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# **System Requirements**

- A motherboard with USB support (External modem only).
- Pentium II compatible CPU or above.
- RAM: 64MB or above.
- Windows 98 / 2000 / NT 4.0 / ME / XP.



# Hardware Installation:

### - USB External Modem

1. Insert the rectangular end of a USB cable into the USB port of your PC.



- 2. Then insert the square end of the USB cable into the USB port on the USB ADSL Modem.
- 3. Insert the driver CD into your CD-ROM drive.

### Front Panel LED

LED Indicator	On	Flash
ADSL	Connnecting	Ready to Connect
DATA	Data Transmit / Recieve	

# - PCI Internal ADSL Modem

- Make sure that your computer is switched off. Unplug the power cord from the wall socket. Also turn off all other periheals you may have attached to your computer. Remove your computer cover.
- 2. Select a free PCI slot. Remove the cover from the slot. Keep the screw, you will need it in the next step.
- Carefully slide the ADSL modem into the chosen slot. Press firmly on the top of the ADSL Modem to seat it. Fasten the screw you removed in the previous step. Replace the computer cover.
- 4. Plug one end of the phone cable into the Line jack on your ADSL Modem. The other end of the phone cable should be connected directly to the micro filter.



5. Turn on your computer.



# Driver Installation for Wide Area Network (WAN) mode.

### - <u>Windows 98</u>

 After you have connected the ADSL USB Modem to your PC the "Add New Hardware Wizard" will be displayed. Insert the driver CD and click Next.



2. Choose the "Search for the best driver for your device (Recommended)", and click **Next**.

ldd	New	Hard		



3. Select the "CD-ROM drive" and "Specify a location" then click **Browse.** (Make sure you have inserted the installation disk into the CD-ROM drive).



# **Freeola**

 Please specify the path by which your ADSL modem will be connected to the Internet (WAN), and then click OK.



5. Click Next.

#### Add New Hardware Wizard

	Windows driver file search for the device:
	Conexant AccessRunner USB ADSL Interface
	Windows is now ready to install the best driver for this device. Click Back to select a different driver, or click Next to continue.
🕉 🍣 -	Location of driver:
$\diamond$	
	< <u>B</u> ack <u>Next&gt;</u> Cancel

6. Click **Finish** to complete the installation.

	Conexant AccessRunner USB ADSL Interface
	Windows has finished installing the software that your new hardware device requires.
<b>~</b>	
	KBack. Finish Cancel

7. To set the ADSL configuration, please go to the "ADSL Configuration" section on page 12.



### - Windows Me

 After you have connected the ADSL USB Modem to your PC the "Add New Hardware Wizard" will be displayed. Choose the "Automatic search for a better driver (Recommanded)" and click Next.



- Please specify the path by which your ADSL modem will be connected to the Internet (WAN), and then click OK.
- 3. Click **Finish** to complete the installation.

Add New Hardware Wiz	Conexant AccessRunner USB ADSL Interface
	Windows has finished installing the software that your new hardware device requires.
3	
	Kan Search Sinish Cancel

4. To set the ADSL configuration, please go to the "ADSL Configuration" section on page 12.





- Windows 2000 / XP
- 1. After you have connected the ADSL USB Modem to your PC the "Add New Hardware Wizard" will be displayed. Insert the driver CD and click **Next**.



2. Choose the "Search for the best driver for your device (Recommended)", and click **Next**.

3.	Select the "CD-ROM drive" and "Specify a
	location" then click Next. (Make sure you have
	inserted the installation disk into the CD-ROM
	drive).

· · · · · · · · · · · · · · · · · · ·	ables a hardware device to work with			
This wizard will complete the installation for thi	is device:			
ADSL USB MODEM				
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.				
What do you want the wizard to do?				
<ul> <li>Search for a suitable driver for my deviation</li> </ul>	ce (recommended)			
Display a list of the known drivers for the driver	nis device so that I can choose a specific			
]	< Back Next > Cancel			
Found New Hardware Wizard				
	<b></b>			
Locate Driver Files				
Where do you want Windows to search for dr	iver files?			
Where do you want Windows to search for dr	iver files?			
Where do you want Windows to search for dr	iver files?			
Where do you want Windows to search for dr Search for driver files for the following hardwa	iver files? re device: driver database on your computer and in that you specify.			
Where do you want Windows to search for dr Search for driver files for the following hardwa	iver files? re device: driver database on your computer and in that you specify. rching on a floppy disk or CD-ROM drive, xt.			
Where do you want Windows to search for dr Search for driver files for the following hardwa	iver files? re device: driver database on your computer and in that you specify. ching on a floppy disk or CD-ROM drive, xt.			
Where do you want Windows to search for dr Search for driver files for the following hardwa ADSL USB MODEM The wizard searches for suitable drivers in its - any of the following optional search locations To start the search, click Next. If you are sear insert the floppy disk or CD before clicking Ne Optional search locations: Floppy disk drives	iver files? re device: driver database on your computer and in that you specify. ching on a floppy disk or CD-RDM drive, xt.			
Where do you want Windows to search for dr Search for driver files for the following hardwa ADSL USB MODEM The wizard searches for suitable drivers in its - any of the following optional search locations To start the search, click Next. If you are sear insert the floppy disk or CD before clicking Ne Optional search locations: Floppy disk drives CD-ROM drives	iver files? re device: driver database on your computer and in that you specify. crining on a floppy disk or CD-RIOM drive, xt.			
Where do you want Windows to search for dr	iver files? re device: driver database on your computer and in that you specify. ching on a floppy disk or CD-ROM drive, xt.			
Where do you want Windows to search for dr Search for driver files for the following hardwa	iver files? re device: driver database on your computer and in that you specify. ching on a floppy disk or CD-RIOM drive, xt.			



4. Click **Browse** to search for the driver's location.



 Please specify the path by which your ADSL modem will be connected to the Internet (WAN), and then click OK.

6. Click Next.

7. Click Yes.



#### Found New Hardware Wizard







8. Click **Finish** to complete the installation.

Found New Hardware Wizard				
	Completing the Found New Hardware Wizard Conexant AccessRunner USB ADSL Interface Windows has finished installing the software for this device. To close this wizard, click Finish.			
	< Back Finish Cancel			

9. To set the ADSL configuration, please go to the "ADSL Configuration" section on page 12.



# **ADSL Configuration**

- You should find the Conextant Access Runner ADSL Icon has been installed in the Control Panel. Alternatively you may use the AccessRunner Control Panel link installed on your Desktop.
- Click the Conexant Access Runner ADSL icon and the status of the modem will be displayed.

- 3. Press **ALT + P** on the keyboard, to access the ADSL Modem configuration.
- 4. Under the **Protocol Setup** tab, please set :

Virtual Path Identifier (VPI)  $\rightarrow$  0 Virtual Circuit Identifier (VCI)  $\rightarrow$  38

Conexant
AccessRunner
ADSL



Desktop

#### **Control Panel**





Conexant AccessRunner USB ADSL LAN Adapter					
General ATM Link Statistics Connection Line Setup	AAL Link Statistics Protocol Setup	Physical Layer Statistics ATM OAM Loopback			
ATM Virtual Circuit Identification-					
Virtual Path Identifier (VPI)	Virtual Circuit U	Virtual Circuit 1			
Virtual Circuit Identifier (VCI)	38	43			
Aggregate Channel Setup					
Encapsulation Mode Bridged IP over ATM LLCSNAP (RFC1483)					
Maximum Packet Length       Receive     Transmit       1500     1500					
UK	Uancel	Apply Help			



 Under the Line Setup tab, please set: Modulation → Automatic, ITU G dmt or G lite preferred.

Conexant AccessRunner	USB ADSL LAN Adapter	×
General ATM Link Sta Connection Line	atistics AAL Link Statistics Physical Layer Statistic: Setup Protocol Setup ATM 0AM Loopback	;     
Modulation	Automatic, ITU G.dmt or G.lite preferred	
Wiring Selection	Line Tip/Ring	
ADSL Head End ADSL Head End Env.	Alcatel Network Systems Inc.	
	OK Cancel Apply Help	

- 6. You do not have to worry about the other sections these will be correctly setup by the installation.
- 7. Click OK.
- 8. Shutdown and restart your computer.





# **Getting Online**

- 1. Click the Access Runner DSL icon on the desktop.
- Enter your ADSL Connection User ID (sr0123456@adsl.freeola.net), Connection Password and Phone Number as '000000'.

**N.B.** The phone number can be anything of your choice. This is not used by ADSL.

AccessRunner DSL	, 		2
connect Access	Runner DSL		
		A	Z
User name:	sr0123456@ad	lsl.freeola.com	
Password:		ord	
Dial:	0000000		•
Dial	Cancel	Properties	Help

\* Image based on windows 2000 / XP system

3. Click Connect.

If the connection window is not displayed please go to "How to Set-up the Freeola Broadband ADSL 'Dial-Up' connection on your PC" In order to set one up manually.



# How to Set-up the Freeola Broadband ADSL 'Dial-Up' connection on your PC

#### **WINDOWS 95/98** \_

Please note, there may be slight differences between Windows 95 and Windows 98 depending on how your computer has been set-up.

- 1. Double-click the 'My Computer' icon located on your desktop.
- 2. Double-click on 'Dial-up Networking'.
- 3. Double click the 'Make New Connection' icon.
- 4. On this page you need to choose your ADSL modem as the connection device. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'. You are also asked to give the connection a name. In this box please enter 'Freeola Broadband ADSL'. Click 'Next' to continue.
  - Freeola Broadband ADSL Select a device:
- 5. In the 'Phone number' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in here. Click the 'Next' button and click the 'Finish' button.

Make New Connection	<u>×</u>
	Type the phone number for the computer you want to call:          Agea code:       Ielephone number:         Image: Imag
	< <u>B</u> ack <u>N</u> ext> Cancel











- In the 'Dial-up Networking' folder you should be able to see an icon called 'Freeola Broadband ADSL'. Double-click this icon.
- In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password. Tick the 'Save Password' box and click 'Next'.



<b>9</b> Connect To		<u>? x</u>
Fre	eola Broadba	
<u>U</u> ser name: <u>P</u> assword:	sr0123456@adsl.freeola.com	
Phone <u>n</u> umber:	<u>Save password</u> 000000	
Dialing <u>f</u> rom:	New Location	Dial Properties
	Connect	Cancel

8. Click 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet.

# - WINDOWS ME (MILLENIUM EDITION)

1. Click the 'Start' menu, 'Settings' and then 'Dialup Networking'.



2. Double-click on the 'Make New Connection' icon to open the Connection Wizard.





 On this page you need to choose your ADSL modem as the connection device. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'. You are also asked to give the connection a name. In this box please enter 'Freeola Broadband ADSL'. Click 'Next' to continue.

 In the 'Phone number' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in here. Click the 'Next' button and click the 'Finish' button.

- Click the 'Start' menu, 'Settings' and then 'Dialup Networking' and double-click the 'Freeola' icon to open the connection.
- In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password. Tick the 'Save Password' box and click 'Next'.

Make New Connection	Type a name for the computer you are dialing:
	Select a gevice:
	< <u>B</u> ack <u>N</u> ext> Cancel

Make New Connection	<u>x</u>
	Type the phone number for the computer you want to call: Area code: Country or region code: United Kingdom (44)
	< <u>B</u> ack <u>N</u> ext> Cancel





7. Click 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet.



### - WINDOWS 2000

Please note, there may be slight differences between Windows 2000 versions depending on how your computer has been set-up.

- Click the 'Start' menu and then 'Settings' → 'Control Panel' → 'Network and Dial-up Connections' → 'Make New Connection'. This will load the 'Network Connection Wizard'. Click 'Next'.
- 2. Select 'Dial-up to the Internet' from the options and click 'Next'.



 Select the option that begins 'I want to set up my Internet connection manually' and click 'Next'.

- I want to set up my Internet connection manually, or I want to connect through a local area network (LAN).
- To leave your Internet settings unchanged, click Cancel.
- To learn more about the Internet, click Tutorial. Tutorial

Next >

Cancel



4. Select 'I connect through a phone line and a modem'.

etting up your Internet connection			Ň
If you have an Internet service provider account, yo to connect to it. If your computer is connected to a access to the Internet over the LAN.	ou can use your local area netwo	phone line and a m rk (LAN), you can	nodem gain
How do you connect to the Internet?			
• I connect through a phone line and a modem			
C I connect through a local area network (LAN)			
	e Baala	Next	Cancel
	e Bask	Next	Cano

5. If you are asked to 'Select a modem to use to connect to the Internet', select the ADSL modem from the list presented. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'. Click 'Next' to continue.

Choose Modem		光
Select a modem to use to connect to the Internet:		
Conexant AccessRunner USB ADSL WAT		
	 <b>1</b>	

6. In the 'Phone number to dial' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in. Click the 'Next' button.

tep 1 of 3: Internet account connection information	×
Type the phone number you dial to connect to your ISP.	
Area code: Telephone number: 000000	
Country/region name and code:	
United Kingdom (44)	
Use area code and dialing rules  To configure connection properties, click Advanced,  Minst ISPs do not remain advanced settions.  Advant	nced



 In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password. Click 'Next'.

8. In the 'Connection Name' box type 'Freeola Broadband ADSL'. Click 'Next'.

nternet Connection Wizard		×
Step 2 of 3: Internet account logon informatio	n	×
Type the user name and password you use to log o also be referred to as your Member ID or User ID. II contact your ISP.	on to your ISP. Your user name may f you do not know this information,	
User name: w012245C@sdal.outs		
Propulate Stor 23400@aust.enita.		
Tassword.		
	<back next=""></back>	Cancel
nternet Connection Wizard		×
Step 3 of 3: Configuring your computer		~~~~
·····		5
	1	U
Information about your Internet account is grouped and labeled with a name you provide.	together as a dial-up connection	
Type a name for the dial-up connection. This can b	he the name of your ISP or any name	
you want to use.		
Erecola Broadband ADSU	_	
	<back next=""></back>	Cancel
(24) X XX		
nternet Connection Wizard		×
Set Up Your Internet Mail Account		米
		45
An Internet mail program is installed on your comput receive and send e-mail messages.	ter. Internet mail allows you to	
To successfully set up your Internet mail account, y	you must have already signed up for	
an e-mail account with an Internet service provider information. If you are missing any information the w	and obtained important connection vizard asks you to provide, contact	
your internet service provider.		

 If you are asked whether you want to set up an Internet mail account, answer No and click 'Next'.

An Internet mail program is installed on your co receive and send e-mail messages.	omputer. Internet mail a	allows you to	
To successfully set up your Internet mail acco an e-mail account with an Internet service pro information. If you are missing any information your Internet service provider.	unt, you must have air vider and obtained imp the wizard asks you to	eady signed up fo portant connection provide, contact	or n
Do you want to set up an Internet mail accourt	nt now?		
O Yes			
€ No			
	< Back	Next >	Cancel



10. If there is a box that says 'To connect to the Internet immediately, select this box and then click Finish' make sure it is ticked and click 'Finish'.



11. That's the set-up complete. Double-click the 'Freeola Broadband ADSL' connection in the 'Network and Dial-up Connections' folder (accessible via 'Start' menu, 'Settings', 'Control Panel') and press 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet.

### - WINDOWS XP

Please note, this guide assumes your XP system is running in the 'Classic View' mode. This mode is designed to make Windows XP feel more like previous versions.

 To change your computer to Classic View mode, click on 'Start' and then 'Control Panel'. From the left-hand corner of the Control Panel heading, click 'Switch to classic view'.





 Your Control Panel should now look like this. To change back to category view afterwards, from the left-hand corner of the Control Panel heading, click 'Switch to Category View'



There may be slight differences between Windows XP Home and Windows XP Professional depending on how your computer has been set-up.

1. Click on the 'Start' menu, then choose 'Control Panel' and double-click on the 'Network Connections' icon.



 From the left-hand side bar under 'Network Tasks' choose 'Create a new connection'. Click 'Next'.



# **Dia**

Free

3. Choose the 'Connect to the Internet' option. Click 'Next'.



4. Choose 'Set up my connection manually'. Click 'Next'.



5. Choose 'Connect using a dial-up modem'. Click 'Next'.

In	ternet Connection How do you want to connect to the Internet?
	⊙ Connect using a dial-up modem
	This type of connection uses a modem and a regular or ISDN phone line.
	Connect using a broadband connection that requires a user name and password
	This is a high-speed connection using either a DSL or cable modem. Your ISP may refer to this type of connection as PPPoE.
	Connect using a broadband connection that is always on This is a high-speed connection using either a cable modern, DSL or LAN connection. It is always active, and doesn't require you to sign in.
	C Rack Next S Cancel

6. If you are asked to 'Select a modem to use to connect to the Internet', select the ADSL modem from the list presented. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'.



7. In the 'Connection Name' box type 'Freeola Broadband ADSL'. Click 'Next'.

8. In the 'Phone number to dial' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in here. Click the 'Next' button.

C <b>onnectio</b> What is	n Name the name of the service that provides your Internet connection?
Type the	name of your ISP in the following box.
ISP Name	3
Freeola B	Broadband ADSL
	e you type nere will be the name of the connection you are creating.
	you gye nere will be the name of the connection you are creating.

w Co	nnection Wizard
Phon V	e Number to Dial /hat is your ISP's phone number?
т	ype the phone number below.
	Phone number:
	000000
	you need the extra numbers, dial the phone number on your telephone. If you hear a modem sound, the number dialed is correct.
	< Back Next> Cancel
w Co	nnection Wizard
Interi Y	net Account Information iou will need an account name and password to sign in to your Internet account.
T.	ype an ISP account name and password, then write down this information and store it in a afe place. If you have forgotten an existing account name or password, contact your ISP.

sr0123456@adsl.freeola.com

Use this account name and password when anyone connects to the Internet from this computer

< Back Next > Cancel

.....

.....

Turn on Internet Connection Firewall for this connection

Make this the default Internet connection

User name:

Password:

Confirm password:

9. In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password and do the same in the 'Confirm password' box. Click the box labelled 'Make this the default Internet connection'. Click 'Next'.



10. At the final window you can add a desktop shortcut to your Freeola Broadband ADSL connection by ticking 'Add a shortcut to this connection to my desktop'. You can then double click this icon to log-on to the Internet. Click the 'Finish' button.

New Connection Wizard	
S	Completing the New Connection Wizard
	You have successfully completed the steps needed to create the following connection:
	Freeola Broadband ADSL Make this the default connection Share with all users of this computer Use the same user name & password for everyone
	The connection will be saved in the Network Connections folder.
	To create the connection and close this wizard, click Finish.
	K Back Finish Cancel

11. That's the set-up complete. Double-click the 'Freeola Broadband ADSL' connection on your desktop and press 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet at break-neck speed!



# **Troubleshooting & Support**

While you should experience good reliability you should also be aware that many factors outside of the control of Freeola can effect your Internet experience, just as if you connected via a modem or high-speed company network. For example, if you can't load a web page, this may be a problem with the web server that hosts the web site. If you cannot receive an e-mail, this may be a problem with the sender's mail server and not the Freeola mail server. Keep in mind that the speed of transfer (say a file, e-mail, attachment or web page) is only as fast as the slowest link between you and the server. So, if you're trying to download a file from the fastest server in the world on a busy and slow link, you'll only go as fast as the slow link. Here are some basic pointers for some of the more frequently asked questions. If these don't help, please see the Customer Service & Support section below for support information.

### - I KEEP RECEIVING AN ERROR WHEN ATTEMPTING TO CONNECT

- Make sure your cables are connected correctly all the way back to your phone socket.
- Make sure the telephone line is working. Pick up the phone and check you can make a call.
- Are you using the correct Freeola Connection User ID and Password? Remember to add '@adsl.freeole.com' onto the end of your Freeola Connection User ID when setting up a connection on your computer. Example: 'sr0123456@adsl.enta.net.
- Make sure your Freeola Broadband ADSL connection on your computer is a standard dial-up type of connection. While certain other methods may work we are unable to support any other type of connection.

### - I CAN'T RECEIVE E-MAILS OR UPLOAD WEB PAGES TO MY FTP WEB SPACE

- You must be connected to the Internet via your Freeola Broadband ADSL connection or via a Freeola 0845 Dial-Up Connection to access our e-mail or FTP server.

## - I CAN'T ACCESS MY E-MAIL OR WEB SPACE ON A SEPARATE FREEOLA 0845 DIAL-UP ACCOUNT FROM MY ADSL CONNECTION

- Although it's possible to access an ADSL account from an 0845 dial-up connection it is not possible to access a standard 0845 account from an Freeola Broadband ADSL connection.
- If you have a Freeola1000 address on a separate account that you want to use on your Freeola ADSL Broadband account, delete it from the old account and re-register it on the new account using the Control Panel.
- If you have a domain name hosted on a separate account that you want to use on your Freeola ADSL Broadband account, unhost it from the old account and host it on the new account. Freeola users receive FREE hosting for one domain name and subsequent domain hosting is charged at a low monthly fee. The Control Panel will advise you of pricing.



- I HAVEN'T GOT THE 'Access Runner DSL' ICON ON THE DESKTOP, AND I CAN'T CREATE A DIAL UP CONNECTION.
- Please go to your control panel and add/remove programs, select the Conexant ADSL software and click remove.
- Go to your Control Panel and to the System, on a windows 98/Me System go to Devices, select network adaptors and remove the Conexant Modem. On Windows 2000 / XP go to Hardware and click the Device Manager button. Go to Network Adapters, select the Conexant ADSL Modem and click remove
- Restart your computer and re-install the software for your modem as described in this manual.

# - I DON'T SEEM TO BE ABLE TO CONNECT

### - The ADSL light is permanently off

You modem connection may be incorrectly connected, please check all connections carefully, and, if available try connecting using diffrent connections (i.e. using a different USB port or installing your card into a different PCI slot). If the problem persists your modem may be faulty.

### - The the ADSL light flashing continuously

Your modem is unable to connect to the BT exchange. Try connecting you modem directly to the wall socket, i.e. remove any hubs, and if possible remove the microfilter and use just a standard 56K modem connection lead. Try disconnecting any other equipment you have connected to the system (i.e. telephones, answer machines faxes, etc.).

### - The ADSL light is permanently on

This indicates that you have successfully connected to the BT Exchange and that the connection problem is probably with your Internet Service Provider. In order to test this try logging in with the username = 'bt\_test@starter\_domain', and the password = 'password'. If this successfully connects open you preferred Internet browser and enter the following address into the address bar 'www.bt.com/digitaldemo'. If you see a BT test page displayed then the problem is most certainly with your Interent Service Provider. This may be due to a malformed username or password, please check you login details and try connecting using your Freeola username and password again.

In all cases, if you still cannot connect to the internet using your Freeola account, please contact Freeola Support with any results you have found from these tests.



# **CUSTOMER SERVICE & SUPPORT**

In the event of a problem, please try to resolve any issues first by checking the troubleshooting guide above. If you can't resolve the problem, we're here to help.

ONLINE ASSISTANCE – The Freeola & GetDotted Support pages can be found at www.freeola.info

E-MAIL SUPPORT – Contact support@freeola.co.uk stating as much detail as possible. We'll endeavour to reply as soon as possible.

**TELEPHONE SUPPORT –** 

Call the Freeola & GetDotted Support Centre on 0870 725 9977. This is NOT a premium rate number. Recorded information available 24 hours a day with operators available until 8pm most nights.