

To make a call depends on what kind of service you have with us:

Free VoIP Account

To make outgoing calls using our Free VoIP Accounts, you will need to ensure you have topped up your account and have a positive prepay balance. With you VoIP phone successfully configured connected (see our configuration section of the FAQ) you can start making outgoing calls by simply dialling the number.

- To View your prepay balance, Go to the "**My Account**" section on our website.
- To Top up your Account, Go to the "**My Account**" section on our website and select "**Top up**"

Hosted VoIP Account

With the Hosted VoIP Account, you can start making calls as soon as you have configured your VoIP phone to connect to your account. For all outgoing calls you will need to dial a 9 prefix. To dial another extension, simply dial the extension number without any prefix.

SIP Trunk

To make outgoing calls via your SIP Trunk, simply pass the number to dial without any prefix. Some examples:

- 02080994888
- 442080994888

For more information, please see the attached User Guides