

SIP and IAX Hardware and Software Settings, including ATAs

Default settings for using third-party hardware with Freshtel

Freshtel's network supports using both the SIP and IAX2 protocols to allow you to use most hardware or software phones with our service. Almost all commercially available VoIP hardware and software (including phones and ATAs) can be configured to use your Freshtel account with the below settings.

Please refer to your product manual for instructions on how to add this information to your device.

For SIP devices:

Proxy/register server: *sip.freshtel.net*
Username/Auth ID: *Your Freshtel number*
Password: *Your Freshtel password*
Codec: *Set G.729 as your preferred codec*

For IAX devices:

Server: *gateway.freshtel.net*
Username: *Your Freshtel number*
Password: *Your Freshtel password*
Codec: *Set G.729 as your preferred codec, or select iLBC if you don't have G.729*

Dialing:

To dial a Freshtel number or voicemail, prefix the number with a star, e.g. *80001234, *123.

If you have configured a local dialling prefix for your account via the Freshtel My Account website, you can dial Australian local, national, mobile, and international PSTN numbers exactly as you would from a local phone in your area; e.g. 08007654321 (US), 9557745 (US - local), 0061399156415 (UK - international), 99156415 (Australia - local).

If you have not configured a local dialling prefix, numbers are dialled in full (including country code but without any international dial prefix), e.g. 61399156415, 18007654321. Landlines in Australia can be dialled with an initial 0, e.g. 0399156415

