

Installation Guide

engin Voice Box 3102



Step 1

- Take the included grey telephone cable from the package
- Connect one end to your telephone and the other end to the green '**phone**' port of your engin Voice Box 3102



Step 2

- Take the included blue Ethernet cable from the package
- Connect one end of the cable to a spare Ethernet port on your modem/router and the other end to the blue '**Internet**' port of your engin Voice Box 3102



Step 3

- Take the power adapter from the package
- Connect one end to your engin Voice Box 3102 and the other end to a power outlet



When keeping an existing landline service

If you are not continuing to use a landline service skip to **Step 4**

- Take the telephone cable that was previously plugged into your telephone handset
- Plug one end of the cable into the green '**line**' port of your engin Voice box 3102 and the other end into the phone port of the filter attached to your broadband connection (Cable users plug straight into landline phone port)

Step 4

- Turn over to the front of your engin Voice Box 3102 and ensure the first 3 lights are on, they should be solid or slightly flickering.
- Pick up the handset of your telephone and listen for a strong flat dial tone. (the engin dial tone is different to what you would be used to)
- If there is no strong flat dial tone or 3 lights showing, please ensure you have followed Steps 1 to 3 correctly.

Need help?

If you have followed all steps correctly and there is still no strong dial tone or 3 lights please contact us for further assistance:

- **Phone: 1300 305 000**
- Or
- **Log a chat session with an engin technician at:**
<http://www.engin.com.au/Help/LiveChat.aspx>

To better assist you, please have ready:

1. Your engin account number or engin telephone number
2. The make and model of your modem/router