

- Presence setting
- Name recording

- Presence greetings
- PIN

- Whether or not your inbox should accept voicemail

Change the Message Center System Settings listed below while logged into the Allworx Audio Message Center (press 4 from the Main Menu):

## Changing Message Center Settings

<b>*1</b>	REPLY to this message.	<b>*6</b>	Play the <b>NEXT</b> message.
<b>*2</b>	<b>FORWARD</b> this message.	<b>*7</b>	<b>REWIND</b> the message 10 seconds.
<b>*3</b>	<b>DELETE</b> this message.	<b>*8</b>	<b>FAST FORWARD</b> the message 10 seconds.
<b>*4</b>	<b>REPLAY</b> this message.	<b>*9</b>	<b>CALL BACK</b> the user who left the voicemail.
<b>*5</b>	Play the <b>PREVIOUS</b> message.	<b>*#</b>	<b>SKIP</b> to the end of the message.

The following shortcuts are available while listening to a voicemail message using the Audio Message Center:

## VoiceMail Shortcuts

# PHONE FUNCTIONS REFERENCE CARD



### Ringtone Families

Each Ringtone Family uses a different set of tones to help users identify which phone is ringing. Ringtone Family 5 is useful in differentiating between call types (e.g., calls from a specific number). The Allworx Server Administrator must enable the differentiated ringing.

#### TO SELECT A RINGTONE FAMILY:

1. Press the **CONF IG** soft key.
2. Use the **Up/Down Arrows** to highlight **PREFERENCES**, and then press **Select** (✓).
3. Use the Up/Down Arrows to highlight **RINGTONE FAMILY**, and then press **Select** (✓).
4. Use the **Up/Down Arrows** to highlight a family, and then press **Select** (✓).

### Answer a Ringing Phone\*

To answer a ringing phone, dial 7 + the ringing phone extension.

### Directory/My Allworx Manager Web Page

This web page provides access to Extension listings, Distribution Lists, Presence settings, Phone Functions, Call Routes, and if enabled, Conference Scheduling and Call Queue Statistics. Users can access this information by logging in the web page using the Allworx username and password.

To access the page, enter either the IP address of the server on the local area network or the host name into the web browser address bar. The Allworx Server Administrator can provide this information. Enter the server address in the space below.

For more detailed information, navigate to [www.allworx.com](http://www.allworx.com) for access to the Allworx Phone User Guides.

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\* Numbers to activate Phone Functions may vary. Please check the Phone Functions section of the directory web page or consult with the Allworx Server Administrator.

† This software function is available as an optional Advanced Feature. Please contact the Allworx representative for more information.

# Phone Functions

## LCD Contrast

To adjust the phone display contrast and brightness setting:

1. Press **CONFIG > PREFERENCES > LCD SETTINGS**.
2. Use the **Up/Down Arrows** to change the contrast, and then press **Select** (✓). Repeat for brightness, if the phone has a backlit display.

## Outside Line Access\*

- Dial 9+ phone number.
- Dial 78 + PIN + phone number (if assigned a PIN).
- Select a line appearance, and then dial a phone number.

## Personal Speed Dial

To configure:

1. Press the **CONFIG** softkey.
2. Highlight **PERSONAL SPEED DIAL**, and then press **Select** (✓).
3. Use the **Up/Down Arrows** to select the preferred speed dial number, and then press **Select** (✓).
4. Enter the extension or phone number on the keypad, and then press **Select** (✓).
5. Use the keypad to enter a name to associate with the number.

Note: Use the **Up/Down Arrows** as a backspace and the # key to put spaces between characters in the Speed Dial Description.

To use:

1. Pick up a free line.
2. Press the **SPDIAL** softkey.
3. Press the number on the keypad corresponding to the speed dial.

## Phone Directory

Press the **Up/Down Arrows** to display the company directory and use the keypad to spell the contact last name or scroll to the contact entry, and then press **Select** (✓) to place a call.

## Check Voicemail Messages\*

If the phone supports the Visual Message Center, press the **Messages** button once for the Visual Message Center or twice for the Audio Message Center. If the phone does not support the Visual Message Center, press the **Messages** button once to access the Audio Message Center. Or dial **6 + extension** from any office phone or from within the Auto Attendant to access the Audio Message Center.

## Change Presence Setting

Press the **PRESENCE** softkey (if available on the phone display) or press and hold the **Mute/DND** button until the presence list displays. Use the **Up/Down Arrows** to select a presence, and then press **Select** (✓).

## Do Not Disturb

Press the **Mute/DND** button to activate the Do Not Disturb mode. The phone does not ring, and the Mute/DND button lights amber. All incoming calls proceed to the next destination in the extension call route (usually the voicemail inbox). Press the **Mute/DND** button again to end Do Not Disturb.

## Intercom

Press the Intercom button, if available, and then dial contact extension.

## Parking

Press the **Park** button, if available, or press and hold the **Hold** button until the button flashes. The parking orbit extension displays briefly on the phone LCD.

## Paging Zones\*

Dial **46n** (n represents a Paging Zone number 0 through 9) to broadcast to a Paging Zone. Handsets in the Paging Zone play the audio through the phone intercom. The Allworx Server Administrator defines the members of each Paging Zone.

## Transfer

### Allworx Server Software 7.3 or Lower

To do an Unannounced (Blind) transfer:

1. Press the **Transfer** button.  
Key System Mode: To transfer a call to an external party, press an available Line Appearance PFK, and then dial the phone number.  
PBX Mode: Continue to step 2.
2. Wait for the dial tone, and then dial the number to transfer the call.
3. Hang up, press the **Transfer** button, or press the **XFER** softkey to complete the transfer.

To do an Announced (Attended) transfer:

1. Press the **Transfer** button.
2. Select an available Call or Line Appearance PFK.
3. Dial the number of the recipient of the transfer, and talk to the recipient.
4. Press the **Transfer** button again, and then press the PFK of the original call.
5. Hang up the handset when finished.

To cancel the transfer, press the **Release** button. To return to the original caller, press the PFK indicating the held call.

### Allworx Server Software 7.4 or Higher

#### ONE-TOUCH

If the phone can do ONE-TOUCH transfers and has BLF keys, press the key for the intended recipient of the transfer. Hang up or wait on the line to announce the transfer.

#### DIALED TRANSFER

1. Press the **Transfer** button. This places the call on hold.
2. Wait for the dial tone, and then dial the extension of the intended recipient of the transfer.

If the phone configuration uses the legacy unannounced (blind) transfer method, the call transfers immediately. Otherwise, hang up or wait on the line to announce the transfer.

#### TRANSFER TO A USER'S VOICEMAIL

1. Press the **Transfer** button. This places the current call on hold.
2. Wait for the dial tone, press the **VMAIL** softkey, and then dial the user's extension.

## Consultation

1. Press the **Hold** button. This places the current call on hold.
2. Select a new line, and then dial the extension of the party to consult.
3. Consult with the third party.
4. Press the **flashing** button corresponding to the original on hold caller.

## 3-Way Conference

To initiate a 3-way conference after connecting to the first person:

1. Press the **Hold** button.
2. Select another line, and then call the second person.
3. Press the **Conference** button or **CONFERENCE** softkey, whichever is available on the phone.
4. Press the **flashing** button of the first person on hold.

All three callers are on the conference call. The Conference button lights solid red, if the button is available.

## Conference Center\*†

Dial extension **408** from any handset or Auto Attendant to enter the Conference Center (this requires a Conference ID and password). This is an optional feature; the Allworx Server Administrator must enable this feature.

## Call Forwarding\*

Dial **45 + an extension** to forward incoming calls to that extension. To disable Call Forwarding, dial **450**.

Note: Items on the phone LCD screen look like this. Physical phone buttons to push look like this.

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