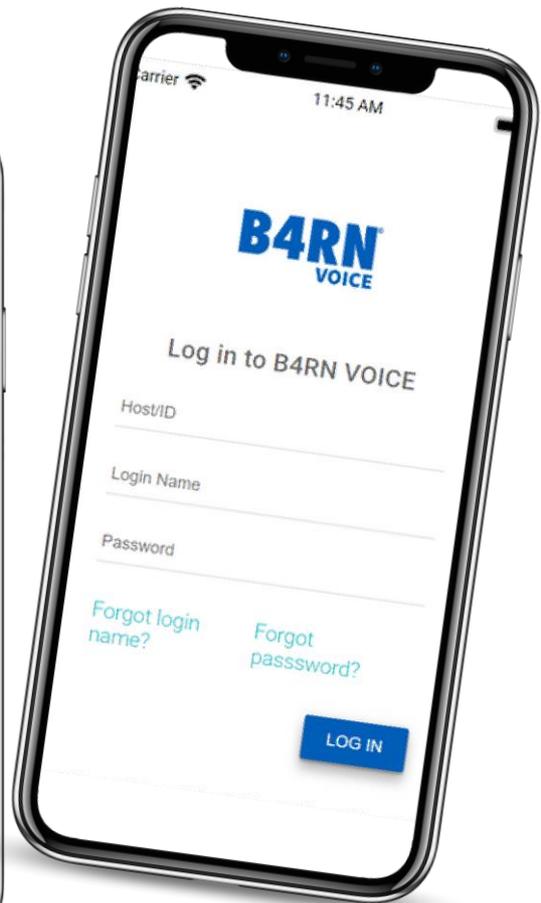
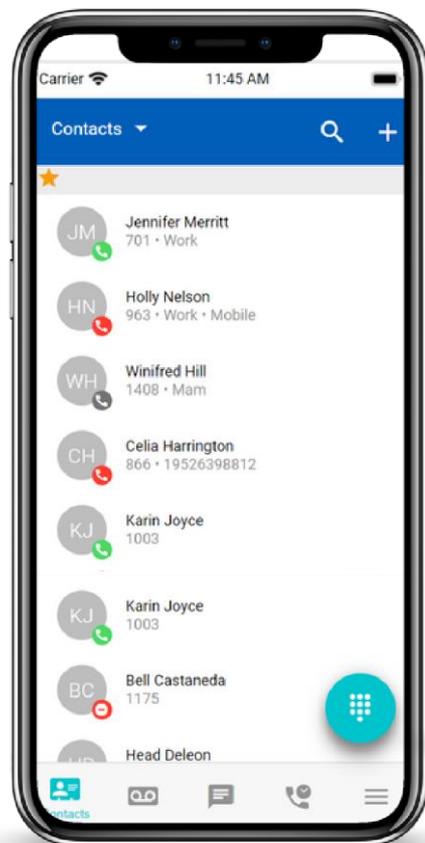


B4RN[®] VOICE

Mobile App User **Guide**



Available on all iOS
and Android smart
devices



About the App

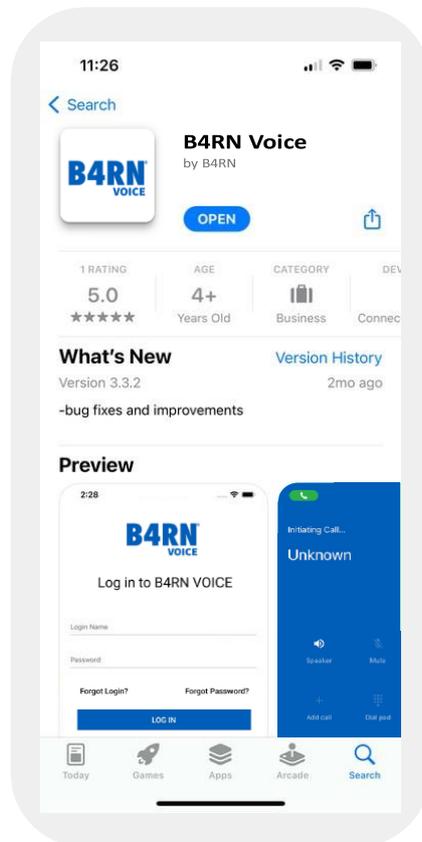
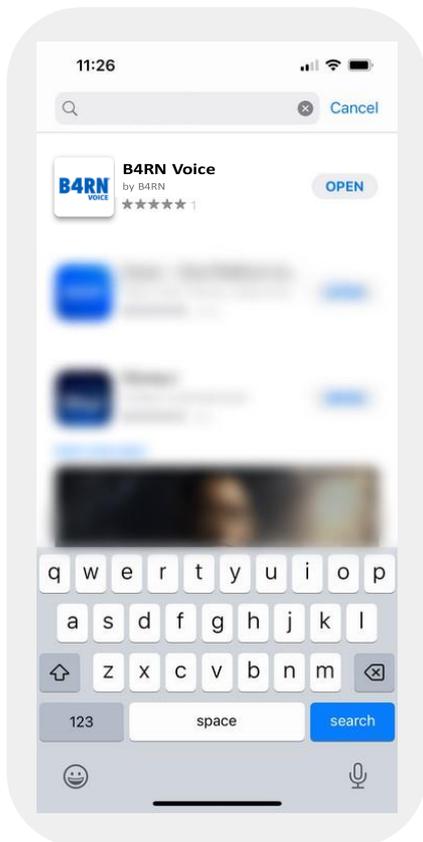
The B4RN Voice Application can be used to make calls, receive calls, and change a limited number of settings on your B4RN Voice account. The App is optimised for use on mobile phones, although you can also use it on tablets.

The B4RN Voice Mobile Application uses the same login details as the the User Portal. Your login name will be a number followed by @voice.b4rn.org.uk and is issued when you are first set up on B4RN Voice.

You can make and receive calls from the Mobile App and landline phones connected to your router phone ports simultaneously.

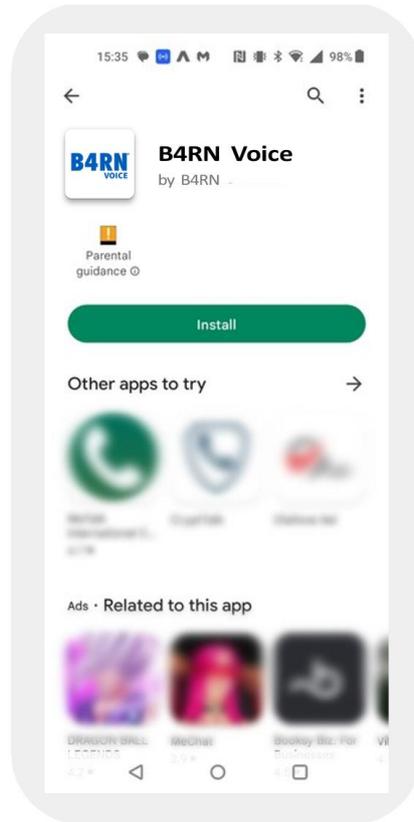
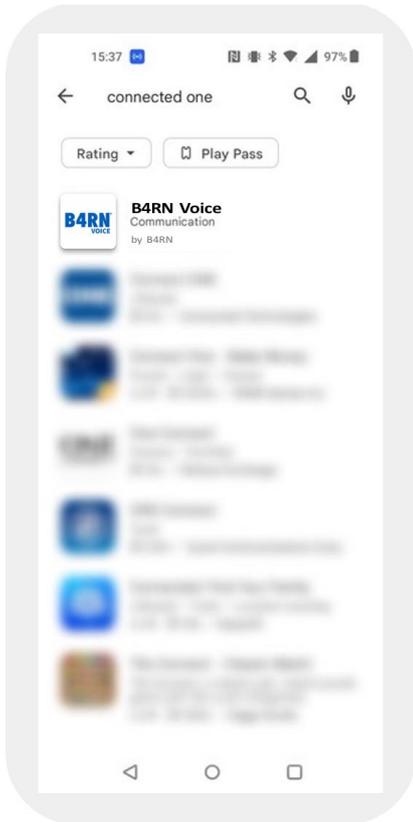
The B4RN Voice Mobile Application can only be used by one mobile device per account. If you need additional mobile apps, you will need to use Linphone or another mobile app.

Downloading the App



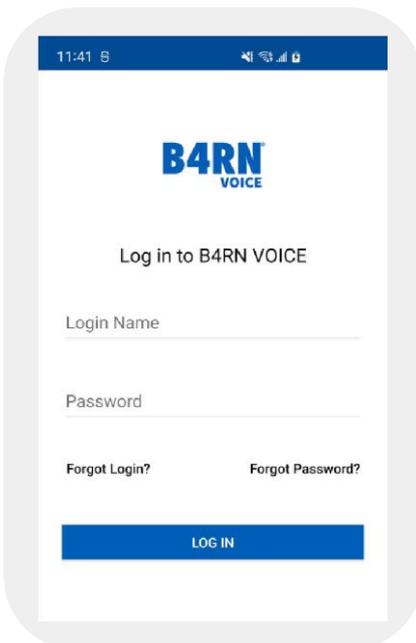
On your mobile device go to the App Store and search for **B4RN Voice**.

Install the app.



On your mobile device go to the Google Play Store and search for **B4RN Voice**. Install the app.

1 The Login Page

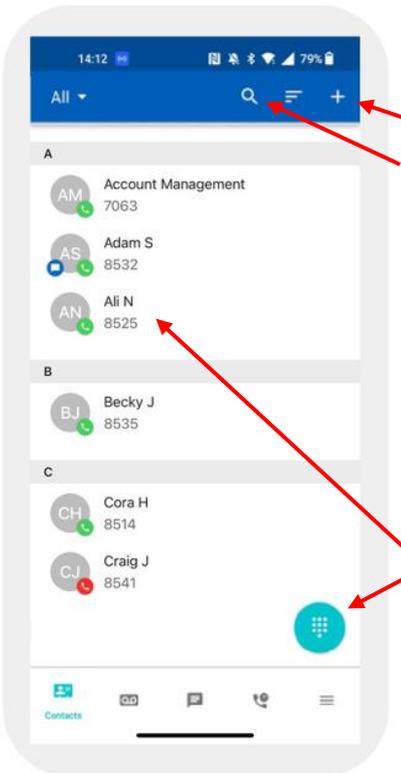


Input your Login Name and Password to access the App.

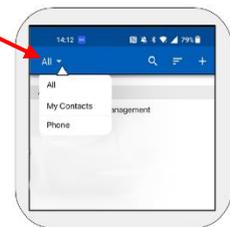
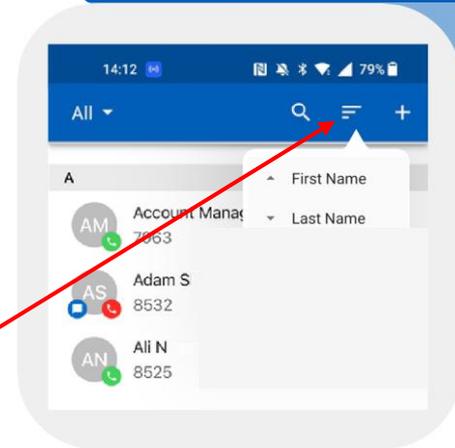
If you have forgotten your login name or password, the Forgot login name or Forgot password links can be found at the bottom of the log in page. These will send e-mails to your B4RN Voice registered e-mail address to either remind you of your username or to allow you to reset your password.

Remember, if you reset your password, you will also need to use the new password in the user portal.

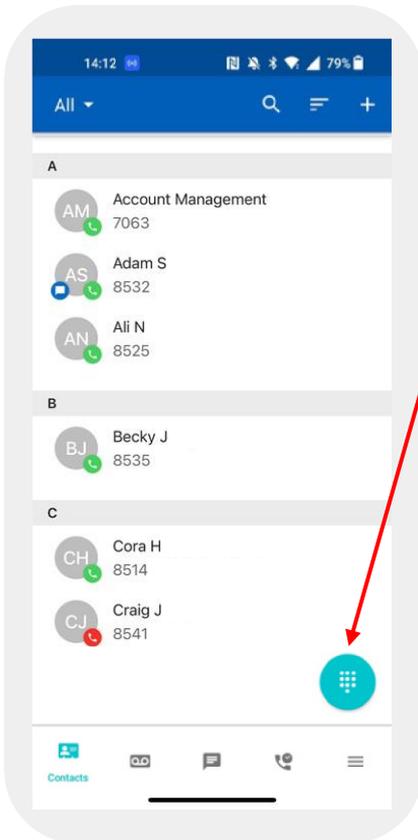
2 Contacts Page



- Once logged in, you can access all your contacts.
- Create new contacts.
- Search for contacts by name or number.
- Sort your contacts by First Name or Last Name.
- View All contacts, those held in the Phone, if permission was given and those held on your B4RN Voice account.
- Make calls providing you are connected to WiFi or have a mobile data connection.
- Note that there is no SMS feature in the B4RN Voice mobile app. Please use your device's default built in app for SMS.
- Note that once your contacts are copied into the B4RN Voice App; any subsequent edits to either contact list are not carried over to the other one.
- Note that the B4RN voice app is completely separate from the built-in phone in your mobile device. Think of it as 2 distinct telephones inside the same box. If you are placing a potentially expensive call, make sure you are using the correct phone app!

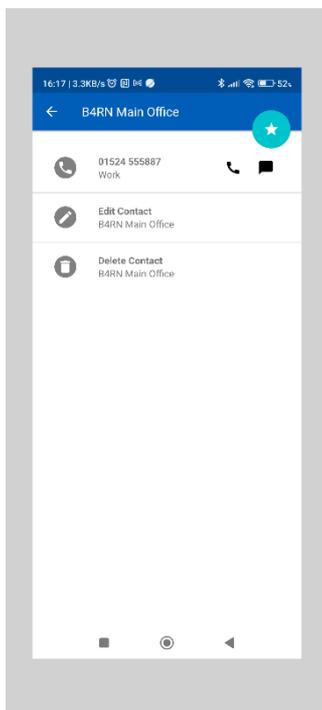
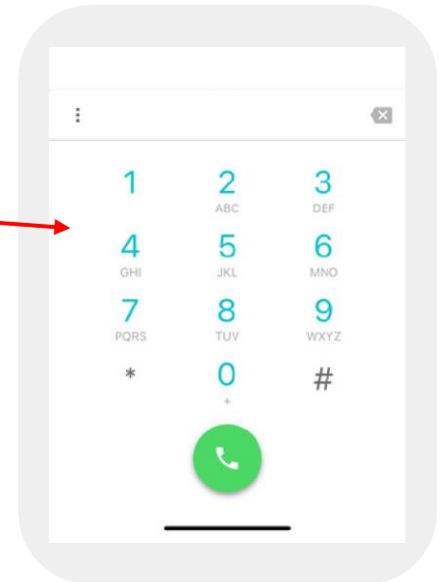


3 Making a Call



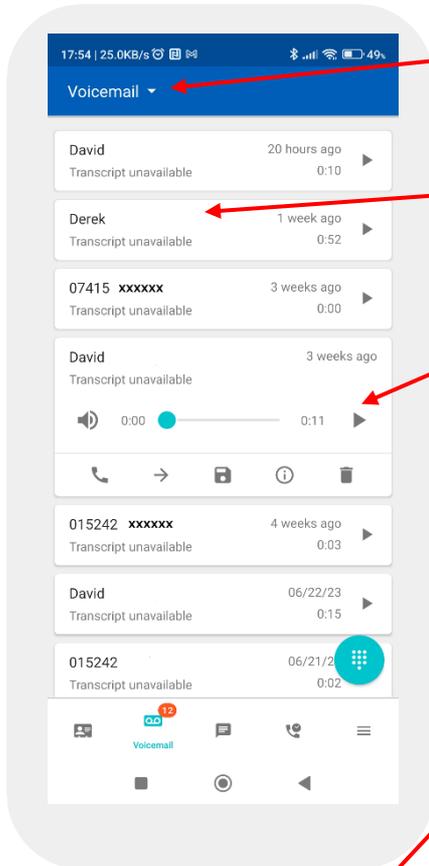
- For calls to people not in your contact list, simply click the keypad icon.

- From here you will be able to use the keypad to enter the number and make outgoing calls. Always use the full number including area code.



- For calls to people in your contact list select the contact.
- Press the Phone icon to initiate a call.
- Please note there is no SMS feature.

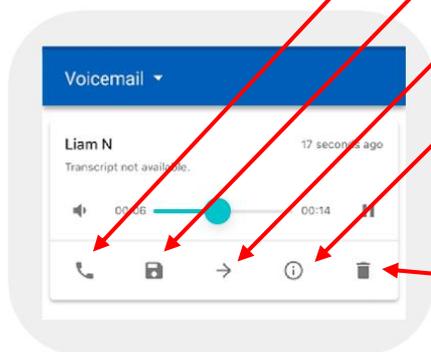
4 Voicemails



- Access New, Saved and Deleted voicemails.

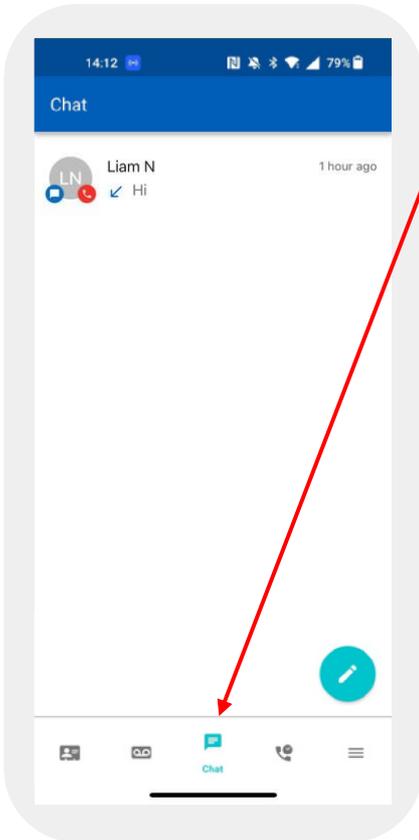
- Access and listen to voicemails by selecting an entry.

- Listen and replay your voicemail.



- Tap the phone symbol to call back.
- Tap the Save symbol to add to your saved messages.
- Note that forwarding of voicemail is not supported.
- Tap the i symbol to also have the option to call back or delete / save a message. Please note that SMS is not available.
- Tap the Bin symbol to delete the message.

5 Instant Messaging

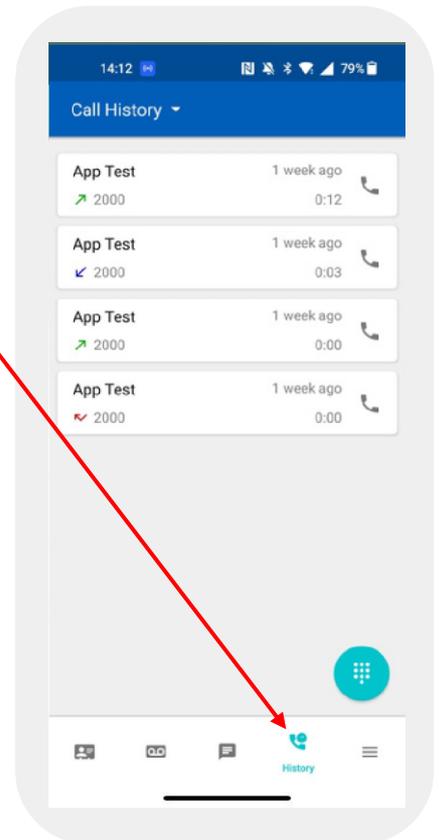


- The Chat function is not available in B4RN Voice.

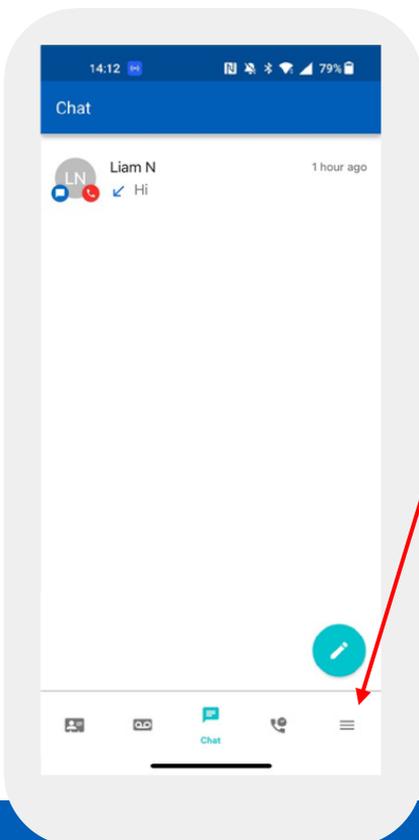
- See your call history, filter by inbound, outbound, or missed calls.

From the Call History you can call back, add as a new contact or add the number to an existing contact.

6 Call History

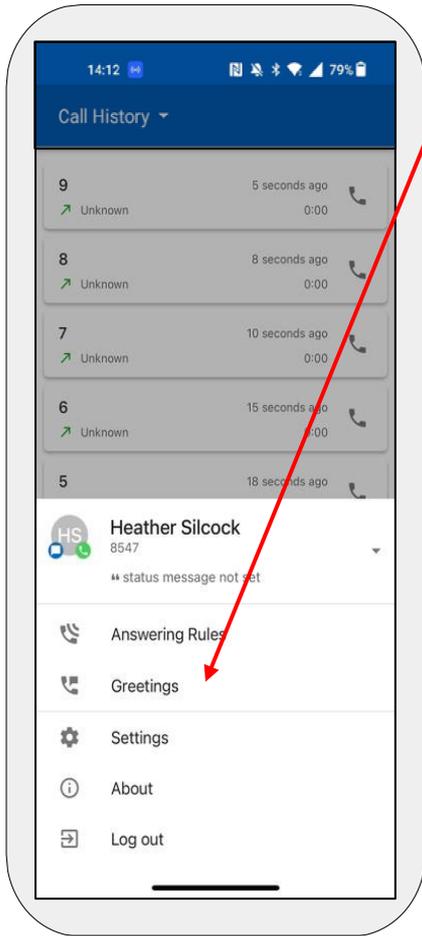


7 Settings

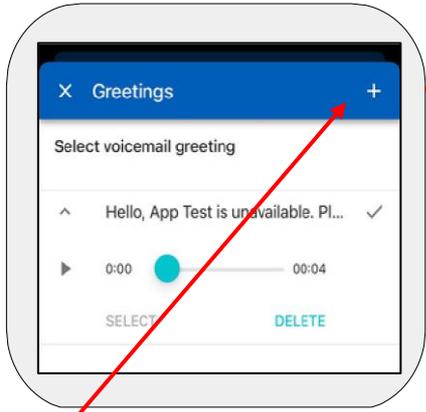


- To access the settings click on the 3 lines, the last option on the bottom menu.

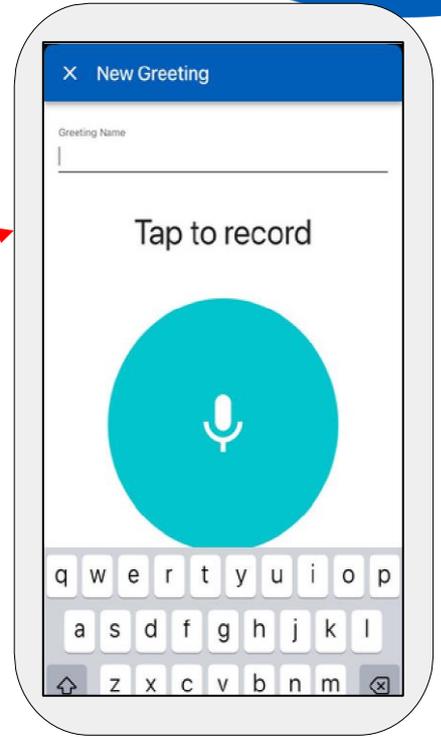
This will bring up the option to access your mobile app settings.



1. Tap Greetings to change your answer phone message, either by selecting a pre-existing greeting or recording a new one.



2. Create a new greeting by pressing the plus symbol at top right when you have opened the greetings menu item.

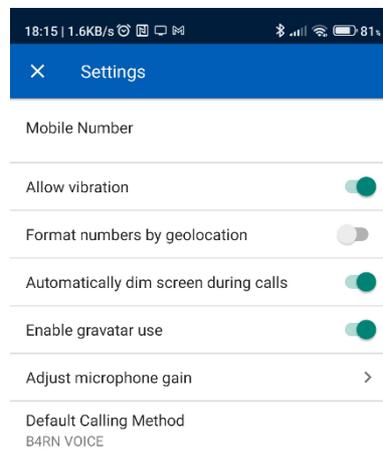


- **Answering Rules**

By default all accounts are set up with one answering rule. This rings all phones using your B4RN Voice account simultaneously.

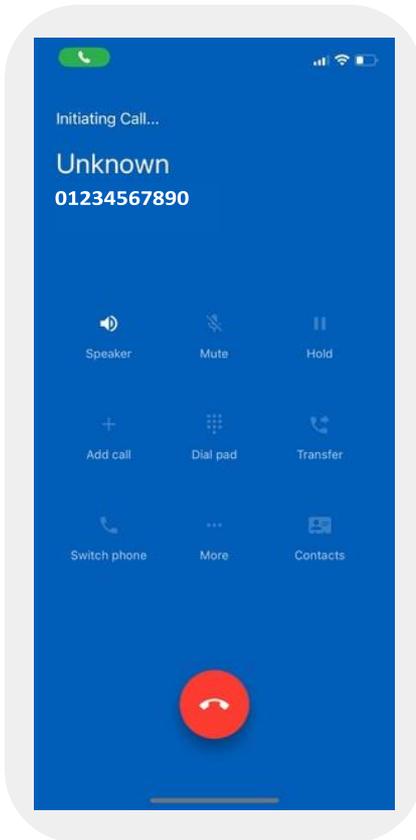
- **Settings**

The settings option allows you to change some of the features of the mobile app. Do not change these settings unless you have been recommended to do so by a member of our team.



Call Features

When making or receiving a call, you can access features such as transfer and place on hold.



These features match those on the web app

-  Switch the call to speaker
-  Mute the call
-  Put the caller on hold
-  Invite someone else into the call.
-  Access the keypad whilst on your call.
- Transfer, Switch Phone and the More options are currently unavailable.
-  Contacts allows you to go into your contact list and lookup a number. You can even make a second call out, putting the first on hold automatically.

You can then either:

-  Swap Calls switch between the two calls or
-  Merge Calls merge them into a three way call.

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VOICE

Tel: 01524 555 887 E: info@b4rn.org.uk W: b4rn.org.uk