Allworx Telephone System Training

Setting up a Mailbox:

- Press the MESSAGES key twice
- Enter your PIN code and press the # key (default PIN code is 1234)
- Press 4 to setup mailbox
- Press 2 to record name (to include user in directory listing)
- Press 3 to record greetings (record greeting 0, other greetings optional)
- Press 5 to change PIN code (this should have been done on your first login)

To make outgoing call:

- Pick up the handset
- Dial 9 to begin your dialing *or* press an available LINE key

To dial an internal station or User:

- Press a Station key for the person you are calling *or* press an Ext 1xx key and dial their 3 digit station number

To answer a call:

- While the phone is ringing, pick up the handset
- Press SPEAKER or flashing LINE key to receive the call

Placing a call On Hold

- Press the HOLD key
- To reconnect to the call, press the LINE that is flashing. Hold will allow other users to pick up the call

Transferring Calls:

- Press TRANSFER
- Press a programmed button or dial the station number to receive the call
- When they answer, you can make an announcement if needed
- Hang up to complete the transfer

Transferring calls to Voicemail:

- Press TRANSFER
- Press the VMAIL soft key
- Press a programmed button or dial the station number of the mailbox to receive caller

To Voice announce to another Station:

- Press the upper INTERCOM key
- Dial the station or User number
- speak directly to the party, they do not need to pick up handset

Call Pickup:

- Dial 7
- Dial the 3 digit station number of the ringing phone you want to intercept

Conference Calls:

- Place your active call on HOLD
- Press an available LINE key or dial 9 and the external number
- When the party answers press CONF
- Press the call that was placed on hold (flashing green only LINE key)

Do Not Disturb:

- While phone is idle, press the MUTE/DND key, light will turn amber.
- To remove Do Not Disturb, press the MUTE/DND again.
- Note: Phone will still be able to place calls while in DND mode.

Checking voicemail from another telephone

- From any office phone, dial 6
- Dial the station number for the vm you would like to check
- Enter the PIN code

- From outside the office, dial your main number
- Dial 6 when the system answers
- Dial the station number for the vm you would like to check
- Enter the PIN code

Leaving a Message in another users mailbox

- Dial 3
- Dial the mailbox number you wish to leave a message in
- To skip the personal greeting, press #

Hot Desk

- Press CONFIG
- Scroll down to Hot Desk Login
- Enter your Station number
- Enter your PIN code