

User Guide

 **BELA**



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Welcome to Bela!

HYPAs easy-to-use mobile softphone application that allows you to make and receive Voice calls at highly reduced rates using Wi-Fi or mobile data. There are no contract lock-ins, and with Bela, app-to-app video calls and messaging is free.



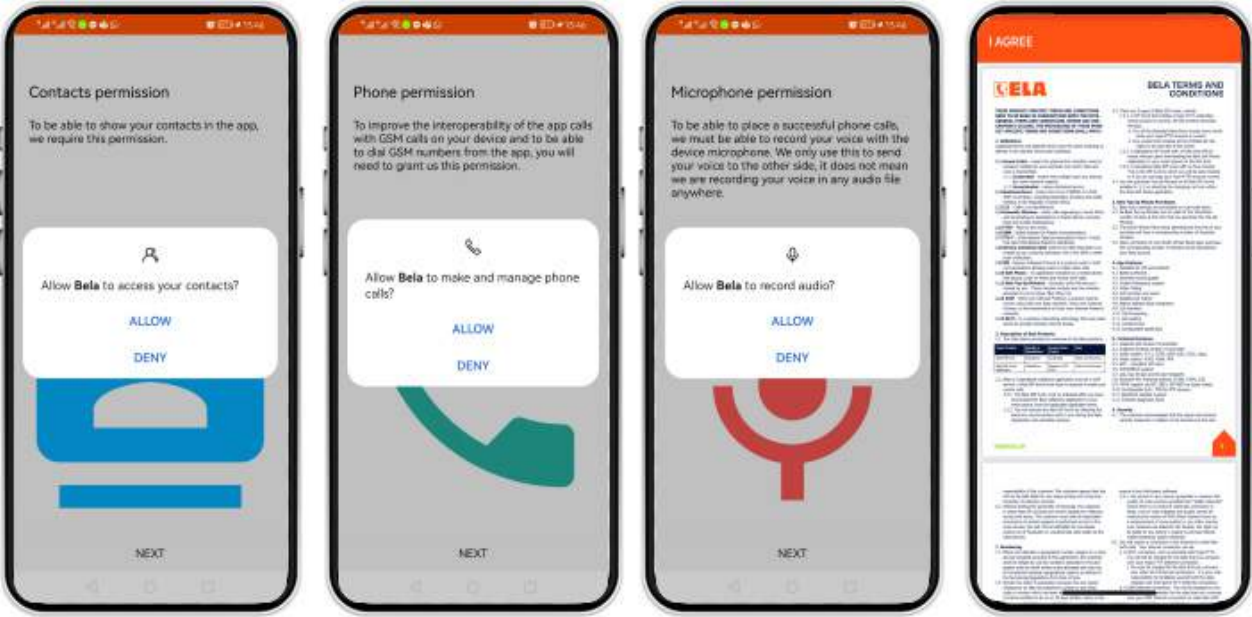
Getting Set Up

1. Open your Google Play or Apple App store, search HYPA Bela and download the Bela app to your smartphone. The Bela icon looks like this:

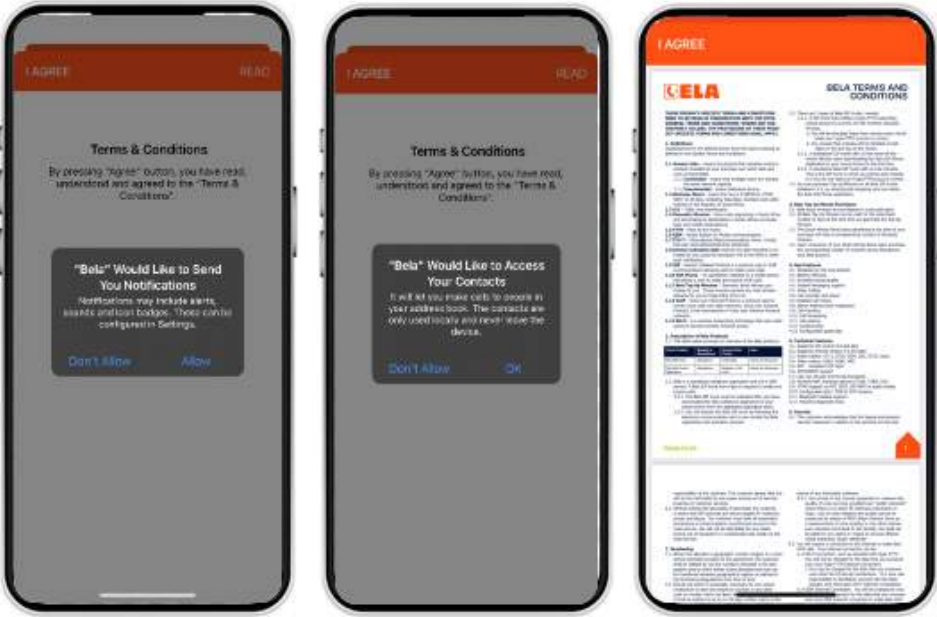


2. Once installed, click the Bela icon on your phone to open the app.
3. You'll be asked to give Bela permission to access certain applications on your phone, such as Contacts, Microphone, Camera, etc. Bela will need access to these applications to work properly, so please select 'Allow' for all of these during installation (for more details, please feel free to read our HYPA and Bela Privacy Policy here 😊 <https://hypa.co.za/legal/privacy-policy/> or the FAQs below).

Android phone permissions:



Apple phone permissions

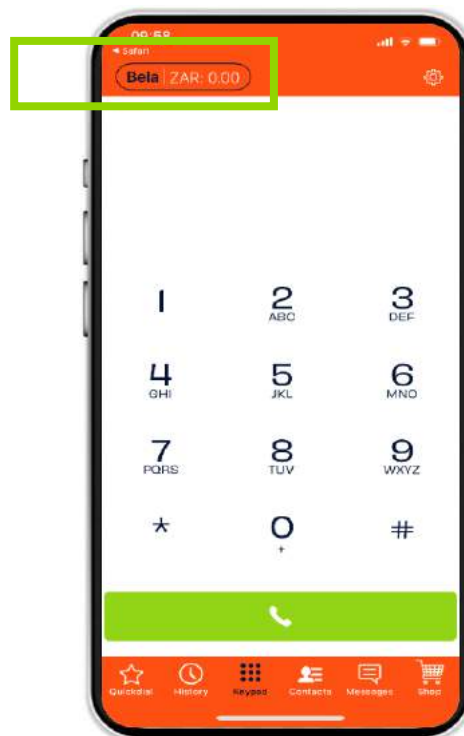


4. We will also send you two SMSs during installation. Please click on the secure link in your second SMS – this will activate Bela on your smartphone and configure your new Bela number.

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

5. After accepting the Terms and Conditions, Bela will automatically be configured, and you're ready to make and receive calls with the app!
6. If you're a HYPA Fibre subscriber, you're automatically given 30 free minutes each month. Even if you're not, as a first-time Bela user, you'll still get 10 free minutes to test Bela before buying your Top Up Voice minutes.

Your free minutes won't show up in the Balance Checker in the top lefthand corner – but you'll still be able to make and receive calls right away. We'll send you SMSs to let you know how many free minutes you have left (ie 100%, 80% or 50%) so you can keep track.



Frequently asked questions

1. Why do I need to activate Bela via SMS?

The secure web link in the second SMS contains important information to setup your Bela phone number and the SIP account needed to connect you to the HYPVA Voice network.

2. Why does the app ask for permission to access my camera and microphone?

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.

3. How do I ensure I get a notification when someone calls and my Bela app is not open?

Go to 'Applications' in your smartphone, find the Bela app and enable or allow the app to send you notifications. You'll only need to do this if you didn't give permission for this function during setup.

4. When using Bela, how much data is used per minute?

0.96Mb per minute on average.

5. Can I use Bela while connected to WiFi?

Yes. Bela can be used wherever you have Internet access. Making Bela calls while connected to Hypa Wi-Fi is the perfect combination – you have a super-fast Internet connection for crystal clear calls, and you won't pay extra for the data you use to make them.

Public Wi-Fi networks may however restrict certain types of Internet traffic.

6. 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.


7. Do I get free Voice minutes?

Yes, we give all new Bela users 10 free once-off minutes to test Bela out before buying Top Up Voice bundles.

While HYPA Fibre subscribers receive 30 free Bela Voice minutes each month if their HYPA Fibre account is active.

If you haven't used all your free minutes by midnight on the last day of the month, you will lose them as they don't roll over.

8. How do I buy top up Voice minutes?

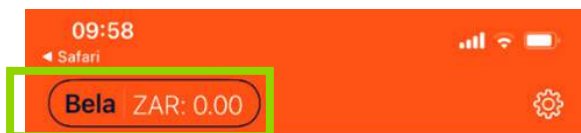
Select the  icon in the Bela app. Enter the mobile number you registered for your Bela account with and enter the OTP (one time PIN) that will be sent to that number.

Select the amount of Top Up Minutes you want and follow the on-screen instructions to complete your purchase.

Your Bela account will be credited with your selected Top Up value.

Where do I check my account balance?

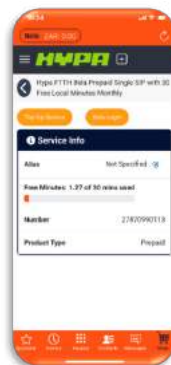
After buying Top Up Minutes, your balance will be displayed on the top left of the screen in the Balance Checker. This balance updates about five seconds after you end your Bela call.



9. Will my free minutes also be displayed?

No, your free minutes are not visible in your Balance Checker. You will receive an SMS to notify you when you have used 50%, 80% and 100% of your free minutes.

If you're a HYPA subscriber, you can also view your available free minutes in the HYPA Customer Zone.



10. What is the Bela call rate per minute?

You will pay as little as 25c per minute for local Voice calls made on Bela – the per minute rates depend on the Top Up value you select.

Most importantly, you will only be charged only for the seconds you use!

11. Can I use Bela while travelling outside of South Africa?

Yes. Bela can be used wherever you have Internet access. Calls made to South African numbers when using Bela while outside of South Africa cost the same per-minute rate you're charged for making local calls at home. Please take note that roaming data charges may be applicable, depending on your mobile data plan.

12. How long are my Bela Voice minutes valid for?

Your top up Voice minutes are valid for 30 days from date of purchase.

13. 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.

14. Who do I contact if I need technical support?

You can call us on 087 805 2505 or visit <https://hpa.co.za/contact/>. You can also connect with us via email at help@hpa.co.za or via WhatsApp on 064 097 8822.

