



Freewire – Trouble Shooting



Freewire phones use internet technology to make and receive calls. The phones are necessarily complex so there is a bit more that can go wrong. Please check all these items even if you think that it won't solve the problem you have.

- 1 My phone will not make/receive calls. The screen on the phone does not show a phone number (201 5_ _ _ _) or shows 'No IP'**

Check that the blue data cable is firmly connected to the socket on the phone marked 'LAN' and into the data socket (the one that you plug a PC into) on the wall. The data cables have blue 'boots' at each end that cover the plastic connector. These can be drawn back along the cable so that you can double check the connections are firm.

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.

Check that the data socket is working – connect a PC or laptop to check that the socket is connected to the internet.

- 2 My phone will not make calls. (The screen shows the phone number)**

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.

Check that your freewire account is 'associated' with your phone. To do this dial 170. If the message says 'to un-associate your phone' then it is associated.

If the message says 'to associate your phone' then you need to follow the prompts to 'associate' your freewire account with your phone.

Check that you have credit on your freewire account – go to www.freewireTV.com and log into 'my account'

If you have not done so open a freewire account – go to www.freewireTV.com and select 'my account' and set up a username and password.

- 3 People say they cannot get through to my phone. (The screen shows the phone number)**

Check they are dialling the correct number:
0844 546 0000 then 201 5_ _ _ _ from within the UK
+44 207 983 9388 then 201 5_ _ _ _ from overseas

Callers outside the University must dial the whole number 201 5_ _ _ _

Check that your freewire account is 'associated' with your phone. To do this dial 170. If the message says 'to un-associate your phone' then it is associated. If the message says 'to associate your phone' then you need to follow the prompts to 'associate' your freewire account with your phone.

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 Freewire Help Desk**
email
surrey@freewireTV.com or
phone 0800 027 2175 (free call)

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.