

Command	Function
####	Dial another user at a local extension.
3####	To directly access a user's voicemail box. May be used to leave a message or transfer a caller to target VM box.
*33	Analog only: Conference call setup on analog phones. (Connect to first party, FLASH, *33, dial second party, FLASH).
350 – 399	Access company-wide Speed Dial numbers. The system administrator defines speed dials.
400	Access the Auto Attendant
402	Paging using the public addressing system
420	Turn on Do Not Disturb for this handset.
421	Turn off Do Not Disturb for this handset.
45####	Forward calls to an extension in the range 100-199#
450	Cancel Call Forwarding
6####	Access the Voice Mail Message Center
700	Park a call (Transfer to 700, listen to parked location, complete transfer)
701-709	Retrieve a call parked on extensions 701-709
7####	Answer a ringing extension.
8 + pin code	Access an outside line via a pincode-restricted handset.
9+7 digits	Access an outside line for local calling
9+ 10 or 11 digits	Access an outside line and dial long distance calls.

####= 3 digit extension number.

Telephone-Specific Command Sets		
Function	Cisco 79xx phones	Analog Phones
Attended Transfer	Press <more>, <Trnsfr>, dial number, announce call, <Trnsfr>, !! Important - wait for call to clear from display then hang up.	Press <FLASH>, dial number, announce call, hang up
Blind Transfer	Press<more>, <BlndXfr>, dial number	Press <FLASH>, dial number, hang up
Conference call	Establish call with first party, Press <Confrn>, dial second party, announce conference, press <Confrn> to establish 3-way conference.	Establish call with first party, Press <FLASH>, dial *33, wait for dial tone, dial second party, announce conference, press <FLASH> to establish 3 way conference.
Park a call	Press <more>, <Trnsfr>, dial 700, listen for parking location, press <Trnsfr> , wait for call to clear from display then hang up.	<FLASH>, dial 700, listen for parking location, hang up
Retrieve a parked call	Dial 70x (parking location given during parking procedure above)	Dial 70x (parking location given during parking procedure above)
Consultation	Press <more>, <Trnsfr>, dial number, consult, press <End Call>, <Resume>	Press <FLASH>, dial number, consult, press <FLASH>

This reference guide provides brief instructions for using your All-in-One Voicemail and Allworx telephone features. For more detailed instructions, refer to the *Allworx 10x User Guide*.

Accessing your message center inbox:

1. From any telephone, dials 6 followed by your primary extension number or press the **messages** button from a feature phone.

When calling from outside the organization, you can access your VM box, by reaching the auto attendant and dialing 6 followed by your primary extension. Alternatively, you may have an internal user transfer you to your VM box.

2. Enter (or spell) your password followed by the **# key**. Your initial password will be provided by your system administrator and will be included on the welcome summary sheet.
3. You will hear an announcement indicating the number of new and saved voicemail and email messages in your inbox along with following options:

Command	Function
3	To send a message
4	To change your Message Center system settings
5	To listen to email messages
6	To listen to saved email messages
9 or hang up	To end your call
*	To listen to these choices again

Changing Your Name Recording:

1. Log in to your message inbox.
2. Select Option 4. The system will announce the following options:

Command	Function
1	To change your presence setting
2	To change the recording of your name
3	To change your outgoing message recording
4	To change the maximum recording time for messages
5	To change your password
*	To listen to these choices again

Changing Your Name Recording continued...

1. Select Option 2. The system will play your current name recording for your review and offer from the following options:

Command	Function
2	To change your name recording
3	To review your name recording
#	To return to the previous menu
*	To listen to these choices again

2. Select Option 2. Listen to the instructions and record your name. Press the # key when you have finished. The system will offer the following options:

Command	Function
1	To save your name recording
2	To change your name recording
3	To review your name recording
#	To cancel changing your name recording
*	To listen to these choices again

Changing Your Outgoing Voicemail Message:

1. After logging into your message box, select option 4 to change your message center system settings.
2. Select option 3 to create or change the recording of your outgoing message. Listen to the prompts and record your outgoing message. Press the # key when you have finished. The system will then offer the following options:

Command	Function
2	To change your outgoing message
3	To review your outgoing message
#	To return to the previous menu
*	To listen to these choices again

Voicemail Message Playback:

1. Log in to your message inbox:
2. You will hear an announcement indicating the number of new and saved messages in your voicemail inbox, and the number of messages in your email inbox. The system will then prompt with the following options:

Command	Function
3	To send a message
4	To change your Message Center system settings
5	To listen to email messages
6	To listen to saved email messages
9 or hang up	To end your call
*	To listen to these choices again

3. Select option 1. The system will announce the time message was received, then play the message. **You must press * preceding each option.** For example to delete a message during playback press *3:

Command	Function
1	To <i>reply</i> to this message
2	To <i>forward</i> this message
3	To <i>delete</i> the message
4	To <i>replay</i> this message
5	To <i>play</i> the <i>previous</i> message
6	To <i>play</i> the <i>next</i> message
7	To <i>rewind</i> the message 10 seconds,
8	To advance the message <i>forward</i> 10 seconds
9	To send a message to all system VM users.
#	To return to the previous menu
*	To listen to these choices again
* ###	To direct to another extension including the operator (*0, *110 etc)

NOTE: Messages are automatically saved unless you choose to delete them.

Replying to a Voicemail Message:

To reply to new or saved messages received from people *within* your organization:

1. After playing the message, press option 1 to reply.
2. Listen to the instructions then record your message. Press the # key when you have finished.
3. Select one of the following options for sending your reply:

Command	Function
1 or Hang up	To <i>send</i> to your message
2	To <i>review</i> your message
3	To <i>change</i> your message
#	To <i>cancel</i> sending your message
*	To listen to these choices again

Forwarding a Voicemail Message:

To forward new or saved messages received:

1. After playing the message, select option 2 to forward.
2. After the Allworx prompt, enter the first extension number to which you wish to forward the message. The system will play the selected user's name, and prompt for the next extension number. You can enter another extension number or press the # key to finish entering forwarding extension numbers. Repeat this process until all extension numbers are entered.
3. When you have finished entering extension numbers, you will be prompted to record a message to precede the forwarded message. Record your message at the beep, then press the # key when you have finished.

Sending a Voicemail Message:

To record and send a new message to multiple users or Message Aliases:

1. Log in to message inbox.
2. Select option 3. The system will prompt you to enter the first extension number or Alias number to which you wish to send the message. Select option 9 to send your message to all voicemail users.
3. Enter the first extension number. The system will confirm your entry, and prompt you to enter another.
4. Enter the next extension or Alias number. Repeat this process until all extension or Alias numbers have been entered. When the last number has been entered, press the # key to indicate you are ready to record your message.
5. You will be prompted to begin recording. When you have finished recording, press #.

Sending a Voicemail Message continued...

6. You will be prompted to complete the process as follows:

Command	Function
1 or hang up	To send a message
2	To review your message
3	To change your message
#	To cancel sending
*	To listen to these choices again.

Changing your message center password:

1. After logging into your message box, select option 4 to change your message center system settings. Then select option 5.
2. Your password must be at least 4 digits long. Follow the prompts to enter and confirm your new password.
3. Remember that this is the same password that you will use when retrieving Voicemail via your email client.

Changing your presence via telephone:

1. After logging into your message box, select option 4 to change your message center system settings. Then select option 1.
2. Your current presence will then be announced, to change your presence simply select one of the numeric options listed below:

Command	Function
1	In office
2	At a meeting
3	On vacation
4	On business trip
5	At Home
6	Away
7	Busy
#	Return to the previous menu
*	To listen to the choices again

To change the maximum recording time for voice messages:

1. After logging into your message box, select option 4 to change your message center system settings. Then select option 4.
2. Your current message recording time will then be announced, to change the maximum message length, enter a new value between 30 and 120 seconds followed by the # key:

To transfer to an internal extension from the Voice Mail Main Menu

After logging into the Voice Mail system, the caller now has the option of to transfer to any internal extension.

1. After logging into the Voice Mail system using 61### and hearing the main menu (Press 1 to listen to messages, Press 2 etc.), dial * + ext. The caller will be immediately transferred to that internal extension.
2. There is not a prompt informing the caller of this option.

To transfer to an internal extension after reaching the callee's voice mail

While listening to the callee's voice mail greeting, the caller now has the option to transfer to any other internal extension.

1. After reaching the callee's voice mail greeting ("Hi, I'm not here right now, please leave a message at the beep etc), dial * + extension. The caller will be immediately transferred to another internal extension.
2. There is not a prompt informing the caller of this option.

Other useful hints:

Your business directory including the company phone list, shared folders and online documentation is available online by pointing a browser to:

<http://TheAddressOfYourAllworxServer> 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.