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Features & Settings

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How do I set-up/connect magicJack?

To connect with a high-speed modem:



1. Plug your provided Ethernet cord into the port labeled "INTERNET"
2. Plug your phone into the port labeled "PHONE" on your magicJack.
3. Connect the provided power adapter to your magicJack USB
4. Plug your magicJack into a power outlet.
5. Visit mjreg.com on your computer, tablet or smartphone.
6. Follow the on-screen instructions to register with your personal information or log into your existing account. You will be given the option to select a number during the registration process.

IMPORTANT: Your computer, tablet, or smartphone **MUST** be connected to the same network as the magicJack to complete the registration process.

To connect with your computer:



1. Plug your phone into the port labeled "PHONE" on your magicJack.
2. [OPTIONAL] Connect the provided USB extension to your magicJack.
3. Plug your magicJack into a USB port on your computer.
4. You will see an auto-play dialog box with a button "Start magicJack" – Click this button to start the installation process. If you DO NOT see the auto-play dialog box and are on a Windows computer please open the file explorer by pressing on your keyboard Windows+E, locate the option that says "magicJack" under the CD/DVD section and run "autorun.exe".
5. Visit mjreg.com on your computer or select the purple "Click here to register" option at the bottom of the dial pad window.
6. Follow the on-screen instructions to register with your personal information or log into your existing account. You will be given the option to select a number during the registration process.

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Calling and Texting Restrictions. Calling to numbers within the United States and Canada, and texting and other services provided by magicJack®, are based on normal, non-excessive use. If we become aware of unreasonably excessive use of the Services, including but not limited to, usage that is extraordinarily greater than the average customer usage, or calling more than 50 different telephone numbers per day, or forwarding calls from your App for longer than a two week consecutive period, or systematic or intentional misuse, we reserve the right, in our sole discretion, to terminate your use of the App and Service immediately, and you will not be entitled to get a refund of Fees you may have paid to us. Calling does not include calls to Alaska or the Yukon and Northwest Territories of Canada or calls to non-8YY calling card, platform, conference or chat lines, for which additional fees will apply. Porting an existing phone number is subject to an additional fee, and may not be available for all numbers. Annual and monthly fees quoted do not include initial purchase of magicjack device or devices (which includes 1 year of service) or shipping, administration and regulatory fees and taxes as applicable. Subject to our applicable terms and conditions, laws and regulations, located here: www.magicjack.com/action/saps/.

Money Back Guarantee. The magicJack 30-Day Money Back Guarantee ensures your complete satisfaction. If, for any reason, you wish to cancel service within 30 days of the date you order your Device, we will refund your money if the terms of our Money Back Guarantee are satisfied, including without limitation your completion of an RMA and payment of return shipping costs. Terms of the Money Back Guarantee are available at www.magicjack.com/faq/?page=billing/what-type-of-guarantee-does-magicjack-offer/. This magicJack 30-Day Money Back Guarantee is for magicJack Devices purchased directly from magicJack.com. If you purchased your magicJack at a retailer, we recommend that you adhere to the retailer's return policy and return the device to the retailer with your original packaging and receipt. Subject to our applicable terms and conditions, laws and regulations, located here: www.magicjack.com/action/saps/.

***Pricing does not include shipping and handling, taxes or other applicable fees.** Transfer of your existing phone number, where available, requires a one-time processing fee.