

Engin Features User Guide

Telephone Features

Telephone Features can only be used with the following Engin products: Engin Voice Box, Engin Voice Box Series 2, Engin Voice Box 3102, Linksys Broadband Router and the Linksys Wireless – G Broadband Router.

Turbo Dialling

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

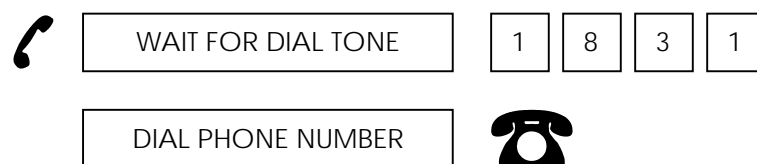
To activate Turbo Dialling



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 blocking your number on a call-by-call basis.

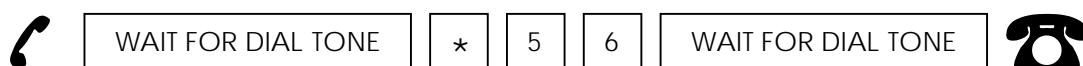
To activate Block Caller ID



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.

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.

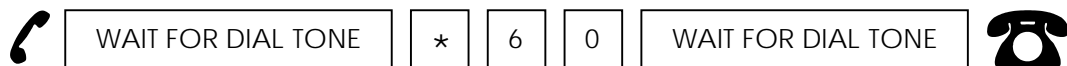
To make a Speed Dial call



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.

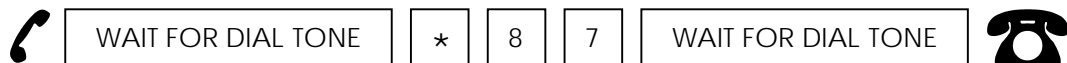
Block Anonymous Calls

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

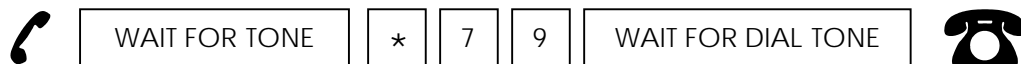
If you do not wish to be disturbed, however require your phone to continue charging on the phone base; Do Not Disturb either gives callers a busy tone, or diverts to your voicemail box if voicemail is activated on your service.

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



Additional Features

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).

To activate Call Forward Unconditional please contact Engin customer service.

Call Forward No Answer

This service is used to forward your incoming calls to a specific phone number when your line has no answer.

To activate Call Forward No Answer please contact Engin customer service.

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.



To activate Call Forward Busy No Answer please contact Engin customer service.

Voicemail

Never miss a call with Engin Voicemail. Engin Voicemail forwards any missed call to your voicemail box allowing the caller to leave a message for you. Retrieve your messages by phone or email. For full details please refer to the [Engin Voicemail User Guide](#).

Switchback

(Only available on Engin Voice Box Series 2 and Engin Voice Box 3102)

Switchback is a feature that is pre-activated on your Engin Voice Box (Your device must be set-up correctly for this feature to work). Switchback allows your Engin Voice Box to revert back to your existing PSTN Landline service to make outgoing telephone calls when needed.

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.

Please allow up to approximately 5 seconds for your Engin Voice Box to revert back to your Landline service in the event of an outage.

Important: *To avoid confusion, the Engin service has a different dial tone (continuous uninterrupted tone) to your PSTN service. Please listen for the Engin dial tone before making a call to avoid additional charges from your existing phone carrier.*

Landline Ring Through

(Only available on Engin Voice Box Series 2 and Engin Voice Box 3102)

Landline Ring Through is a feature that is pre-activated on your Engin Voice Box (Your device must be set-up correctly for this feature to work).

Landline Ring Through connects your existing landline telephone number to your Engin Voice Box. This means if someone rings your existing landline phone number then the phone that is connected to your Engin Voice Box will ring. This means that you can use the one telephone handset to answer calls from both your existing landline service and Engin service.