

## Voicemail Shortcuts

The following shortcuts are available while listening to a voicemail message:

<b>*1</b>	<b>REPLY</b> 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.

## Changing Message Center Settings

The Message Center System Settings listed below can be changed while logged into the Allworx Message Center (press 4 from the Main Menu):

- Presence setting
- Name recording
- Presence greetings
- Password
- Maximum recording time for messages

## Phone Functions for Allworx IP Phones ([show](#) analog phones)

Note: Items on the phone's LCD screen ARE INDICATED LIKE THIS. Physical buttons to push *are indicated like this*.

### LCD Contrast

To adjust the contrast of the phone's LCD display, press the button below CONFIG, select PREFERENCES, then LCD CONTRAST. Use the **Up/Down Arrows** to change the contrast.

### Outside Line Access

- Dial **9** + *phone number*.
- Dial **78** + *PIN* + *phone number* (if you have been assigned a PIN).

## Personal Speed Dial

### TO SETUP:

1. Press the button below **CONFIG**.
2. The **PERSONAL SPEED DIAL** selection should be highlighted; press the **Select** button.
3. Use the **Up/Down Arrows** to choose a desired speed dial number, then press **Select**.
4. Use the keypad to enter the extension or phone number, press **Select**.
5. Use the keypad to enter a name to associate with the entered number.

Note: The **#** key places a space between characters and the **Up/Down Arrows** act as a backspace.

### TO USE:

1. Pick up a free line.
2. Press the button below **SPDIAL**.
3. Press a number on the keypad associated with a programmed extension or phone number.

## Phone Directory

Press the **Up/Down Arrows** 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**.

## Check Voicemail Messages

If you have access to your phone press the **Messages** button, otherwise dial **6 + your extension** from any office phone or from within the company Auto Attendant.

## Change Presence Setting

Press the button below **Presence** (if your phone has one) or press and hold the **Mute/DND** button until a list of presences appear on the LCD display. Use the **Up/Down Arrows** to choose a desired presence, then press **Select**.

## Do Not Disturb

Press **Mute/DND** to place the phone in Do Not Disturb mode. The phone will not ring, the **Mute/DND** button will be illuminated amber, and any calls to the user will go directly to voicemail. Press the button again to end Do Not Disturb.

## Intercom

Press the **Intercom** button, and then dial the extension of the person you would like to talk to.

## Call Forwarding

Dialing **45** + *an extension* will forward any calls that come into the phone to that extension. To disable Call Forwarding for the phone, dial extension **450**.

## Transfer

UNANNOUNCED (Blind)

1. Press the **Transfer** button. The current call is placed on hold.
2. At the dial tone, dial the extension to where you want to transfer the call.
3. The call will automatically be transferred. If the recipient does not answer, the call will follow the recipient's call route.

ANNOUNCED (Attended)

To talk to the person to whom you are transferring the call before the transfer goes through:

1. Press the **Transfer** button.
2. Select a second line.
3. Dial the extension to where you want to transfer the call.
4. Talk to the new recipient.
5. Press the **Transfer** button again. The two parties will now be connected.

If you want to cancel the transfer, press the **Release** button. To return to the original caller, press the button where the call is currently being held.

## TO A USER'S VOICEMAIL

Dialing (or transferring to) **3** + *user extension* will connect a call to a particular user's voicemail.

## Parking

ANNOUNCED LOCATION

1. Press the **Transfer** button.
2. Select a second line.
3. Dial extension **700**.
4. The parking location will be announced (**701 - 709**).
5. Press the **Transfer** button again to finish parking the call. (*For additional Call Park customization please see your System Administrator*).

## Consultation

1. Press the **Hold** button. The current call is placed on hold.
2. Select a new line, dial the extension of the party you wish to consult.
3. Consult with the third party.
4. When finished consulting, press the flashing button corresponding to the original caller you put on hold.

## 3-Way Conference

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

1. Press the **Hold** button.
2. Select another line then call the second person.
3. Press the **Conference** button.
4. Press the flashing button where the first person is holding.
5. All three callers are now able to conference. The **Conference** button will be illuminated solid red.

## Conference Center

Dial extension **408** from any handset or Auto Attendant to enter the Conference Center. A Conference ID and Password will be required. This is an optional feature; check with your System Administrator to see if this feature has been enabled.

## Paging

### ZONES

Dial **46n** (where **n** represents the Paging Zone number 0 through 9) to broadcast to a Paging Zone. Handsets that are members of the Paging Zone will play the audio through their intercom. The System Administrator defines which handsets are members of which zones.

## Queues

### LOGIN/LOGOUT

To login and logout of a Queue, press and hold a Queue button on the phone. When logged out of a queue the button will be a solid red (no callers in queue), or a flashing red (1 or more callers in queue). When logged in to a queue the button will be off (no callers in queue) or flashing green (1 or more callers in queue).

## Answer Alternate Extension

A user can answer another user's ringing phone from their own handset by dialing **7** + *the alternate phone's extension*.

## **Allworx – Auto Attendants**

The Allworx Auto Attendants and Call Queues support custom recordings. Each Auto Attendant has its own Day Mode Greeting, Night Mode Greeting, and Custom Message. Each Call Queue has its own Greeting and Status Message. These recordings can be managed using the telephone or by transferring files to/from the Allworx.

### **Telephone Management of Custom Recordings**

#### **Auto Attendants -**

To manage your custom Auto Attendant recordings dial the extension of the Auto Attendant you wish to manage. When the Auto Attendant answers dial #9. Enter the password for the System Administrator followed by #. Follow the menu prompts to manage the Auto Attendant recordings.

**Call Queues -** To manage your custom Call Queue recordings dial extension 400. When the Auto Attendant answers dial #9. Enter the password for the System Administrator followed by #. Follow the menu prompts to manage the Call Queue recordings.

**Multiple Language Support -** If your system is configured to support Multiple Languages, the custom recordings can be used for both the Primary and Secondary Languages. After the Auto Attendant answers the call, if necessary change to the desired language by dialing ##, then dial #9 and proceed to manage recordings as described above.