

### **Voicemail Shortcuts**

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

- \*1 REPLY to this message. \*6 Play the NEXT message.
- \*2 FORWARD this message. \*7 REWIND the message 10 seconds.
- \*3 DELETE this message. \*8 FAST FORWARD the message 10 seconds.
- \*4 REPLAY this message. \*9 CALL BACK the user who left the voicemail.
- \*5 Play the PREVIOUS message. \*# SKIP 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

PIN

Whether or not your inbox should accept voicemail

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 display, press the CONFIG soft key, select PREFERENCES, then LCD SETTINGS. Use the ▲ ▼ keys 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 \*79 + 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 ▲ ▼ keys 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 ▲ ▼ keys act as a backspace and the # key can be used to put spaces between the 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 ▲ ▼ keys 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 ▲ ▼ keys 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 *BLF* key for the intended recipient of the transfer. Hang up or wait on the line to announce the transfer.

LEGACY UNANNOUNCED (Blind) TRANSFERS

If your phone is configured to use the legacy unannounced transfer method use the following procedure to perform the 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. The call is immediately transferred.

### **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. 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 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 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 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.

### **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 ▲ ▼ keys to choose *PREFERENCES*, then press *Select* (✓).
3. Use the ▲ ▼ keys to choose *RINGTONE FAMILY*, then press *Select* (✓).
4. Use the ▲ ▼ keys to choose a family, then press *Select* (✓).