## **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.



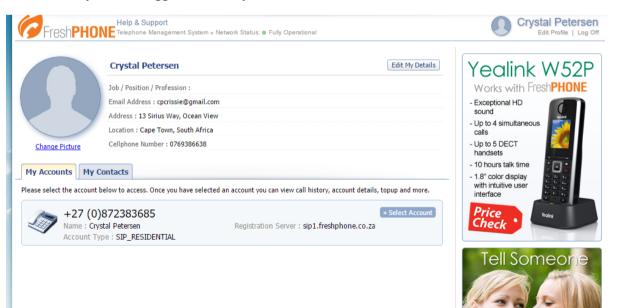
Login Email : 🆀	
Password :	
0	

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

Telephone Management System (TMS) Login

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

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



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

Dashboard		< Back to My Profile
<ul> <li>✓ Your RICA documents are in order. You can update your RICA documents, should clicking the "Change RICA documents" button.</li> <li>27872383685 Real Time Phone Status</li> <li>This allows you to see the status of the attached device in real time. When a phone det the status below will be able to see if your phone is registered correctly.</li> <li>Device Status</li> <li>✓ Offline</li> <li>✓ Below you can set or change your Voicemail settings. Some features can also be set by using the Voicemail management number.</li> <li>✓ Voicemail to Europian the voicemail and at *85 on your telephone.</li> <li>Display Name:</li> <li>✓ Voicemail to Email:</li> <li>Leave blank to disable voicemail-to-email Enable Voicemail</li> </ul>		<ul> <li>Dashboard A complete overview of your account.</li> <li>Billing &amp; Accounts and top up.</li> <li>DID Manager View your assigned (Direct Inward Dialling) DID numbers.</li> <li>Voicemail, Messages Check your voicemail, and delete old messages.</li> <li>Outgoing Call History Call records showing the dialed numbers and their cost. (if applicable)</li> <li>Incoming Call History Call records showing inbound calls for your account.</li> <li>Dialing Restrictions Manage restriction list like white lists, black lists and country lists.</li> <li>Feature Codes</li> </ul>
Account Settings         ① These general getting apply to your account. Make the changes you need and click Update.         Caller ID:       +27872383685         Caller ID:       +27872383685         Call Divert:       to         Pin Protected Dialling:       (Voicemail must be enabled)         Go to voicemail after:       Seconds         ② Zoiper QR code:       Image: Click of the seconds	Phone/SIP Settings           ① 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 anynoe, 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	Using your phones key pad, change settings and acess features.

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

Dir	rect Inbound Dia	alling (DID) Manager		
		DIDs) numbers are your telephone n Here you can view and manage your		ar telephone numbers that can be dialled from any to your account.
				Port My Geographic Numbe
	DID Number	Comment / Description	Group	Port My Geographic Numbe

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

Fresh	Help & Support PHONE Telephone Management System » Network Status:   Fully Operational	Crystal Edit P	Petersen Profile   Log Off	
Direct Inbou	k to My Profile			
<ul> <li>Direct Inbound Di telephone or cell;</li> </ul>	Porting		r account.	
DID Numl	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)		s, renew services	-
	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 th documents that you should have already, and complete the authorised order form and personal authorisation letter. A copy of the authorise and personal authorisation letter will be emailed to you, you can then upload the third and final document.	e two ed order form ss	Inward Dialling) delete old	
	Pporting Payment Crystal PetersenAdmin Fee : R 150.00	OI dia ble	alled numbers	
	I hereby agree that its my responsibility to provide the required documents and that failing to do so will result in a failing to do so wil	of ailed port.	<b>ry</b> nd calls for your	
	I hereby confirm that my current service provider account is in good standing (NOT in arrears).	IS		
	I hereby agree that if the port fails due to incorrectly submitted documents that I will not be re-funded.	(e )	white lists, black	
	Pay Now with Credit Card	ad	l, change settings	

- 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.