Swish Voice

Installation Guide

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Swish fibre™

Setting up your Swish Voice is easy and will enable you to use your internet connection to make and receive Swish Voice calls.

To do this you will need to plug your phone into the Voice 1 port on your ONT (the box where the fibre broadband comes into your home).

The system is not configured for VoIP phones. You can plug in a normal corded or DECT cordless phone using an adaptor. Swish will provide you with a basic BT socket to RJ11 plug adaptor. If you haven't received an adaptor please contact our Customer Care team on **0800 0489415**.

You should be aware that your phone will not work if there is a power outage at your home. This includes making calls to the emergency services. You will need another means of calling the emergency services in a power cut e.g. a mobile phone which is kept charged and has sufficient signal.

Voice 1 port

RJ11 plug adaptor

If you're porting your phone number to Swish

1 Swish will provide you with a temporary number while your current phone number is ported to Swish. You will be informed of the temporary number by email from **noreply@swishfibre.com** .

2 You can check for a dial tone and make a test call e.g. to your mobile phone.

3 If you don't get a dial tone when you plug your phone into the Voice 1 port of your ONT you will need to reboot the ONT. Just switch it off and on again using the ON/OFF button.

4 Using your current phone plugged into your BT socket, forward calls to your temporary number (or your mobile phone) by dialing ***21*01234123456#** from your phone (where 01234123456 is the full number with area code where you want to answer your calls).

5 Unplug the phone from the BT socket and plug it into the **Voice 1 port** on the ONT using the (BT to RJ11) adaptor.

6 Any incoming calls will now ring on the phone to which you forwarded your calls: the phone plugged into the ONT (or your mobile phone).

7 You can test by calling your original phone number (but not by calling from your mobile phone if you forwarded the calls to your mobile).

8 Outgoing calls can be made over your internet connection, using the phone plugged into your ONT, at the price in your Swish Voice package.

9 If you have a DECT cordless phone plugged into your ONT, with an additional handset and base station, this additional handset should continue to work.

10 Swish will inform you when your phone number port is complete. The temporary number will be removed and the forwarding on your phone will automatically be cancelled. You don't need to do anything, you can continue to make and receive calls on your phone plugged into your ONT.

If you're not porting your phone number and you're getting a new number from Swish

1 Swish will provide you with a new number. You will be informed by email of the new number from **noreply@swishfibre.com** .

2 Plug your phone into the **Voice 1 port** on the ONT using the (BT to RJ11) adaptor.

3 You can check for a dial tone and make a test call e.g. to your mobile phone.

4 If you don't get a dial tone when you plug your phone into the Voice 1 port of your ONT you will need to reboot the ONT. Just switch it off and on again using the ON/OFF button.

5 Any incoming calls will now ring on your phone plugged into your ONT.

6 You can test by calling your new phone number.

7 Outgoing calls will be made over your internet connection at the price in your Swish Voice package.

8 If you have a DECT cordless phone plugged into your ONT, with an additional handset and base station, this additional handset should continue to work.

If you are dependent on your landline with no other means of contacting the emergency services during power outage at your home, this should have been identified when you ordered Swish Voice and you will have been sent a Battery Backup Unit (BBU).

If you haven't received it, or your circumstances have changed and you now need one, please contact our Customer Care team on **0800 0489415.**

The BBU needs to be installed to power your ONT for **1 hour following a power cut**. See our website **www.swishfibre.com/voice-BBU** for instructions to set up the BBU.

Be aware that, even with a BBU to power your ONT, a DECT cordless phone will not work if there is a power cut because it needs its own power supply. You will need a BBU to power the ONT and a corded phone plugged into the **Voice 1 port** of the ONT to make calls to the emergency services during a power cut.

Swish Voice

For more support get in touch:

E: support@swishfibre.com

T: 0800 0489415

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RATED EXCELLENT
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