

# Voicebox 302

## Quick Start Guide

## To Setup your new Voicebox 302, follow the steps below.

1. Position the unit and connect your phone to the port labelled 'Phone 1'. Please use a standard 2-wire phone cable only. Cables with more conductors may interfere with the operation of some devices.
2. Connect the unit to the Internet by taking the included Ethernet cable and connecting one end to a spare port on your MODEM/Router and the other end to the the port labelled 'Internet' on the Voicebox 302. You must have an active and stable Internet connection.



3. Take the power cord and connect one end to the power connection on the Voicebox 302 and the other to a power outlet. Ensure the power is turned on.
4. The Voicebox 302 will now contact engin's servers to provision and connect. It may take up to 10-15 minutes to complete this process. Please do not interrupt the process.



## Other information:

While on a call, you are able to hold, conference and transfer calls. Please see the details below to highlight the codes used to perform these functions.

To initiate these functions, use the 'Hook Flash' or 'Recall' feature on your analogue telephone and then dial the required digit/s.

What to Dial	Function
Recall	This will place the current call on hold. A new [enquiry] call can be established at this point. You can toggle the calls with Recall + 2.
Recall + 0	This will reject a waiting call.
Recall + 1	This will release a connected call and to connect to the waiting call it is necessary to press Recall again.
Recall + 2	This will accept a waiting call and place the connected call on hold; it will also toggle the calls.
Recall + 3	This will conference the connected call and the held call.
Recall + 4	This will transfer the held call to the current call; this can be supervised or blind transfer.

## Need Help?

If you have followed all steps correctly and there is still a problem, please ensure you have connected the device to a stable Internet connection and please contact us for further assistance:

Phone: **1300 305 000** or chat to a technician online at [engin.com.au/Help/LiveChat](https://engin.com.au/Help/LiveChat)

## To better assist you, please have ready:

Your engin account number or engin phone number and the make and model of your modem/router.