



Guide to using freewire

- 1 CONNECTING THE PHONE** The Grandstream phone should be connected to the power socket, using the power unit and to the internet using the blue data cable connected to the data socket in your room.
- 2 YOUR PHONE NUMBER** The phone number is shown on the display: 201 followed by the five digit extension number starting with 5, for example 201-59999. If the phone number is not displayed reboot the phone.
- 3 REBOOTING THE PHONE** If the phone number is not displayed, reboot the phone. Switch off at the mains, leave for 30 seconds then switch on again. The phone should then connect to the network in 5-7 minutes. The phone number should then appear on the screen.
- 4 REGISTER FOR FREEWIRE** Go to www.freewireTV.com/signup select 'new user/signup'. Setup your Username and Password when prompted and click 'Submit'. You will get an email confirming your details. Click on the link in the email and you'll receive a second message with your username, Freewire ID (11 digits) and Freewire PIN (4 digits).
- 5 EMERGENCY CALLS** To call the University Emergency number from, your phone dial 33333 (five three's)
- 6 MAKING CALLS USING YOUR FREEWIRE ACCOUNT** To use the phone with your account you need to 'associate' your Freewire ID number with the phone in your room. This means you don't have to enter your freewire ID every time you make a paid call. Plus, your friends can dial your freewire ID rather than your handset number. To 'associate' your phone dial 170 and follow the prompts.

To make a call dial the full telephone number including local area code i.e. for a Guildford number dial 01483 XXXXXX

Important ! when you leave the room you should undo the 'association' of the phone by dialling 170 and following the instructions, to prevent misuse of your account.
- 7 MAKING A PREPAID CALL USING A TOP UP CARD** Pickup the phone and dial 190. After the recorded message enter the Top-Up card number. Dial the full telephone number including local area code i.e. for a Guildford number dial 01483 XXXXXX
- 8 MAKING AND RECEIVING FREE CALLS** You can make and receive free calls to anyone who has a freewire account. Your friends and family, anyone with access to the internet, can open a freewire account and download an on screen phone, free of charge, at www.freewireTV.com
- 9 PHONE CALLS TO ROOMS IN THE RESIDENCES** To call other residences rooms with the freewire system pickup the phone and dial the five digit freewire extension number. This call is free.
Note, you cannot make free calls to old NTL extensions in the residences but all residences rooms will get a Freewire phone during October.
- 10 PHONE CALLS TO UNIVERSITY EXTENSIONS** To call a 4 digit University extension number from a freewire phone, in the residences, dial 2019 then the four digit university extension number i.e. 2019 7436

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11 RECEIVING A CALL

To speak to you, friends and family will need to call the Freewire telephone access number first:
From within the UK 0844 546 0000
From overseas +44 207 983 9388
Then they dial your handset number including 201 and your extension i.e. 20159999 or your Freewire ID.

12 VOICEMAIL

To access your voicemail dial 1571 and follow the prompts. If your Grandstream phone has been associated with your account simply press the message button on the handset.

13 CONNECTING YOUR COMPUTER TO THE FREEWIRE PHONE

Your computer connects to the internet via the phone – plug the RJ45 cable from your pc to the RJ45 socket marked 'PC' on the back of the phone. Do not attempt to use any other type of cable because it may damage the phone. The Court Receptions and Accommodation Office have supplies of RJ45 cables.



If you have not already registered your computer on ResNet you must follow this procedure the **first time** you connect your computer:

1. Unplug the telephone from the data socket
2. Insert the ResNet CD and follow the instructions for connection to ResNet 3. Connect your computer **directly** to the data socket
4. Complete the ResNet registration process
5. Unplug your computer from the data socket
6. Reconnect the telephone to the data socket
7. Connect your computer to the socket marked "PC" socket on the back of the phone

You should now be able to use your telephone and ResNet at the same time. Please note this is a one-time only procedure, you should not need to repeat this.

14 QUESTIONS and HELP

Go to the Freewire web site www.freewireTV.com for more information and the latest call rates.

Freewire have a student help desk open in semester time Monday to Friday 0800 – 2000 and weekends 1000 to 1600. In vacations the desk is open Monday to Friday 0900 – 1730 and weekends 1000 to 1600. The helpdesk is closed on public holidays.

Phone 0800 027 2175 (free call) or email surrey@freewireTV.com