Visionary VoIP Adapter - New Number Setup Guide

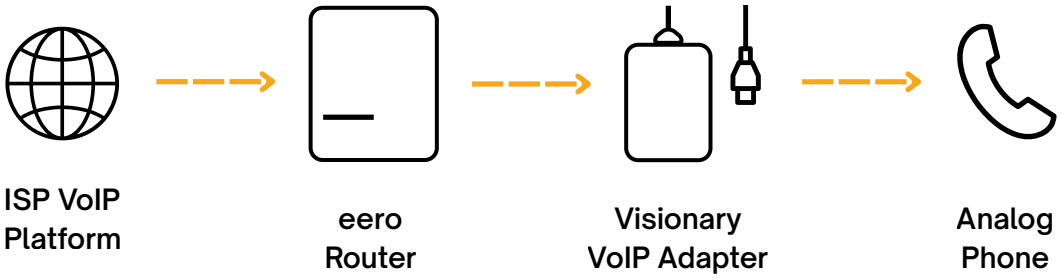
Set up your new phone number
The Visionary VoIP Adapter connects your telephone to your compatible eero for use with Visionary Broadband VoIP service.
Your new phone number and activation details are included in the email from our VoIP team. Follow these steps once your service is activated.

Before you begin

You will need:

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

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



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 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.

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3. Connect your telephone to Port 1
Plug your telephone cord into Port 1 on the 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 new 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:

- Check that all cables are securely connected.
- Confirm your telephone is connected to Port 1.
- Confirm your eero light is solid white.
- Check your activation email to confirm your phone service is active.

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.