

TO MAKE A CALL

1. **External** - Lift the handset or press the SPEAKER button and then **dial 8**, plus the number
2. **Internal** – dial the person’s extension number, or press their BLF key if they are programmed on your phone. The phone will ring until answered, or forward to voicemail,

TO ANSWER A CALL

1. Lift the handset. OR To speak hands-free press the speaker button

TO PUT A CALL ON HOLD

1. Press the hold button to place the current call on hold. The line key will blink green. To answer another call press the line button that you would like to answer

TO TRANSFER A CALL

1. While on a call to be transferred press the BLF key or speed dial key for the person to whom you’re transferring and either hang up to transfer, or announce the call, and then hang up to transfer. ***To cancel a transfer press the cancel key in the display***
2. If you do not have a BLF or Speed Dial, press transfer, dial the person’s extension and either hang up to transfer, or announce the call, and then hang up to transfer. ***To cancel a transfer press the cancel key in the display***

TO TRANSFER DIRECTLY TO VOICEMAIL

1. While on a call press the transfer button, and then press the **VM soft key** and the persons BLF (their extension number) or dial their extension.

3-WAY CONFERENCE

1. Make or receive the 1st call, and press the **CONF** button
2. Make or receive the 2nd call, and press the **CONF** button and all 3 parties are conferenced

DO NOT DISTURB

1. While the phone is idle press the **Mute/DND button**. The Mute/DND button will illuminate solid amber while in DND. All calls will automatically go to voicemail
2. To remove from DND press the MUTE/DND button

MUTE

1. While on an active call press the **MUTE/DND button**. The Mute/DND button is solid red while muted. To remove press the MUTE/DND button

CALL FORWARDING (to forward to another Allworx telephone)

1. Dial ***45** + the extension number to forward to. This will forward all internal and external calls to that extension
2. To cancel call forwarding dial ***450**

ANSWER ALTERNATE EXTENSION

1. From any telephone you can answer another ringing extension by dialing ***7 + the ringing extension**

PERSONAL SPEED DIAL (there are 10 personal speed dials)

TO SETUP:

1. Press the button below CONFIG in the display
2. The **PERSONAL SPEED DIAL** selection should be bolded, press the middle oval button to select
3. Use the Up/Down arrow keys to select the desired speed dial number (0-9), and then press the middle oval select button
4. Use the keypad to enter the phone number and press the middle oval select button (***you must enter a 8 before the number***)
5. Use the keypad to enter a name associated with the number

Note: # key places a space between characters

TO USE:

1. Lift handset or press the speaker button
2. Press the button below SPDIAL in the display
3. Dial the programmed speed dial number (0-9)

CHANGE PRESENCE SETTING*

1. Press the PRESENCE key until a list of presences appear (in office, at meeting, on vacation, on business trip, at home, away, busy)
2. Using the up/down arrow keys select the desired presence, and press the middle oval select button to activate. The Mute/DND button will flash amber when the presence is changed from anything other than in office
**Presences can be used for customized greetings or to forward your phone, i.e., to your cell phone*

VOICEMAIL USER GUIDE

SETTING UP YOUR VOICEMAIL

1. Press the Messages button **twice**
2. Enter your password and # (default password is **1234**)
3. Press **4** to change your message center options
4. Press **2** to record your name (*you must record your name in order to be found in the spell by name directory*)
5. Press **3** to record your greetings (*default greeting is suggested greeting*)
6. Press **5** to change your password

RETRIEVING MESSAGES (*your messages button will illuminate solid red when there are new messages, as well the number of new messages will be in the display*)

1. Press the Messages button twice
2. Enter your password followed by #
3. Press **1** to listen to your messages

WHILE LISTENING TO MESSAGES YOU CAN PERFORM THE FOLLOWING:

- a. *1 to reply to the sender if left by another Allworx telephone
- b. *2 to forward to another Allworx telephone user
- c. *3 to delete
- d. *4 to replay
- e. *5 to play the previous message
- f. *6 to skip and play the next message
- g. *7 to rewind the message 10 seconds
- h. *8 to fast forward the message 10 seconds

Note: messages are automatically saved unless deleted

TO RECORD AND SEND A MESSAGE

1. Press the Messages button twice, and enter your password followed by #
2. Press **3**
3. Dial the extension(s) to whom you want to send a message followed by #, or press **9** to send to everyone, then press #
4. Record your message and then press #. Follow system prompts to send or change the message

TO RETRIEVE YOUR MESSAGES FROM OUTSIDE THE OFFICE

1. Dial the main number, or your DID number
2. When the auto attendant answers, or your personal greeting starts to play dial *6+ your extension number
3. Follow the prompts

(NOTE: If your presence is set to forward somewhere other than going to your VM box (EX-your cell) you will need to dial the main number, and when the auto attendant answers dial *6+ your extension. Follow the prompts.)

TO RETRIEVE YOUR MESSAGES FROM ANOTHER EXTENSION

1. Dial *6 + your extension number, and then follow system prompts