

Trac Phone FAQs

Looking for answers about the Telefonica TRAC telephone system? We have put together a list of frequently asked questions we get on a regular basis. If you find this information useful then please make a donation. If you can't find the answer you are looking for then please feel free to contact by using the form to the right of this page.

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1. Can you connect to the internet over a Telefonica track phone?

A. Yes you can! The new Telefonica trac phone is a internet ready device, the unit its self is a mobile phone that is fixed to the wall. If you don't have an Sony Ericsson F250m or the Spanish version known as TelcomFM then you will need to contact Telefonica to change you trac phone connection. All you need to get on the internet is to buy a internal Telefonica compatible modem and the correct settings to connect to the Telefonica server and that is it!

2. Can I use ADSL on a Trac Phone?

A. No! The reason for this is because a Trac phone is a fixed Cellular Terminal translated into English a mobile phone fitted to the wall. We have spoken to Telefonica about there internet services on the Trac network and they have no plans to change the system at this time but with 3G now going in Spain we would say that one day Trac phone internet will get fasts and more reliable.

3. How long does it take to get a Trac Phone from Telefonica?

A. In most cases up to 3 years. The reason for this is unknown at this time but we have looked into this for a number of clients and we believe that the line rental isn't a line rental at all it looks to be a rental charge for the equipment. So Telefonica have to put people on waiting list until a Trac phone unit is available again.

4. I have a Trac phone with internet setup but i can't get on the net?

A. There could be a couple of reasons for this. 1 you may not have a compatible modem, if this is the case we do have Trac ready modems available. 2 Telefonica haven't setup the internet correctly, if this is the case you will need to speak with Telefonica but be worried DO NOT complain until you have your service up and running, if you do complain before hand you may find that you will never get the service. If you do have any problem please do contact us as we will be more than happy to help.

5. Can I speed up my Trac phone internet connection?

A. Yes you can! There are two ways of doing this, the first one is a program called "On Speed" this clever piece of software compresses images when you are browsing the internet but not this doesn't speed up sending and receiving emails as its just a image compression program. The second options is called skyDSL this is a one-way satellite dish just like the ones you use for TV. When you go to a website the information is set by your trac phone and comes back via the satellite which means you can download images, video, music etc at broadband speeds the only down fall is when it comes to sending big files like emails with images attached as this still only goes over your trac phone.

6. If I call my friend who is on a trac phone will it still be free with my free calls to Spain?

A. Yes it is! if you are using a Telefonica landline with the free calls to Spanish then calling a Trac phone will still be free the reason for this is because the number you are calling is a 96 number which is a landline.

7. My computer cannot connect to the internet but my friends laptop can connect to the internet but using my Trac phone line, is my computer faulty?

A. Most likely no it isn't faulty. The problem could be a configuration problem but is mostly to do with the Telefonica Trac phone doesn't like your modem. The Trac phone is meant to work with any V.92 modems



but we have found that this isn't true! After many hours of testing we found that a lot of modems just don't want to work but we do have a solutions. Our engine can talk you through a couple of checks to make sure it isn't just a setting problem and then we can send an engine to replace or install a new modem that does work with the Trac phones.

[Click here to find out more about the Telefonica Trac phone and how it works](#)