

Usage Instructions

Welcome to FreeCall.

This sheet provides only the basic instructions.

We suggest you take the time to explore <http://www.freecall.net.au> for more details.

OnNet Call (IP to IP)

1. To FreeCall members - just dial the 6-digit Membership (*extension*) number
2. To other VoIP users – most likely format is account@provider.domain (check with provider)

OffNet Call (IP to conventional lines)

Option A

1. Dial 1 (some phone may take a few seconds to connect)
2. System will announce your OffNet available balance
3. Dial [Country/Area Code] + [Phone Number] (No need to dial 0011)
4. System will announce your available talk time to the destination

Option B

1. Just dial [Country/Area Code] + [Phone Number] (*No need to dial 0011*)
2. System will only prompt you when balance is low

Gateway

By using our gateways, anyone in that city can call you for the cost of a local call. You can also use the gateways to call anywhere when have no access to VoIP ie travelling. Please refer...

1. FAQ – Question 7 for usage instructions.
2. FAQ – Question 23 for the Gateway numbers

On Line Management

1. Logon to Member's pages at <http://www.freecall.net.au>
2. You'll be able to view all you OnNet, OffNet calls as well as available balance.
3. You can also top up (recharge) your account via the Internet using secured pages

Test

1. You can test if your phone is working by dialing 0 "zero"
2. An Echo test will start
3. When finish just press # or just hang up

Voicemail

1. Dial 101 to listen to messages
2. Dial 103 to be diverted to your own mailbox.

Call Forwarding and Diversion

1. Setup via member's page under menu Setup -> Call diversion
2. Can enable/disable via Web or phone

Forget Password

1. Dial 121 on your own FreeCall phone to listen to membership number and password

Help Desk

Please call 1800 287 782 during business hours should you have any queries.

