Allworx®
Phone Guide
9204/9204G

Updated April 16, 2013

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communications without compromise

allworx. Phone Guide – 9204/9204G

Table of Contents

1 Getting Started

1.1 Contents Checklist

Unpack the Allworx phone and applicable accessories, identify each item with the following checklist and inspect for missing items.

- **Allworx phone and base**: Attach the base to the back of the phone. See 2.1 Base Assembly and Adjusting the Angle of the Phone for more information.
- **Handset with cord**: Attach the cord to the jack on the back of the Allworx phone.
- **Phone Functions Reference Card**: Attach this quick operating guide to the between the base and back of phone.
- **Phone Guide:** Read this document. Save for reference.

The Allworx phone requires, but does not include:

- **Ethernet Cable**: Connects the phone to the network, or
- **Power Supply**: Provides power to the Allworx phone - rated 24VDC, 400 mA.

1.2 Connect the Phone

To connect the phone:

1. Insert the handset connector to the Handset jack on the back of the phone using the coiled handset cord into the handset (📞) plug.

2. Plug one end of the Ethernet cable into the Network jack on the back of the phone. Plug the other end into the Ethernet jack (⊥) on the wall.

CAUTION: Do not connect the phone to an analog phone line.

Users can connect a computer to the network through the phone's Computer jack (🖳).

3. Connect the power supply. The phone initializes.

If using Power over Ethernet (PoE), this is the power to the phone after connecting the Ethernet cable. Skip to step 4.

If not using PoE, obtain a power supply, connect the power cable to the back of the phone in the DC jack (⊖⊆⊕), and then plug into an outlet. Allworx recommends using a surge protector.

4. View the initialization progress on the phone's screen. A normal sequence includes :

- Allworx Logo
- Configuring Network
- Starting network
- Loading configuration files
- Station Init complete

If the phone does not follow this sequence or displays an error, contact the Allworx Server Administrator

After successful startup, the phone displays the date, time, user presence, user name, and extension.

5. Thread cables through the strain relief guide.

2   Adjusting the Phone

2.1   Base Assembly and Adjusting the Angle of the Phone

Users can adjust the Allworx phone base angle so that the Allworx Phone is easy to use and read the screen while sitting on a desk.

To adjust the phone:

1. Remove the handset from the hook and lay the phone face down on a soft surface with the top pointed away.
2. Hold the base with the fixed tabs facing the bottom of the phone.
3. Select one of the three available positions to connect the base to the back of the phone. The nearest set of holes provides the steepest angle.
4. Place the fixed tabs in the preferred holes on the back of the phone.
5. Rotate the phone base towards the top until the flexible tabs click.

To remove the base:

1. Remove the handset from the hook and lay the phone face down on a soft surface with the top pointed away.
2. Press down on the flexible tabs and rotate the base towards the bottom until the fixed tabs easily lift of the holes.

2.2   Volume Adjustment

The volume of the incoming ring, handset, speakerphone, and the headset is adjustable.

To adjust the incoming call volume:

1. Locate the volume bar at the bottom of the phone. Do not lift the handset or turn on speakerphone.
2. Press the volume bar on the left (decrease) or right (increase) to adjust the incoming ring. The phone plays the audio tone.

To adjust all other volumes:

1. Pick up the handset or turn on the speakerphone. Locate the volume bar at the bottom of the phone.
2. Press the – (decrease) or + (increase) on the volume bar to adjust the incoming ring.

2.3 Wall Mounting (Optional)

Mounting the Allworx phone requires a wall mounting plate. Use mounting plates that meet standard TIA-570-B, Section 5. These are available from the local telephone company or local retailer.

Caution: If using a standard telephone wall mount plate, DO NOT connect to the RJ 11 jack. This connection is for analog phones and may cause damage to the Allworx phone, which voids the warranty.

The mounting plate has mounting studs to receive the telephone base and positioned to secure the Allworx phone flush to the wall surface.

Remove the Allworx phone base and mount the phone over the mounting plate studs. All power and RJ 45 cable connections should exit between the phone body and the phone base and then routed to the network connection and/or a power connection.

Leviton 4108W-0SP

3 Allworx Phone Overview

The Allworx Server Administrator pre-configures the phone for either PBX (Private Branch Exchange) or Key System mode of operation. This affects the functionality of each programmable button on the phone.

For Allworx Server Software Release 7.5 and later, the phone LCD screen backlight turns off after 2 minutes of inactivity. To turn on the backlight, lift the handset off the hook or press a button.

3.1 Buttons

- **Keypad**: Use the numeric keypad to dial phone numbers or to enter PIN numbers/ passwords.
- **Navigation**: Use the up or down navigation arrows to move through the phone screen options. Use the center button to Select or Save settings.
- **Soft Key Selection**: Use the Softkey buttons located below the phone screen to select an option.

3.2 Feature Keys

3.2.1 Messages

There is a new message in the voicemail box, if the MESSAGES button is red. The number of new messages displays on the LCD screen.

To retrieve messages in Software Release 7.2 or lower:

1. Press the MESSAGES button to call to the Audio Message Center.
2. Login using the phone keypad, and listen to the messages.

To retrieve messages in Software Release 7.3 or higher:

1. Press the MESSAGES button.

   - Once opens the Visual Message Center.
   - Twice opens the Audio Message Center.

2. Login using the phone keypad.

   Visual Message Center: A list of messages displays on the screen. Use the UP / DOWN scroll and SELECT soft keys to play and manage the voicemail messages.

   Audio Message Center: A welcome message plays and indicates the number of new voicemail messages. Follow the prompts to manage the voicemail messages.

Note: The Allworx System Administrator can change the function of the
         Messages button so that pressing it immediately calls the Audio
         Message Center. If this occurs, the Visual Message Center operation is
         not available.

3.2.2   Intercom

The Intercom button enables using the phone as an intercommunication
system between two handsets. The discussion between the two handsets
broadcasts over the speakerphone and is not private. The button is solid
green while in use.

To use the Intercom:

1. Press the INTERCOM button and dial the user extension. The call
    connects when the LCD screen displays Active Call.
2. Start talking. The conversation transmits through the speaker.
3. Press the INTERCOM or SPEAKER button to end the call.
4. Hang up the handset when finished.

To deny an incoming Intercom request, press the IGNORE soft key.

3.2.3   Conference

The Allworx 9204/9204G phones provide the ability to set up conferences
between three parties (3-way conferences) or four parties (4-way
conferences). To connect a 4-way conference, the system requires at least
three Call Appearance PFKs. The PFK flashes green while making
connections, is solid red or green when Call Assistant – Call Recording is in
progress, or flashes red and green when recording a call.

To connect a conference call:

1. Connect to the first person for the conference call.
2. Press the CONF button.
3. Select another Call Appearance PFK and dial the number of the second
    person for the conference call.

4. Press the CONF button. All three callers join in the conference. The CONF button illuminates solid green.

To add another person to the conference, repeat steps 1 through 4. All four callers are now able to conference. The CONF button illuminates solid red.

One party may hang up to exit the conference; the remaining two parties continue to be connected.

To have a private conversation with one of the parties, split the conference:

a. Use the phone UP / DOWN scroll soft keys, and select the Call Appearance PFK of the person to put on hold.

b. Press the HOLD button. The display indicates the two parties involved in the conference The Call Appearance PFK for the person on hold flashes.

Talk privately to the remaining party.

To have the person re-join the conference, press CONF, then select the flashing Call Appearance PFK. The three-way conference becomes re-established.

3.2.4   Transfer

The TRANSFER button enables the user to send the active call to another number. The Transfer button is solid red,which indicates the user is transferring a call to another extension using a Blind or an Attended Transfer. The transfer option works differently, depending on the Allworx server software version. Users have two transfer options:

- **Unannounced (Blind) Transfer**: user does not talk to the transfer recipient prior to transferring a call to that extension.

- **Announced (Attended) Transfer**: user talks to the transfer recipient prior to transferring a call to that extension.

Allworx Server Software 7.3 or Lower

To do an Unannounced (Blind) transfer:

Note: The Allworx Server Administrator may configure this method for server 7.4 and greater based on the phone configuration.

1.   Press the TRANSFER button. This places the current call on hold.

   Key System Mode: To transfer a call to an external party, press a free Line Appearance PFK, and then dial the phone number.

   PBX Mode: Continue to step 2.

2.   Wait for the dial tone, and then dial the number to transfer the call.

3.   Hang up, press the TRANSFER button, or press the XFER softkey to complete the transfer.

To do an Announced (Attended) transfer:

1.   Press the TRANSFER button. This places the current call on hold

2.   Select an unused Call or Line Appearance PFK.

3.   Dial the number of the recipient of the transfer.

4.   Talk to the recipient.

5.   Press the TRANSFER button again, and then press the PFK of the original call. This connects the two parties.

6.   Hang up the handset when finished.

   To cancel the transfer, press the RELEASE button. To return to the original caller, press the PFK indicating the held call.

Allworx Server Software 7.4 or Higher

Note: Verify the INTERCOM button or an appearance PFK is free.

To do a one-step transfer:

On an active call, the user must have a BLF or Speed Dial PFK for the recipient of the transfer (Note: The Allworx Server Administrator enables the one-step transfer).

1. Press the BLF or Speed Dial PFK for the recipient of the transfer.

    Unattended (Blind) Transfer: skip to step 2.

    Attended (Announced) Transfer: Talk to the recipient.

2. Hang up, press the TRANSFER button, or press the XFER softkey to complete the transfer.

Note: The phone configuration may not enable users to stay on the line to announce the transfer. Use the procedure in Section 4.4.1, Allworx Server Software 7.3 or Lower for Announced transfers.

To do a two-step transfer:

If a key is unable for the intended recipient, press the TRANSFER button and dial the number:

1. Press the TRANSFER button.

    To transfer a call to an external party while in Key System mode, press a free Line Appearance PFK and then dial the phone number

    If the system is not in Key System mode, continue to step 2.

2. Wait for the dial tone, and then dial the extension to transfer the call.

    Unattended (Blind) Transfer: skip to step 3.

    Attended (Announced) Transfer only: Talk to the recipient.

3. Hang up, press the TRANSFER button, or press the XFER softkey to complete the transfer.

Note: The phone configuration may not enable users to stay on the line to announce the transfer. Use the procedure in Section 4.4.1, Allworx Server Software 7.3 or Lower for Announced transfers.

To transfer to voicemail:

Pre-requisite: User is on an active call.

1. Press the TRANSFER button, and then press the VMAIL soft key.

2. Dial the extension, press a BLF key, or press the Speed Dial key.

3. Hang up, press the TRANSFER button, or press the XFER softkey to complete the transfer.

3.2.5 Release

Use the RELEASE button to end an active call or to abort a new call setup, such as the middle of a transfer operation.

3.2.6 Park

PBX Behavior on a call appearance: To park an active call, press the PARK button. The phone briefly displays the parking orbit[1] extension of the call.

Key System Behavior on an outside line: To place an active call in a "system-wide hold", press the PARK button. Any phone with a PFK for this outside line can retrieve the call.

Pressing the PARK button on a handset displays a list of all parked calls, if there are no active calls on the handset (including the Caller ID and number of the parked caller, the parked call orbit number, duration of the parked call, and the extension number that parked the call). Users may also select calls from the list to retrieve a parked call.

3.2.7 Info

To see a quick description of the phone buttons, use the INFO button. The button is solid green while in use. For example, use the INFO button to determine the programmed numbers for each speed-dial button.

To use this feature:

1. Press the INFO button.

2. Press any of the other buttons on the phone. The screen displays a brief description of the selected button.

[†] Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with the Allworx Server Administrator.

3. Press the INFO button a second time or let the LCD screen time out to exit the description screen.

3.2.8 Speaker

Press the SPEAKER button for hands-free use of the phone.

When using the handset, press the SPEAKER button and the button is solid green while in use. Then place the handset on hook. Take the handset off the hook to continue using it. When finished with the call, press the SPEAKER button to hang up.

Note: While using a headset, use the SPEAKER button to activate it. The speakerphone does not work while using a headset. See Section 5.4, Headset, for more information on using headsets.

3.2.9 Mute/DND

Mute a Call

During a call, press the MUTE/DND button to turn off the microphone in the handset, speakerphone, or headset. The MUTE/DND button is solid red while in use.

Do Not Disturb (DND)

When activating the DND, the phone does not ring. All incoming calls follow the next step in the active call route. Users can send calls. The MUTE/DND is solid amber while in use.

When not on a call, press the MUTE/DND button. Press the MUTE/DND button to de-activate the Do Not Disturb feature.

3.2.10 Hold

To place a call on hold:

1. Press the HOLD button. The HOLD button becomes solid red.
2. Place the handset on the hook. The Call Appearance PFK for the held call blinks green until the user picks up the call again.

3. Pick up the handset to take the call off hold. If more than one call is on hold, the most recent call connects. The caller ID of the call picked up displays.

    Pick up a different call on hold: press the flashing PFK for that call or use the UP / DOWN scroll soft keys to display the call on the screen, and then pick up the handset.

    While on a call on hold and a new call comes in, lift the handset to answer the new call.

4. Hang up the handset when finished.

If the Allworx Server Administrator has enabled the Music on Hold feature for the call appearance, callers on hold will hear music.

For Line Appearance, by default the HOLD button will first start flashing red indicating a parked call. Continue pressing the HOLD button until it becomes solid red to place the call on hold.

See section 5.9 Shared Call Appearance for the hold options.

3.3 My Allworx Manager

To access the business directory, conference scheduling page, company phone list, distribution lists, phone features chart, and shared folders, enter the My Allworx Manager address into a web browser (e.g. Internet Explorer).

The Allworx Server Administrator provides the address:

http://ServersLANSideAddress , where ServersLANSideAddress is the IP address or domain name of the Allworx server.

4   Phone Operation

4.1   Place a Call

- Call Appearance PFK: place extension-to-extension calls or to obtain an outside line (must dial $9^\dagger$ first).
- Line Appearance PFK: seizes the outside line without dialing $9^\dagger$ first.
- Speed Dial PFK: automatically dials the programmed number.

4.2   Receive a Call

For incoming calls, the audible indicator rings and a Call Appearance or Line Appearance PFK flashes, unless configured otherwise. Press the PFK.

- Call Appearance: receive either an extension-to-extension call or an outside line directed to an extension assigned to the phone.
- Line Appearance: receive inbound calls from an outside line.
- Call Monitor
- Call Queue
- ACD Appearance

4.3   End a Call

To release a call, do one of the following:

- Place the receiver back on the hook. If using the speakerphone or headset, press the SPEAKER button.
- Press another PFK. If a second incoming call is on another PFK, pressing that PFK ends the current call and answers the incoming call (unless the phone configuration enables auto on hold).
- Press the RELEASE button to end a call and start a new call.

4.4   Headset

1. Plug the cable for the headset into the headset jack on the phone.
2. Press the SPEAKER button to activate the headset.

3. Press the SPEAKER button to disconnect the call when finished.

Note: The Allworx Server Administrator can create a PFK to activate the headset instead of using the SPEAKER button.

4.5 Directory Dialing

1. Press the UP / DOWN scroll soft keys to view a list of all User Extensions, System Extensions, and Speed Dial numbers by Name or Description. While the handset is off the hook, the rightmost soft key changes to the directory listing option: PHONEBK. Press to initiate.

2. Use the UP / DOWN scroll soft keys to highlight the name (or description) and extension or press the keypad to jump to desired specific alphabetic section of the directory.

3. Press the SELECT button ✓ to dial the number.

4.6 Redial a Number

- Press the REDIAL soft key on the phone's display screen.

- Press the CALLS softkey. Use the UP / DOWN scroll softkeys to highlight the call in the display. Press the SELECT button ✓.

4.7 Missed Calls

After a missed call, a message displays on the phone's screen.

To see details of the missed calls:

1. Press the CALLS soft key, and then press the UP / DOWN scroll soft keys to view any missed calls.

2. Press the DETAIL soft key to view the date and time of the missed calls. Press the SELECT button ✓ to call the number, if it is available.

4.8 Presence Soft Key

The Presence setting identifies which call route the incoming call uses based on the extension availability. The Presence setting options include In Office, At a Meeting, On Vacation, On Business Trip, At Home, Away, and Busy.

1. Press the PRESNCE (presence) soft key.
2. Press the UP / DOWN scroll soft keys to view the presence states.
3. Press the SELECT button ☑ to change the presence. The Presence setting changes, the default LCD screen displays, and all inbound calls follows the call route for this presence state. The MUTE/DND button flashes amber to indicate a presence setting other than "In Office".

4.9 Ignore and Silence Soft Keys

While a call is ringing, the SILENCE and IGNORE soft key options display on the phone screen.

- IGNORE soft key: stops the audible ringing and the PFK continues to flash until the user answers the call or the caller hangs up.

- SILENCE soft key: stops the audible ringing, the phone screen displays the incoming call information, and the PFK continues to flash until the user answers the call or the caller hangs up.

4.10 Programmable Function Keys

The Allworx Server Administrator can program the following options into the available PFKs on the Allworx phone:

- ACD Appearance
- Busy Lamp Field (BLF)
- Call Appearance
- Call Monitor
- Call Supervision
- Centrex Flash

- Headset
- Hot Desk
- Line Appearance
- Messages
- Park
- Parking Orbit

- Push to Talk
- Queue Alarm
- Queue Appearance
- Redial
- Schedule
- Shared Appearance (version 7.5 and later)

- Emergency Alert

- Park Set Monitor (version 7.5 and later)
- Personal Speed Dial

- Speed Dial

5   Phone Features

5.1   Operator

Dialing (or transferring to) 0^2 initiates a call to the company operator.

5.2   User / Resource Extensions

Dialing any extension between the range of 100 – 299[†] (three-digit mode) or 1000 – 2999[†] (four-digit mode) connects a call to another user or to a call route (set up by the System Administrator).

5.3   Leave a User a Voicemail

Dialing 3[†] + user extension connects to the user's voicemail. If the Allworx server is running software release 7.4 or higher, users can transfer a call to a user's voicemail using a soft key. See Section 4.4.2, Allworx Server Software 7.4 or Higher.

5.4   Business Speed Dial

The System Administrator specifies extensions 350 – 399[†] or 34000 – 34999[†] to ring specific numbers and programs the extensions to the PFK.

5.5   Auto Attendant

Dialing to extension 400[†] or 431[†] goes to the default Auto Attendant.

Dialing to extension 431[†] - 439[†] goes to a specific Auto Attendant.

5.6   Overhead Pages

Overhead paging is a third party plug-in to the Allworx system. If configuring and connecting the system to an Overhead Paging system, dialing extension 402[†] activates paging. Once activated, users can transmit an announcement through each handset's intercom or to the overhead paging system.

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[2] Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with the Allworx Server Administrator.

5.7 Activate Door Relay

If configuring and connecting the system to a Door Relay, dialing extension 403[†] activates the relay.

5.8 Call Queues

5.8.1 "Ring All" Queuing

Users can log into and out of queues, if the site uses Ring All Queuing. The phone automatically logs into the Queue after powering up.

To log into a Queue:

1. Press and hold the corresponding Queue PFK on the phone.
2. Wait for the flashing Queue PFK light. If calls are waiting, it flashes green. If there are no calls in the queue, the button does not light.
3. Pick up the call.

   For hands-free mode: press the PFK or SPEAKER.

   For regular mode: use the handset or headset and press the PFK.

To log out of a Queue:

Press and hold the corresponding solid red Queue PFK on the phone.

If the Allworx Server Administrator enables Music on Hold for the queue, queued callers hear music.

5.9 Shared Call Appearance

Shared Call Appearances enables handling a set of one or more appearances by the system as a single appearance shared across multiple handsets. This enables all handsets in the Shared Appearance to have common access to calls and call operations within the group of handsets. For example, an incoming call can ring on all handsets using the appearance, have one user answer the call and place the call on hold, and then another user retrieves the call.

There are two use cases for shared call appearances:

- **Call Group** – Users with similar business needs or tasks assigned to a group can answer any call to the group handsets. A handset places the call on hold and another handset can retrieve the call.

- **Executive/Assistant Arrangement** – An appearance exists on the handsets of both an executive and assistant. The assistant may answer the calls to the executive and place them on hold for the executive to pick up. The assistant sees the state of all calls on the executive's handset.

Shared Call Appearances support three distinct types of hold behavior:

- **Shared Hold**, any handset using the Shared Call Appearance can retrieve the call on hold.

- **Privacy Hold**, only the handset that placed the call on hold can retrieve the call.

- **Bridged Hold**, the handset that placed the call on hold and one other handset that has the same Shared Call Appearance can retrieve the call. Users initiate a Bridged Hold by placing an Intercom call to the second party while the original call is active.

5.9.1   Call Routes

After creating Shared Call Appearance, it is selectable as a destination in any extension call route.

5.9.2   Phone LED Indicators

Color	State	Description
Off	Idle	No available calls on the Shared Call Appearance line. Users can access the PFK for Line Seizure.
Solid Green	In Use locally	The handset "owns" the Shared Call Appearance line. For Line Seizure, dial tone is present and dialing can commence.
Fast Flashing Green	Ringing	An inbound call to the Shared Call Appearance is occurring. All parties indicate ringing on the same Shared Call Appearance line.

Fast Flashing Red	Ringing	An inbound call to the Shared Call Appearance is occurring on a handset set to Do Not Disturb (DND). User can answer call.
Slow Flashing Green	On-hold	Active call is on-hold (locally or remotely). Any Shared Call Appearance participant can retrieve the call.
Slow Alternating Green and Red	Privacy or Bridged Hold	Active call is on-hold privately, and only the handset that held the call or a bridged call can retrieve the call
Solid Red	In Use remotely	The Shared Call Appearance line is in-use by a remote handset. Pressing INFO and then the PFK shows who owns the Shared Call Appearance line. The Shared Call Appearance line releases: • when pressing the Shared Call Appearance PFK again on the phone that seized it; or • completing an active call on the Shared Call Appearance line.

5.9.3   Outbound Calls

To seize a line locally for outbound calls, the press an idle Shared Call Appearance PFK and the PFK LED changes to solid green. Listen for the dial tone, and place the outbound call. If the PFK LED is solid red, the line is in use "remotely" on another assigned handset of the same Shared Call Appearance.

5.9.4   Inbound Calls

A ringing inbound call on a Shared Call Appearance causes the PFK to flash fast green on all handsets sharing the Shared Call Appearance. Any user of a phone with that Shared Call Appearance can answer the inbound call.

5.9.5   Ringing Call Pickup

Handsets that do not share the Shared Call Appearance can pick up ringing calls on a Shared Call Appearance line. Once another call appearance picks up a call, the shared call appearance returns to its idle state.

If a phone not in the Shared Call Appearance group picks up a call, that call is no longer a part of that Shared Call Appearance. For example, if a non-Shared Call Appearance phone picks up the call and places it on hold, it is a "normal" hold and not one of the Shared Call Appearance hold types.

5.9.6 Active Calls

An active inbound call on a Shared Call Appearance line (or connecting an outbound call), renders the line unavailable to all other phones using the Shared Call Appearance.

While there is an active call on a Shared Call Appearance, other users of the Shared Call Appearance can view the Caller ID information of each party by pressing the phone INFO button, and then the red PFK of the in use Shared Call Appearance line.

5.9.7 Shared Hold

To place the active Shared Call Appearance phone call on hold, press the HOLD key. The LED flashes slow, green on all phones of the Shared Call Appearance; this includes the phone used to place the call on hold. Handsets that are a part of the Shared Call Appearance can retrieve the phone call that put on hold in this manner. When using this hold type, the system delivers Hold Reminders to each phone that is a part of the Shared Call Appearance per the individual phone settings. If no one picks up the held call, all phones receive a notification per the individual HOLD reminder settings.

5.9.8 Privacy Hold

A call on Privacy Hold is only retrievable by the handset that places the call on hold. To place the call on "privacy" hold, press the HOLD button twice quickly. The phone has a slow, alternating green and red LED. All other phones in the Shared Call Appearance have a solid red LED for the Shared Call Appearance line. If the user does not pick up the call, the phone receives a notification per the phone's HOLD reminder settings.

5.9.9   Bridged Hold

A Bridged Hold places a Shared Call Appearance call on hold and is retrievable by a second designated handset that is part of the Shared Call Appearance. Place an intercom call to the handset within the same Shared Call Appearance. This bridges the hold to the second handset automatically, and enables the second handset to resume the held call by selecting the flashing Shared Call Appearance PFK. If neither party resumes the call, the handset placing the call on hold receives a notification per the individual HOLD reminder settings.

5.9.10   Park

If a user parks a Shared Call Appearance call and the Park timeout setting for the system is set to ring back to the handset that parked the call, the parked call rings back only to the handset that parked it. It does not ring all handsets in the Shared Call Appearance. The Shared Call Appearance PFK light goes out and the call is no longer on the Shared Call Appearance.

The Parking Orbit PFK enables monitoring of any accessible parking orbit.

The Park Set Monitoring PFK enables a single PFK to monitor a configurable set of parking orbits via both the illuminated PFK button as well as a list of calls parked in the specific orbits. For example, users can use a single PFK to monitor all local park orbits and a single indicator for any call placed in a parking orbit. This also enables users to monitor the local parking orbits of a remote server in a multi-site environment.

NOTE: Using the Call Forwarding option on a phone does not forward Shared Call Appearance calls.

5.10 Automatic Call Distribution (ACD) Queuing

To login while the ACD Appearance PFK LED is solid red:

1.   Press and hold the PFK for five seconds. The login prompt displays on the screen. Release the button.
2.   Use the phone's dial pad and soft keys to enter the extension.

3. Use the UP / DOWN and SELECT softkeys to select and log into queue(s). If the system assigns the user to only one queue, skip this step.

4. Enter the voicemail password (or user's PIN) using the phone dial pad and softkeys.

The ACD Appearance PFK turns off after logging in and ready to receive calls. The amber PFK indicates this is the only agent logged into the queue.

To log out or change queues:

1. Press and hold the PFK for five seconds. The ACD queue list displays.

2. Use the UP / DOWN and SELECT softkeys to deselect queue(s). To log out, deselect all queues.

3. Enter a password (or user's PIN).

The ACD Appearance PFK is solid red when logging out of all queues.

To place the phone into a busy state:

1. Press and release the PFK. The busy reasons display.

2. Use the UP / DOWN and SELECT softkeys to select the busy reason. The ACD Appearance PFK blinks red while in the busy state. To leave the busy state and resume taking calls, tap the PFK.

5.11 Call Forwarding

Forward incoming calls to another extension by dialing $45^{\dagger}$ + the extension. Disable Call Forwarding by dialing dial extension $450^{\dagger}$.

5.12 Paging Zones

Dialing $46\#^{\dagger}$ (# is a Paging Zone number, 0 through 9) to broadcast audio to members of the Paging Zone (setup by the Allworx Server Administrator).

5.13 Conference Center

Dial 408† to access the optional Conference Center feature. Refer to the Allworx User's Guide.

5.14 Allworx Message Center

If the Allworx server is running software release 7.2 or lower, press the MESSAGES button to call the Audio Message Center. Users can login and listen to the messages.

If the Allworx server is running software release 7.3 or higher, press the MESSAGES button once to access the Visual Message Center or twice to access the Audio Message Center. See Section 3.3.1 Messages for more information.

Note: The Allworx Server Administrator may change the function of the MESSAGES button so pressing it immediately calls the Audio Message Center. If so, the Visual Message Center operation is not available.

Users can also access the Audio Message Center by dialing 6† + the extension from any office phone or from the company Auto Attendant.

Visual Message Center	Audio Message Center
• Listen to new or saved voicemails.	• Listen to new or saved voicemails.
• Send a message to another user.	• Send a message to another user.
	• Change presence setting.
	• Change name recording.
	• Manage message greetings.
	• Change password (or user's PIN).

5.15 Answer a Ringing Phone Using another Handset

To answer another ringing phone, dial 7[3] + the phone's extension.

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[3] Digits may vary by system. Check the phone functions tab of the My Allworx Manager page or consult with the Allworx Server Manager

5.16 Park

Press the PARK button to park a call. The Allworx Server Administrator defines the maximum wait time of parked call and the subsequent routing.

5.16.1 Park a Call on a Line Appearance PFK

Parking a call on a Line Appearance PFK resembles a "system-wide hold". Any phone with a Line Appearance PFK assigned to the same outside line can retrieve the call. Available a system configured for Key System Behavior.

5.16.2 Park a Call from the Hold Screen

Press the PARK button to park the currently displayed call. This parks the call without retrieving it from Hold. The HOLD button flashes red.

5.16.3 Retrieve a Parked Call

There are four ways to retrieve a parked call:

- Dial the parking extension.
- Parking Orbit PFK – enables monitoring any accessible parking orbit.
- Park Set Monitoring PFK - enables a single PFK to monitor a configurable set of parking orbits via both the illuminated PFK button as well as a list of calls parked in the specific orbits. For example, users can use a single PFK to monitor all local park orbits and a single indicator for any call placed in a parking orbit. This also enables users to monitor the local parking orbits of a remote server in a multi-site environment
- Press the PARK button, if there are no active calls on the handset.

The Allworx Server Administrator can define a PFK on the Allworx phone as a Parking Orbit PFK for one or more of the parking extensions and set a reminder to ring the handset after parking the call beyond a specified time.

Parking Orbit PFK	State
Off (not lit)	Parking Orbit is idle, no parked call.

Amber	The handset parked a call within the last five seconds.
Flashing Green (slow)	The handset parked a call more than five seconds ago.
Flashing Red (slow)	The handset did not park the call in the Parking Orbit.
Flashing PFK	Any user can pick up the call in the Parking Orbit by pressing the PFK.
Red	One or more calls parked in the assigned Parking Orbits.

If the Allworx Server Administrator enabled Music on Hold for the call appearance, the parked caller hears music while waiting.

5.17 Call Monitors

The Allworx Server Administrator creates and programs the Call Monitors and defines the PFKs on each Allworx phone for one or more Call Monitors.

Call Monitor PFK	State
Off (not lit)	Call Monitor is idle, no incoming call.
Flashing Green (fast)	Incoming call while the handset is set to ring.
Flashing Green (slow)	Handset has placed an active call on hold.
Solid Green	Handset has an active call.
Flashing Red (fast)	Incoming call while the handset is not set to ring.
Flashing PFK	Pick up the call by using the handset or speakerphone and press the PFK.

5.18 Busy Lamp Field (BLF)

User's can link another user's phone to a PFK on your phone, and then press the PFK to dial the user's extension automatically.

BLF PFK	State
Solid Red	User is on the phone.
Flashing Red	User has an incoming call.

6   Advanced Options

6.1   Phone Configuration Menu

Select the CONFIG soft key to view the following options:

• Personal Speed Dial	• Clear Call History	• Statistics*
• Preferences	• Network Settings*	• Refresh Directory
• Reboot Phone	• Network Profiles ***	• Save Settings
• Hot Desk Login**	• Current Status/Info*	• Set Factory Defaults*

  * Indicates the option is only available to the Allworx Server Administrator.

 ** Indicates the option is only available with Allworx server software release 7.3 or higher.

*** Indicates the option is only available to the Allworx Server Administrator and with Allworx server software release 7.4 or higher.

Caution: Check with the Allworx Server Administrator before making changes.

6.2   Personal Speed Dial

Users can program frequently called numbers, and then dial the number with a single touch of a button.

6.2.1   Setting up a Personal Speed Dial

1. Press the CONFIG soft key. A menu displays on the phone LCD screen.

2. Locate the Personal Speed Dial option and press the SELECT button ☑.

3. Use the UP / DOWN scroll soft keys to choose a speed dial number, press the SELECT button.

4. Use the keypad to enter the phone number or extension, press the SELECT button ☑. The DOWN soft key acts as a backspace.

   Users can add a pause to wait for auto answer systems to prompt for additional dialing. To add a one-second pause to the dialed number, press the PAUSE soft key (if one displays) or the HOLD button.

It may be necessary to enter multiple pauses for the auto answer system to accept the number.

5. Use the keypad to enter a name for the speed dial, and then press the SELECT button ✓.

The '#' key puts a space between characters. The DOWN soft key acts as a backspace.

6.2.2   Using a Personal Speed Dial

1. Pick up a line.
2. Press the SPDIAL soft key.
3. Enter the speed dial number on the keypad. The phone places a call to the speed dial extension.

6.3   Preferences

1. Press the CONFIG soft key button.
2. Press the DOWN scroll soft key to select Preferences. Press the SELECT button ✓.
3. Select from the following list using the UP / DOWN scroll soft keys to make the changes:

Preference Setting	Description
LCD Settings	Control the LCD display settings. Use the Volume bar or Up / Down scroll soft keys arrows to adjust the contrast and brightness settings.
Call History Size	Adjust the number of calls kept in the History – 0 to 99 (Default: 99).
Clock Mode	Display the time mode on the LCD Screen. Options include: • Off • 12 Hour • 24 Hour
Hold Reminder Mode	Set the hold reminder functionality. Options include: • No Reminder • On Hook

Preference Setting	Description
	• Timer • On Hook and Timer
Redial Memory	Store the last number dialed in the phone. Options include: • Until reboot • 1 minute • 10 minutes • 1 hour
Audible Dialing	Hear tones when pressing a key. Options include: • Enabled • Disabled
Call Timer Display	Display the length of a phone call. Options include: • Enabled • Disabled
Intercom Auto Answer	Automatically answer an incoming intercom call using Intercom/Speakerphone. Options include: • Enabled • Disabled
On Hook Dialing	Enable speaker mode when pressing a number on the keypad. Users do not need to press the SPEAKER button first. Options include: • Enabled • Disabled
Visual Ringing	Enable the phone visual ring indicator to flash red for an incoming call. Options include: • Enabled • Disabled
Paging Enable Mode	Enable the phone to receive pages. Options include: • Never • Always • On Hook
Off Hook Answer Mode	Answer incoming calls when taking the phone off the hook. Options include: • Off Hook Will Answer • Select to Answer
Off Hook Ringing	Enable the phone to ring when receiving a new call while in use. Options include: • Enabled • Disabled
Auto on Hold	Place the current call on hold automatically when answering an incoming call. Options include: • Enabled • Disabled

Preference Setting	Description
Auto Retrieve Calls	Retrieve the on hold call automatically when the taking handset off call. Options include: • Enabled • Disabled
Missed Call Tracking	Track missed call appearances. Options include: • Call Appearance Only • All Appearance Types
Parking Orbit Pop-ups	Display the Parking Orbit after parking the call. Options include: • Popup Disabled • Popup Enabled
Hold Button Operation	Set the HOLD button function. Options include: • Hold then Park • Park then Hold • Hold Calls Park Lines
Force Auto Answer	Answer incoming calls automatically. Options include: • Normal Operation • Auto Answer On
Sidetone Disable	Enable turning off the feedback in the handset or headset from the microphone to the speaker. Options include: • Normal Operation • Handset Disabled • Headset Disabled • Both Disabled
Call Assistant CLID	Display the call information in Call Assistant and applications using the Allworx TSP driver. Options include: • Calling Party Info • DNIS Information
Emergency Caller ID	Display the Caller ID when dialing an Emergency number from the handset. Users must enter the Emergency Caller ID Number.
Messages Button Operation	Set the MESSAGES button function. Options include: • Displays Message List • Call Message Center
Visual on Call	Enable the phone visual ring indicator to light red for an active call. Options include: • Enabled • Disabled
Ringtone	Play different frequency and cadence variations of the

Preference Setting	Description
Family	ringtone. • Ringtone Family 1 – Default ringtones. • Ringtone Family 2 through Family 4 – Same as default, pitch is different. • Ringtone Family 5 – Useful in differentiating between call types on the phone (internal/external calls, calls from specific caller IDs, etc.) by using different ring styles, i.e., triple rings. NOTE: The Allworx Server Administrator configures the system to use different ring tones and controls the ringtone settings on the Allworx server.
Server Profile Select	Control the network settings used on the phone. Options include: • User Server Selection • Ignore Server Selection

4. Press the SELECT button ☑ after making changes to the preferences.

5. Press the EXIT soft key twice.

6. Press the YES soft key to save the changes.

6.4   Reboot the Phone

On occasion, rebooting the phone may be required. For example, when the Allworx Server Administrator makes changes to the phone's configuration, reboot the phone.

Note: Do not reboot the phone unless instructed to do so by the Allworx Server Administrator.

1. Press the CONFIG soft key.

2. Use the UP / DOWN scroll soft keys to highlight the Reboot Phone option.

3. Press the SELECT button ☑.

If there are any unsaved changes, the system asks to save the changes before rebooting. Select the YES soft key to save any changes OR select NO to cancel changes made.

4. Select the YES soft key on the confirmation prompt to reboot.

6.5   Hot Desk Login

"Hot Desking" enables users to temporarily log into a shared phone. Once logged in, the system directs the calls to the shared phone and outgoing calls use the new caller ID.

To perform a Hot Desk login:

1. Press the CONFIG soft key.
2. Use the UP / DOWN scroll soft keys to highlight the Hot Desk Login option.
3. Press the SELECT button ☑.
4. Enter the user extension and press the OK soft key
5. Enter password (or user's PIN) and press the OK soft key. The phone loads the new configuration.

6.6   Clear Call History

The Allworx phone retains the history up to 99 calls.

To clear the call history:

1. Press the CONFIG soft key.
2. Use the UP / DOWN scroll soft keys to highlight the Clear Call History option.
3. Press the SELECT button ☑.
4. Select the YES soft key to clear call history.

6.7 Refresh Directory

If new users or extensions have been set up on the Allworx server, the on-phone directory automatically updates after some delay.

To update the directory immediately:

1. Press the CONFIG soft key.
2. Use the UP / DOWN scroll soft keys to highlight the Refresh Directory option.
3. Press the SELECT button [✓].
4. Press the EXIT soft key to exit the Refreshing the Directory screen.

7 Regulatory Notices

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. There is no guarantee, however, that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The booklet, "How to Identify and Resolve Radio-TV Interference Problems", which the FCC prepares, may also be helpful.

Changes and Modification not expressly approved by the manufacturer or registrant of this equipment can void the authority to operate this equipment under Federal Communications Commission's rules.

The optional wall mount switching Power Supply has the following specifications: Input voltage is 100-240VAC, 50/60Hz 450mA. Output voltage is 24VDC @ 400mA. UL listed. Output connector size is 5.5 mm x 2.5 mm (inner diameter) with center positive.

This product adheres to the IEEE 802.3af standard for Power over Ethernet (PoE).

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la class B prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.

8   Abbreviations

Abbreviation	Definition
ACD	Automated Call Distribution
BLF	Busy Lamp Field
DND	Do Not Disturb
PBX	Private Branch Exchange
PFK	Programmable Function Key
PoE	Power Over Ethernet
VoIP	Voice over Internet Protocol

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Revised: April 16, 2013