

FAQ for InnerTalk Mobile App

Q: How do I start?

A: Please refer to the step-by-step guide below:

**if you have signed up an account, starts your download from step 3.*

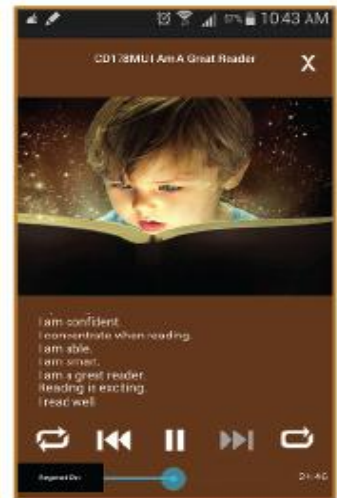
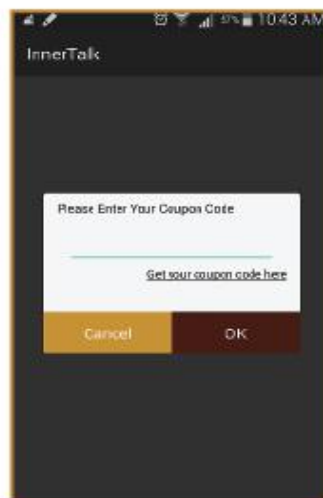


1) Search for "InnerTalk" from Google Play or Apple App Store and install it.

2) Open the app to sign up a user account.

3) Log in to your user account.

4) Browse for the program you are interested from the "Browser".



5) Tap on "Download" then key in the coupon code to purchase the track. Tap on the image if you wish to have a preview of the music.

6) Go to "Collection" to download / play your purchased track(s). "Refresh" if you do not see the purchased track(s) in here.


7) After download, tap on the image to play the track(s) and do the settings i.e. repeat / shuffle as per your preferences.

Tips & guides for operation:

1) Tick "Remember Me" to save your username during login.

2) Use "OFFLINE MODE" to avoid login / logout the app.

3) Turn on "Repeat"  to repeat playing a track.

- 4) Turn on “*Shuffle*”  to rotate playing between multiple tracks.
- 5) Press the Home button of your device to go back to your device desktop or to use other applications while keeping the program running.
- 6) In case your device speaker is not stereo, furnish it with “Stereo” speakers or earphones for complete effects.

Q: How do I get my coupon code(s)?

A: You may purchase the code(s) via

(i) Online at www.innertalk.com.my/innertalk-products/mobile-app/couponcode.html

(ii) Send your order via **email** to enquiry@innertalk.com.my , **fax** to 03-77294175 or **Facebook** inbox message at www.facebook.com/InnerTalkAsiaPacific with your contact details and bank-in slip made into either one of the banks (Payee as *InnerTalk Sdn Bhd*):

- Maybank Account: 5127-6311-4148;
- CIMB Bank Account: 800-3149-653;
- Hong Leong Bank Account: 195-0000056-3;

(iii) If you prefer, you may want to visit our office & showroom at:

InnerTalk Sdn Bhd

2-2, Jalan PJU 8/5E, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia

Operating hours: Monday to Friday - 9am ~ 6pm; Saturday - 9am ~ 1pm.

Code(s) will be sent within 24hours once payment is received.

Besides, you may call us at **03-77294745** to place your order.

You may also call us on this number or email to enquiry@innertalk.com.my if you have any questions or need further assistance.

Q: Can I listen to my tracks from different devices?

A: Yes, you may login your account at different devices. However, each time log into a device will logout/remove your details and tracks from previous device, and you will have to re-download the tracks at *“Collection”*.

Q: Where can I check/update my profile?

A: You may go to *“Setting”* then tap on *‘update profile’* to check/update your profile.

Q: What if I forgot my password?

A: Use *“OFFLINE MODE”* to access into the app and go to *“Setting”*, then tap on *‘update profile’* to check your details, if you did not logout the app during your last use. Otherwise, click on *“Forgot your password”* link to retrieve it.

Q: What if I forgot my username?

A: Use *“OFFLINE MODE”* to access into the app and go to *“Setting”*, then tap on *‘update profile’* to check your details, if you did not logout the app during your last use. Otherwise, contact us at 03-77294745.

Q: What if I changed/lost my device?

A: Reinstall the app into your new device, and login with your existing account. All your purchased tracks can be re-downloaded at *“Collection”*.

If you have any further enquiry or assistance needed, please contact us at 03-77294745.

Our contact details are available at “Setting” → ‘Contact us’ in the app.

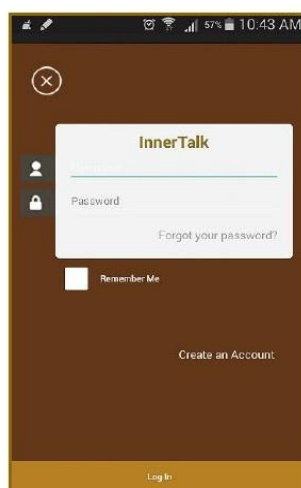
Thank you!

InnerTalk 手机程序常见问答

问: 我该如何开始使用?

答: 请参考以下步骤:

**假如您已经下载并注册成为用户, 请从第三步骤开始。*

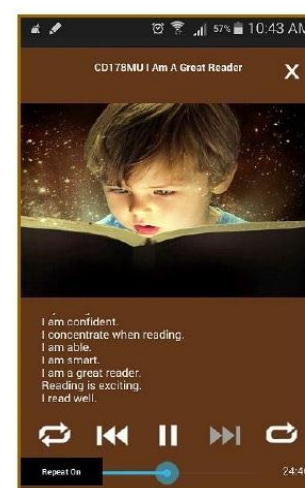
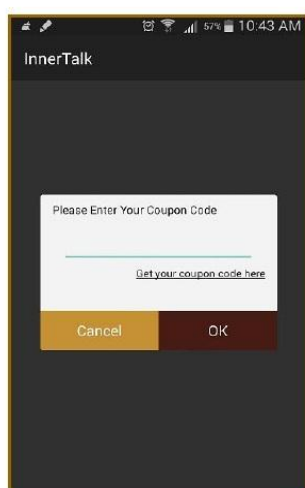


1) 从 Google Play Store 搜索并安装“InnerTalk”程序。

2) 开启程序并点击“Sign Up”注册成为用户。

3) 点击“Log in”并登入您的帐号。

4) 从“Browser”浏览您感兴趣的产品。




5) 点击“Download”或“下载”, 并输入您的“购买卷代码”以购买单元。若您想预先听音乐, 请点击图像。



7) 前往“Collection”以下载/播放您所购买的单元。

8) 成功完成下载后, 点击图片以播放单元, 并随您的喜好调整‘重复’或‘随机播放’等设置。

若您没有购买卷代码, 请点击“Get your coupon code here”或“获取购买卷代码”或前往 www.innertalk.com.my/mobile-app/couponcode.html 购买

若您所购买的单元没有出现在这里, 请点击“更新”

使用小贴士：

- 1) 登入帐号前，点选 “Remember Me ” 以记录您的用户名字。
- 2) 使用 “OFFLINE MODE” 以省略登入步骤。
- 3) 启动 “重复模式”  以重复播放指定单元。
- 4) 启动 “随机播放”  以轮流播放多个不同单元。
- 5) 按下 “Home” 按键已返回桌面或使用其他手机功能，而不影响此程序操作。
- 6) 假如您的扬声器并非 “STEREO”，请使用耳机或以 “立体扬声器” 配合使用。

问: 我该如何获得购买卷代码?

答: 您可以透过以下方式获得

(i) 上网 www.innertalk.com.my/innertalk-products/mobile-app/couponcode.html 购买

(ii) 传帐至以下其中户口，

户口名字： InnerTalk Sdn Bhd
- Maybank Account: 5127-6311-4148;
- CIMB Bank Account: 800-3149-653;
- Hong Leong Bank Account: 195-0000056-3;

并将您的订单联同您的联络资料以及汇款单据电邮至

enquiry@innertalk.com.my，传真至 03-77294175，或透过 **Facebook** 私讯

www.facebook.com/InnerTalkAsiaPacific 传送给我们。

(iii) 您也可以亲自莅临我们的陈列室

InnerTalk Sdn Bhd

2-2, Jalan PJU 8/5E, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia

营业时间: 星期一至五 9am - 6pm; 星期六 9am - 1pm.

购买卷代码将于成功购买后的 **24** 小时内传达。

另外，您也可以选择播打 **03-77294745** 以订购。

您也可以透过此联络电话以及电邮 enquiry@innertalk.com.my 询问更多详情，或寻求其他帮助。

问: 我可以使用不同手机或平板播放我的单元吗?

答: 是的，您可以在不同的手机或平板下载并登入您的帐号以播放您所购买的单元。但是每次登入/登出不同手机或平板，将删除您之前的资料，因此您需要在“*Collection*”重新下载有关单元。

问: 我该如何查看/更新我的个人资料?

答: 您可以前往“*Setting*”并点击‘*update profile*’以查看/更新我的个人资料。

问: 假如我遗忘了我的密码该怎么办?

答: 假如您之前没有登出，请使用“*OFFLINE MODE*”以进入程序，并前往“*Setting*”，然后点击‘*update profile*’就能查看或者更改您的密码。若您已经登出，请点击“*Forgot your password*”以便重新设置。

问: 万一我忘记了我的用户名该怎么办?

答: 假如您之前没有登出，请使用“*OFFLINE MODE*”以进入程序，并前往“*Setting*”，然后点击‘*update profile*’就能查看或者更改您的密码。若您已经登出，请联络 03-77294745 以便重新设置。

问: 假如我遗失/更换手机或平板该怎么办?

答: 您只需在新的手机或平板重新下载并登入您的帐号, 就可以在 *“Collection”* 重新下载您曾经购买的单元了。

假如您想询问更多详情或寻求其他帮助, 请播打 03-77294745。

我们的联络资料也已记录在程序的 *“Setting”* → ‘Contact us’ 里。

谢谢!