

FreshPhone Porting User Guide:

1. Login to your Freshphone TMS with your login details



Get a Fresh new home PHONE! One that works over Fibre to the Home (FTTH) and Fixed Home LTE. Fresh PHONE has been specifically developed to allow you to still have a regular home phone, while your traditional analogue phone disappears.



Telephone Management System (TMS) Login

Enter your Email and Password into the fields below. These details were emailed to you when you first registered.

Login Email :

Password :

Submit

[Forgot your password?](#)

Secure Site (Please check URL and certificate details.)
<https://tms.freshphone.co.za>

2. Once you have logged in select your account as seen below:

Help & Support
Telephone Management System » Network Status: ● Fully Operational

Crystal Petersen
[Edit My Details](#)

Job / Position / Profession :
Email Address : cprissie@gmail.com
Address : 13 Sirius Way, Ocean View
Location : Cape Town, South Africa
Cellphone Number : 0769386638

[Change Picture](#)

My Accounts

My Contacts

Please select the account below to access. Once you have selected an account you can view call history, account details, topup and more.

+27 (0)872383685
Name : Crystal Petersen
Account Type : SIP_RESIDENTIAL

[» Select Account](#)

Registration Server : sip1.freshphone.co.za

Crystal Petersen
[Edit Profile](#) | [Log Off](#)

Yealink W52P
Works with FreshPHONE

- Exceptional HD sound
- Up to 4 simultaneous calls
- Up to 5 DECT handsets
- 10 hours talk time
- 1.8" color display with intuitive user interface

Price Check

Tell Someone

3. Click on “DID Manager” on the right of your screen:

Dashboard

✔ Your RICA documents are in order. You can update your RICA documents, should your address change, by clicking the "Change RICA documents" button.

Change RICA documents

27872383685 Real Time Phone Status

This allows you to see the status of the attached device in real time. When a phone device (software or hardware) is connected to our system, the status below will be able to see if your phone is registered correctly.

Device Status

Offline

Voicemail

Below you can set or change your Voicemail settings. Some features can also be set by using the Voicemail management number.

Voicemail is currently not enabled. To activate voicemail on this account please complete the following form, then dial *85 on your telephone.

Display Name:

Voicemail Pin/Password:

Voicemail to Email:

Leave blank to disable voicemail-to-email

Enable Voicemail

Billing & Accounts

The following settings show you in real time the status of your account. To change settings click Edit Billing Details.

Payment Type:

Prepaid

Calling Credit:

R 5.00

Edit Billing Details

Top Up

Account Settings

These general settings apply to your account. Make the changes you need and click Update.

Caller ID:

+27872383685

Call Divert:

to

Pin Protected Dialling:

(Voicemail must be enabled)

Go to voicemail after:

Seconds

Zoiper QR code:

Phone/SIP Settings

If you are using a hardware phone you can manually enter the follow SIP settings. **Warning: This is for advanced users only. Never give these details out to anyone, as this could compromise the security of your account.**

SIP Username:

27872383685

SIP Password:

Show SIP Password

Registration Server:

sip1.freshphone.co.za

Time Server:

ntp1.freshphone.co.za

Back to My Profile

Dashboard

A complete overview of your account.

Billing & Accounts

View all your account details, renew services and top up.

DID Manager

View your assigned (Direct Inward Dialling) DID numbers.

Voicemail Messages

Check your voicemail, and delete old messages.

Outgoing Call History

Call records showing the dialled numbers and their cost. (if applicable)

Incoming Call History

Call records showing inbound calls for your account.

Dialling Restrictions

Manage restriction lists like white lists, black lists and country lists.

Feature Codes

Using your phones key pad, change settings and access features.

4. Click on “Port My Geographic Number” in the top right corner of your screen:

Direct Inbound Dialling (DID) Manager

Direct Inbound Dialling (DIDs) numbers are your telephone numbers. DID's are regular telephone numbers that can be dialled from any telephone or cellphone. Here you can view and manage your DID's that are assigned to your account.

Port My Geographic Number

DID Number	Comment / Description	Group	Destination
0872383685		PBX DID's	27872383685 → sip1.freshphone.co.za

5. Click on “Pay Now with Credit Card” and follow the payment prompts:

The screenshot shows a web interface for FreshPHONE. At the top, there's a header with the FreshPHONE logo, 'Help & Support', 'Telephone Management System', and 'Network Status: Fully Operational'. On the right, a user profile for 'Crystal Petersen' is visible with links for 'Edit Profile' and 'Log Off'. Below the header, there's a 'Direct Inbound Dialling (DID) Manager' section. A modal window titled 'Porting' is open in the center. It contains the following text: 'You are required to submit 3 documents to PORT successfully: 1. Most recent copy of your service provider telephone bill which must reflect the telephone number you want ported. 2. Scanned ID copy of the Account Holder (the natural person who has signed the contract with your service provider) 3. A signed authorised order form and personal authorisation letter. (To be completed online)'. Below this, it says: 'If you don't have these items, please stop now, and prepare them, then return to this page.' Then, it explains: 'Once you have completed the credit card payment, you will be redirected to the document upload page - there you will be able to upload the two documents that you should have already, and complete the authorised order form and personal authorisation letter. A copy of the authorised order form and personal authorisation letter will be emailed to you, you can then upload the third and final document.' The modal has a 'Porting Payment' section with the user's name 'Crystal Petersen' and an 'Admin Fee : R 150.00'. There are three checkboxes for agreement: 'I hereby agree that its my responsibility to provide the required documents and that failing to do so will result in a failed port.', 'I hereby confirm that my current service provider account is in good standing (NOT in arrears).', and 'I hereby agree that if the port fails due to incorrectly submitted documents that I will not be re-funded.' At the bottom of the modal is a button labeled 'Pay Now with Credit Card'.

Help & Support
Telephone Management System » Network Status: Fully Operational

Crystal Petersen
Edit Profile | Log Off

Back to My Profile

Direct Inbound Dialling (DID) Manager

Direct Inbound Dialling (DID) Manager

DID Number: 08723836

Porting

You are required to submit 3 documents to PORT successfully:

1. Most recent copy of your service provider telephone bill which must reflect the telephone number you want ported.
2. Scanned ID copy of the Account Holder (the natural person who has signed the contract with your service provider)
3. A signed authorised order form and personal authorisation letter. (To be completed online)

If you don't have these items, please stop now, and prepare them, then return to this page.

Once you have completed the credit card payment, you will be redirected to the document upload page - there you will be able to upload the two documents that you should have already, and complete the authorised order form and personal authorisation letter. A copy of the authorised order form and personal authorisation letter will be emailed to you, you can then upload the third and final document.

Porting Payment

Crystal Petersen
Admin Fee : R 150.00

☐ I hereby agree that its my responsibility to provide the required documents and that failing to do so will result in a failed port.

☐ I hereby confirm that my current service provider account is in good standing (NOT in arrears).

☐ I hereby agree that if the port fails due to incorrectly submitted documents that I will not be re-funded.

Pay Now with Credit Card

6. You will be redirected to the Port Application where you will need to complete the Porting Application Form, Upload your ID as well as your Telkom bill
7. Once you have completed the above, your application will be received by a FreshPhone agent to process. You will be notified via email every step of the Porting process.