

User Guide for iPhone / Ipad user:

Welcome to being a Freecall member to enjoy the unique amazing global Freecall service. Here are some useful contents for you in order to create your Freecall account on IPHONE or IPAD. Please read it completely before attempting to make a freecall.

How to Setup a Freecall Account on Iphone and Ipad

For any iPhone users to enjoy Freecall service, there are many Apps from third parties developer to be available for Freecall account setup. The most important things is you have to look for an App which will be included G.729 codec internally or available in-App purchasing to buy this G.729 codec if you expect most calls with crystal sound quality. This useful codec will make your sound to be the smallest data packets throughput by internet. It means you can still talk through 3G or reach to most of undeveloped countries where the telecom network might be in worst condition sometimes. But in usually, the G.729 is not Free for users.

Here a choice from our sponsor that downloaded in Apple Store. You can search the App name as below: Before you will start to setup, you must check if you have received your account information from Freecall provider or our distributor in your city.

1st choice for "Zoiper SIP softphone" (Free for Basic App)

It is the best design which perform account setup easily in Freecall application . But the in-App purchase for the G.729 codec is cost around US\$ 8.

Follow the step by step to finish your account setup instantly.

A. Once installed the App, you will be asked to create an account. Sometimes you can click the Setting icon on the lower right corner to enter to setup page. Press the Accounts >

B. Click the "+" icon on the upper right corner and select "SIP Account >"

C. Fill the proper account data into a several fields as below:

Account Name: Freecall

Domain: Freecall server name, like w4.freecallnet.com (See what server is required for your user acc. in the account notice)

User name: Your acc No, like 8019xxxx

Password: xxxxxxxxx (Never input any Capital letter)

Caller ID: Empty (Don't enter this field until to the Freecall will support it for domestic call)

D. Ignore all fields in the Advanced Setting

E. In the Additional Settings, only need to select "the Audio codec settings >" Activate the IMPORTANT 3 Codec = G.729 ; a-law ; u-law only. Disable all other unused codec. and ignore other items

F. Exit for account setting by click the button on the top left corner until to root menu "Settings" showing on the top center. Then, press the Dial pad icon on the lower left corner to finish setting

G. Once you did setup properly, you will see your account on top and a text to show READY in green. It means you already register to Freecall server successfully.

H. To make a Freecall, remember to follow the Freecall dial rule to dial as below:

Always dial a prefix No. 900 then, country code, plus your desired cellphone or landline No. If you dial with any illegal methods, your calls will be always failed with a return error code.

Freecall Dial Rule:

Please make calls with our Freecall dialing rule to call as below:

Always dial the Freecall Prefix No 900, then the Country code, followed by the cellphone or Area code plus the landline No. See the example below:

Dial my cellphone in Hong Kong, you can push the digits:

900 852 97715888

Dial our office landline in Hong Kong:

900 852 26013262

If you want to call USA Cellphone, you can dial:

For Example:

900 1 xxxxxxxxx

If you want to call UK landline , you can dial:

For Example:

900 44 1xxxxxxx

If you want to call India cellphone , you can dial:

For Example:

900 91 9xxxxxxx

FAQ for Trouble shoot

***Why I can not hear after made a call? But other party can hear me.

In case you have a problem that you can not hear any sound from the receiver, you have to activate the option "Enable STUN" in the App setup menu to fix the "**Silent Audio problem on caller**". Follow the way to find the option "Enable STUN"

1. Touch the Settings button of the APP which is located on a lower right side.
2. Choose "Accounts" and then touch your account No.
3. Choose "Network Settings" and then, Confirm "Unregister" pop up.
4. You will see the option "Enable STUN" on NAT Settings option. Default is OFF
5. Activate the check box to enable it.
6. Save the setting and back to the previous tab to "Register" again.

Note: It is a toggle switch for a difference network environment. In case you might have same issue happening on other network, just disable it to fix the problem.

Enjoy Unlimited Freecall in your valid membership period!

Freecall Technical Support Team

We would like to have any feedback from you regarding to our Freecall quality after you have tried to use the service. We are going to improve ourself always in order to provide the best service time by time. So, your prompt reply will be much appreciated. In order to provide an instant support and discuss about business opportunity, add me on either one of the following tools:

Skype: [computec2000](#)

Whatsapp: [+85297715888](#)

WeChat: [+85297715888](#)

Freecall Team Powered by COMPU-TECHNIC DIGITAL TECHNOLOGY LTD.

Contact us in Whatsapp: [+852 97715888](#) Skype: [computec2000](#)