

Allworx Call Handling and Voicemail Instructions

Placing a Call

1. Dial 9 and then the phone number. No 9 required when dialing another extension.

Transfer

UNANNOUNCED TRANSFER

2. Press the Transfer button. *Current call is placed on hold.*
3. Dial or push the programmed button for the extension of the intended recipient.
4. Press the Transfer button again to complete the process. Hang up the handset.

ANNOUNCED TRANSFER

1. Press the Transfer button. *Current call is placed on hold.*
2. Dial or push the programmed button for the extension of the intended recipient.
3. Wait on the line for recipient to answer, announce the transfer.
4. After announcing the call, Press the Transfer button again to complete the process

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 push the extensions programmed button.
3. Call will automatically route to extension's voicemail.

Park

PARK = SYSTEM WIDE HOLD

Any handset can pick up parked calls...from any location if multisite is enabled

PARKING CALLS

1. Press the Park button on the phone.
2. The parking orbit extension will be displayed briefly on the phone's screen.
 1. i.e. *701; *702, etc.
3. Communicate this orbit extension to the appropriate party.

PICKING UP PARKED CALLS

Two ways to pick up parked calls

1. Dial the parking orbit where the call is parked - *701 etc.
2. Press the Parked Calls softkey on the phone (don't lift handset)
 1. This displays a list of all parked calls at that time
 2. Press the Up & Down arrows to navigate through the list if necessary
 3. Press the Retrieve softkey

Hold

ONLY THE HANDSET THAT PLACED THE CALL ON HOLD WILL BE ABLE TO RETREIVE IT

PLACING CALLS ON HOLD

1. Press the **Hold** button
2. The corresponding **line** button will start flashing green to indicate this call is on hold.

RETREIVING CALLS ON HOLD

1. From the handset that placed the call on HOLD, either:
 1. Press the **flashing button** corresponding to the original caller you put on hold
 2. If the handset is on hook – lifting the handset will also reactive the held call

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Conference Calling

1. Press the **Confere**n softkey - the current call is placed on hold
2. Select a new line key, then dial the extension or phone number of the party you wish to conference
3. Wait for the other party to answer
4. Select **Merge Calls** softkey
5. Repeat to add another party

Voicemail Setup

Setting up PERSONAL Voicemail Greetings & other options:

1. Log into Message Center
 - a. Press 'Messages' button twice
2. Enter your Pin + # when prompted
 - a. Default pin is XXXX#
3. Choose **Option 4** – Manage Message Center System Settings
 - a. Option 1 – **Change the presence setting**
 - b. Option 2 – Change the **Recording of your Name**
 - c. Option 3 – Manage your **Greetings**
 - i. Default Greeting is Greeting number 0
 - d. Option 5 – Change your **Pin (minimum 4 digits)**

Checking messages – list view (LCD display)

ANY phone, ANY location!! 😊

1. Press **Messages** button once
2. If your extension displays
 - a. Press OK – proceed to step 3
3. If a different extension than yours displays
 - a. Press Clear > Enter your extension > press OK
4. Enter your PIN > press Done
5. Use up/down arrow keys to highlight message you wish to review
6. Press Select key on the highlighted the message
7. Once selected various options are available
 - a. Delete
 - b. Pause, Rewind, Fast Forward
 - c. Etc.
8. Voicemail to Email is enabled for all users. The voicemail will appear as an email in your Outlook as a .WAV file. Speakers are needed to listen to the messages.