Allworx®
Phone and Voicemail Guide

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communications without compromise

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Revised: September 26, 2006

Compatible Phones
This guide applies to all phones that work with the Allworx System.

Allworx 9102 VoIP Phone

Allworx 9112 VoIP Phone

Cisco 79XX Phones

Analog Phones

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I.   Quick Reference – Telephone Functions

Below is a quick reference to the most commonly used functions.

Telephone-Specific Functions			
	Allworx 91xx Phones	**Cisco 79xx Phones**	**Analog Phones**
Access Voice Mail	Press Messages Button or dial 6 plus your extension number.	Press Messages Button or dial 6 plus your extension number.	Dial 6 plus your extension number.
Attended Transfer	Press <Transfer>, select a second call appearance, dial number, speak to second party, and press <Transfer>.	Press <more>, <Trnsfer>, dial number, announce call, <Trnsfer>. **IMPORTANT - wait for call to clear from display then hang up.**	Press <FLASH>, dial number, announce call, and hang up.
Blind Transfer	Press <Transfer>, dial number, and hang up.	Press<more>, <BlndXfr>, dial number	Press <FLASH>, dial number, hang up.
Conference Call	Establish call with first party, press <Hold>, select second call appearance and dial another party, press<Conference>, press the call appearance of the first party.	Establish call with first party, pPress <Confrn>, dial second party, announce conference, and press <Confrn> to establish 3-way conference.	Establish call with first party, Press <FLASH>, dial *33, wait for dial tone, dial second party, announce conference, press <FLASH> to establish 3 way conference.
Park a Call	Press <Transfer>, select a second call appearance, dial 700, listen to parking location, and press <Transfer>.	Press <more>, <Trnsfer>, dial 700, listen for parking location, press <Trnsfer> , wait for call to clear from display then hang up.	<FLASH>, dial 700, listen for parking location, hang up.
Retrieve a Parked Call	Dial 70x (parking location given during parking procedure above).	Dial 70x (parking location given during parking procedure above).	Dial 70x (parking location given during parking procedure above).
Consultation	Press <Transfer>, select a second call appearance, dial the third party and consult, press <Transfer> to deliver the call, or press first call appearance to return to the second party.	Press <more>, <Trnsfer>, dial number, consult, press <End Call>, <Resume>	Press <FLASH>, dial number, consult, press <FLASH>.

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II. Quick Reference – Telephone Commands

Listed below are the commands you can access via your telephone keypad.

Command		What Does It Do?
###	**Dial an Extension**	Dials another user at a local extension, where ### is a 3 digit extension number such as 123.
3###	**Access Voice Mail Box**	Directly accesses a user's voice mail box. May be used to leave a message or transfer a caller to target VM box.
*33	**Conference Call** (analog phones only)	Conference call setup on analog phones only. (Connect to first party, FLASH, *33, dial second party, FLASH to create conference).
350 – 399,34000-34999	**Speed Dials – Company wide**	Accesses company-wide Speed Dial numbers. (Defined by system administrator, available on Intranet site).
431-439	**Auto Attendants**	Accesses Auto Attendants. Auto Attendant automatically plays. This can used when transferring caller into specific auto attendant (e.g. customer support).
402	**Overhead Paging**	Activates overhead paging system. Once activated user can make an announcement, via their phone, that is transmitted to the overhead paging system. Overhead paging system is a 3rd party product attached to the Allworx.
420/421	**Do Not Disturb**	Turns on **Do Not Disturb** for handset/Turns off **Do Not Disturb** for handset.
45###	**Forward Calls**	Forwards calls to an extension in the range 100-199.
450	**Cancel Call Forwarding**	Cancels Call Forwarding.
460-469	**Group Paging**	Pages a pre-defined group of handsets/users (460 is all page).
6###	**Retrieve Voice Mail**	Accesses the Voice Mail Message Center. System will require user to enter password to listen & respond to their voice mail messages.
440#	**Call Queue's - Enter**	Enter a Call Queue. Dial 4400 to enter the first Call Queue, 4401 to enter the second Call Queue etc. There are 9 Call Queues.
441#	**Call Queue's - Retrieve**	Retrieve a call from the Call Queue. Dial 4410 to retrieve a call from the first Call Queue, 4411 to retrieve a call from the second Call Queue, etc.
700	**Park**	Parks a call (Attended Transfer to x700, listen to parked location, complete transfer).
701-709	**Park - Retrieve**	Retrieves a call parked from park locations 701-709.
7###	**Answer Ringing Phone**	User can answer another ringing phone from their handset by selecting 7 & the ringing phone's extension.
78 + pin code	**Access Outline Line - Restricted**	Accesses an outside line via a pin code-restricted handset.

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9	**Access Outside Line – Non Restricted**	Accesses an outside line for local or long distance calling.

III.   Important Notes Regarding the Voice Mail System

- To access your voice mails box from any external location, dial in and reach the auto attendant, then dial 6 plus your extension number.
- To skip a user's outgoing greeting and record a message, press #.
- To perform any voice mail command during message playback, press * then the command prompt – for example to delete a message during playback, press *3.
- To transfer to another user's extension either during outgoing message playback or after leaving a message, press * and the extension number. For example, to reach the operator press *0 or, to reach another user, press *123.

IV.   Accessing Your Message Center Inbox

1. **Dial 6 & Extension or Press Message Button**. From any telephone, dial 6 followed by your primary extension number, or press the Messages button from an Allworx feature phone.

KEY NOTES:

a. *When calling from outside the organization, you can access your VM box by reaching the auto attendant and dialing 6 followed by your primary extension.*

b. *Alternatively, you may have an internal user transfer you to your VM box.*

2. **Enter Your Password.** From the telephone keypad, enter your password followed by the # key.

3. **Select an Option.** You will hear an announcement indicating the number of new and saved voice mail and e-mail messages in your inbox, along with your current presence setting and the following options:

Options	Function
1	To listen to voice mail messages
2	To listen to saved voice mail messages
3	To send a message
4	To change your Message Center system settings (record your name, outgoing greeting, or change presence)
5	To listen to e-mail messages
6	To listen to saved e-mail messages
9 or hang up	To end your call
*	To listen to these choices again

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V. Changing Your Name Recording

1. **Log into your message inbox**. (6 & your extension number, then enter password)

2. **Select Option 4.** The system will announce the following options:

Options	Function
1	To change your presence setting
2	To change the recording of your name
3	To change your outgoing message recording
4	To change the maximum recording time for messages
5	To change your password
*	To listen to these choices again

3. **Select Option 2.** The system will play your current name recording for your review and offer from the following options:

Options	Function
2	To change your name recording
3	To review your name recording
#	To return to the previous menu
*	To listen to these choices again

4. **Select Option 2**. Listen to the instructions and record your name. Press the # key when you have finished. The system will offer the following options:

Options	Function
1	To save your name recording
2	To change your name recording
3	To review your name recording
#	To cancel changing your name recording
*	To listen to these choices again

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VI. Changing Your Outgoing Voice Mail Message

1. **Log into your message inbox**. (6 & your extension number, then enter password)

2. **Select Option 4** to change your message center system settings.

3. **Select Option 3** to create or change the recording of your outgoing message. Listen to the prompts and record your outgoing message. Press the # key when you have finished. The system will then offer the following options:

Options	Function
2	To change your outgoing message
3	To review your outgoing message
#	To return to the previous menu
*	To listen to these choices again

KEY NOTES:

a. Callers can transfer to another extension after leaving a message by pressing * and a new extension number (*0 to reach the operator, *### to reach a different extension).
b. Callers can skip your outgoing greeting by pressing # during the greeting.

VII. Accessing Voice Mail Messages

1. **Log into your message inbox**. (6 & your extension number, then enter password)
   You will hear an announcement indicating the number of new and saved voice-mail and e-mail messages in your inbox, along with your current presence setting and the following options:

Options	Function
1	To listen to voice mail messages
2	To listen to saved voice mail messages
3	To send a message
4	To change your Message Center system settings (record your name, outgoing greeting or change presence)
5	To listen to e-mail messages
6	To listen to saved e-mail messages
9 or hang up	To end your call
*	To listen to these choices again

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2. **Select Option 1.** The system will announce the time each message was received, and then play the message.

3. **Select Command.** Select the appropriate command, based on how you want to manage the message.

Command	Function
1, *1	To *reply* to this message
2, *2	To *forward* this message
3, *3	To *delete* the message
4, *4	To *replay* this message
5, *5	To *play* the *previous* message
6, *6	To *play* the *next* message
7, *7	To *rewind* the message 10 seconds
8,*8	To advance the message *forward* 10 seconds
#	To return to the previous menu
*	To listen to these choices again
* ###	To direct to another extension including the operator (*0, *110 etc)

KEY NOTES:

a. During **message playback** *(instead of waiting for the entire message to finish), you must press (*) preceding each command option - for example, to delete a message during playback, press* *** 3.**

b. *Messages are automatically saved unless you choose to delete them.*

VIII. Replying to a Voice Mail Message

To reply to new or saved messages received from people *within* your organization:

1. **Press Option 1.** After playing the message, press option 1 to reply.

2. **Listen.** Listen to the instructions, and then record your message. Press the # key when you have finished.

3. **Select Option**. Select one of the following options for sending your reply:

Options	Function
1 or Hang up	To *send* to your message
2	To *review* your message
3	To *change* your message

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#	To *cancel* sending your message
*	To listen to these choices again

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IX.   Forwarding a Voice Mail Message

To forward new or saved messages received:

1. **Select Option 2**. After playing the message, select option 2 to forward.

2. **Enter Extension.** After the Allworx prompt, enter the first extension number to which you wish to forward the message. The system will play the selected user's name, and prompt for the next extension number. You can enter another extension number or press the # key to finish entering forwarding extension numbers. Repeat this process until all extension numbers are entered.

3. **Press # Key.** When you have finished entering extension numbers, you will be prompted to record a message to precede the forwarded message. Record your message at the beep, then press the # key when you have finished.

X.   Sending a Voice Mail Message

To record and send a new message to multiple users or Message Aliases:

1. **Log into your message inbox**. (6 & your extension number, then enter password)

2. **Select Option 3.** The system will prompt you to enter the first extension number or Alias number to which you wish to send the message. Select option 9 to send your message to all voice-mail users.

3. **Enter Extension Number.** Enter the first extension number. The system will confirm your entry, and prompt you to enter another. Enter the next extension or Alias number Repeat this process until all extension or Alias numbers have been entered.

4. **Press # Key.** When the last number has been entered, press the # key to indicate you are ready to record your message.

5. **Record Message.** You will be prompted to begin recording.

6. **Press # Key.** When you have finished recording, press the # key.

7. **Select Next Command**. You will be prompted to complete the process as follows:

Command	Function
1 or hang up	To send a message
2	To review your message
3	To change your message

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#	To cancel sending
*	To listen to these choices again.

XI. Changing Your Message Center Password

1. **Log into your message inbox**. (6 & your extension number, then enter password)

2. **Select Option 4**. Select option 4 to change your message center system settings.

3. **Select Option 5**. Then select option 5 to change your password.

4. **Enter New Password.** Your password must be al least 4 digits long. Follow the prompts to enter and confirm your new password.

KEY NOTE:

a. Same password is used to retrieving voice mail via your Allworx e-mail client.

XII. Changing Your Presence via Telephone

1. **Log into your message inbox**. (6 & your extension number, then enter password)

2. **Select Option 4**. Select option 4 to change your message center system settings. Your current presence will then be announced.

3. **Select Option 1.** To change your presence, select one of the numeric options listed below:

Command	Function
1	In Office
2	At A Meeting
3	On Vacation
4	On Business Trip
5	At Home
6	Away
7	Busy
#	Return to the previous menu
*	To listen to the choices again

XIII. Changing the Maximum Recording Time for Voice Messages

1. **Log into your message inbox**. (6 & your extension number, then enter password)

2. **Select Option 4**. Select option 4 to change your message center system settings.

3. **Select Option 4.** Then select option 4. Your current message recording time will then be announced. To change the maximum message length, enter a new value between 30 and 120 seconds followed by the # key.

XIV.   Other Useful Hints

Business Directory. Your business directory, including the company phone list, shared folders, and online documentation is available online by pointing a browser to:

http://TheAddressOfYourServer

1. This will either be the IP address of your server on your local area network or the host name of the server.

2. Your system administrator can give you this address and it is included on your Allworx welcome summary sheet.

Transfer to Internal Extension from Voice mail Main Menu. After logging into the Voice mail System (61## + Password), the caller now has the option of transferring to any internal extension. The caller does this from the main menu (Press 1 to listen to messages, Press 2 …) by dialing * plus the extension number. This feature does not have a prompt within the system.

For an example, Mary calls her Voice Mail from home. She listens to three new messages and then decides she needs to leave a message for John. Mary enters *101 and is immediately transferred to John.

Transfer to Internal Extension after Reaching Callee's Voice mail. While listening to the callee's voice mail greeting ("Hi, I am not here right now, please leave a message after the beep…"), the caller can transfer to any internal extension by dialing * + the extension number.

For an example, Mary calls into work and reaches the Auto Attendant and dials extension 101. She reaches John's extension but he is not at his desk so his voice mail answers. Mary decides she would rather talk to Jim instead of leaving John a voice mail so she dials *102 and is immediately transferred to Jim's extension.

In addition, Mary could have left John a message before transferring to Jim's extension. Mary's message for John would be sent first and then she would be transferred to Jim.

This functionality is useful for someone who wants external callers to be able to transfer to someone else if necessary. For example, when Mary is on the road she could record her voice mail greeting to say: "Hi this is Mary. I am traveling today. If you need to speed to someone immediately, please dial *100 to reach Jack, otherwise leave a message at the beep." It is recommended that Mary leave a long pause at the end of her greeting to allow the caller time to enter the extension before the beep.

Revised: September 26, 2006