B4RN®
VOICE

QUICK START
GUIDE
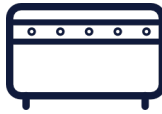
B4RN VOICE

Welcome to B4RN Voice

This guide will help you in setting up your new B4RN Voice package.

B4RN® VOICE

Getting Started

Once your B4RN Voice order is completed, your router will be pre-configured by the B4RN team and should be ready to start making calls. There are several different ways to make calls with the B4RN VOICE system, via traditional telephone (See page 3) or via the B4RN Mobile App (See page 4).

BT Socket Adaptor

If requested, your order of B4RN VOICE will include an adaptor to allow you to use traditional telephones with the B4RN VOICE service. You will need this adaptor in order to connect your telephone directly to the B4RN router (see page 3).

Keeping your number

If you have opted to retain your existing telephone number, the transfer will take a minimum of 7 working days from submission. The B4RN team will be in contact to keep you updated regarding the transfer progress. Once you have confirmation that the transfer is completed, you can then continue following this guide to help setup your service.

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Connecting your telephone
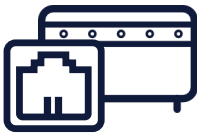### Once your B4RN Voice service has gone live

1

Disconnect the telephone cable from the BT socket in the wall.

2

Connect the telephone to the BT socket in the provided adaptor.

3

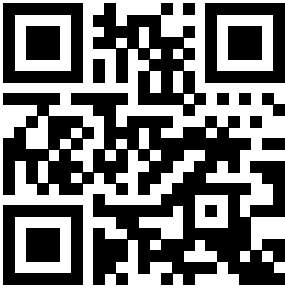Take the small end of the adaptor and connect it to the phone 1 port on the B4RN Router.

4

Check the phone light on the router, it should be lit indicating the B4RN VOICE service is now live.

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B4RN Voice Mobile App

Perfect when you're out and about

1 Using your mobile phone camera, scan the QR code to be directed to the mobile app store.

Download and install The B4RN voice app and login with the credentials provided in your welcome email.

Download on the **App Store**

GET IT ON **Google Play**

2 For detailed instructions on features and full user guides, review our support documentation.

The B4RN Voice mobile app currently only supports a single user. If you have a requirement for multiple mobile devices in the household we recommend the Linphone mobile app. For assistance with setup our Helpdesk team are happy to help.

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Support

Contacting B4RN Technical Support

General technical queries – helpdesk@b4rn.org.uk

Outage/loss of service – outage@b4rn.org.uk

Telephone: 015242 38499 (Option 1 – Technical Support)

Opening Hours:

Monday to Friday: 9am to 5pm