et la sécurité aux employés d'Apple et nous appliquons rigoureusement les mesures de protection au sein de l'entreprise.

Les questions sur la confidentialité

Si vous avez des questions ou des inquiétudes concernant la politique de confidentialité d'Apple ou le traitement des données, veuillez communiquer avec nous à l'adresse électronique du contrôleur des données d'Apple de votre région indiquée ci-dessous.

Pays ou région Coordonnées

États-Unis <http://www.apple.com/privacy/contact/>  
Canada <http://www.apple.com/privacy/contact/>  
Amérique latine <http://www.apple.com/privacy/contact/>  
Europe <http://www.apple.com/privacy/contact/>  
Japon <http://www.apple.com/privacy/contact/>  
Australie <http://www.apple.com/privacy/contact/>  
Asie/Pacifique <http://www.apple.com/privacy/contact/>

Apple peut mettre à jour sa politique de confidentialité de temps à autre. Lorsque nous apportons des modifications évidentes à la politique, un avis et la politique de confidentialité mise à jour seront affichés sur notre site Web.

Apple Inc., 1 Infinite Loop, Cupertino, California, USA 95014

Dernière mise à jour 3 décembre 2011

J'ai lu et j'accepte ces modalités.

Version imprimable >

Retour Annuler **Accepter**

On entre les informations demandées et on décide ce qu'on aimerait recevoir par courriel.

**Continuer** pour la suite des opérations jusqu'à la confirmation de l'identifiant.

### Entrez les détails de votre identifiant Apple

Connexion sécurisée

Courriel

Mot de passe

Confirmer le mot de passe

Sécurité

Ces questions nous permettront de vérifier votre identité et de protéger vos données personnelles.

Choisissez... Réponse

Choisissez... Réponse

Choisissez... Réponse

Adresse de courriel de récupération

Si jamais vous oubliez vos réponses, nous pourrions utiliser cette adresse de courriel secondaire pour vous envoyer des instructions sur la manière de réinitialiser vos données personnelles.

Date de naissance

Jour Mois Année

Aimeriez-vous recevoir ce qui suit par courriel?

Nouveautés et ajouts dans l'iTunes Store.

Nouvelles, offres spéciales et renseignements sur les produits et services d'Apple.

Retour Annuler Continuer

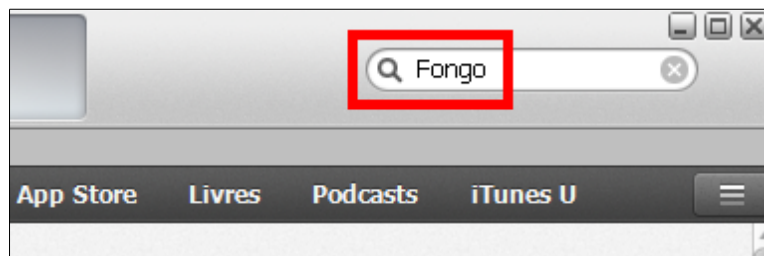
## III- Fongo

### 1. Téléchargement de l'application

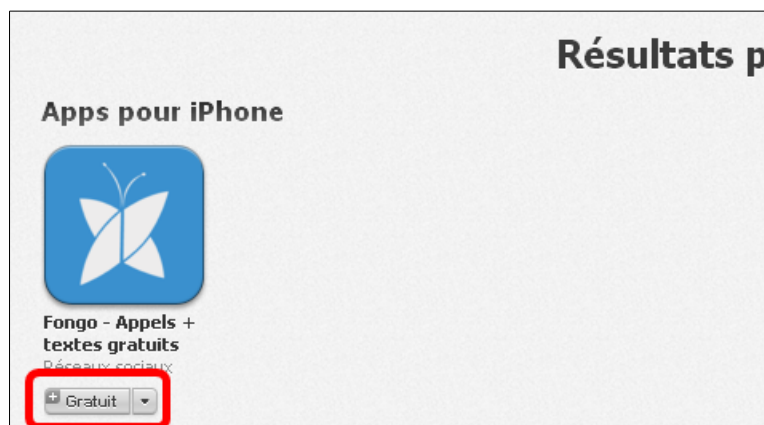
Lorsque la création de l'identifiant est terminée, **Parcourir la boutique** pour rechercher l'application **Fongo**.



Dans le coin supérieur droit, on entre **Fongo** et on lance la recherche.

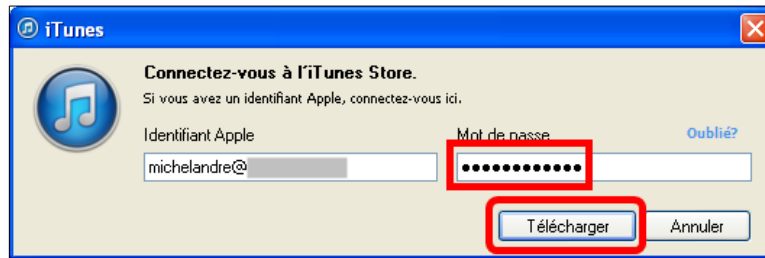


**Gratuit.**





Notre identifiant est déjà entré, on entre notre mot de passe et **Télécharger**.



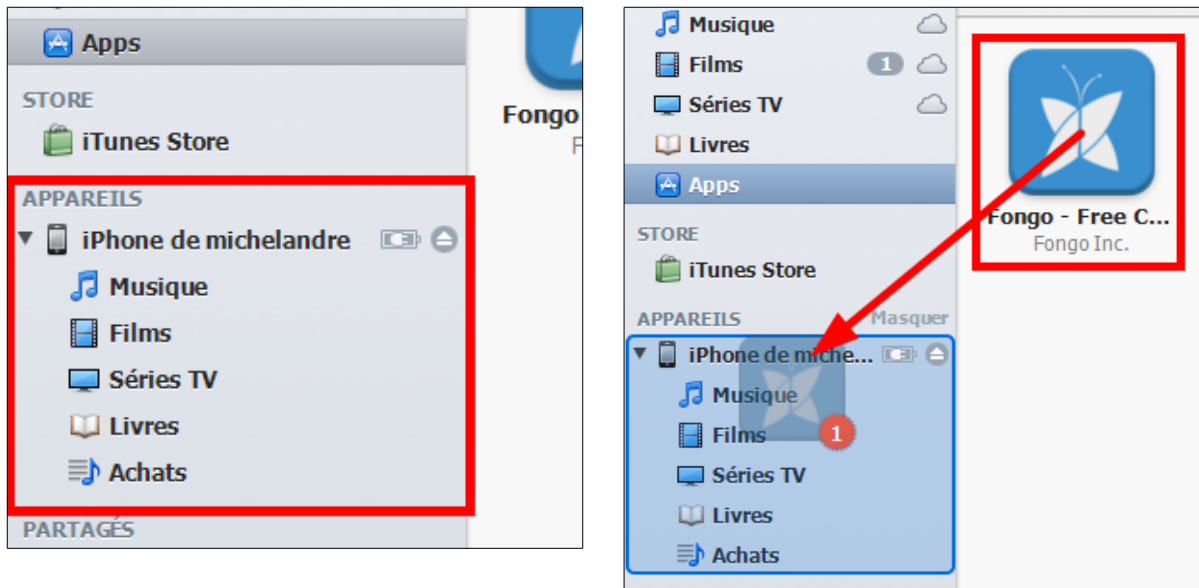
L'application **Fongo** est alors téléchargée dans le répertoire **App** de iTunes.



## 2. Transfert sur iPhone

On branche notre **iPhone** dans un port **USB** de notre ordinateur. Maintenant, il apparaît dans le répertoire **Apps** de iTunes.

On clique et on glisse l'application **Fongo** vers notre **iPhone**.

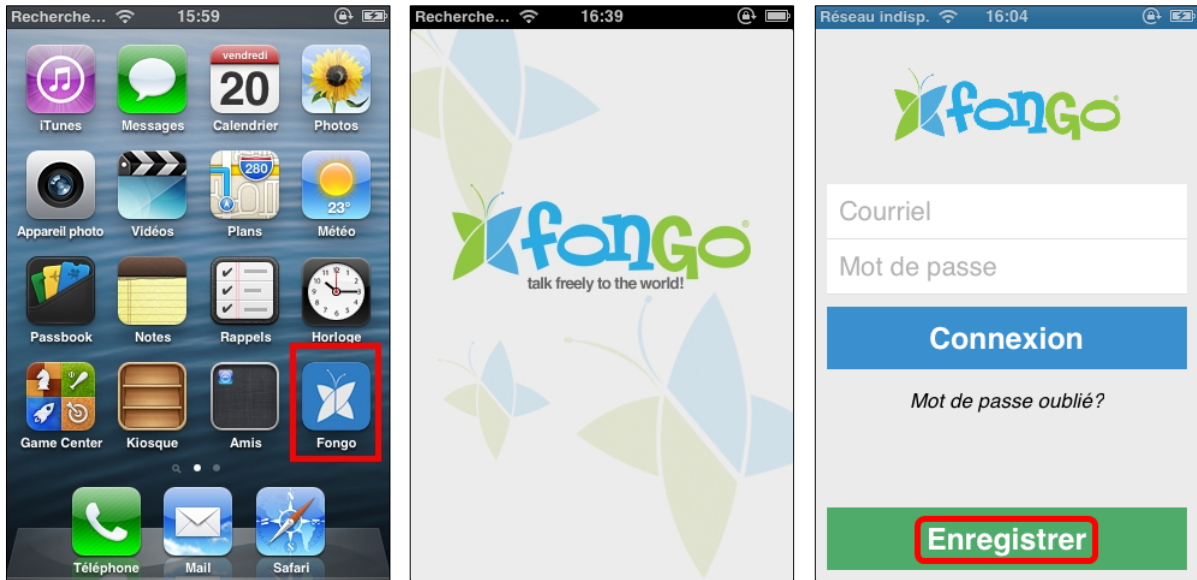


### 3. Enregistrement Fongo

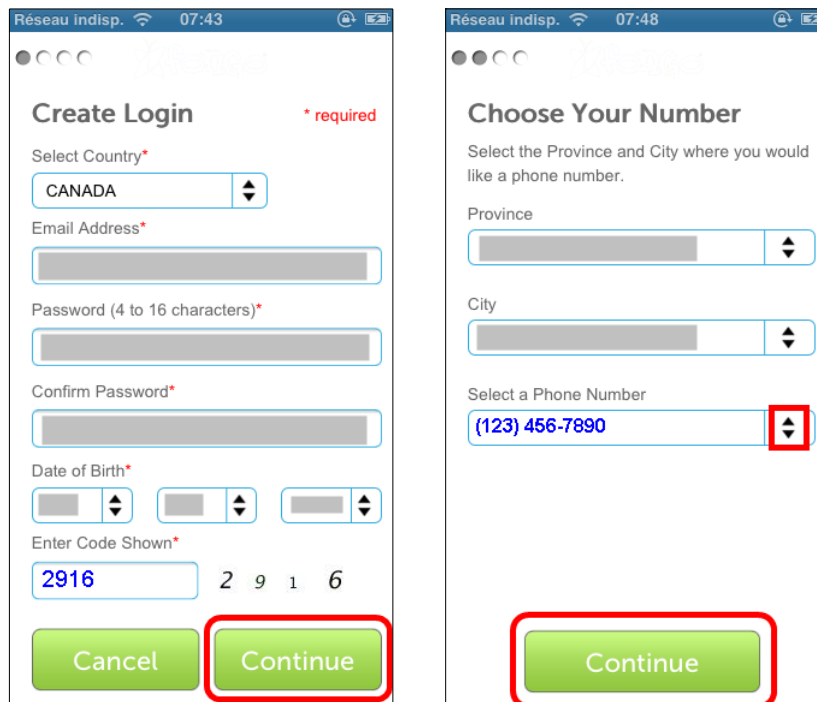
Fongo apparaît dans nos applications. Il faut s'enregistrer. On lance Fongo.

Le logo Fongo s'affiche pendant que l'application se charge en mémoire.

Pour lancer la création d'un nouveau compte Fongo, on clique **Enregistrer**.



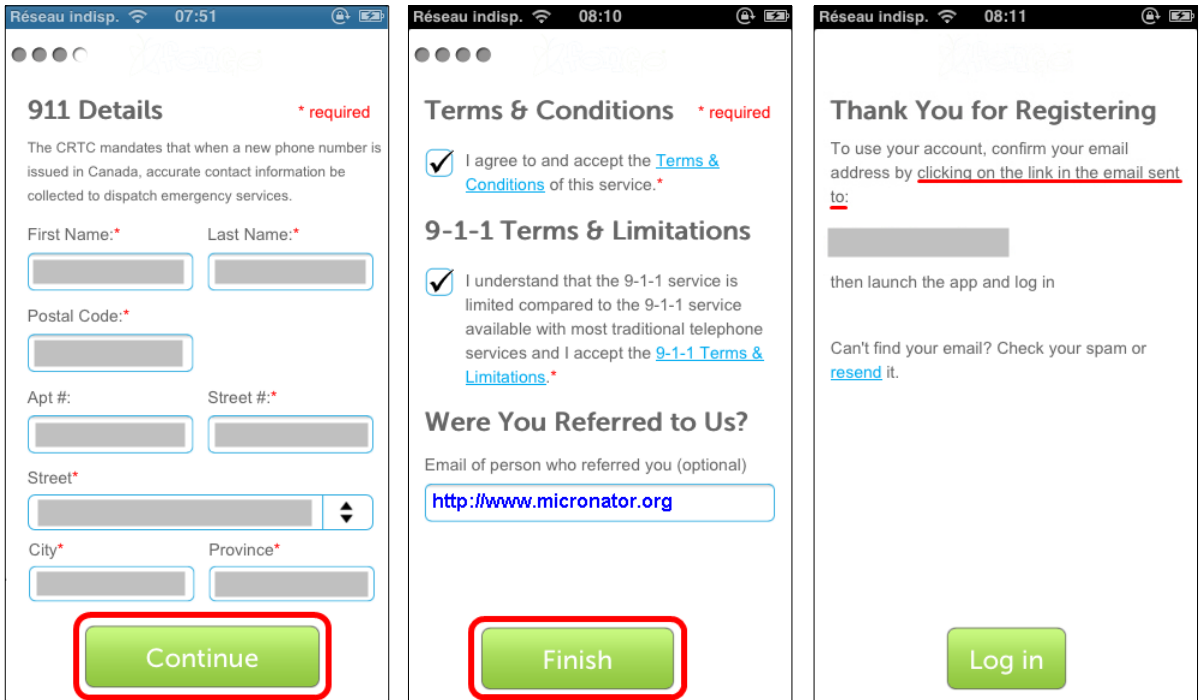
- ○ ○ ○ On entre les informations demandées puis **Continuer**.
- ● ○ ○ On choisit la **Province** et la **City**. Un numéro est proposé, on peut choisir en déroulant. Le choix fait, **Continuer**.



- On entre les informations demandées puis **Continue**.
- On accepte les **Terms & Conditions**.

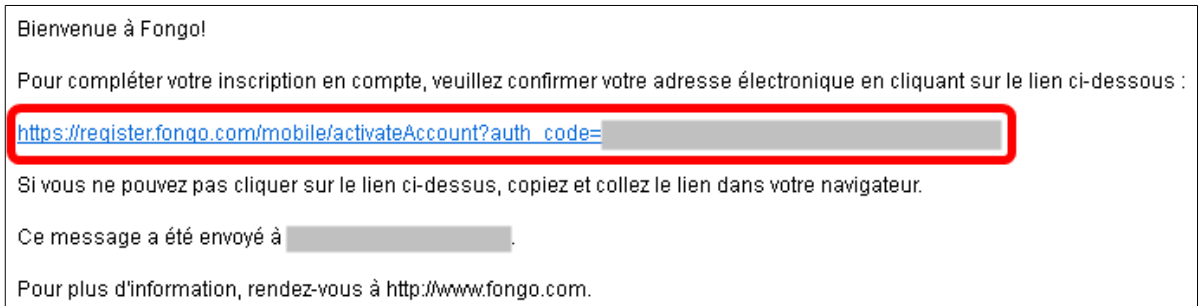
On peut donner le site <http://www.micronator.org> comme référence.

Un courriel va être envoyé à l'adresse fournie au début de l'enregistrement.

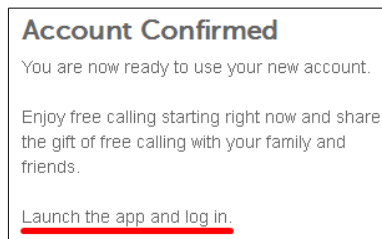


### 3.1. Confirmation

On ouvre le courriel sur notre ordinateur et on clique le lien qu'on vient de recevoir de **Fongo**.



Voilà, nous sommes prêts à utiliser **Fongo**.

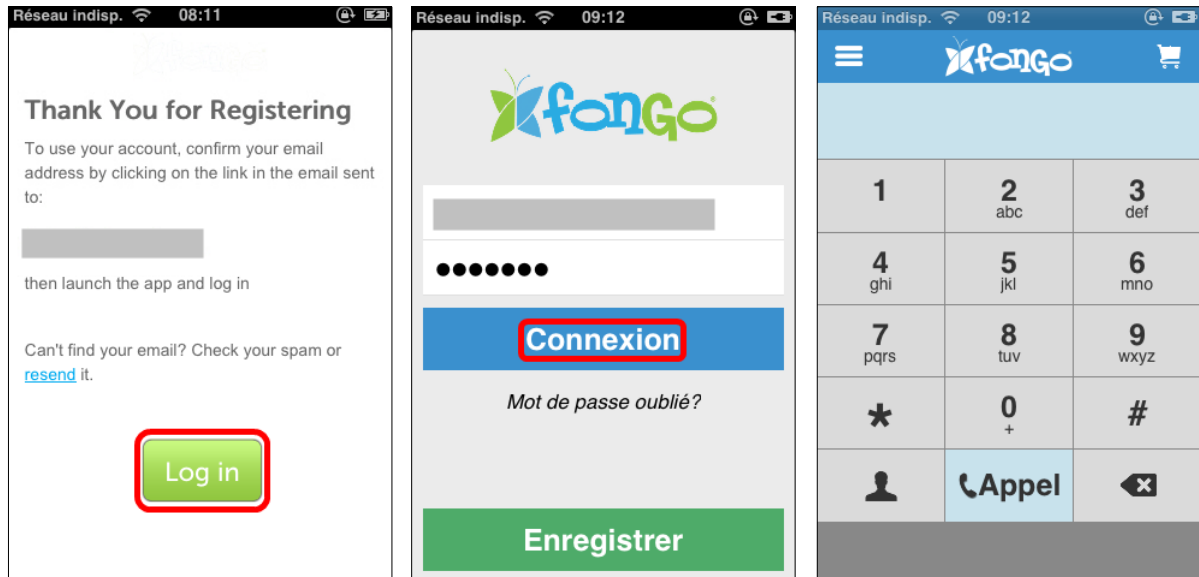


## 4. Login sur iPhone

On retourne sur notre **iPhone** et on clique **Log in**. Si on a fermé notre **iPhone**, avant de confirmer notre enregistrement, on peut simplement lancer l'application **Fongo** et l'écran de login s'affichera.

On entre notre adresse courriel et notre mot de passe puis **Connexion**.

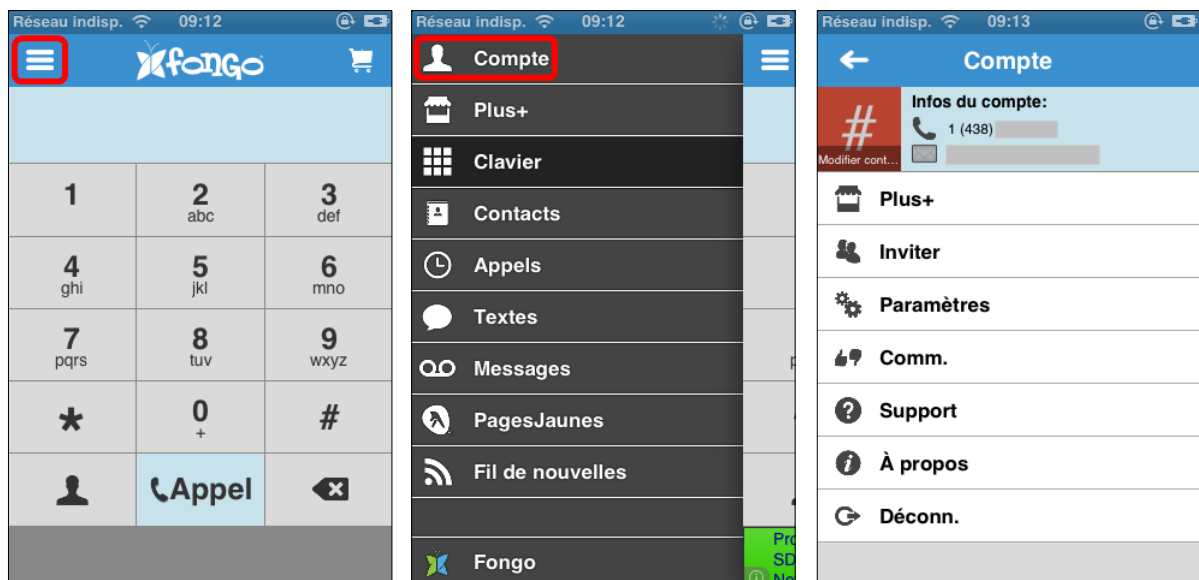
Nous sommes prêts à composer notre premier appel.



## 5. Menus de Fongo

Pour afficher les différents menus de **Fongo**, on clique l'icône en haut à gauche.

Le sous-menu **Compte** comporte plusieurs sous-menus.



## 6. Fongo.com

### 6.1. Connexion

Pour se connecter en français sur **Fongo**, on utilise le lien suivant: <http://www.fongo.com/fr/>.

On clique **Connexion**.



On entre notre adresse courriel et notre mot de passe puis **Connexion**.



C'est ici qu'on peut demander un nouveau mot de passe en cas d'oubli.

#### Mon compte

Courriel:

Mot de passe:

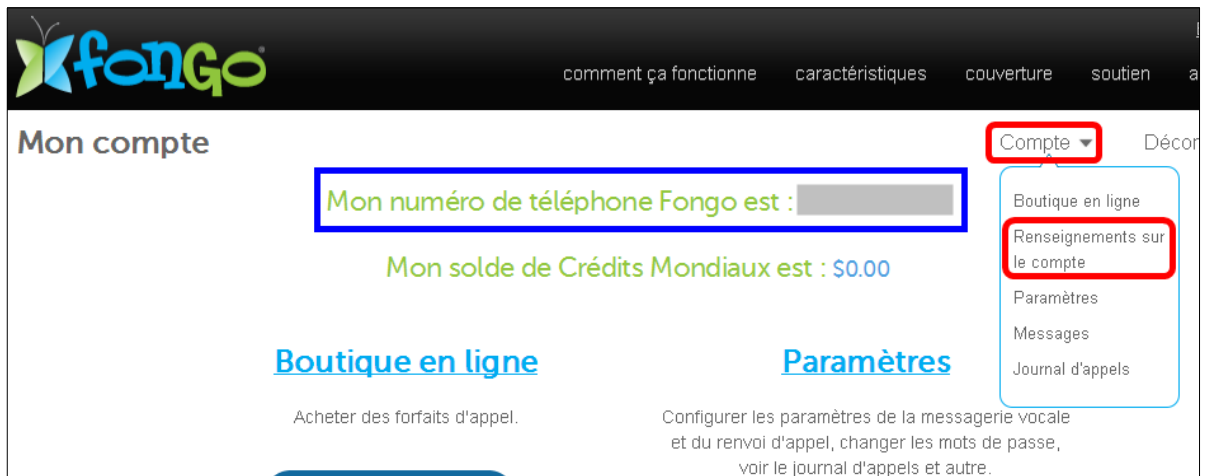
[Mot de passe oublié?](#)

**CONNEXION**

### 6.2. Renseignements sur le compte

Notre numéro de téléphone **Fongo** est affiché après le login.

En passant la souris sur **Compte**, un menu se déroule.



### 6.2.1. Numéro de téléphone

On peut entrer notre numéro de téléphone non cellulaire ici.

Renseignements sur le compte Compte ▾ Déconnexion

Détails du compte

Détails du compte Paramètres du mot de passe

Adresse électronique :

Numéro de téléphone :

Mot de passe actuel :

Mise à jour

Remarque : Modifier votre adresse électronique implique que vous confirmiez votre nouvelle adresse. Cette adresse électronique deviendra également votre nouvel identifiant de connexion.

### 6.2.2. Changement du mot de passe

Renseignements sur le compte Compte ▾ Déconnexion

Paramètres du mot de passe

Détails du compte Paramètres du mot de passe

Mot de passe actuel :

Nouveau mot de passe :

Confirmez le mot de passe :

Mise à jour

### 6.3. Paramètres

fongo comment ça fonctionne caractéristiques couverture soutien a

Mon compte Compte ▾ Décon

Mon numéro de téléphone Fongo est :

Mon solde de Crédits Mondiaux est : \$0.00

Boutique en ligne Paramètres

Acheter des forfaits d'appel. Configurer les paramètres de la messagerie vocale et du renvoi d'appel, changer les mots de passe, voir le journal d'appels et autre.

- Boutique en ligne
- Renseignements sur le compte
- Paramètres
- Messages
- Journal d'appels

### 6.3.1. Renseignements 9-1-1

Pour vous assurer de l'exactitude des services d'**urgence 9-1-1**, il est vital d'utiliser l'adresse où vous utilisez principalement **Fongo**.



Les adresses seront vérifiées et seuls les clients ayant fourni les bonnes coordonnées pourront continuer à utiliser le service.

Paramètres
Compte ▼ Déconnexion

Paramètres des renseignements 911

Renseignements 911

Paramètres suivez-moi

Paramètres de messagerie vocale

Prénom :

Nom de famille :

Code postal :

Adresse :

Ville :

Province :

Mise à jour

### Renseignements 9-1-1 importants

Pour vous assurer de l'exactitude des services d'urgence 9-1-1, il est vital d'utiliser l'adresse où vous utilisez principalement Fongo.

Les adresses seront vérifiées et seuls les clients ayant fourni les bonnes coordonnées pourront continuer à utiliser le service.

Veillez noter qu'il y a des différences entre le service traditionnel 9-1-1 et le téléphone VoIP 9-1-1. [Pour obtenir plus de renseignements, cliquez ici.](#)

Remarque : Rappelez-vous de mettre à jour vos renseignements 9-1-1 si vous déménagez ou utilisez Fongo d'un autre endroit. Veuillez prévoir jusqu'à 3 jours ouvrables pour la mise à jour de vos données.

### 6.3.2. Suivez-moi (Renvoi d'appels)

État :



*Renvoi d'appel constant* transférera toujours vos appels entrants vers votre (vos) numéro(s) suivez-moi. *Renvoi d'appel quand indisponible* ne transférera les appels que lorsque vous êtes déconnecté ou bien lorsque vous refusez les appels.

Paramètres
Compte ▼ Déconnexion

Paramètres suivez-moi

Renseignements 911

Paramètres suivez-moi

Paramètres de messagerie vocale

État :

Mode de sonnerie :

Mode suivez-moi :

Soumettre

**Remarque :** Renvoi d'appel constant transférera toujours vos appels entrants vers votre (vos) numéro(s) suivez-moi. Renvoi d'appel quand indisponible ne transférera les appels que lorsque vous êtes déconnecté ou bien lorsque vous refusez les appels.

### 6.3.3. Messagerie vocale

### 6.4. Messages sur Fongo.com

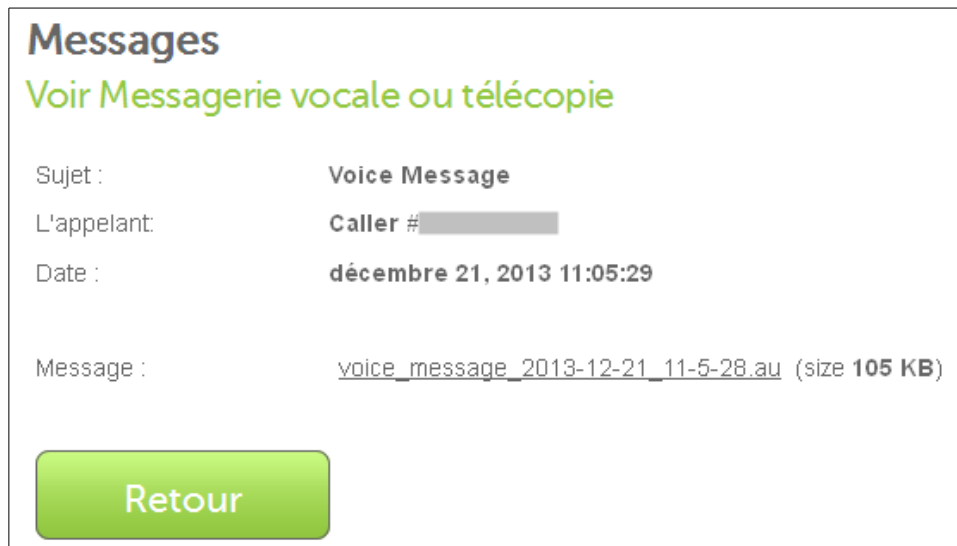
Lorsqu'on ne répond pas à un appel et qu'on nous laisse un message, celui-ci sera emmagasiné ici.

On peut les Voir.

L'appelant	Date	Type	Options
Caller # [redacted]	December 21, 2013 11:05:29	Voice Message	<a href="#">Voir</a> <a href="#">Supprimer</a>



On peut les télécharger sur notre ordinateur, mais le mieux est de les écouter avec notre **iPhone**.

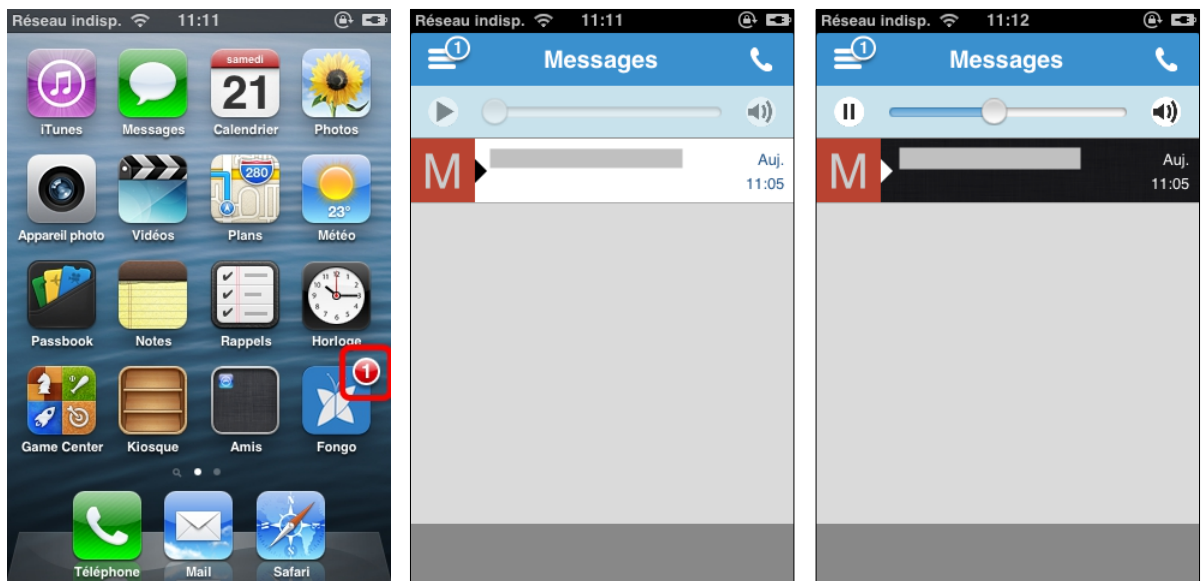


## 6.5. Messages sur iPhone

Sur notre page d'accueil, on voit qu'on a reçu **1** message.

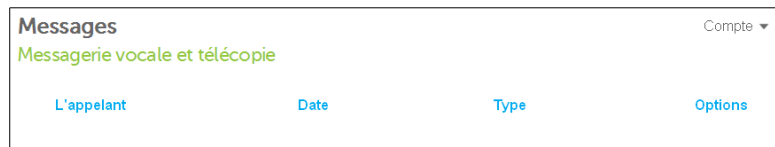
En ouvrant **Fongo**, les coordonnées du message s'affichent.

Sélectionnez le message et sa lecture débutera automatiquement.

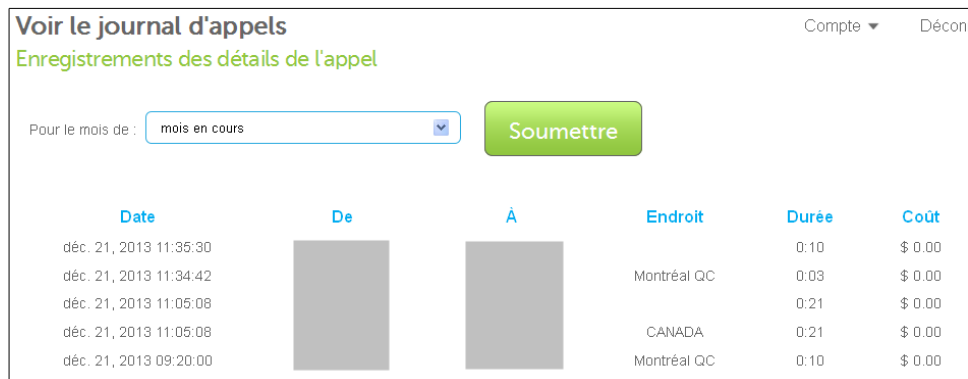
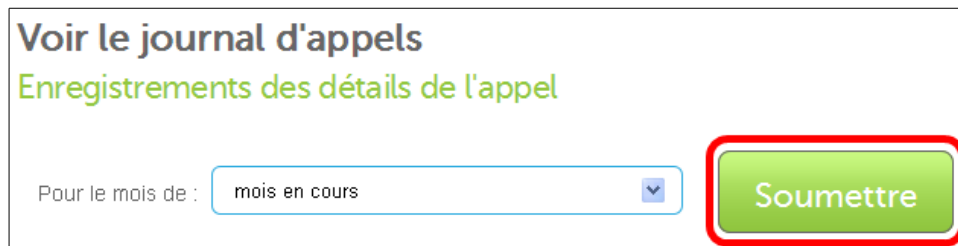
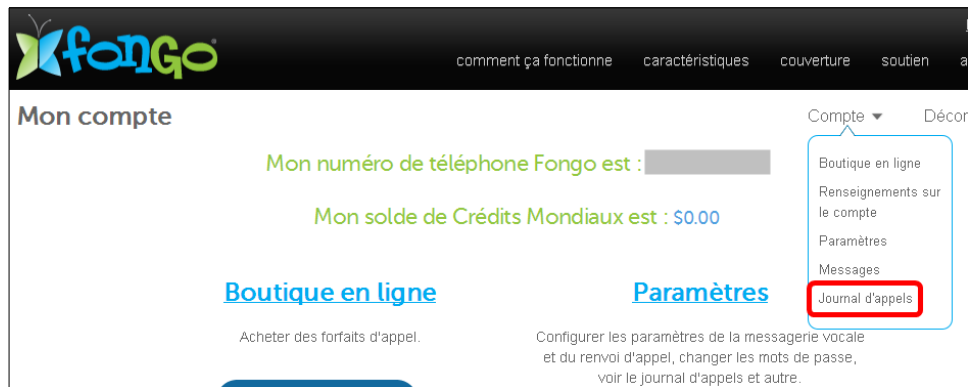


À la fin du message, des choix s'affichent.

Si on clique **Effacer message**, il s'efface du **iPhone** de même que de **Fongo.com**.

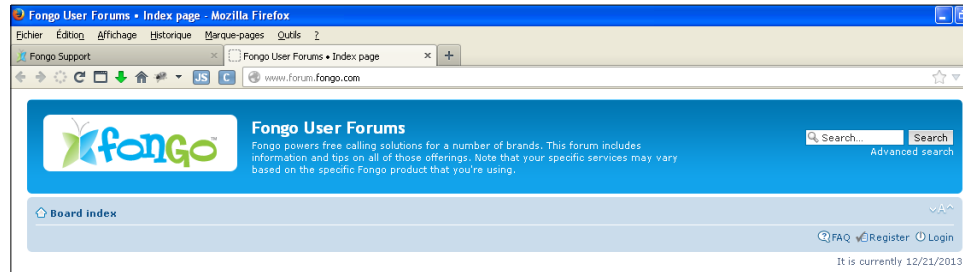


## 6.6. Journal d'appels



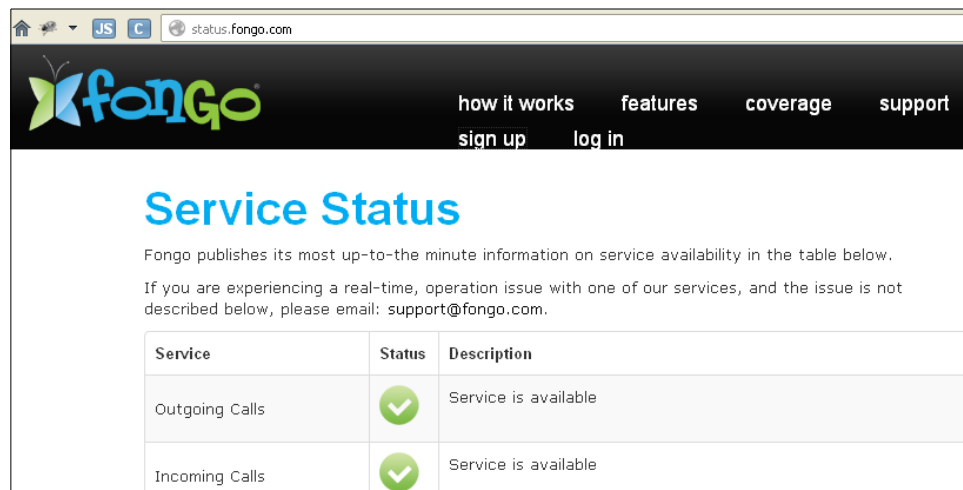
## 7. Forum Fongo

Pour des réponses à vos questions, vous pouvez commencer par consulter **Knowledge Base**: <http://support.fongo.com/home> ou, comme ci-dessous, le **Forum Fongo**: <http://www.forum.fongo.coForum Fongo/>




## 8. État du service

On peut consulter l'état du service **Fongo** en se rendant à l'adresse suivante: <http://status.fongo.com/>



## 9. Support

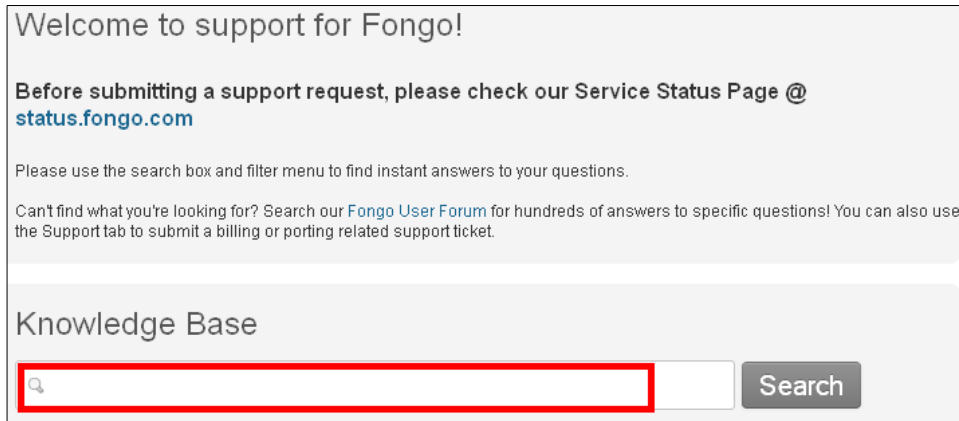
 Ayant dû recourir au support de **Fongo**, je puis vous assurer qu'il est très efficace. En effet, j'ai eu la solution à mon problème en quelques minutes seulement. On a répondu à mon premier courriel après seulement quinze minutes. La plus longue réponse a pris environ deux heures, c'était un vendredi soir à 16h30, je pensais recevoir la réponse que le lundi suivant.

### 9.1. Knowledge Base

Commencer votre recherche en cliquant **soutien** sur la page d'accueil:



Consultez les différentes rubriques ou entrez directement votre question dans **Knowledge Base**.



Welcome to support for Fongo!

Before submitting a support request, please check our Service Status Page @ [status.fongo.com](http://status.fongo.com)

Please use the search box and filter menu to find instant answers to your questions.

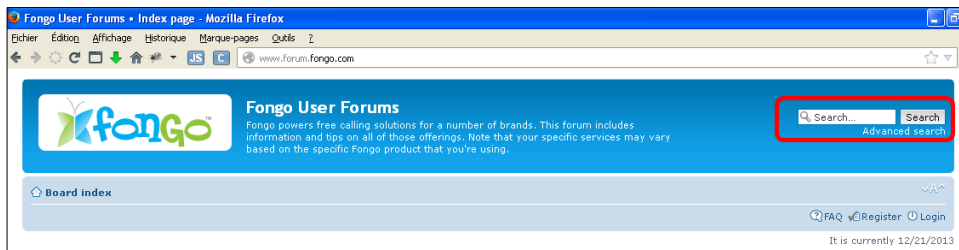
Can't find what you're looking for? Search our [Fongo User Forum](#) for hundreds of answers to specific questions! You can also use the Support tab to submit a billing or porting related support ticket.

Knowledge Base

### 9.2. Forums

Si vous ne trouvez pas de réponses dans **Knowledge Base**, consultez les **forums Fongo**:

<http://www.forum.fongo.com/> et lancer une recherche.



Fongo User Forums • Index page - Mozilla Firefox

Eichier Edition Affichage Historique Marque-pages Outils ?

www.forum.fongo.com

**fongo** Fongo User Forums

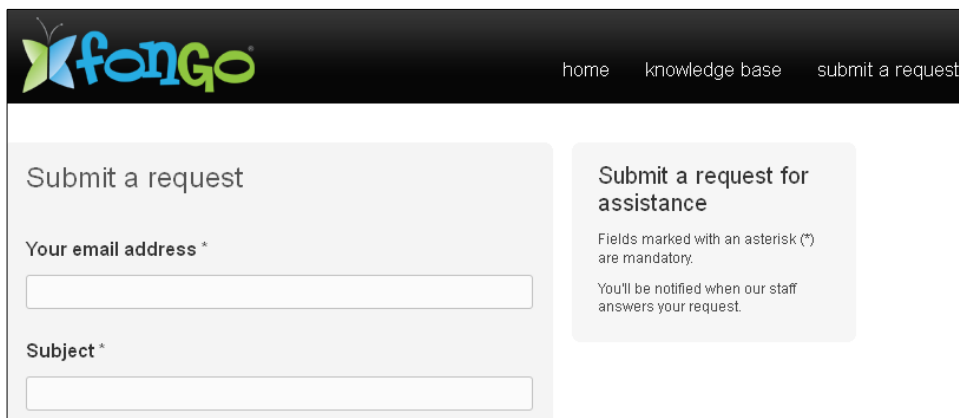
Fongo powers free calling solutions for a number of brands. This forum includes information and tips on all of those offerings. Note that your specific services may vary based on the specific Fongo product that you're using.

[Advanced search](#)

### 9.3. Soumettre une requête

Après avoir consulter la page de l'état du service [État du service](#), puis [Knowledge Base](#), vérifiez si la réponse à votre question se trouve sur le [Forum Fongo](#) et que vous êtes à court de ressources, vous pouvez contacter le **Support Fongo** en soumettant une requête.

Pour débiter on se rend à l'adresse suivante: [http://support.fongo.com/anonymous\\_requests/new](http://support.fongo.com/anonymous_requests/new) et l'on remplit une demande.



**fongo** home knowledge base submit a request

Submit a request

Your email address \*

Subject \*

Submit a request for assistance

Fields marked with an asterisk (\*) are mandatory.

You'll be notified when our staff answers your request.

Toutes les communications se font par courriels.



**Victoire totale.**



## Crédits

© 2013 **RF-232**.

Auteur: **Michel-André Robillard CLP**

Remerciement: **Tous les contributeurs GNU/GPL.**

Intégré par: **Michel-André Robillard CLP**

Contact: **michelandre at micronator.org**

Répertoire de ce document: E:\000\_DocPourRF232\_general\RF-232\_Fongo\RF-232\_Fongo\_2013-12-21\_19h35.odt

Historique des modifications:

<i>Version</i>	<i>Date</i>	<i>Commentaire</i>	<i>Auteur</i>
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