

engin2go for iPhone Setup and User guide



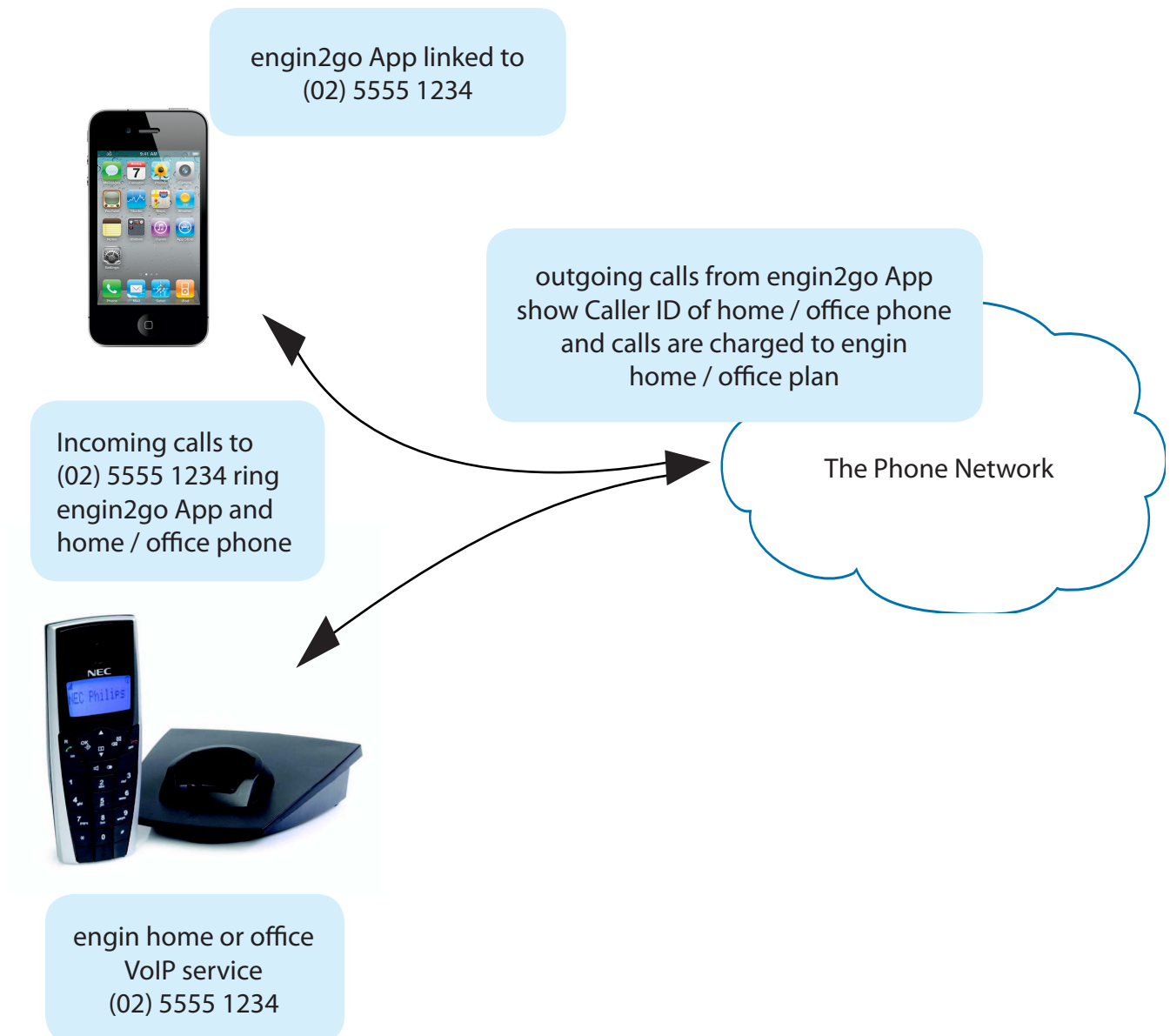
Introduction

The engin2go for iPhone App is a full featured VoIP softphone that can be used on any iPhone running iOS 3.0 and above. Once installed, engin2go for iPhone can be used to make and receive calls using an engin VoIP account. When used over wifi, you don't use your mobile data or minutes at all. If you aren't on wifi, you can still make calls via engin by using your mobile data connection

How does it work?

To use the App, you must subscribe to an active engin service. This can be a stand-alone engin VoIP service dedicated to use with engin2go (if you don't have one yet, you can signup at engin.com.au), or a service at home or work that you wish to "link" to engin2go.

If you choose to link to an existing service, your outbound calls will be made using the existing account, and your Caller ID will be that of the existing service. Also, incoming calls will alert both your home / work engin phone as well as your engin2go App (you can turn this option off if you prefer).



Setup

Setup shouldn't take more than a few minutes if you are an existing customer. Simply follow the steps below



You must be an engin VoIP subscriber to use the engin2go App. You can sign up online at www.engin.com.au or by calling 1300 305 000

1

Download and Install

Download the App from the Apple iTunes App Store, and install it on your phone. You can either do this via iTunes or on the phone itself

2

Enter your engin credentials

When you start the App for the first time, you will be prompted to enter your engin selfcare username and password. Enter these details and press "Login" at the top right of the screen

Cancel New SIP Account Login

engin

Phone Number 0255551234

Password secret

If you are an existing engin user, you may login using your phone number and engin Selfcare password.

Forgotten your password?? >

If you have forgotten your password, or need a new one, please click above and we will email it to the address you have on file. Once you receive it, come back to this screen and login.

I don't know my engin username??

Your engin username is simply your 10 digit engin phone number

I don't know my engin password??



When you signed up for engin, you would have been sent your selfcare password in your welcome email. If you can't find it, don't worry, you can retrieve it by:

- selecting "Forgotten your password?" in the App. This will prompt you for your engin phone number and the email address you gave to engin when you signed up. A new password will then be sent to that email address
- visiting <http://my.engin.com.au> and clicking the "Forgot your password?" link

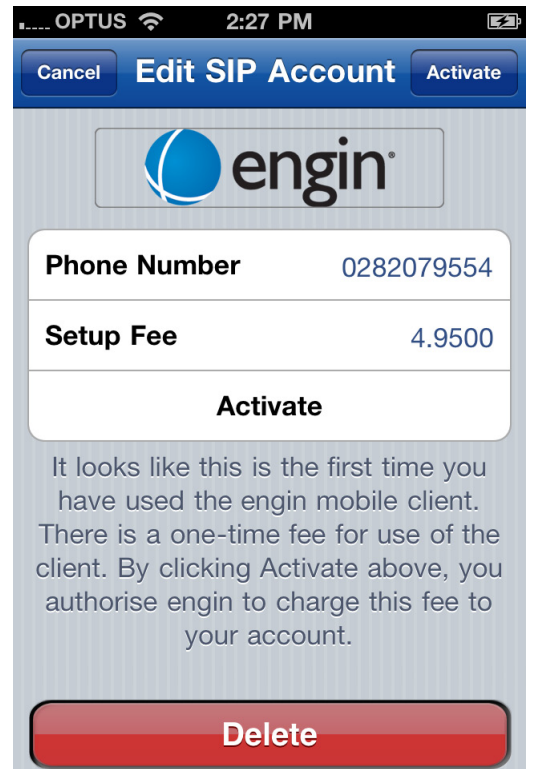
3

Activate the service

On the next step you will be asked to activate the service. This will authorise engin to apply any relevant charges to your account and enable the client for use



You may link up to 2 iPhones with a single engin service. Incoming calls may ring all engin2go Apps, and outgoing calls will all be charged to the same account and show the same caller ID



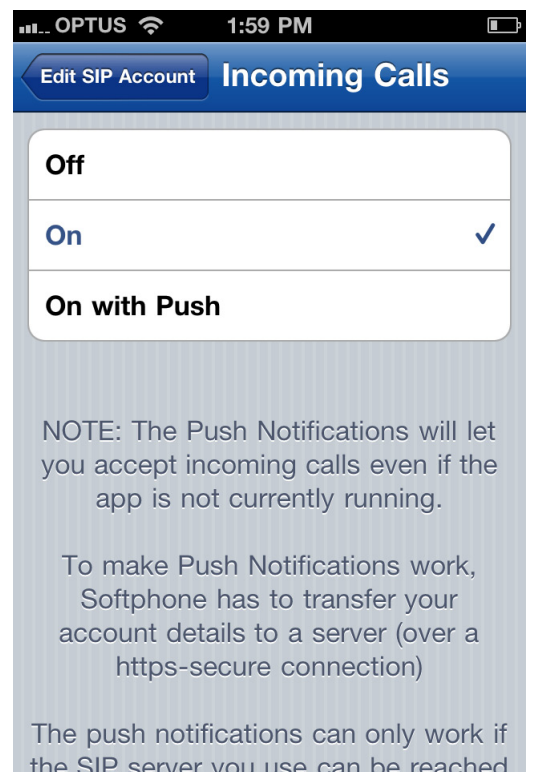
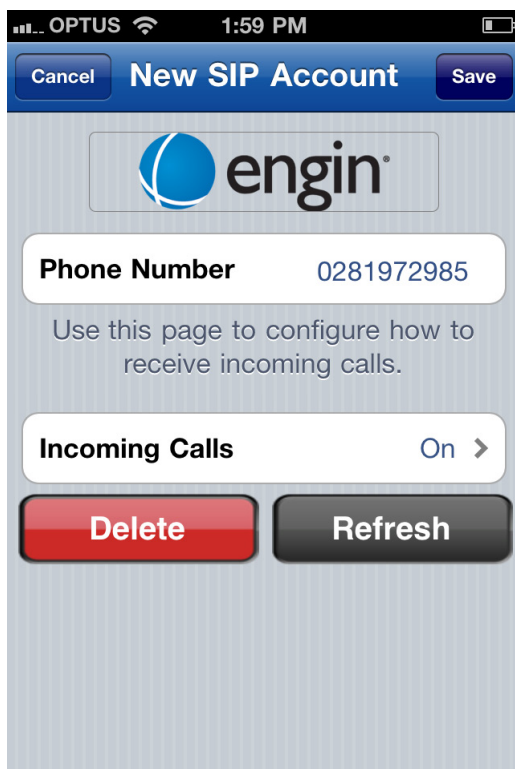
4

Set your incoming call preferences

Off - engin2go App will not alert you when your number is called

On - engin2go App must be active to receive incoming calls

On with Push - engin2go App does not need to be active to receive incoming calls. When you receive a call, you will be alerted by a popup. You may then choose to take or reject the call



NOTE: The Push Notifications will let you accept incoming calls even if the app is not currently running.

To make Push Notifications work, Softphone has to transfer your account details to a server (over a https-secure connection)

The push notifications can only work if the SIP server you use can be reached

Cancelling the Service

If you do not wish to use the engin2go for iPhone service anymore, you may deactivate the service using engin selfcare



Note if you cancel the service, engin2go will be deactivated on all iPhones associated with the number

1

Login to engin selfcare

Open a web browser, and visit <http://my.engin.com.au>. Login with your engin selfcare username and password

2

Cancel engin2go

Select the engin2go tab under "Services", and click the cancel button. Follow the prompts to cancel your service. The next time you login to selfcare, you will not see the engin2go tab

The screenshot displays the 'engin selfcare' web interface. At the top right, it shows 'APPLE IPHONE TEST ACCOUNT 3 Logout' and 'Account Number: 10049416'. The navigation menu includes 'Account', 'Services', 'Billing', 'Help', and 'Get DSL'. The 'Services' section shows 'Service: (02) 8207 9554' and 'Plan: engin Starter' with a 'Status: Active' indicator. A sidebar on the left contains icons for 'Service Detail', 'My Recent Calls', 'Reach Me', 'Voicemail Settings', 'Features', 'engin2go', and 'Change Plan'. The main content area is titled 'engin2go Cancellation' and contains the following text: 'I understand that by cancelling my engin2go feature:' followed by a bulleted list: '• My access to engin2go will be disabled on all mobile devices associated to this service number.', '• My monthly engin2go access fee will be cancelled and pro-rated to the cancellation date.', and '• Should I choose to re-activate the engin2go application I acknowledge that I will incur an additional activation fee for each subsequent activation.' Below the list is a 'Cancel' button with a red 'X' icon. At the bottom, the footer contains '© 2010 engin. All rights reserved.' and 'Your last login was on 15/10/2010 10:41:51 AM'.

Using engin2go for iPhone

If you know how to use an iPhone to make calls, then using the engin2go App should be a breeze

Making a call

Using the Keypad, enter the number of the person you wish to call

App status
Green = online
Red = offline
Red badge = new voicemail count



Delete the number

Add the number to contacts

Delete a digit

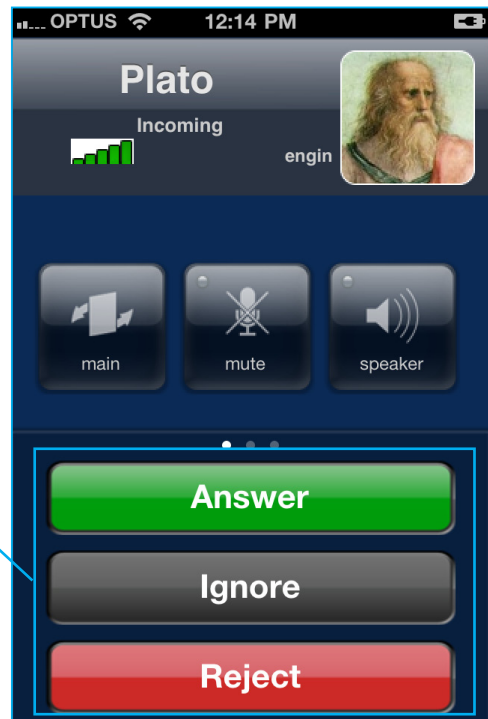
Use the VoIP button to place the call using your engin service

Accepting a call

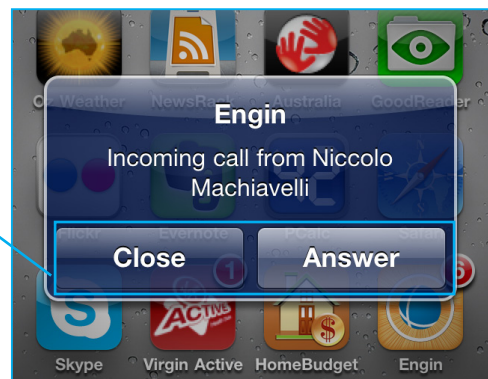
If the App is open, you may answer, reject, or ignore the call

If the App is not open (and you have push notifications on) you may answer or reject the call

Call handling options:
Answer = Answer the call
Ignore = Stop App ringing
Reject = Go back to dialer



Call handling options:
Answer = Answer the call
(opens the App)
Close = Ignores the call

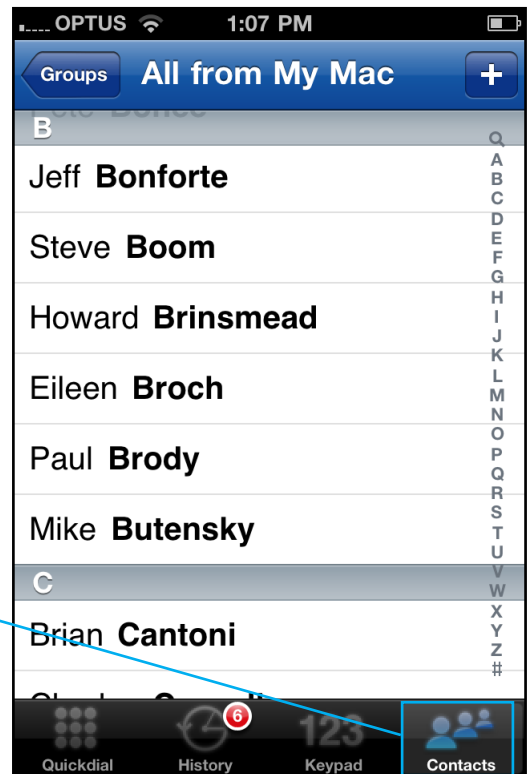


If you do not use the app for more than 3 days, inbound push notifications will stop working, and you will receive an alert on your iPhone that your account has expired on the push server. Open the app to re-enable push notifications

Address Book and Quick Dial

Your engin2go for iPhone App is fully integrated with your iPhone Address Book (Contacts). You can place calls from contacts, add numbers to contacts, and setup picture quick dials within the App

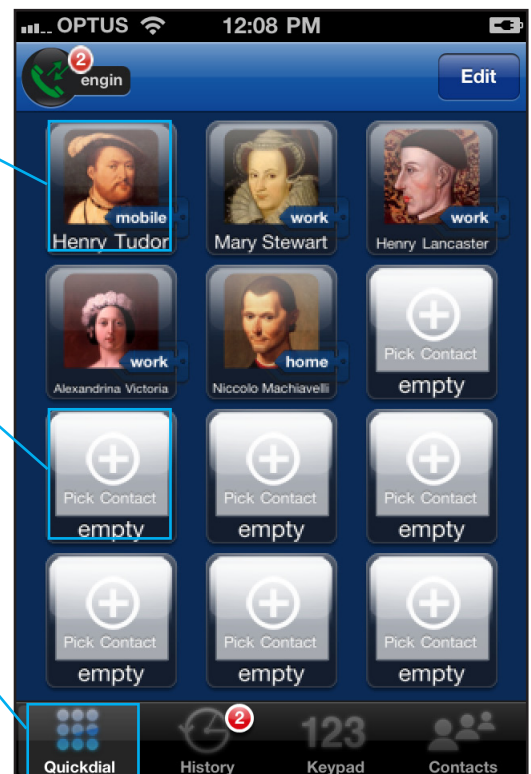
Access your iPhone contacts from the Contacts menu item



One touch dial a contact by selecting their quickdial image

Add a quickdial by selecting an empty quickdial slot

Access and setup quick dials from the Quickdial menu item




Call History

Incoming, outgoing, and missed calls can be accessed from the **History** menu item. By selecting an item, you may view more details about calls made between yourself and that person

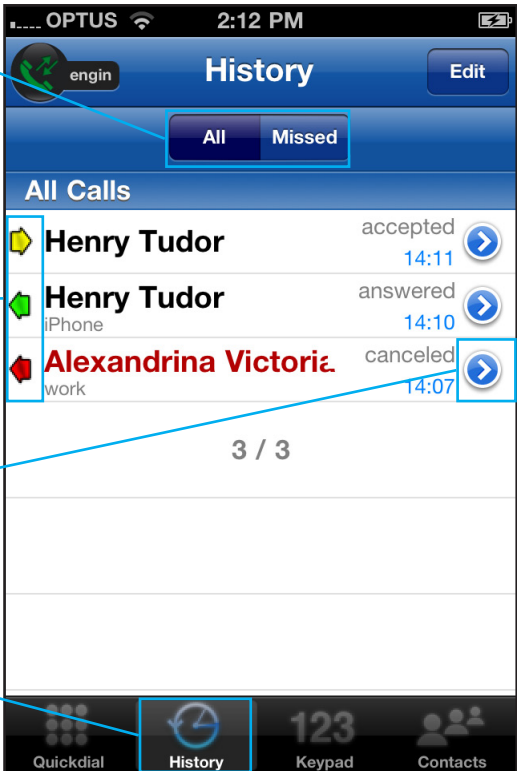
View your entire call history or just missed calls

Arrows indicate the type of call:


- Successful outgoing call
- Successful incoming call
- Call error


Select  for more call detail

Access Call History from the **History** menu item



Call detail view shows more information about the calls between you and the contact

If the contact is not in your address book, you can add them by pressing 

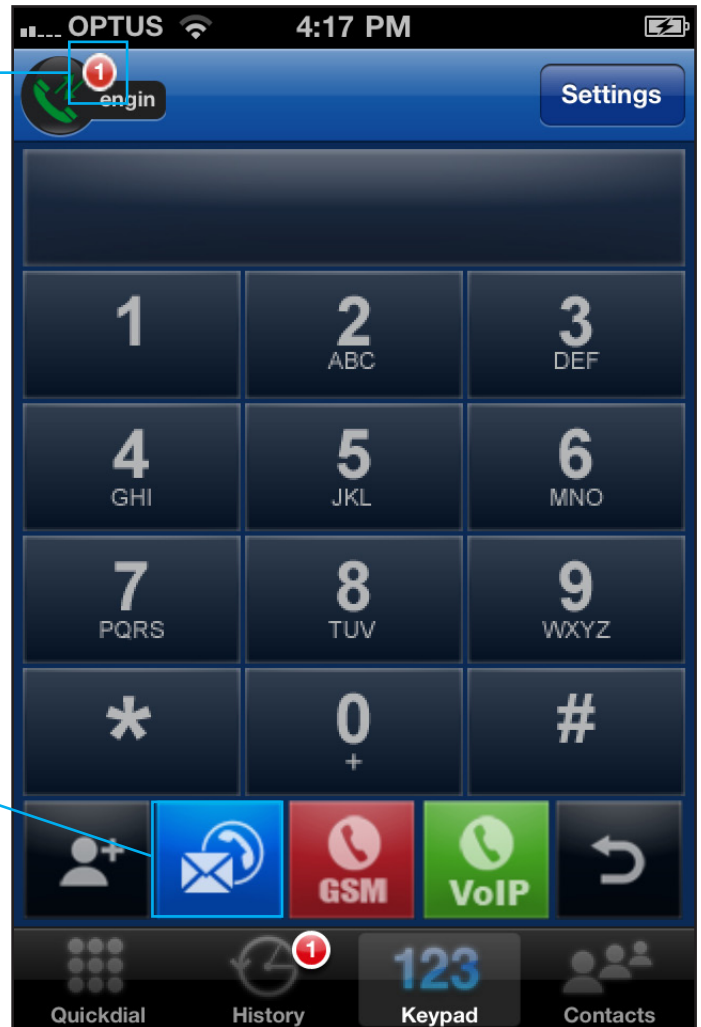


Voicemail

When you receive a new voicemail, the App will alert you, and show the voicemail access button. Manage your voicemail just as you do from your home / work phone using the engine voice portal

The badge indicates the number of new voicemails you have

The voicemail access button is shown when there is new voicemail. If you need to access your voice portal at any other time, dial *62



Advanced Call Features - Conferencing



You will be charged for the call to each participant in a conference

- 1 Establish a call with the first participant



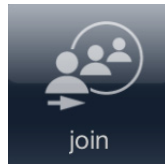
- 2 Select Switch Call. This will place your current call on hold and take you to the Keypad



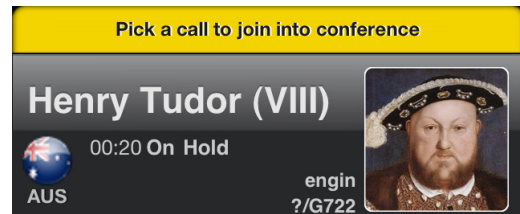
- 3 Enter the number of the person you wish to add to the conference. You may also select the person from the Quickdial screen

- 4 If the person answers, you may have a conversation with them

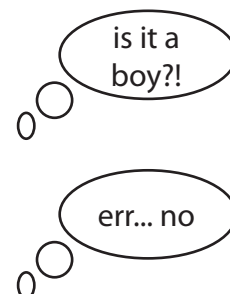
- 5 Select Join



- 6 Select the person you wish to join in the conference (currently on hold)



- 7 You will now be in conference with the participants. You can see who is in the conference at the top of the screen



Advanced Call Features - Transfer

If you are on a call, you can transfer the call to another recipient by selecting transfer (if you want to talk to the other person before transferring the call to them, then use the attended transfer option)



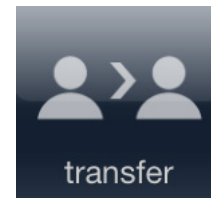
Transfer is only available to Business users on the engin Hosted Phone System

You will be charged for both call legs of a transfer

- 1 Establish a call with the first participant



- 2 Select **transfer**. This will place your current call on hold and take you to the Keypad



- 3 Enter the number of the person you wish to transfer the call to. You may also select the person from the Quickdial screen

- 4 Your call will terminate and the transfer is placed

Advanced Call Features - Attended Transfer

Attended transfer lets you talk to the other person before transferring the call to them.



Transfer is only available to Business users on the engin Hosted Phone System

You will be charged for both call legs of a transfer

- 1 Establish a call with the first participant



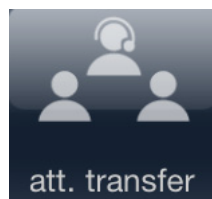
- 2 Select Switch Call. This will place your current call on hold and take you to the Keypad



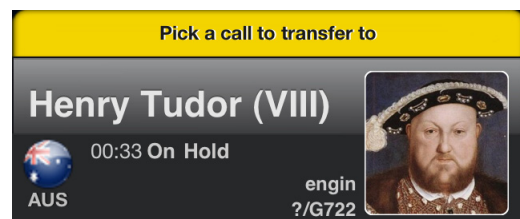
- 3 Enter the number of the person you wish to transfer the call to. You may also select the person from the Quickdial screen

- 4 If the person answers, you may have a conversation with them

- 5 Select att. transfer



- 6 Select the person who is currently on hold. Your call will terminate



Settings



The default settings should suit most users. If you want to tweak things, please ensure you understand what you are doing before making changes

All settings within the App contain detailed descriptions. You can access the settings menus from the Keypad screen