

User Guide

Part 1: Accessing Roam-to-Talk

Part 2: Login & Authorization

Part 3: Making and Receiving Calls (Manual Dialing, Answering Calls, Viewing Missed Calls)

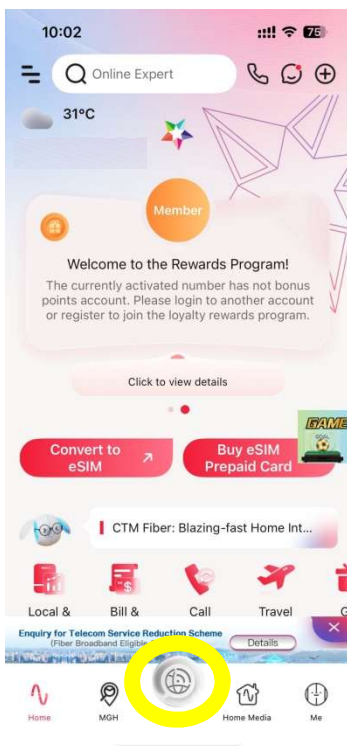
Part 4: Contacts (Overview, Travel Emergency Hotline, Dialing from Contacts)

Part 5: Logging Out of Roam-to-Talk

Part 6: Incoming Call Answering Status

Part 1: Accessing Roam-to-Talk

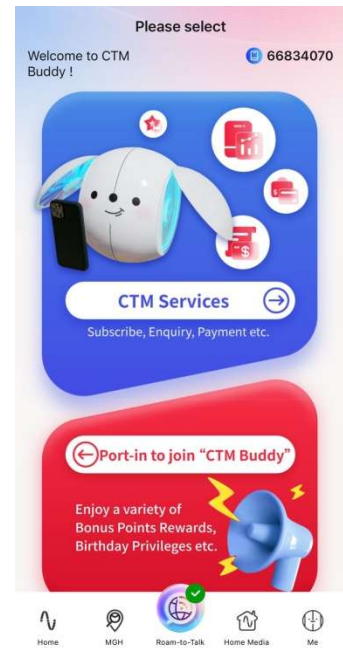
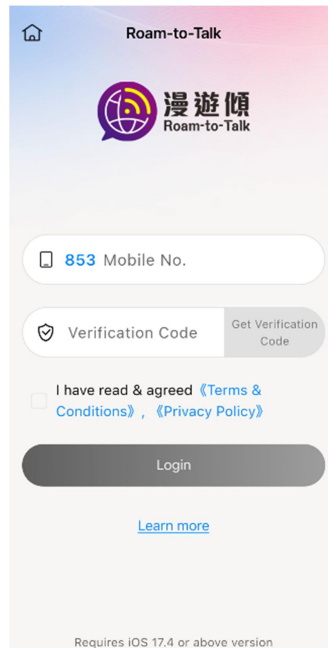
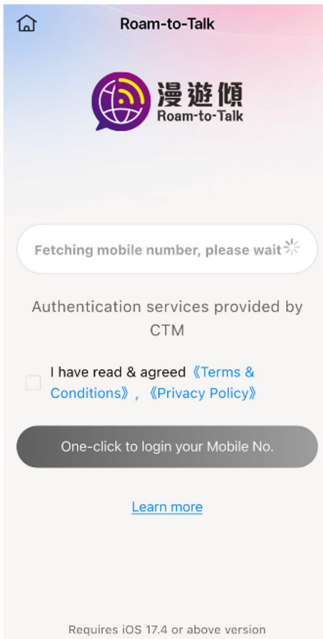
In the CTM Buddy App, click the button located at the bottom center of the screen to access "Roam-to-Talk" service.



Part 2: Login & Authorization

How to Log In

- After successfully subscribing to the service, you can log in via "One-click Login" or by using a one-time verification code. Upon successful login, the "Roam Talk" button on the CTM Buddy App home page will appear in color.



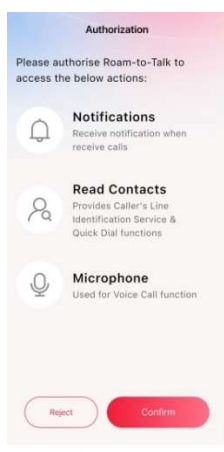
Note: Once logged in and connected to Wi-Fi or a mobile data network, Voice calls will be received via "Roam-to-Talk" service.

Device Permissions

To fully utilize the features of "Roam-to-Talk," you must grant the following permissions during your first login: Notifications, Read Contacts, and Microphone.

If you select "Only this time" in the permission settings, the system will prompt for authorization again before every call.

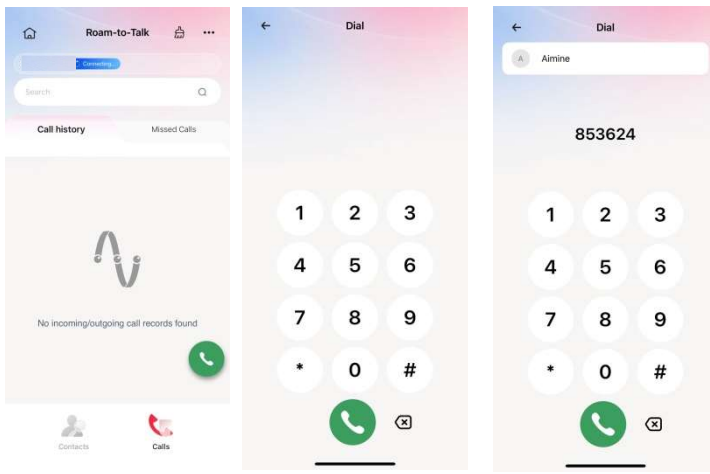
Additionally, for certain handset models, you may need to disable battery optimization and allow background activity for the CTM Buddy App to ensure the "Roam-to-Talk" service functions properly.



Part 3: Making & Receiving Calls (Manual Dialing, Answering Calls, Viewing Missed Calls)

- How to make a manual call?

On the call screen, tap the dial icon at the bottom right to enter the dial pad, then enter the phone No. and dial.



Note:

Calls to Macau phone Nos., No need to add the area code; Calls to other countries or regions, Need to enter "00 / 050" followed by the country/area code before the phone Nos. (Not support "+", e.g., +853 / +86 / +852.).

Examples:

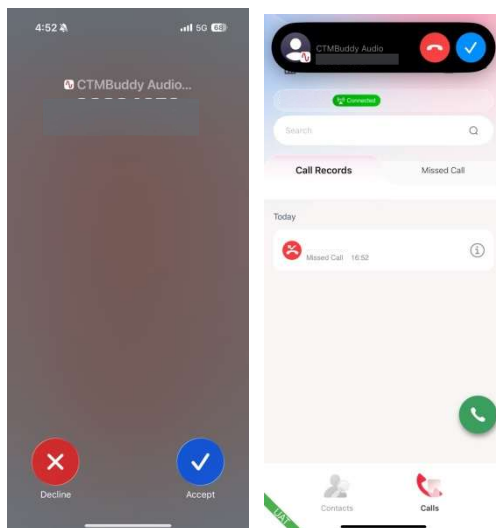
Making a local call in the UK: Dial "0044 / 05044" + "UK phone No."

Making a call from the UK to Shanghai (Mainland China No.): Dial "0086 / 05086" + "Shanghai phone No. "

*IDD 050 offer rates are calculated based on Macau time zone.

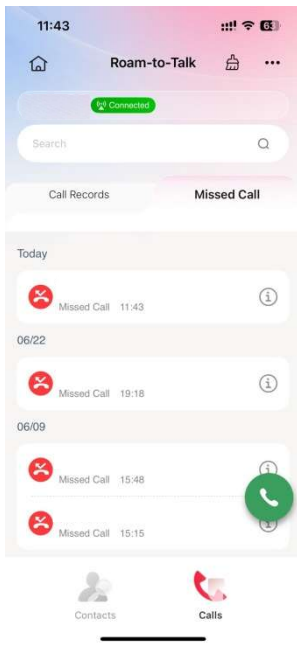
- How to answer a voice call?

When there is an incoming "Roam-to-Talk" voice call, you can answer it by sliding / tap the button to answer.



- **How to view missed calls?**

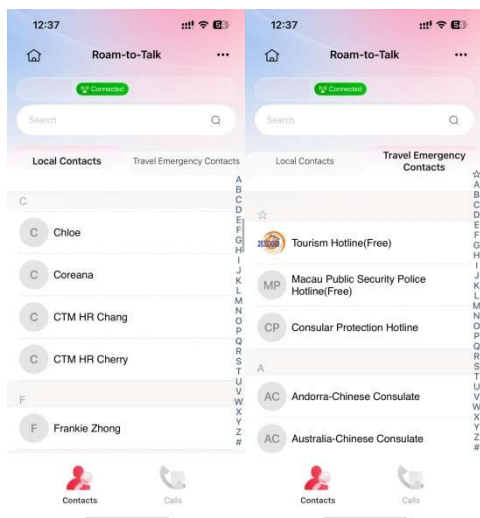
If there are missed calls, the "Roam-to-Talk" icon in the CTM Buddy App will display the quantity of missed calls. Click the icon to enter the "Roam-to-Talk" service interface, then click "Calls" → "Missed Call History" to view them.



Part 4: Contacts

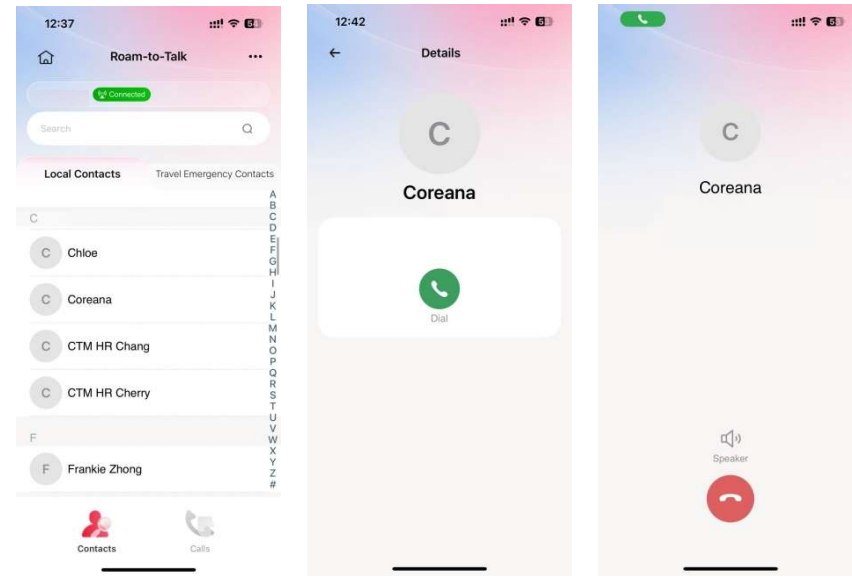
"Roam-to-Talk" features two types of contact lists:

- Local Contacts: You may grant "Roam Talk" to access your contacts, allowing you to quickly search for & use communication functions.
- Travel Emergency Contacts: Built-in phone numbers for overseas Chinese embassies / consulates & the Macau tourism hotline. The system will automatically pin the phone number of the Chinese embassy/consulate in your current location to the top for quicker inquiries & assistance.



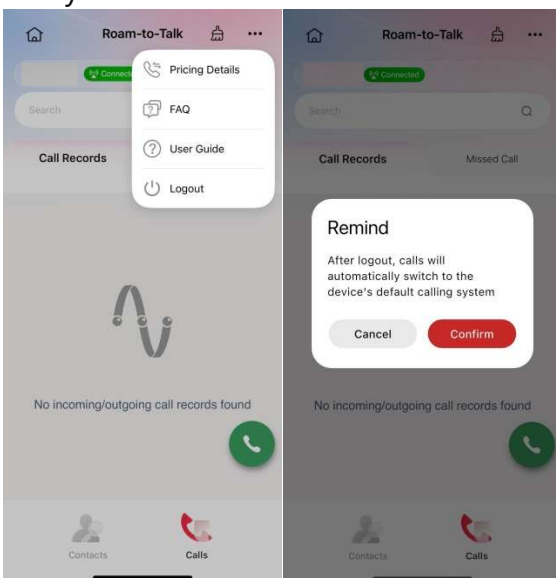
- **How to make a call via Contacts?**

Select a contact from your Contacts list, click dial to call directly.



Part 5: Logging Out of Roam-to-Talk

- How to log out of "Roam-to-Talk"
- Tap "..." at the top right corner → "Logout".
- Warmly reminder: After logging out, you will automatically switch to your phone's native calling system.



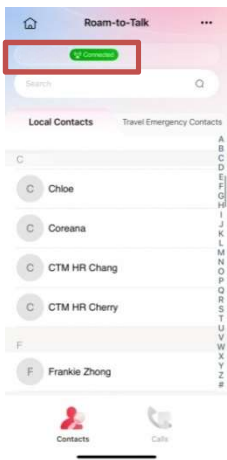
Part 6: Incoming Call Answering Status:

*If Call Forwarding (Unconditional) is set before or after logging in to “Roam-to-Talk”, incoming calls cannot be answered via “Roam-to-Talk” and will continue to be forwarded to the other designated number.

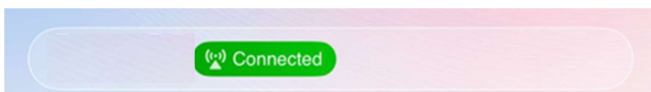
If Call Forwarding (Unconditional) is subsequently cancelled and you wish to receive calls via “Roam-to-Talk”, you will need to log in to “Roam-to-Talk” again.

*If Conditional Call Forwarding (busy / No reply / Not reachable) is set before logging in to “Roam-to-Talk”, such conditional forwarding settings will be temporarily disabled after logging in. All incoming calls will then be answered via “Roam-to-Talk” instead. The conditional forwarding settings will remain preserved and will take effect again upon logging out of “Roam-to-Talk”.

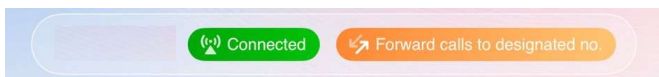
“Roam-to-Talk” will display different labels corresponding to the various incoming call answering statuses.



Status 1. Under Conditional Call Forwarding (busy / No reply / Not reachable), all incoming calls will be answered via “Roam-to-Talk”.



Status 2. If Call Forwarding (Unconditional) is set and incoming calls will NOT be answered via “Roam-to-Talk”, an orange label "Forward calls to designated no." will be displayed.



Status 3. If Call Forwarding (Unconditional) has been set and subsequently cancelled by the user, incoming calls will not automatically be routed to “Roam-to-Talk”. An orange label "Receive calls via native System" will be displayed. In this case, you may log out & re-log in to the “Roam-to-Talk” service to restore call routing to “Roam-to-Talk”, after which it will change to Status 1.

