Allworx
Phone Guide

Download from Www.Somanuals.com. All Manuals Search And Download.

-PAGE INTENTIONALLY LEFT BLANK-

Download from Www.Somanuals.com. All Manuals Search And Download.

Table of Contents

1 GETTING STARTED 1
1.1 WHAT IS IN THE BOX? 1
1.2 CONNECTING THE PHONE 1
2 ADJUSTING YOUR PHONE 2
2.1 ADJUST THE ANGLE OF THE PHONE 2
2.2 CHANGE THE LABELS FOR PFK (PROGRAMMABLE FUNCTION KEY) 2
2.3 VOLUME 2
3 INTRODUCTION TO YOUR ALLWORX PHONE 4
4 BUTTON OPERATION 6
4.1 MESSAGES 7
4.2 TRANSFER 7
4.3 CONFERENCE 7
4.4 INTERCOM 8
4.5 RELEASE 8
4.6 INFO 8
4.7 SPEAKER 8
4.8 MUTE/DND 9
4.9 HOLD 9
5 PHONE OPERATION 11
5.1 ANSWERING / PLACING A CALL 11
5.2 ENDING A CALL 11
5.3 HEADSET 11
5.4 DIRECTORY DIALING 12
5.5 REDIAL A NUMBER 12
5.6 MISSED CALLS 12
5.7 IGNORE AND SILENCE SOFT KEYS 12
5.8 PROGRAMMABLE FUNCTION KEYS 13
6 PHONE FEATURES 14
6.1 OPERATOR 14
6.2 USER EXTENSIONS 14
6.3 RESOURCE EXTENSIONS 14
6.4 LEAVE A USER A VOICEMAIL 14
6.5 BUSINESS SPEED DIAL 14
6.6 AUTO ATTENDANT 14
6.7 OVERHEAD PAGING 14
6.8 ACTIVE DOOR RELAY 14
6.9 DO NOT DISTURB 14
6.10 CALL QUEUES 15
6.11 CALL FORWARDING 16

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.
Revised: March 28, 2007

Download from Www.Somanuals.com. All Manuals Search And Download.

6.12 PAGING ZONES 16
6.13 CONFERENCE CENTER 16
6.14 ALLWORX MESSAGE CENTER 17
6.15 ANSWER RINGING PHONE USING ANOTHER HANDSET 17
6.16 PARKING 17
6.17 CALL MONITORS 19
6.18 BUSY LAMP FUNCTION (BLF) 19
7 ADVANCED TOPICS 20
7.1 PHONE CONFIGURATION MENU 20
7.2 PERSONAL SPEED DIAL 20
7.3 PREFERENCES 21
7.4 REBOOT THE PHONE 23
7.5 CLEAR CALL HISTORY 23
7.6 REFRESH DIRECTORY 23
7.7 CHECK THE NETWORK SETTINGS 23
7.8 CURRENT STATUS / INFO 24
7.9 CHECK STATISTICS 25
7.10 SAVE CHANGES TO YOUR SETTINGS 26
7.11 RESET THE PHONE TO ITS FACTORY DEFAULTS 26
8 ADDITIONAL INFORMATION 27
9 WALL MOUNTING (OPTIONAL) 28
10 REGULATORY NOTICES 29
11 ABBREVIATIONS 30

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

Congratulations! You're the new owner of an Allworx® 9102 or 9112 VoIP phone. This phone will make it easy for you to place and receive calls when using the Allworx System.

1 Getting Started

1.1 What is in the box?

Check out the contents of the box your phone came in. You should have:

- Allworx 9102 or 9112 phone
- Power supply
- Handset with cord

Not included, but will also need:

- Ethernet cable to connect the phone to the network

1.2 Connecting the Phone

We've taken all the challenge out of connecting your phone properly. Follow these steps to connect:

1. Plug one end of the Ethernet cable into the Network jack on the back of the phone. Plug the other end into your Ethernet jack on the wall.

   WARNING: Do not connect to an analog phone line.

2. The phone contains a PC jack. A computer may be connected to the network through the phone's Computer port.
3. If you're using Power over Ethernet (PoE), the power to the phone was supplied when you connected the Ethernet cable. If this is the case, skip to step 5.
4. If you're not using PoE, connect the power cable into the phone, then plug the other end into an outlet. It's a good idea to use a surge protector.
5. After applying power, the phone will initialize itself. You can watch its progress on the phone's screen. A normal sequence would include:
   a. Allworx Logo appears.
   b. Starting network.
   c. Loading configuration files.
   d. Station Init complete.
   e. After successful startup, the phone will display date, time, your presence, your name, and extension.
   f. If the phone does not follow this sequence or displays an error, contact your System Administrator.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.
Revised: March 28, 2007

Download from Www.Somanuals.com. All Manuals Search And Download.

2 Adjusting Your Phone

2.1 Adjust the Angle of the Phone

Allworx 9112 Phone

You can adjust the Allworx 9112 phone on its base, so that it is easy to use and easy to read the screen.

1. Grasp the phone and the base separately.
2. Press the locking tab on the base.
3. Tilt the phone up or back in its base.
4. Pull up on the locking tab to insure the position of the phone is locked.

Allworx 9102 Phone

You must set up the support arm on the back of the Allworx 9102 phone, so that it is easy to use and easy to read the screen.

1. Grasp the phone with one hand and grasp the wall-mount base with the other hand.
2. Depress the two tabs on either side of the wall-mount base.
3. While holding the phone upright, swing the base out until the support arms are released.
4. Locate the slots on the back of the phone in the middle on each side.
5. Grasp each support arm at the same time and gently insert them into the slots until they snap in.

2.2 Change the Labels for PFK (Programmable Function Key)

Make sure you keep your PFKs labeled correctly to prevent misdialing. The PFK labels are only available on the Allworx 9112 phone.

To change a label:

1. Remove the paper from beneath the plastic label cover by pulling the plastic cover forwards.
2. Update the PFK setting on the label.
3. Place the label back under the cover.

A word template can be obtained at our website (www.allworx.com/support/downloads/default.asp, select the Documentation link).

2.3 Volume

You can adjust the volume of the incoming ring, handset speaker, speakerphone, and the headset. The volume will be adjusted for the device that you are currently using.

To adjust the Volume:

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

- You can adjust the incoming ring by pressing the *Volume* bar on the left (decrease) or right (increase) for desired audio level. Do not lift the handset.
- To adjust other volumes, pick up the handset, turn on the speakerphone or headset, and press the *Volume* bar on the left (decrease) or right (increase) for desired audio level.
- The screen shows the device for which you are adjusting the volume.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

3 Introduction to your Allworx Phone

Your new Allworx phone supports two modes of operation: PBX (Private Branch Exchange) Mode and Key System Mode. Your system administrator has pre-configured the phone for one of these two modes. Each programmable button on the phone will function differently depending on the mode of the phone. This guide caters to the PBX Mode.

Allworx 9112 VoIP phone

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.
Revised: March 28, 2007

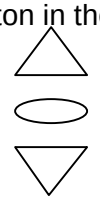
Download from Www.Somanuals.com. All Manuals Search And Download.

Allworx 9102 VoIP phone

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.
Revised: March 28, 2007

Download from Www.Somanuals.com. All Manuals Search And Download.

4 Button Operation

Button	Light	Purpose
Keypad	None	Use the keypad to dial numbers in order to place a call.
Messages	Solid red if new messages are present.	Access the Message Center.
Transfer	Solid red until the call is transferred.	Transfer a call to another extension using a Blind or an Attended Transfer.
Conference	Blinking green while making connections Solid red when in use.	Talk to 3 parties at a time using the 3-Way Conference functionality.
Intercom	Solid green when in use.	Use the phone as an intercom.
Release	None	Disconnect with the call you are on currently.
Info (9112 only)	Solid green when in use.	View functionality of all the buttons on the phone: Feature Keys, Programmable Function Keys (PFK), Scroll Keys, Selection Keys, and Keypad.
Speaker	Solid green when in use.	Use the phone as a speaker phone or activates a headset.
Mute/DND	Solid red when Mute. Solid amber in Do not Disturb mode. Flashing amber.	Turn off the microphone in handset, speaker phone, or headset. Prevent incoming calls (Do Not Disturb). Indicate Presence other than “In Office”
Hold	Solid red if the call is on hold.	Place a call on hold.
Navigation	None	Use the up arrow to move up on the LCD screen. Use the down arrow to move down. Use the button in the center to Select and Save settings. 
Soft key Selection	None	Use the buttons below the display to select a soft key.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.
Revised: March 28, 2007

Download from Www.Somanuals.com. All Manuals Search And Download.

4.1 Messages

If the *Messages* button is red, you have a new message in your voicemail box. The number of new messages appears on the screen. To listen to your voice mail, press the *Messages* button. You'll need to enter your password to access your messages.

Note: The Allworx Message Center can also be reached by dialing 6 then the primary extension (61##) from any handset or from the Auto Attendant.

4.2 Transfer

Blind Transfer

1. Press the *Transfer* button. The current call is placed on hold.
2. At the dial tone, dial the extension to where you want to transfer the call.
3. The call will automatically be transferred. If the recipient does not answer, the call will follow the recipient's call route.

Attended Transfer

To talk to the person to whom you are transferring the call to before the transfer goes through.

1. Press the *Transfer* button.
2. Select a second Call Appearance PFK.
3. Dial the extension to where you want to transfer the call.
4. Talk to the new recipient.
5. Press the *Transfer* button again. The two parties will now be connected.
6. If you want to cancel the transfer, press the *Release* button. To return to the original caller, press the Call Appearance PFK where the call is currently being held.

4.3 Conference

After connecting to the first person you want on the conference call, follow these steps:

1. Press the *Hold* button.
2. Select another Call Appearance PFK and call the second person you want on the conference call.
3. Press the *Conference* button.
4. Press the Call Appearance PFK where the first person is on hold.
5. All three callers are now able to conference. The *Conference* button will be illuminated solid red.
6. One party may exit the conference by hanging up; the remaining two parties will continue to be connected.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

7. If you desire to have a private conversation with one of the parties, you may split the conference using the following steps:
    a. Use the Up / Down navigation arrows, to select the Call Appearance PFK of the person you wish to put on hold and then press the *Hold* button. (The display will show the two parties involved in the conference).
    b. You may now talk to the remaining party.
    c. The Call Appearance PFK for the person on hold will be flashing. To have the person re-join the conference, press *Conference*, then select the flashing Call Appearance PFK. The three-way conference is then re-established.

4.4 Intercom

1. Press the *Intercom* button, and then dial the extension of the person you would like to talk to.
2. The call is connected when the LCD screen displays Active Call.
3. Start talking. The person you called will hear you over their speaker.
4. To deny an incoming Intercom request, press the *Ignore* soft key.
5. Press the *Intercom* or *Speaker* button to end the call.

4.5 Release

The *Release* button is used to hang-up an active call or to abort a new call setup, such as the middle of a transfer operation.

4.6 Info

The *Info* button is only available on the Allworx 9112 phone. The button is used to get information regarding the other buttons on your phone. For example, you can use the *Info* button to determine the numbers that have been programmed for each speed-dial button.

To use this feature:

1. Press the *Info* button.
2. Press any of the other buttons on the phone.
3. A screen will be displayed with a brief description of the selected button.
4. Press the *Info* button a second time or let the screen time-out to exit the description screen.

4.7 Speaker

Press the *Speaker* button for hands-free use of the phone.

If you're already using the handset, you can:

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

- Press the *Speaker* button, then place the handset on the hook. Take the handset off the hook to continue using it again. When you are finished with the call, press the *Speaker* button to hang up.
- Press the *Speaker* button, then place the handset on the desk. To switch back to using the handset, just press the *Speaker* button.

Note: If you're using a headset, you will use Speaker to activate it. You will not be able to use the speakerphone while using a headset (Section 5.3).

4.8 Mute/DND

Mute a Call

During a call, you can press the *Mute/DND* button to turn off the microphone in the handset, speakerphone, or headset. The light on the *Mute/DND* button is red when the phone is muted.

Prevent Incoming Calls using Do Not Disturb (DND)

1. With the handset on the hook, press the *Mute/DND* button.
2. The light on the *Mute/DND* button will appear amber.
3. With Do Not Disturb enabled, your phone will not ring. All calls targeted for you will follow the next step in your active call route.
4. Press *Mute/DND* to turn Do Not Disturb off your phone. The light on the *Mute/DND* button will turn off.

Change Presence State

The *Mute/DND* button can also be used to change your Presence setting directly from the phone. The Presence states are: 'In Office', 'At a Meeting', 'On Vacation', 'On Business Trip', 'At Home', 'Away', and 'Busy'.

1. Press and hold the *Mute/DND* button to display the Presence states.
2. Using the Up / Down navigation arrows, scroll to the desired Presence.
3. Use the *Select* button to save the Presence state.

The *Mute/DND* button will flash amber when you are in any state other than 'In Office'.

4.9 Hold

The caller will hear music while on Hold, if Music on Hold is enabled for your company's system.

To place a call on hold:

- Press the *Hold* button.
    - The *Hold* button will blink red once.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

- Place the handset on the hook.
    - The Call Appearance PFK for the call that is on hold will blink green until the call is picked up again.

To take the caller off hold:

- Pick up the handset.
    - When the handset is picked up, the most recent call is connected.
- Press *Speaker* button (for hands-free).
- The caller ID of the call picked up will appear on the display.

To pick up a different call on hold:

- Press the flashing PFK for that call or use the Up / Down navigation arrows to display the call on the screen, and then pick up the handset.

If you have a call on hold and a new call comes in, the new call will be answered when the handset is lifted.

The caller will hear music during the hold time, if Music on Hold is enabled for your company's system.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

5 Phone Operation

5.1 Answering / Placing a Call

- Lift the handset off the hook.
- Press the *Speaker* button to put the phone in hands-free mode or headset mode, if the headset is connected.
- Using the keypad without lifting the handset will place the phone in speakerphone mode.
- PFKs that can be used to answer incoming calls (if flashing) or make outgoing calls:
    - Call Appearance
        - Can be used to either place an extension-to-extension call, or to obtain an outside line by first dialing 9.
    - Line Appearance
        - Do not have to dial 9 to obtain outside line.
    - Call Monitor
    - Call Queue
    - Speed Dial
        - Automatically dials the programmed number

Note: Unless configured otherwise, incoming calls to your phone will ring the audible indicator, flash the Allworx visual indicator (only applies to the 9112), and flash one of the Call Appearance PFKs.

5.2 Ending a Call

- If you're using the handset, place receiver back on the hook.
- If you're using the speakerphone, make sure the handset is on hook, then press the *Speaker* button.
- If you're using a headset, press the *Speaker* button.
- Pressing another PFK will end the call.
    - If a second call is coming in on another PFK, by pressing that PFK your current call will end and the incoming call will be answered.
- Press the *Release* button to end a call and start a new call.

5.3 Headset

1. Plug the cable for the headset into its receptacle on the right side of the phone.
2. Press the *Speaker* button. (You cannot use the speakerphone and headset at the same time).
3. When you are finished with the call, press the *Speaker* button to disconnect.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

A PFK can be created to activate the headset instead of using the *Speaker* button. The PFK has to be setup by a System Administrator.

5.4 Directory Dialing

1. Press the Up / Down navigation arrows to view a list of all User Extensions, System Extensions, and Speed Dial numbers by Name or Description.
2. Use the Down Arrow button to highlight the Name (or Description) and Extension. Alternately, you may also press an alpha key on the keypad to jump to the desired section of the directory.
3. Press the *Select* button to dial the number.

5.5 Redial a Number

- On the phone's display screen, you can automatically dial the last number called by selecting the *REDIAL* soft key.
- Select the *CALLS* soft key, using the Up / Down navigation arrows highlight the desired number, and press the *Select* button.
- A PFK can also be programmed by your System Administrator to redial the last number called.

5.6 Missed Calls

If a call is missed, a message will appear on the phone's display. Use the following steps to see details of the missed calls:

1. Select the *CALLS* soft key.
2. Use the Up / Down navigation arrows to view your missed calls.
3. Select the *DETAIL* soft key to view the date and time of the missed calls.
4. Press the *Select* button to call the number.

5.7 Ignore and Silence Soft keys

- While the call is ringing, the *Silence* and *Ignore* soft key options appear.
- Pressing the *Ignore* soft key stops the audible ringing and returns you to the Active Call screen, however the PFK that the call is coming in on will continue to flash until the call is answered or the caller hangs up.
- Pressing the *Silence* soft key stops the audible ringing, however the incoming call will still be present on the phone's display and the PFK that the call is coming in on will continue to flash until the call is answered or the caller hangs up.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

5.8 Programmable Function Keys

The following features can be programmed by your System Administrator into the 12 PFKs on the 9112 model or the 2 PFKs on the 9102 model (suggest to leave one PFK as a Call Appearance):

- Busy Lamp Field (BLF)
- Call Appearance
- Call Monitor
- Headset
- Park
- Personal Speed Dial
- Redial
- Line Appearance
- Parking Orbit
- Queue Appearance
- Speed Dial

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

6 Phone Features

6.1 Operator

Dialing (or transferring to) 0 from any phone will initiate a call to the operator.

6.2 User Extensions

Dialing (or transferring to) any 1## extension will connect a call to another user, if that user's extension exists.

6.3 Resource Extensions

Dialing (or transferring to) any 2## extension will connect a call to a call route set up by the System Administrator and assigned to that extension.

6.4 Leave a User a Voicemail

Dialing (or transferring to) any 31## or 32## extension will connect a call to a particular user's voicemail.

Note: 32## only works if extension 2## routes directly to a user's voicemail.

6.5 Business Speed Dial

The System Administrator can specify extensions 350 – 399 or 34000 – 34999 to ring particular numbers. The System Administrator can program the extensions to a phone's PFK.

6.6 Auto Attendant

Dialing (or transferring) to extension 400 or 431 from any phone will go to the default Auto Attendant.
Dialing (or transferring) to extension 431 - 439 from any phone will go to a specific Auto Attendant set up by the System Administrator.

6.7 Overhead Paging

Dialing extension 402 activates the overhead paging system. Once activated users can make an announcement from the handset that is transmitted to the overhead paging system.

Note: An overhead paging system is a 3rd party product attached to the Allworx.

6.8 Active Door Relay

Dialing extension 403 activates the Door Relay, if the system is configured and connected to a Door Relay.

6.9 Do Not Disturb

Dialing extension 420 enables Do Not Disturb on the phone.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

Dialing extension 421 disables Do Not Disturb on the phone.

Note: The Mute/DND button will not be lit.

6.10 Call Queues

The caller will hear music while waiting in the Queue, if Music on Hold is enabled for your company's system.

Logging in/out of a Queue

To login to a Queue:

1. Press the Queue PFK on your phone corresponding to the Queue to be logged into.
2. Hold down the PFK for at least 1.5 seconds.
3. The button will change color from red to either off (no calls in queue) or flashing green (if a call is waiting in the Queue).

Note: By default, the phone will automatically be logged into the Queue.

To logout Queue:

1. Press the Queue PFK on your phone corresponding to the Queue to be logged out of.
2. Hold down the PFK for at least 1.5 seconds.
3. The button will change color to solid red (logged out of Queue).

Placing a Call in a Queue

Calls can be put in a Queue either by dialing a 2## extension routed to a Queue from an Auto Attendant or by the following steps:

To place a call in a Queue:

1. Press the *Transfer* button.
2. Dial 440# (# representing Queues 0 through 9) or a 2## extension that is routed to a Queue.

Retrieving a Call from a Queue

Call Queues are created and programmed by your System Administrator. There are two ways to retrieve a call from a Queue:

- Dial extension 441# (# representing Queues 0 through 9).
- The System Administrator can define the PFKs on your Allworx phone as Queue Appearances for one or more Call Queues:

  The Queue PFK may be in one of several states:

  - Red means you are currently logged out of the Queue.
  - Off (not lit) means you are logged into the Queue but there are no calls waiting in the Queue.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

- Flashing green means there is at least one call in the Queue and will flash on all phones that are logged in.

When the Queue PFK light is flashing, you will be able to pick up the call by pressing the PFK or *Speakerphone* button for hands-free mode, or by using your handset or headset and pressing the PFK.

6.11 Call Forwarding

Dialing 451## or 452## will forward any calls that come into the phone to extension 1## or 2##.
To disable Call Forwarding for the phone, dial extension 450.

6.12 Paging Zones

Dialing 46# (# representing a Paging Zones 0 through 9) on the phone will broadcast audio to any other phones that are members of the Paging Zone.

Note: Paging Zones are set up by the System Administrator.

6.13 Conference Center

There are four Conferences Bridges on the 24x and one Conference Bridge on the 6x that support up to 8 callers. A Conference can be scheduled using the directory page or be used without scheduling ahead of time.

Users can join a Conference by dialing extension 408 from the Auto Attendant, any phone on the network, or by being transferred to the extension by another user. An Auto Attendant shortcut my also be setup by the System Administrator to access the Conference Center. A Conference ID and password are required in order to enter the conference.

Note: For more information refer to the *Allworx Conference Center Guide* found on the website at www.allworx.com/support/downloads/default.asp.

The 24x supports up to 4 simultaneous conferences while the 6x supports only one conference. Default Conference IDs and Pins for unscheduled conferences are shown in the table below:

Server	Conference ID	Password
6x, 24x	480	480
24x	481	481
24x	482	482
24x	483	483

Note: The 10x does not support N-Way Conferencing.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

6.14 Allworx Message Center

The Allworx Message Center can be reached by dialing 61## (1## is a user's extension) or pressing the *Messages* button on any Allworx phone. If calling from an outside line, the Allworx Message Center can be reached through the Auto Attendant by dialing 61##.

The Allworx Message Center allows the user to:

- Listen to new and saved voicemails
- Send a message to another user
- Change presence setting
- Change name recording
- Manage message greetings
- Change password

Note: For more information refer to the *Allworx Message Center Guide* found on the website at www.allworx.com/support/downloads/default.asp.

6.15 Answer Ringing Phone Using Another Handset

A user can answer another user's ringing phone from their handset by selecting 7 and the ringing phone's extension.

6.16 Parking

The caller will hear music while parked, if Music on Hold is enabled for your company's system. Calls waiting in a parking orbit will time-out after 10 minutes causing the call disconnect.

Using Hold button

- Answer an incoming call.
- Park the call by pressing down the Hold button until it starts flashing red.
    - The phone display can show the extension (701 - 709) where the call is parked, if Parking Orbit Popups are enabled (Section 7.3).
- Using the Intercom button, you can announce the call and extension.
    - Someone else will then be able to pick up the call by dialing the Parking Orbit extension.

Attended Park

A call may be parked by making an Attended Transfer to extension 700.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

Note: Do not Blind Transfer to 700, as the call will be disconnected.

1. Press the *Transfer* button.
2. Select a second Call Appearance PFK.
3. Dial extension 700.
4. The parking location will be announced (701 – 709).
5. Press the *Transfer* button again. The call is now parked in the announced location.

Blind Park

A call may be parked by making a Blind Transfer to extension 740.

1. Press the *Transfer* button.
2. Dial extension 740.

Park PFK

A System Administrator can set a PFK on a phone to Park calls.

- To park an active call, press the Park PFK.
    - The parking location will not be announced. The phone display can show the extension (701 - 709) where the call is parked, if Parking Orbit Popups are enabled (Section 7.3).

Note: When a Park PFK is defined, the Hold button only ever operates as Hold. The current user preference setting for Hold Button Operation (Section 7.3) is ignored and Park is not available using the Hold button.

Park a Call using a Line Appearance PFK

An incoming call on a Line Appearance PFK can be parked using the Hold button.

Note: The Phone must be programmed for Key System Behavior.

1. Answer the incoming call using the Line Appearance PFK.
2. Press the Hold button, and the call will be parked.
    a. Any other phone that is monitoring the same outside line will be flashing red and can pick up the call.

- To perform a Privacy Hold, continue to press the Hold button past the time it takes to Park the call. The call will be on Privacy Hold for that particular phone. Any other phone that is monitoring the same outside line will be solid red and cannot pick up the call.
- If the Hold button is held, it will toggle back and forth between Park and Hold.

Parking a Call from the Hold Screen

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

Calls can be parked from the Hold Screen using an Attended Park, Blink Park, and Park PFK. The call does not need to be retrieved once placed on Hold before Parking.

Note: A call cannot be Parked by holding down the Hold button while the call is currently on Hold.

Retrieving A Parked Call

Your System Administrator can define one of the PFKs on your Allworx phone as a Parking Orbit PFK for one or more of the parking extensions. Your System Administrator can also set a reminder to ring the handset when the call has been parked for a specified elapse of time.

The Parking Orbit PFK may be in one of several states:

- Off (not lit) means the Parking Orbit is idle, no incoming call.
- Amber PFK means a call has been parked by that particular handset within the last five seconds. After five seconds, the button will turn to slow flashing green.
- Slow flashing green means a call has been parked using this handset for more that five seconds.
- Slow flashing red means a call has been parked on this Parking Orbit, but not by that handset.

When the Parking Orbit PFK light is flashing, you will be able to pick up a call in the Parking Orbit. You will be able to pick up the call by pressing the PFK or Speakerphone button for hands-free mode, or by using your handset or headset and pressing the PFK.

Note: Parked calls can be answered without a designated Parking Orbit PFK by dialing 701 – 709 from any handset.

6.17 Call Monitors

Call Monitors are created and programmed by your System Administrator. The System Administrator can define the PFKs on your Allworx phone for one or more Call Monitors.

The Call Monitor PFK may be in one of several states:

- Off (not lit) means the Call Monitor is idle, no incoming call.
- Fast flashing green means there is an incoming call (with the handset is set to ring).
- Green means there is an active call on this handset.
- Fast flashing red means there is an incoming call (with the handset is set not to ring).
- Slow flashing green means an active call is on hold by this handset.

When the Monitor PFK light is flashing, you will be able to pick up the call by pressing the PFK or *Speakerphone* button for hands-free mode, or by using your handset or headset and pressing the PFK.

6.18 Busy Lamp Function (BLF)

Another user's phone can be linked to a PFK on your phone. The PFK will automatically dial the user's extension when pressed. The BLF PFK will flash red when the user has an incoming call coming and it will become solid red when the user is on the phone.

Note: This requires the phone to be programmed in PBX Behavior by your System Administrator.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

7 Advanced Topics

Depending on the configuration of your Allworx system, you may be able to see information about the configuration of your phone. In some instances, you can make changes.

Caution: Check with your System Administrator before making any changes.

7.1 Phone Configuration Menu

You can view / change the following by selecting the *CONFIG* soft key:

- Personal Speed Dial
- Preferences
- Reboot Phone
- Clear Call History
- Refresh Directory
- Network Settings
- Current Status / Info
- Statistics
- Save Settings
- Set Factory Defaults

7.2 Personal Speed Dial

You can program your frequently called numbers and dial them with the touch of a button.

Setting up a Personal Speed Dial

1. Press the *CONFIG* soft key.
2. A menu will appear, the first option should be Personal Speed Dial, press the *Select* button.
3. Use the Up / Down navigation arrows to choose a desired speed dial number, press the *Select* button.
4. Use the keypad to enter the phone number or extension.
5. Press the *Select* button, and use the keypad to enter a name for the speed dial.

Note: # puts a space between characters and the Up / Down navigation arrows serve has as a backspace.

Using a Personal Speed Dial

1. Pick up a line.
2. Press the *SPDIAL* soft key.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

3. Choose the desired number on the keypad of the saved speed dial.

The System Administrator can set up a PFK to serve as a speed dial. The top most PFK will be associated to speed dial 0, the next PFK will be associated to speed dial 1, etc.

7.3 Preferences

1. Press the *CONFIG* soft key button.
2. Press the Down arrow button to select *Preferences*. Press the *Select* button.
3. Select from the following list using the Up / Down navigation arrows to make the changes:
   a. LCD Contrast – Controls the brightness of the display. Use the Volume bar or Up / Down arrows to adjust.
   b. Call History Size – Number of calls kept in History. 0 – 99 (Default: 99).
   c. Clock Mode – Time Display for LCD Screen.
      i. Off
      ii. 12 Hour (Default)
      iii. 24 Hour
   d. Hold Reminder Mode – How the hold reminder should act.
      i. No Reminder
      ii. On Hook
      iii. Timer (Default)
      iv. On Hook and Timer
   e. Redial Memory – To have the last number dialed stored in the phone.
      i. Enabled (Default)
      ii. Disabled
      iii. Timed
   f. Audible Dialing – Tones are heard when a key is pressed.
      i. Enabled (Default)
      ii. Disabled
   g. Call Timer Display – Displays the length of time during a call.
      i. Enabled (Default)
      ii. Disabled
   h. Intercom Auto Answer – When a call is placed to a phone using the *Intercom* button, the phone receiving the call will automatically answer using Intercom/Speakerphone.
      i. Enabled (Default)
      ii. Disabled

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

i. On Hook Dialing – Speakerphone mode will be enabled when a number on the keypad is pressed. Allows numbers to be dialed without pressing the *Speaker* button first.
    i. Enabled (Default)
    ii. Disabled

j. Visual Ringing – The Allworx visual ring indicator for the 9112 phone will flash red with an incoming call.
    i. Enabled (Default)
    ii. Disabled

k. Paging Enable Mode – If the phone is to allow pages to be heard.
    i. Never
    ii. Always (Default)
    iii. On Hook

l. Off Hook Ringing – The phone will ring when a new call is received while in use.
    i. Enabled (Default)
    ii. Disabled

m. Auto on Hold – When another call comes in on a free Call / Line Appearance PFK while on an active call, if the PFK for the new call is pressed, the first call is automatically put on hold instead of ended.
    i. Enabled (Default)
    ii. Disabled

n. Auto Retrieve Calls – When the phone is on hook and a call is on hold, if handset is taken off hook, the call on hold is automatically retrieved.
    i. Enabled (Default)
    ii. Disabled

o. Missed Call Tracking – Can choose what types of Appearances to track.
    i. Call Appearances Only (Default)
    ii. All Appearance Types

p. Parking Orbit Popups – Displays the Parking Orbit after call has been parked.
    i. Popup Enabled (Default)
    ii. Popup Disabled

q. Hold Button Operation – Set the *Hold* button functions.
    i. Hold then Park
    ii. Park then Hold
    iii. Hold Calls Park Lines (Default)

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

4. After making changes to the preferences listed above, press the *Select* button.
5. Press the *EXIT* soft key twice.
6. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.

7.4 Reboot the Phone

1. Select the *CONFIG* soft key.
2. Highlight *Reboot Phone*.
3. Press the *Select* button.
4. If you have any unsaved changes, you'll be asked if you want to save them before rebooting. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.
5. Select the *YES* soft key on the next prompt to confirm the phone reboot.

7.5 Clear Call History

The Allworx phone retains the history of your calls up to 99 calls. You can clear your call history by using the following steps:

1. Select the *CONFIG* soft key.
2. Scroll down and highlight *Clear Call History*.
3. Press the *Select* button.
4. Select the *YES* soft key to clear call history *OR* select *NO* to cancel.

7.6 Refresh Directory

1. Select the *CONFIG* soft key.
2. Scroll down and highlight *Refresh Directory*.
3. Press the *Select* button.
4. Select the *Exit* soft key to exit the Refreshing the Directory screen.

7.7 Check the Network Settings

Warning: Do not make any changes to your network settings unless instructed by your System Administrator.

1. Select the *CONFIG* soft key.
2. Scroll down and highlight *Network Settings*.
3. Press the *Select* button.
    a. DHCP – Allows the phone to extract its configuration from the server.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

i. Enabled (Default)
ii. Disabled

b. VLAN – Allows the phone to stay on the same network without any hardware reconfiguration.
   i. Enabled
   ii. Hub Debug Mode (Default)
   iii. Disabled

c. Remote Plug 'n' Play – Key used to set up a remote phone. See the System Administrator.

d. Edit Time Server IP – Option to change the Time Server the phone is logged into.

e. Edit Boot Server IP – The WAN IP address the server is using for the setup of a remote phone.

f. Edit Phone Server IP – Option will appear if DHCP is disabled. Allows the manual entry of the phone's IP.

g. Edit Netmask IP – Option will appear if DHCP is disabled. Allows the manual entry of the Netmask IP.

h. Edit Gateway IP – Option will appear if DHCP is disabled. Allows the manual entry of the Gateway IP.

i. Phone VLAN Settings – Option will appear if VLAN is enabled.
   i. Enter VLAN ID – 2 (Default)
   ii. Enter VLAN Priority – 7 (Default)

j. PC VLAN Settings – Option will appear if VLAN is enabled.
   i. Enter VLAN ID – 1 (Default)
   ii. Enter VLAN Priority – 0 (Default)

4. Select the *EXIT* soft key.
5. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.

7.8 Current Status / Info

1. Select the *CONFIG* soft key.
2. Highlight *Current Status/Info*.
3. Press the *Select* button.
4. The following information is listed:
   - DHCP Lease Time (if DHCP is enabled)
   - SNTP Time Server IP
   - Boot Server IP
   - Phone IP

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

- Subnet IP
- Gateway IP
- Boot Configuration success or failure
- MAC Address
- Model Name
- Software Version
- LAN Connection Info
- PC Connection Info

5. Use the Up / Down navigation arrows to move through the list.
6. When finished, press the *EXIT* soft key.

7.9 Check Statistics

1. Select the *CONFIG* soft key.
2. Highlight *Statistics*.
3. Press the *Select* button.
4. The following information is listed:
   - Audio Packet Stats
     - RCV
     - XMT
     - Missed
     - Avg Jitter
     - Min Delay
     - Max Delay
   - SIP Call Stats
     - Incoming OK
     - Outgoing OK
     - Bad Address
     - Refused Busy
5. Use the Up / Down navigation arrows to move through the list.
6. When finished, press the *EXIT* soft key.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

7.10 Save Changes to Your Settings

Normally, you are prompted to save the changes you have made. You may, however, manually want to save the changes.

1. Select the soft key that corresponds to *CONFIG* on the screen.
2. Highlight *Save Settings*.
3. Press the *Select* button.
4. Select the *YES* soft key to save any changes *OR* select *NO* to cancel changes made.
5. Press the *Exit* soft key.

7.11 Reset the Phone to Its Factory Defaults

Warning: Do not reset your phone to its factory defaults unless instructed by your System Administrator.

1. Select the soft key that corresponds to *CONFIG* on the screen.
2. Highlight *Set Factory Defaults*.
3. Press the *Select* button.
4. Select the *YES* soft key to restore the factory defaults *OR* select *NO* to keep the Configuration as is.
5. Phone automatically reboots.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

8 Additional Information

Your business directory, including the conference scheduling page, company phone list, distribution lists, phone features chart, and shared folders are available using a browser and entering:

http://ServersLANSideAddress

- This will either be the IP address of your server on your local area network or the host name of the server.
- Your System Administrator can give you this address and it is included on your Allworx welcome summary sheet.

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

9 Wall Mounting (Optional)

Your phone is wall mountable and requires a wall mounting plate. The mounting plates are available from your local telephone company or your local retailer.

Caution: If using a standard telephone wall mounting plate, DO NOT make any connection to the RJ 11 jack. This connection is intended for an analog phone and may cause damage to the Allworx phone, voiding your warranty.

The mounting plate, similar to the one shown below, has mounting studs to receive the telephone base and is positioned to secure the Allworx telephone flush to wall surface.

Collapse the Allworx phone base to the horizontal position 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 be routed to the network connection and/or a power connection.

Standard Telephone Wall Mounting Plate

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

10 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.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402.

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

The Power Supply is a plug-in Class 2 transformer. It is model no. WD482400400. Input voltage is 120VAC, 60Hz 16W. Output voltage is 24VDC 400mA. UL listed. The product was made in China.

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

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

11 Abbreviations

PoE – Power over Ethernet

VoIP – Voice over Internet Protocol

PBX – Private Branch Exchange

PFK – Programmable Function Key

DND – Do Not Disturb

BLF – Busy Lamp Function

© 2007 InSciTek Microsystems, Inc. All rights reserved. Allworx is a registered trademark of InSciTek Microsystems. All other names may be trademarks or registered trademarks of their respective owners.

Download from Www.Somanuals.com. All Manuals Search And Download.

Free Manuals Download Website

http://myh66.com

http://usermanuals.us

http://www.somanuals.com

http://www.4manuals.cc

http://www.manual-lib.com

http://www.404manual.com

http://www.luxmanual.com

http://aubethermostatmanual.com

Golf course search by state

http://golfingnear.com

Email search by domain

http://emailbydomain.com

Auto manuals search

http://auto.somanuals.com

TV manuals search

http://tv.somanuals.com