

Engin Voice Box 3102 Troubleshooting Tips

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Section 1: Device Set up

You do not have a spare ethernet port available at the back of your modem.

If you do not have a spare ethernet port available at the back of your modem, you will need to follow the "Single port set up" instructions on the installation CD. Usually if there is not a spare ethernet port available, it means that you have a single port modem, whereby your PC is using the only available port. To overcome this you will need to follow the below steps:

1. Locate the ethernet cable that is connecting your modem and PC together. Unplug this ethernet cable from your modem and connect it to the ETHERNET port of your Engin Voice Box (ensure your PC remains connected to the other end).
2. Using the supplied ethernet cable, connect one end to the INTERNET port of your Engin Voice Box; connect the other end to the ethernet port on your modem.

Your modem has one USB port and one ethernet port and your PC is connected via the USB Port.

Usually in this scenario you cannot use both the ethernet and USB port together. This means that you must set-up your Engin Voice Box using the single port method as described in the installation CD or by following the steps below:

1. Remove the USB cord that is connecting your modem and PC
2. Using an ethernet cable, connect one end to the ETHERNET port of your Engin Voice Box and connect the other end to your PC.
3. Using the supplied ethernet cable, connect one end to the INTERNET port of your Engin Voice Box; connect the other end to the ethernet port on your modem.

Your modem does not have an ethernet port; it is USB only.

You will need to purchase a new modem. Please call Engin Customer Service for more details.

You do not have a PSTN line or your PSTN line is not accessible.

Your Engin Voice Box will still function without the PSTN line connected. The PSTN line provides two primary functions:

1. Allows you to receive calls from your existing PSTN service
2. Redundancy functionality - In the event of a power or internet outage your phone will fall back to your PSTN service.

It is not convenient for your phone to be connected in the same room as the modem.

Your phone needs to be connected to your Engin Voice Box, and your Engin Voice Box must be connected to your modem. For some people this may not be convenient, for example, your modem may be connected in your study but you would prefer to have your telephone connected in your kitchen.

The best way to overcome this is to purchase a DECT cordless phone pack with multiple handsets. This allows you to connect one phone (with base station) into your Engin Voice Box, and an additional DECT handset can be plugged into any power outlet throughout your home or office.

Section 2: Lost Internet Connection

I have connected my PC to the Engin Voice Box and now I cannot access the internet.

- Check that your PC is connected directly to the ethernet port of the Engin Voice Box.
- Check that your modem is connected directly to the internet port of the Engin Voice Box.
- Check that your modem is connected to the DSL port of your phone line filter.
- Power off your network devices, including your Engin Voice Box and modem. Wait 30 seconds, and power on your modem first. Then power on the Engin Voice Box and other network devices.
- Make sure your PC's ethernet adapter is set to obtain an IP address automatically. For more information, refer to Windows Help.

Section 3: No Engin Dial Tone

I have set-up the Engin Voice Box but I do not have a dial tone.

- Check that you have an active internet connection by opening a web browser window on your PC. If you have lost your internet connection then follow the steps in the section above.
- If you have purchased your Engin Voice Box 3102 from a dealer or retail store please make sure you have created an account with Engin. If you have not created an account with Engin please go to www.engin.com.au and select "Join Now" to create an Engin account.
- Turn your device off and on by disconnecting the power cord. Wait 2-3 minutes for your device to reconfigure.
- If you still have no dial tone on your Engin Voice Box you may need to do any of the following:
 - Upgrade the firmware on your modem/router
 - Activate port forwarding on your modem/router (SIP: 5060 UDP, RTP: 16384 – 20384 UDP)
 - In your modem/router, set the IP address of your Engin Voice Box to DMZ

- o Purchase a new modem. Some older modems may be incompatible with the Engin service.

For more details on the above options please contact Engin Customer Service on 1300 305 000.

Section 4: Status lights indicate a problem

The power LED is continually flashing

When the power LED is flashing it indicates that the Engin Voice Box is not connected to the internet. Please refer to Section 2 for troubleshooting tips.

Section 5: Q&A

What is my IP Address? How do I find it?

An IP address is essentially a set of numbers used to identify a computer or other network device so it can send or receive data.

To find the IP address of your Engin Voice Box dial **** and enter the following code into the phone connected to your Engin Voice Box:

- **110#** - for users who have **not** connected their PC to the yellow ethernet port (Multi Port Set-up).
- **210#** - For users who have connected their PC to the yellow ethernet port (Single Port Set-up)

How do I enter the Engin Voice Box web menu (GUI)?

To open the web menu, type <http://192.168.0.1> into a web browser (Your PC must be connected to the yellow ethernet port on the Engin Voice Box for this IP address to work).

Note: If the above address does not open the web menu you will need to find the correct IP address using the method described in the question above.

When is port forwarding required and where can I find more information?

Port forwarding is often required to allow Engin 'traffic' to flow freely through your existing router. Port Forwarding allows you to open certain ports on your router to allow for voice traffic. The following ports should be opened:

- 5060 - 5060 UDP
- 16384 – 20384 UDP

For more information on port forwarding for your router please visit <http://portforward.com/routers.htm> or contact Engin customer service.

Where do I find the device MAC address?

The device MAC address is located at the base of the Engin Voice Box.

How do I use Engin Features?

Please refer to the Engin Features User Guide by clicking on the following link <http://www.engin.com.au/help/downloads.aspx>