

## engin Eyebeam Softphone User Guide\*

The Softphone User Guide explains the basic functions of the Eyebeam Softphone. For details on installation, set-up, phonebook and advanced softphone features please refer to the [Advanced Softphone User Guide](#) or alternatively visit our FAQ's.

### Making a Call

Entering a phone number can either be done by typing the numbers using your keyboard or by selecting the numbers on the Eyebeam using your mouse. Press CLEAR or BACKSPACE if you make a mistake, and always enter the relevant area code even if you are calling within the same region/area.

#### To make a call:

Enter Phone Number

Then Select:



OR

Press ENTER

#### To make a video call:

Open video drawer

Enter Phone Number

Then Select:



OR

Press ENTER

## Answering a Call

Answering a call has never been easier. Answer a call at the touch of a button or allow the Auto Answer function to answer the call for you.

### To Answer a call:

To answer a call press



OR

Press ENTER

### Auto Answer (AA)

Once Auto Answer has been selected incoming calls will automatically be answered. Please note, if this function is selected, calls will always be automatically answered, even if the ring tone is not heard (due to not wearing headset).

Select **AA** (Located underneath the Line buttons)

## Redial

Redial allows you to quickly call back the last number you rang.

### To Redial a number:

Click on the Redial button

## Block Caller ID

Block Caller ID allows you to block the 3<sup>rd</sup> party from seeing your phone number.

### To Block Caller ID



### Call Hold

To place a call on hold:

Select the **Hold** button

### Call Ignore

When the phone is ringing click call ignore for the phone to stop ringing. A message will advise the caller that a call could not be made.

To Ignore an incoming call:

Select **Ignore** on the Softphone screen

### Mute

To place a call on mute:

Select the **Mute** button

### Speakerphone

Speakerphone allows you to enable audio from your PC speakers.

To place a call on Speakerphone:

Select the **Speakerphone** button

**Note:** To use speakerphone you must first configure your speakers in the Softphone settings menu. Right click on the Softphone screen and select **Options, Device** and then select your PC speakers under **Speaker device**.

## Call Waiting

While you are on a call, the call waiting tone will advise you of an incoming call waiting to be answered. This will be displayed on the screen and the corresponding phone line will be highlighted yellow.

The call waiting service is automatically enabled as the factory default setting.

To answer an incoming call, while already on a call press:



OR

Select the line that is highlighted

To switch between calls:

Select the phone line that is highlighted red to go back to the other call.

## Call Record

Before using the call record feature you first must set-up the location of where you want your recorded calls to be stored. Right click your Eyebeam and select **Settings** then select **Media > General > Folders For Media Files**. Then choose a location to store your folders and select **OK**.

To record an incoming call:

Click **REC** Button to start recording

Click **REC** Button to stop recording



## Call Conferencing

While engaging in an active call, you can introduce a third party and have a conference style, conversation. A conference call can hold up to 7 individuals – the conference host plus an individual on each of the 6 lines.

### Starting a Conference Call:

Call in Progress

Select another line to place caller on hold

Dial phone number (then press ENTER) **or** except a call from another party

Select CONFERENCE

### Ending a Conference Call:

Select CONFERENCE

Both Parties will be placed back on hold.

### Adding Another Party to a Conference:

Call in Progress

Select CONFERENCE

Select another line of an incoming call **OR** select an available line to initiate a call.

Select CONFERENCE

## Auto Conference (AC)

Select **AC** (Located below the Line buttons)

Once Auto Conference has been selected both incoming and outgoing calls will automatically join a conference call when answered.

To remove the Auto Conference feature, re-select the AC feature button.

## Do Not Disturb

If you do not wish to be disturbed, however require your phone to remain active then 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](#)

Select **DND**

[To deactivate Do Not Disturb on your phone](#)

Select **DND**

## Phonebook

The Eyebeam phonebook allows you to store contact name and numbers and dial numbers directly from phonebook.

[To add a contact to phonebook:](#)

Open **Drawer** (located on right side of screen)

Select **Calls & Contacts**

Select **Add New Contact**

Enter contact name in **Display Name** Field

Enter phone number in **Address Field**

Select **Caller Group**

### To make a call from phonebook:

Open **Drawer** (located on right side of screen)

Select **Calls Group**

Double click on contact name

### Recent Calls

#### To view recent calls:

Open **Drawer** (located on right side of screen)

Select **Dialed Calls** or **Received Calls** to view call History

## Voicemail

(NB: this service is not available to prepaid users)

## Message Retrieval

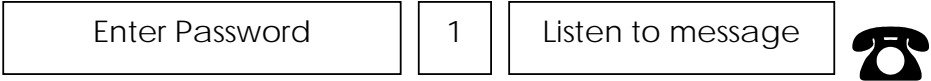
Message retrieval allows you to retrieve messages that are in your mailbox. Retrieval can be done from any telephone as well as from your PC. To retrieve your messages you will need to dial the voicemail phone number that corresponds with the city that you live in. The different numbers are:

- **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

Call: Voicemail phone  
number

Enter engin phone  
number



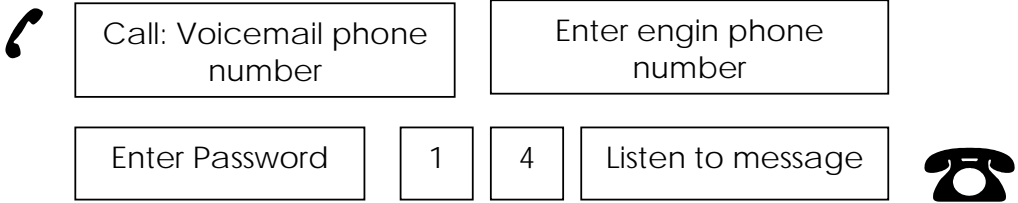
**NB: When there are no new messages, Voicemail will take you directly to your old messages.**

**To retrieve V-mail messages from your PC**

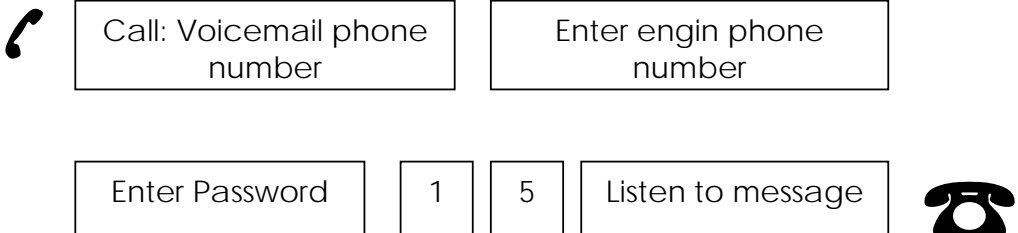


**NB: To return to main menu press** \*

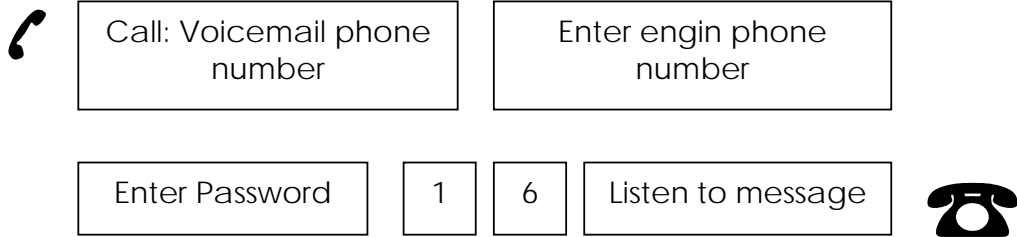
**To listen to previous message**



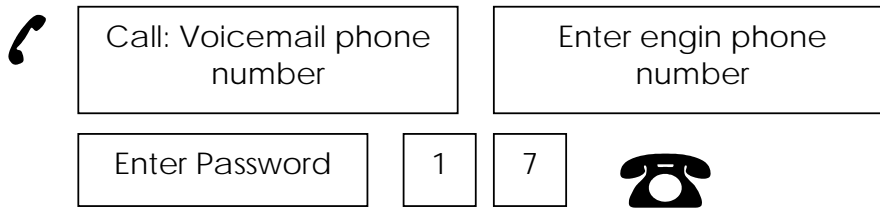
**To repeat message**



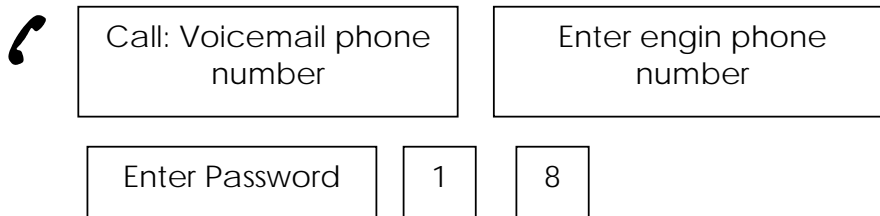
### To play next message



### To delete message



### To forward this message to another user



### To pre-record a message prior to sending




To forward a message without pre-recording an additional message:



### To save message






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	

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 friends 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

#

