



Quick Start Guide

Welcome to FreeCall.

This guide provides only the essential functions for you to get started. We suggest to explore <http://www.freecall.net.au> for more when you have time.

Making Calls

Option A

1. Dial 1 (some phone may take a few seconds to connect)
2. System will announce your available balance
1. Dial [Country/Area Code] + [Phone Number] (*always add STD prefix, 0011 optional*)
3. System will announce your available talk time to that destination

Option B

2. Just dial [Country/Area Code] + [Phone Number] (*always add STD prefix, 0011 optional*)
3. System will only prompt you when balance is low

On Line Management

1. Logon to Member's pages at <http://www.freecall.net.au>
2. You'll be able to view your account details as well as other available features.
3. You can also top up (recharge) your account via the portal

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 check and listen to messages
2. Dial 103 to divert call to your own mailbox.

Call Forwarding and Diversion

1. Setup via member's page under menu Other Settings -> Call Forwarding
2. Can enable/disable via portal or phone after initial setup

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 from anywhere when you don't have Internet VoIP ie travelling.

Please refer...

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

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.

