



# PHONE FUNCTIONS REFERENCE CARD

## VoiceMail Shortcuts

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

<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.

## Changing Message Center Settings

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

- Presence setting
- Name recording

- Presence greetings
- Password

- Whether or not your inbox should accept voicemail

## Directory/My Allworx Manager Web Page

This web page gives access to a listing of extensions, Distribution Lists, Presence settings, Phone Functions, Call Routes and, if enabled, Conference Scheduling and Call Queue Statistics. Some of this information can only be accessed after you log in using your Allworx username and password.

To access the page, enter either the IP address of your server on your local area network or the host name into your web browser's address bar. Your System Administrator can provide this information. Below is a place to enter your server's address.

## 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 **Up/Down Arrows** to choose **PREFERENCES**, then press **Select (✓)**.
3. Use the **Up/Down Arrows** to choose **RINGTONE FAMILY**, then press **Select (✓)**.
4. Use the **Up/Down Arrows** to choose a family, then press **Select (✓)**.

## Answer Other Ringing Phone\*

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

For more detailed information, go to [www.allworx.com](http://www.allworx.com) for access to the Allworx Phone and User's 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 your System Administrator.  
† This software function is available as an optional Advanced Feature. Please contact your Allworx representative for more information.

# Phone Functions

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## LCD Contrast

To adjust the contrast and brightness of the phone's display, press the **CONFIG** soft key, select **PREFERENCES**, then **LCD SETTINGS**. Use the **Up/Down Arrows** to change the contrast, then press **Select (✓)**. Do the same for brightness, if your phone has a backlit display.

## Outside Line Access\*

- Dial **9 + phone number**.
- Dial **78 + PIN + phone number** (if you have been assigned a PIN).
- Select a line appearance and dial a phone number.

## Personal Speed Dial

### TO SET UP:

1. Press the **CONFIG** soft key.
2. The **PERSONAL SPEED DIAL** selection should be highlighted; press **Select (✓)**.
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, then press **Select (✓)**.
5. Use the keypad to enter a name to associate with the entered number.

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

### TO USE:

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

## 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 (✓)** to place a call.

## Check Voicemail Messages\*

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

## Change Presence Setting

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

## Do Not Disturb

Press the **Mute/DND** button 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 to the next destination in your extension call route (usually your voicemail inbox). Press the **Mute/DND** button again to end Do Not Disturb.

## Intercom

Press the **Intercom** button, if your phone has one, and then dial the extension of the person you would like to talk to.

## Call Forwarding\*

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

## Transfer

### ONE-TOUCH

If your phone is configured for ONE-TOUCH transfers and if it 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. The current call is placed on hold.
2. At the dial tone, dial the extension of the intended recipient of the transfer.
3. If your phone is configured to use the legacy unannounced (blind) transfer method, the call is immediately transferred.
4. Otherwise, hang up or wait on the line to announce the transfer.

### 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.

## Parking

Press the **Park** button if your phone has one or press and hold the **Hold** button until the button flashes. The parking orbit extension will be displayed briefly on the phone's screen.

## Consultation

1. Press the **Hold** button. The current call is placed on hold.
2. Select a new line, then dial the extension of the party you wish to consult.
3. Consult with the third party.
4. When finished, 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 or **CONFERENCE** soft key, whichever is available on your phone.
4. Press the **flashing button** where the first person is on hold.
5. All three callers are now able to conference. The **Conference** button, if your phone has one, 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.

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

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