



The Broadband Phone Company

Features User Guide*

Telephone Features

Telephone Features can only be used with the following engin products: engin Voice Box and the engin Voice Box Series 2.

Turbo Dialling

When making a call, you can speed up the time taken to dial a phone number.

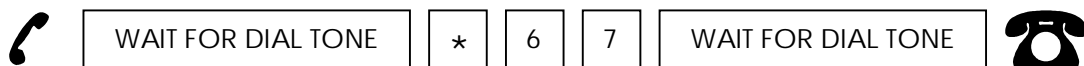
To activate Turbo Dialling



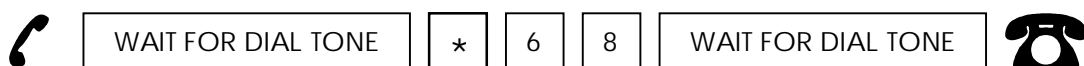
Block Caller ID

When making a call, your phone number is sent to the phone of the person you are dialling. You can control sending your phone number by either blocking your number for all calls or on a call-by-call basis.

To activate Block Caller ID for all calls

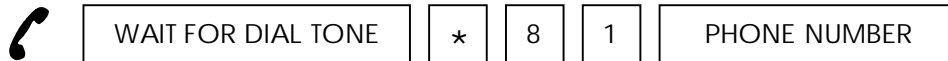


To deactivate Block Caller ID for all calls



The above code can be used either prior to making calls, or as a prefix to a phone number when making a call by replacing the second Wait For Dial Tone with the phone number you wish to dial

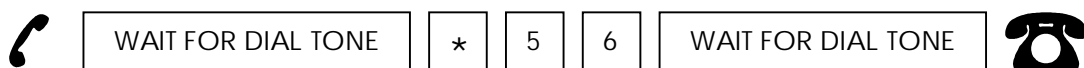
To activate Block Caller ID for the next call only



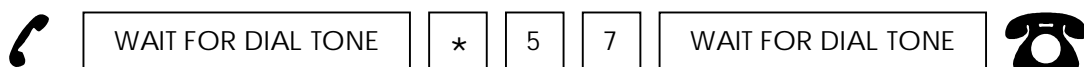
Call Waiting

While you are on a call, the call waiting tone (one beep every 10 seconds) will advise you of an incoming call waiting to be answered. The call waiting service is automatically enabled as the factory default setting.

To activate Call Waiting for all calls



To deactivate Call Waiting for all calls



To answer an incoming call, while already on a call



Press in quick sequences the phone feature for terminating a call, followed by the phone feature to answer the call (call end, followed by talk function)

To switch between calls



Press in quick sequences the phone feature for terminating a call, followed by the phone feature to answer the call (call end, followed by talk function)

To hang up on one call and return to the other



Follow the above procedure to switch between calls on Call Waiting.

Call Return

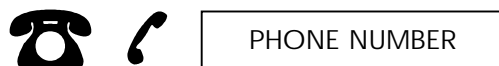
If your telephone has stopped ringing before you have been able to answer it, or if you wish to call the last person you were speaking with, Call Return allows you to automatically dial the last caller's number providing their number has not been blocked from being sent. Call Return is available to you whether you answer a call, miss a call by not answering an incoming call waiting, miss a call which is then diverted to another service or if you simply did not answer the telephone before it stopped ringing.



Three-Way Calling

While engaging in an active call, you can originate a call to a third party and have a Three-Way, conference style, conversation.

To place activate call on hold and originate a new call



Press in quick sequences the phone feature for terminating a call, followed by the phone feature to answer the call (call end, followed by talk function) and dial the phone number for the third party.

To establish the Three-Way conversation



Press in quick sequences the phone feature for terminating a call, followed by the phone feature to answer the call (call end, followed by talk function)

To hang up on one call and return to the other



Follow the above procedure to switch between calls on Three-Way Calling.

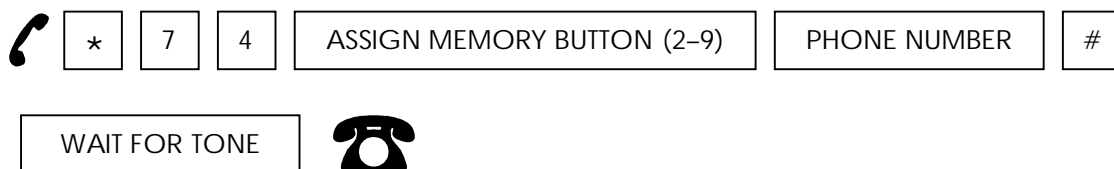


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Speed Dial

Engin allows you to store up to eight phone numbers for Speed Dialling at the press of two buttons. Make life easy by presetting emergency numbers and frequently dialled numbers.

To program a Speed Dial phone number



Once you have dialled the above code, activation will be confirmed with two short bursts of tone.

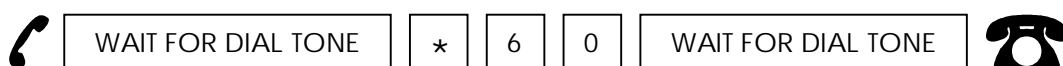
To make a Speed Dial call



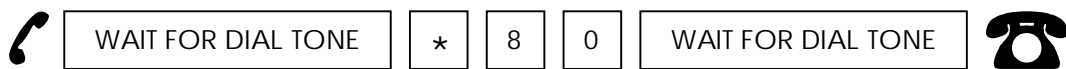
Block Last Call

If you do not wish for your last caller to be able to ring your telephone again, you can block the caller's number providing their number has not been blocked from being sent. The telephone number of your Last Call can be blocked whether you answered the call, did not answer the call or the call was diverted to your voicemail service. Block Last Call either gives callers a busy tone, or diverts to your voicemail box if voicemail is activated on your service.

To Block your Last Call



To unblock your Last Call

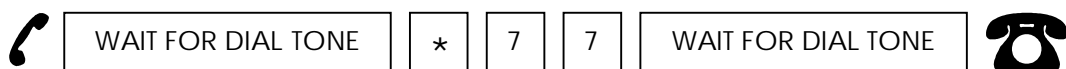


If you have chosen to block your Last Call, yet you already have another number you have previously blocked as your last call, the previous telephone number will automatically unblock.

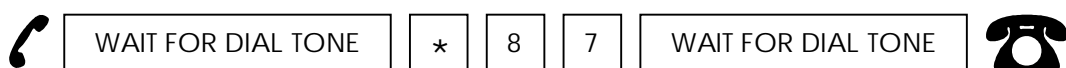
Block Anonymous Calls

If you do not wish to speak to a caller, whose Caller ID information is not available, you can block your phone from these Anonymous callers

To Block an Anonymous Call



To unblock an Anonymous Call



Do Not Disturb

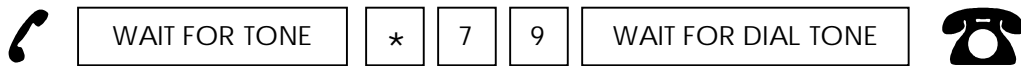
If you do not wish to be disturbed, however require your phone to continue charging on the phone base; Do Not Disturb either gives callers a busy tone, or diverts to your voicemail box if voicemail is activated on your service.

To activate Do Not Disturb on your phone



Once you have dialled the above code, activation will be confirmed with five short bursts of tone.

To deactivate Do Not Disturb on your phone



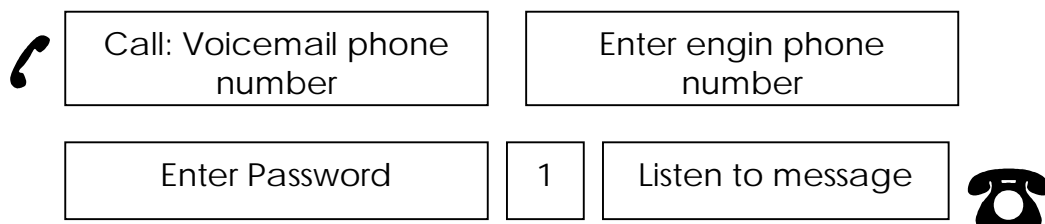
Voicemail

Message Retrieval

Message retrieval allows you to retrieve messages that are in your mailbox. Retrieval can be done from any telephone as well as from your PC. To retrieve your messages you will need to dial the voicemail phone number that corresponds with the city that you live in. The different numbers are:

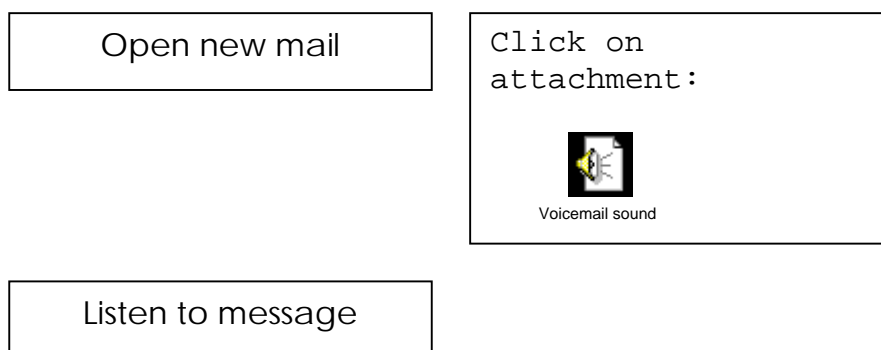
- Sydney (02) 9016-4500
- Melbourne (03) 9012-5200
- Brisbane (07) 3114-2100
- Adelaide (08) 8464-0100
- Perth (08) 6363-5100

To retrieve messages from your telephone



NB: If you are calling from your Voice Box you will not need to enter your engin phone number, proceed directly to entering your password.

To retrieve V-mail messages from your PC



NB: To return to main menu press

*

To listen to previous message



Call: Voicemail phone number

Enter engin phone number

Enter Password

1

4

Listen to message



To repeat message



Call: Voicemail phone number

Enter engin phone number

Enter Password

1

5

Listen to message



To play next message



Call: Voicemail phone number

Enter engin phone number

Enter Password

1

6

Listen to message



To delete message




Call: Voicemail phone number


Enter engin phone number



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Enter Password 1 7 

To forward this message to another user

 Call: Voicemail phone number Enter engin phone number

Enter Password 1 8


To pre record message


1 Record message # 

To forward message without pre-recording:

2 

To save message

 Call: Voicemail phone number Enter engin phone number

Enter Password 1 9 Select folder to save message 



To change folders

 Call: Voicemail phone number Enter engin phone number



Enter Password	2	Select folder	
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NB: This function is used to store your messages in a variety of different folders. Folders include new messages, old messages, work messages, family messages and friend's messages.

To record you're personal greeting

	Call: Voicemail phone number	Enter engin phone number			
Enter Password	0	1	Record message	#	

To change password

	Call: Voicemail phone number	Enter engin phone number	
Enter Password	0	4	Enter password
#	Re-enter Password	#	

Call Forwarding Features

The Call Forwarding Features menu is available after logging onto the engin web site. Once you have entered your details, simply click on the "connections" tab followed by the "features" tab in order access the desired feature. Following this you will need to tick the appropriate box and select the "save" tab. Once the screen has refreshed, you will need to select "edit" in order to enter the feature that you wish to use.



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Call Forward Unconditional

This service is used to forward all incoming calls to a specific phone number. All incoming calls will be forwarded to your specified number regardless of the status of your phone (i.e. active, engaged, no answer, not in use and powered down). When selecting a number, please ensure that you include the appropriate area code when applicable.

To activate Call Forward Unconditional

Select "Call Forward Unconditional"	Save	Edit	
Enter phone number	Save	Close	Close

Call Forward No Answer

This service is used to forward your incoming calls to a specific phone number when your line has no answer. When selecting a number, please ensure that you include the appropriate area code when applicable.

To activate Call Forward No Answer

Select "Call Forward No Answer"	Save	Edit
Enter "no answer" number	Enter timeout parameter	
Save	Close	Close



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Call Forward Busy No Answer

This service is used to forward your incoming calls to a specific phone number when your line is busy and/or has no answer. The specific phone numbers that you choose for the two diversions can be both different or the same. However, you must place a number in both diversion boxes. If you wish to have only one of the diversions active then you must place your own phone number in the diversion box that you wish to remain undiverted. When selecting a number, please ensure that you include the appropriate area code when applicable.

To activate Call Forward Busy No Answer

Select "Call Forward Busy No Answer"	Save	Edit
Enter "no answer" number	Enter "busy" number	
Enter Timeout parameter	Save	Close

Address Screening

This service is used to restrict incoming calls from specific phone numbers that you pre-select. When selecting a number, please ensure that you include the appropriate area code when applicable.

To activate Address Screening

Select "Address Screening"	Save	Edit	Enter phone number
Save	Close	Close	



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Address Screening with Redirect

This service is used to redirect incoming calls from specific phone numbers that you pre-select. When selecting a number, please ensure that you include the appropriate area code when applicable.

To activate Address Screening with Redirect

Select "Address Screening w/Call forwarding"	Save	Edit		
Enter phone number	Enter redirect number	Save	Close	Close

Direct Group Dialling

This service is used to forward your incoming calls to multiple phone numbers in sequential order. The phone numbers in the search list will be tried until there is either an answer, busy or rejection signal received from the call. A maximum of five numbers can be re-directed. A maximum of 25 seconds can be set for the timeout parameter. It is important to understand if one of your chosen numbers has a voicemail diversion activated then this will be included as an answer and the call may not be forwarded to the next number on your list. When selecting a number, please ensure that you include the appropriate area code when applicable.

To activate Direct Group Dialling

Select "Direct Group Dialling"	Save	Edit
Enter phone numbers	Enter Timeout parameter	
Save	Close	Close



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Time of Day Routing

This service is used to re-direct incoming calls to a selected phone number based on the day, date, and time of a call. For example, forward all incoming calls next Friday between 7pm to 8:30pm to a selected phone number. When selecting a number, please ensure that you include the appropriate area code when applicable. Please be careful to use the correct format when selecting the appropriate dates and times (as displayed under the entry boxes).

To activate Time of Day Routing

Select "TOD Routing"	Save	Edit
Enter "start year"		
Enter "start month"		
Enter "start date"		
Enter "start time"		
Enter "duration hours"		
Enter "duration minutes"		
Enter "duration seconds"		
Enter "day(s)"		
Enter "phone number(s)"		
Save	Close	Close



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Time of Day Screening

This service is used to restrict incoming calls based on the day, date, and time of a call. For example, block all incoming calls next Friday between 7pm to 8:30pm. When selecting a number, please ensure that you include the appropriate area code when applicable. Please be careful to use the correct format when selecting the appropriate dates and times (as displayed under the entry boxes).

To activate Time of Day Screening

Select "TOD Screening"	Save	Edit
Enter "start year"		
Enter "start month"		
Enter "start date"		
Enter "start time"		
Enter "duration hours"		
Enter "duration minutes"		
Enter "duration seconds"		
Enter "day(s)"		
Save	Close	Close

If you are unsure about any of our Call Forwarding Features you can contact us on 1300-305-000 or refer to our detailed [FAQ's](#).



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Voice Box Series 2 - Additional Features

Anywhere Connect

Anywhere Connect allows you to dial into your Voice Box Series 2 from an outside line (eg, mobile, outside PSTN) and receive a dial tone from your engin VoIP service. You can then make a cheap call to anywhere in the world. To set up Anywhere Connect, you will first need to activate it in the Features menu on the engin customer self care website. Once you have entered the Features page please select the Voice Box Series 2 Advanced Features, and then select Anywhere Connect.

Anywhere Connect needs to verify if a person is able to use the service. There are 2 different verification methods that you can choose.

1. PIN Verification
2. Phone number Verification

To activate Anywhere Connect with PIN Verification

1. Click on Voice Box Series 2 Advanced Features
2. Ensure that the box next to Anywhere Connect is ticked
3. Ensure that there are **NO** phone numbers entered in spaces provided
4. Select Save

To activate Anywhere Connect with Phone Number Verification

1. Click on Voice Box Series 2 Advanced Features
2. Ensure that the box next to Anywhere Connect is ticked
3. Enter the complete 10 digit phone numbers into the spaces provided (these will be the phone numbers that you will be calling from to use this service). Note: you cannot enter a phone number that does not send CLI (eg, private numbers).
4. Tick PIN if you require a PIN as well as the phone number verification.
5. Select Save

Note: To use Anywhere Connect you will need to have Calling Number Display (CND) activated on your PSTN Landline service. You will need to contact your PSTN landline service provider to have this activated.



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To make a call using Anywhere Connect with PIN Verification

Dial Your PSTN home phone number

Wait for PSTN to stop ringing

Enter account PIN number after your hear 3 Beeps

#

Wait for dial tone and dial desired number

To make a call using Anywhere Connect with Phone Number Verification

Dial Your PSTN home phone number

Wait for PSTN to stop ringing

Wait for dial tone and dial desired number

Switchback

Switchback is a feature that is pre-activated on your Voice Box Series 2. However, you will need to ensure that the Voice Box Series 2 is [set up](#) correctly and connected to your Landline wall socket. Switchback allows your Voice Box Series 2 to revert back to your existing PSTN Landline service to make outgoing telephone calls.

This will occur when one of the following happens:

- There is a power outage
- Your Internet Service Provider (ISP) goes down
- Your VoIP Service Provider (VSP) goes down.

This means that the telephone handset connected through your Voice Box Series 2 should always be available to make outgoing calls. Please allow



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approximately 5 seconds for your Voice Box Series 2 to revert to your Landline service in the event of an outage.

Landline Ring Through

Landline Ring Through is a feature that is pre-activated on your Voice Box Series 2. However, you will need to ensure that the Voice Box Series 2 is [set up](#) correctly and connected to your Landline wall socket.

Landline Ring Through connects your existing landline telephone number with the Voice Box Series 2. This means if someone rings your existing landline PSTN phone number then the phone that is connected to your Voice Box Series 2 will ring. You can therefore use the one telephone to answer calls from both your existing landline telephone number as well as your new engin phone number.

* Various Features may not be available using the Netgear TA612V Voice Adaptor or engin Softphone. Anywhere Connect, In-built Redundancy and Landline Ring Through are only available on the Voice Box Series 2. Anywhere Connect will not work with Block Caller ID features. Anywhere Connect will always send your engin caller ID though matter what number you are calling from.