Visionary VoIP Adapter - Existing Number Transfer Guide

Set up your existing phone number
Bringing your current phone number to Visionary Broadband? Follow these instructions to prepare for your number transfer and connect your telephone.

Before your number transfers
Your scheduled transfer date is included in the email from voipsupport@visionarybroadband.com.
Keep your phone connected to your previous equipment until Visionary Broadband confirms your number transfer is complete.

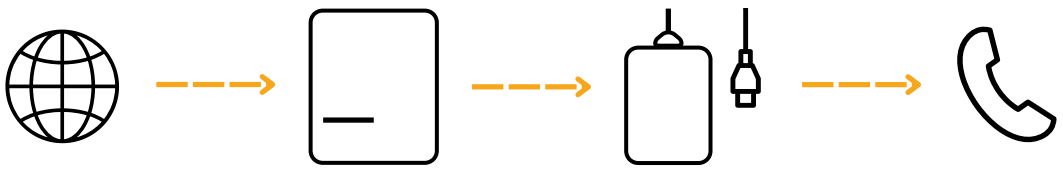
Do not cancel or change your previous phone service or account until you receive final confirmation that the transfer is complete. Doing so can interrupt the transfer and put your phone number at risk. If you need to change another service on that account, contact us first.

Have your equipment ready

You will need:

- Your Visionary VoIP Adapter.
- An analog telephone or cordless phone base.
- A telephone cord.
- An active internet connection.

Update your eero app to the latest version and make sure your eero is running **eeroOS 7.16.0 or later.**



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After your transfer is confirmed
Once Visionary Broadband confirms your number transfer is complete, follow these steps.

1. Connect the adapter to your eero
If your installer has already connected the adapter, skip to Step 3.
Unplug the power cable from your eero. Plug the adapter's built-in USB-C cable into the eero's power port. Then plug the correct eero power supply's cable into the open USB-C port on the adapter.
Your internet connection will briefly restart.

2. Wait for your eero to reconnect
Allow approximately 1 to 2 minutes. The eero light will blink white, then turn solid white when it is connected.

3. Move your telephone connection to Port 1
Disconnect your telephone cord from your previous equipment and plug it into Port 1 on the Visionary VoIP Adapter until it clicks into place. Your first phone line is configured to use Port 1.
If you have a cordless phone, connect the cordless phone's base station to Port 1.

4. Check your phone service
Lift the handset and listen for a dial tone. Make a test call and have someone call your transferred number.
You can also check the eero app. A phone icon should appear next to the eero connected to your adapter.

Need help?
If you do not hear a dial tone:

- Confirm you have received final confirmation that your number transfer is complete.
- Check that all cables are securely connected.
- Confirm your telephone is connected to Port 1.
- Confirm your eero light is solid white.

Call 1-888-682-1884 and press 1 to request VoIP service.

You can also email voipsupport@visionarybroadband.com.

Power and internet outages
Phone service, including emergency calls, may be unavailable during a power or internet outage. Backup power must support both your eero network and internet connection. Keep another way to make emergency calls available.