



Welcome To Your Allworx Telephone System

PHONE FEATURES

TO ANSWER A CALL

1. Lift the handset or press the speaker button for hands-free.

EXTERNAL CALL

1. Lift the handset or press the SPEAKER button.
2. Dial 8, plus the number.

INTERNAL CALL

1. Dial the person's extension number (activates speaker). Or, if you have the user programmed on your phone press the BLF button on your phone. The phone will ring until answered, or forward to voicemail.

INTERCOM CALL

1. Press the Intercom key.
2. Dial the extension number.

Note: This will immediately activate the speakerphone of the person you are calling if this feature was left active in the system.

TO PLACE A CALL ON HOLD

1. Press the hold button to place the current call on hold. The call key will blink green. To answer another call press the call key that you would like to answer. Note: if auto hold enabled you do not need to press "hold" button to answer a second call - simply press the blinking call key, and your current call will be put "on hold" automatically. If this does not work see your system administrator.

TO TRANSFER A CALL

1. If your phone is configured for **ONE-TOUCH** transfers and it has BLF keys, press the BLF key of the intended recipient of the transfer. Hang up or wait on the line to announce the transfer.
2. If you do not have a BLF or speed dial button programmed, press the **TRANSFER** button, dial the person's extension and either hang up to complete the transfer or ANNOUNCE the call and then hang up to complete the transfer. **Note:** *To CANCEL a transfer press the cancel soft key in the display.*

TRANSFER DIRECTLY TO A USER'S VOICEMAIL

1. Press the Transfer button. The current call is placed on hold.
2. At the dial tone, press the VMAIL soft key then, dial the user's extension or press their BLF button. Hang up to complete the transfer to voicemail.

PICKUP

1. To pick up a ringing phone, press *7 + the ringing extension.
Note: if you are part of a group you can press *7 and your group number/button to pick up a call ringing in your group.

PAGE (To page over all the telephones)

1. Pick up handset and dial *460, or press the PAGE button on your phone label.
2. The speakers on all idle phones are opened and you can now page to all idle phones.



CALL FORWARDING (to forward to another Allworx telephone)

1. Dial *45 + the extension number to forward to. This will forward all internal and external calls to that extension. **Note:** IF you are forwarding to a GROUP, forwarded calls will only ring the first phone in the group. Also, there is no "visible" reminder in the display indicating that calls are being forwarded.
2. To cancel call forwarding, dial *450.

PARK

1. Make or receive your call, and press the PARK button on phone. Caller is now PARKED & the display indicates the parked location. Please take note of this information.
2. Advise the person where their call is "parked" (Park Orbit *701, *702, etc). Or, if you have a programmed PARK button on your phone label, the Park button will be green & noted PARK 1, PARK 2, etc.
3. To retrieve the parked call, pick up the handset and dial XXX (wherever the system parked your call EX: *701, *702, *703). OR, press the programmed Park button (PARK 1, PARK 2, PARK 3, etc) on your phone label.
Note: "amber" button indicates the call has been parked by that handset within the last 5 seconds; after 5 seconds button turns to a slow flashing GREEN on the set that parked the call. On all other sets, the button will be flashing RED.

3-WAY CONFERENCE

After connecting to the first person, follow these steps to initiate a 3-way conference:

1. Press Conference button (your call appearance key will flash red)
2. Select another line (available Call Appearance key), then call the 2nd person
3. Press Conference button.

Note: All three callers are now joined on the conference. The Conference button will be illuminated solid green.

DO NOT DISTURB

1. While the phone is idle press the Mute/DND button. The Mute/DND button will illuminate solid amber while in DND. All calls will automatically go to voicemail.
2. To remove from DND, press the MUTE/DND button.

MUTE

1. While on an active call press the MUTE/DND button. The Mute/DND button is solid red while muted. To remove, press the MUTE/DND button.

RINGTONE FAMILIES

If you are in a confined area with other phones and want to differentiate your ringtones, you may be able to do so by selecting a different Ringtone Family. Family 5 is particularly useful in differentiating between call types (e.g. calls from a specific number). Your admin must first set up differentiated ringing for you on the Allworx server. To select a Ringtone Family:

1. Press the CONFIG soft key.
2. Use the arrow keys to choose PREFERENCES, then press Select.
3. Use the arrow keys to choose RINGTONE FAMILY, then press Select.
4. Use the arrow keys to choose a family, then press Select.



Personal Speed Dial

Set-Up:

1. Press the CONFIG soft key.
2. The Personal Speed Dial selection should be highlighted; press select.
3. Use the arrow keys to choose a desired speed dial number, then press select.
4. Use the keypad to enter the extension or phone number, then press select.
5. Use the keypad to enter a name to associate with the entered number.

Note: The arrow keys act as a backspace and the # key can be used to put spaces between the characters in the Speed Dial Description.

To Use:

1. Activate speaker or pickup your handset.
2. Press the SPDIAL soft key
3. Dial your speed dial code (00, 01, 02, etc.) Personal Speed Dial numbers can also be programmed as one touch buttons on 9212/9224 sets - your Administrator must designate these as personal speed dial buttons on your phone before you program in personal speed dial.

Phone Directory

1. Press the arrow keys to display the company directory and either use the keypad to spell the person's last name or scroll to the desired entry, then press select to place a call.

For additional resources, please reference www.allworx.com.

<http://www.allworx.com/resources/business-phone-system-videos/advanced-features>



VOICEMAIL SETUP & FEATURES

SETTING UP YOUR VOICEMAIL:

1. Press the **Messages** button **TWICE**, you hear **"Welcome To the Allworx Message Center."**
2. Enter your PIN followed by the # sign. The default PIN is **1234#**.
3. Press **4** to change your message center options.
4. Press **2** to record your name (*you must record your name in order to be found in the spell by name directory*)
5. Press **3** to record your greetings (*default greeting is suggested greeting*) *Options for the other possible presence setting greetings are here as well.*
6. Press **5** to change your PIN.

RETRIEVING MESSAGES: *(your messages button will illuminate solid red when there are new messages, as well the number of new messages will be in the display)*

1. Press the Messages button **ONCE** for visual voicemail, **TWICE** for audible voicemail.
2. Enter your PIN followed by #.
3. Press 1 to listen to your messages.

WHILE LISTENING TO MESSAGES YOU CAN PERFORM THE FOLLOWING:

- ***1** to reply to the sender if left by another Allworx telephone
 - ***2** to forward to another Allworx telephone user
 - ***3** to delete
 - ***4** to replay
 - ***5** to play the previous message
 - ***6** to skip and play the next message
 - ***7** to rewind the message 10 seconds
 - ***8** to fast forward the message 10 seconds
 - ***9** to call back the user who left the voicemail
 - ***#** to skip to the end of the current message.
- Note:** *messages are automatically saved unless deleted*

TO RETRIEVE YOUR MESSAGES FROM OUTSIDE THE OFFICE:

1. Dial your main number, or your voicemail "backdoor" number.
2. When your Auto Attendant answers, **dial *6** + your extension number followed by the # key. Follow the prompts.
3. Your **VM backdoor** number is _____.

TO RETRIEVE YOUR MESSAGES FROM ANOTHER EXTENSION OR IF YOU DON'T HAVE AN ASSIGNED PHONE:

1. **Dial *6**, followed by your extension number.
2. Follow the system prompts.

TO TRANSFER OUT OF VOICEMAIL TO ANOTHER EXTENSION:

1. While listening to the voice mail greeting, dial the extension number to be transferred to & your call will be redirected to that user.