

# Hosted Phone PBX Toolbar User Guide

## 1. INTRODUCTION TO HOSTED PHONE TOOLBAR

Hosted Phone PBX Toolbar is your engin call management and configuration application to be used as a part of your Microsoft Internet Explorer, Outlook and Mozilla Firefox. Once downloaded from the engin website, it is installed as an application plugin. Hosted Phone PBX Toolbar allows you, from within these applications, to manage your engin service including:

- Control of incoming and outgoing calls
- Configuring the settings of your engin service
- Manage your voice mail settings

## 2. SYSTEM REQUIREMENTS

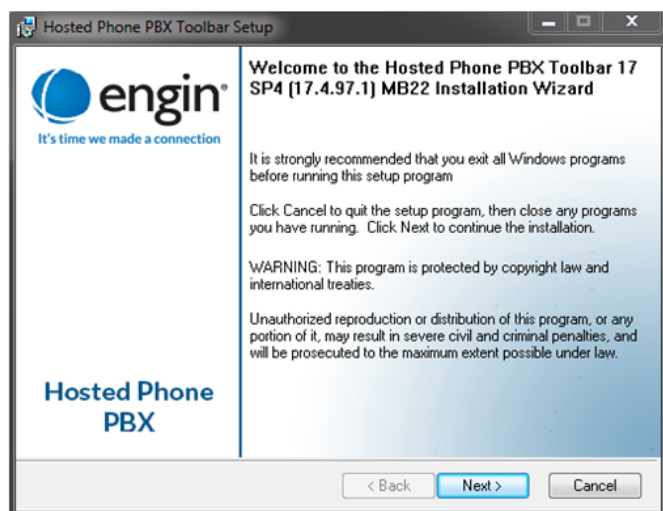
The engin Hosted Phone Toolbar will run on the following Operating Systems and Applications:

- Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, Windows 7
- Internet Explorer 6.0 or higher (for IE toolbar integration)
- Mozilla Firefox 2.0 or higher (for Firefox toolbar integration)
- Outlook 2000 SP3, 2002 / XP SP2, 2003, 2007 (required for Outlook integration)

## 3. INSTALLATION

You can download and install the engin Hosted Phone Toolbar plug-in from the URL below:

<http://www.engin.com.au/hosted-phone-toolbar>

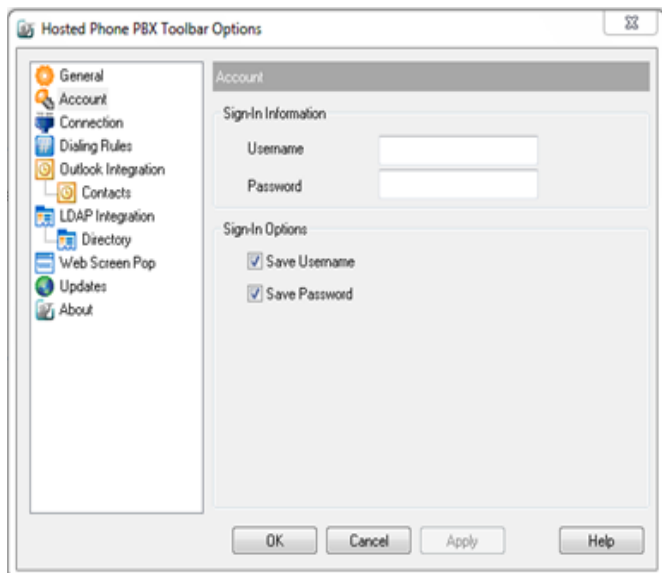


**Internet Explorer users** - click on the “download” link and select “Run”.

**Firefox users** - click on the “download” link, save the file to your Desktop and double click to install.

The installation process is quite straight forward and shouldn't take more than a few minutes.

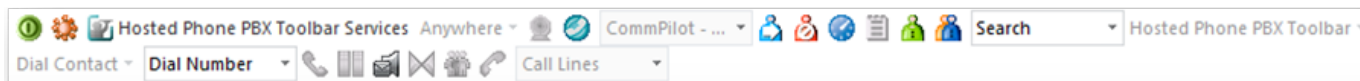
Once installation is complete, you will be asked to enter your login credentials as follows:



**Username** = <phonenumber>@voice.mibroadband.com.au  
(for example a user with number (03)33488331 would enter 0333488331@voice.mibroadband.com.au)  
**Password** = Password provided you by your administrator


Click **OK** to save your changes.

When you open Microsoft Outlook, Internet Explorer or Firefox you should see the engine Hosted Phone plugin in the toolbar.




You can also click on the orange button  and enter your login credentials.  
If the “power” button  on the far left of the toolbar is not green, click it to login.

### Change Password

On the engine Hosted Phone PBX toolbar, click **Options**  and then select **Account**.  
Click **Change Password** and enter required information.

### Dial Number

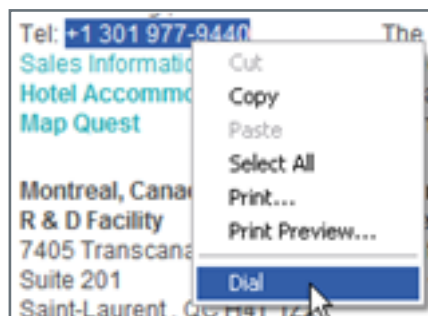
In the Dial Number box  type the number you want to call.  
Press **ENTER**.

### Redial Number

You can redial up to 10 previously dialed numbers  
Click the arrow at the right-hand side of the Dial Number box On the Dial Number list, click the number you want to redial.  
Press **ENTER**.

### Dial from Web Page (IE Explorer/Firefox plugin)

On a webpage, select a phone number Highlight and right-click the number in the shortcut menu.  
Click **Dial**.



### Dial from E-mail (Outlook Plugin)

You can dial a contact directly from an Outlook e-mail message.

Open an e-mail that contains the number you want to dial.

Make sure the e-mail is either an open message or a preview in the HTML format.

Highlight and right-click the number.

On the shortcut menu, click **Dial**.

### Dial from Contacts (Outlook plugin)

engin Hosted Phone PBX toolbar, allows you to dial the Business, Home, or Mobile number of any Outlook contact

In the list of folders, click **Contacts**.


From the Contacts list, select the contact you want to call.

On the engin Hosted Phone PBX toolbar, click the arrow at the right-hand side of the Dial Contact list.

Select the type of number to call.



### Dial from the Hosted Phone Personal Directory

On the engin Hosted Phone toolbar, click **Personal Directory** .

On the list that appears, click the desired phone number.

### Dial from the Hosted Phone Group Directory

On the engin Hosted Phone PBX toolbar, click **Group Directory** .

On the list that appears, click the desired phone number.

### Dial from the Hosted Phone Speed Dial Directory

On the engin Hosted Phone PBX toolbar, click **Speed Dial** .

On the list that appears, click the desired phone number.

### Dial from Hosted Phone Call Logs

On the engin Hosted Phone PBX toolbar, click **Call History** .

On the list that appears, click the desired phone number.

### Dial from Search

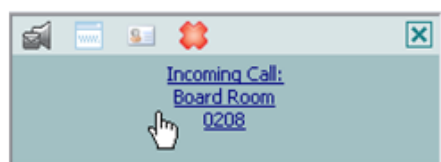
In the Search box  , type your search criteria or click the arrow at the right-hand side of the Search box and select a previous search from the list.

Press **ENTER**. engin Hosted Phone PBX toolbar displays the results of your search.

Click the phone number you want to dial.

### Call Notification

When you make or receive a call, engin Hosted Phone PBX toolbar displays a notification window ( Toast pop up ) above the system tray, which includes the other party's identification from the engin or Outlook directories.



### Answer Call

In the toolbar, click **Answer**  or click the Call Notification window.

### Blind Transfer

Calls can be blind transferred while active, held, or ringing in on your phone.

Call the destination number. This automatically puts the first party on hold if the first party is not already on hold

Click **Transfer** .

## Consulted Transfer

Calls can be transferred with consultation while active, held, or ringing in on your phone.

Call the destination number. This puts the first party on hold.

Wait until the called party accepts your call, and then click **Transfer**  to connect the parties.

## End Call

You can end incoming and outgoing calls from the toolbar and from the Call Notification window.

Click **End**  on the toolbar or click **End Call** in the Call Notification window.

## Hold Call

While on a call, click Hold .

## Unhold Call

If on a single call, click **Answer** .

If on multiple calls:

From the Call Selector list  select the heldcall .

Click **Answer**.

## Transfer Call to Voice Mail

You can transfer calls to your voicemail from the toolbar and from the Call Notification window.

To transfer to voicemail, click **Transfer to Voice Mail**  either on the toolbar or in the Call Notification window.

## Retrieve Voice Mail

If the colour of the envelope icon on the Voice Mail button changes, then a new voicemail is available.

To listen to your voicemail:

Make sure that you are not currently engaged in a call. No entries must be present on the Call Selector list.

Click **Transfer to VoiceMail**  on the toolbar.

## Change Services Settings

The Services dialog allows you to easily change your service settings for your engine service, such as Voice Messaging, Call Forwarding, and Call Waiting.

On the toolbar, click **Services** .


On the left-hand side of the Services window, select the tab of the service you want to configure.

On the right-hand side, select or fill out required information.

## Access Services Settings

Frequently-used services are represented on the toolbar by their own buttons for easy access:

Call Forwarding Always 

Call Forwarding No Answer 

Call Forwarding Busy 

Do Not Disturb 

By clicking a button, you can set the corresponding service on or off.