

Allworx Call Handling, Voicemail and Hot Desk Instructions for Spearfish School District Teachers

Placing a Call

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

Transferring a Call

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. Hang up the handset.

Parking Calls

PARK = SYSTEM WIDE HOLD = Any phone can pick up parked calls...from any location

PLACING A CALL ON PARK

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.

RETRIVING 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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Voicemail Setup

1. Log into Message Center
 - a. Press 'Messages' button twice
2. Enter your Pin + # when prompted
 - a. Default pin
 - b. You will be prompted to change your Pin (minimum 4 digits)
3. Choose **Option 4** – Manage Message Center System Settings
 - a. Option 2 – Change the **Recording of your Name**
 - b. Option 3 – Manage your **Greetings**
 - i. Use Default Greeting which is Greeting number 0

Checking Messages

1. Press **Messages** button twice
2. Enter your PIN plus #
3. Follow the prompts to check your messages
4. 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.

How to Hot Desk

Hot Desking enables users to log in to phones, receive their calls on that phone, and place calls with their caller ID. Users can login and out by following these instructions:

To Login

1. Press the Hot Desk button
2. Enter the extension you need to login as
3. Enter PIN for that extension
4. Within 30 seconds the phone will temporarily reassign itself as belonging to that extension

To Logout

1. Press the Hot Desk button
2. Press the LogOut Softkey
3. Phone will revert to original extension associated to that handset