



Family Resource Pavilion

Allworx Telephone Basics

Revised: 3/13/2016

1. **To Place an Outgoing Call:** Lift handset or press SPEAKER; Press 9 and dial the number
2. **To Place a Call on Hold:** Press the HOLD FK*
 - To retrieve the call – with the handset in place, press the PFK* of the call and then pick up handset to be on the call.
3. **To Park a Call:** Press the PARK FK (the park orbit zone will be displayed on the screen, and the appropriate Park Zone # PFK will illuminate)
 - Picking up a Parked Call: Must know Park Zone #; Press the corresponding PFK button
4. **Transfer a caller to another station:** Press TRANSFER FK; Dial the extension you are transferring to OR press the PFK for that extension/location OR use the company directory
 - **Blind Transfer:** Hang up
 - **Announced Transfer:** When target user answers, announce the call
 - If after announcing the call, the person at the extension does NOT want the call, press the CANCEL SK* and the call will come back to you
 - Call will be transferred when you hang up
5. **Transfer a caller directly to someone's voicemail:** Press TRANSFER FK→VMAIL SK → extension of the person you are transferring to OR press the PFK for that extension OR use the company directory
 - The screen will confirm CALL TRANSFERRED
6. **Three-Way Conference Call:** While on a call: Press CONF FK → **Select another line**, and dial the phone number you want to connect to
 - IMPORTANT: You MUST wait for the 3rd party to answer; Once the 3rd party answers – press the CONF FK; The parties will be connected
7. **Redial a Number:** Press the REDIAL SK on the phone's display → Select the CALLS SK → Use the up/down navigation arrows to highlight the desired call → Press the Select (✓) button to dial the number
8. **Company Directory:** Use the scroll and select keys (to the right of the display screen) to scroll through a directory of all users on the system → Press the Select (✓) key to call that user.
9. **Ignore and Silence:** While a call is ringing, the SILENCE and IGNORE SK options appear.
 - Pressing the IGNORE SK stops the audible ringing. 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 SK stops the audible ringing. However, the information on the incoming call will still be displayed and the PFK that the call is coming in on will continue to flash until the call is answered or the caller hangs up.
10. **My Allworx Manager Access:** Navigate in your browser to www.familyresourcepavilion.org → Click on “Manage” in the bottom right corner (can only be accessed while onsite)
 - **User ID** = xEXT (e.g. for extension 201, ID would be “x201”)
 - **Password** = default password: 1234; NOTE: not the same as your VM PIN

Features accessed through the Manager: schedule **Conference Bridge**; additional instructions, change PIN, manage call routing, etc.)

*PFK = Programmable FK (illuminating buttons down right side of handset)

*SK = SK (displayed in the LCD)

*FK = FK (fixed, black keys around number pad)



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Voicemail Shortcuts (while listening to the message)

1 Reply to this message	5 Play the previous message	9 Call back the user who left the VM
2 Forward this message	6 Play the next message	# Skip to the end of the
3 Delete this message	7 Rewind the message 10 sec	
4 Replay this message	8 Fast forward the message 10 sec	

Accessing & Configuring Voicemail

11. **From Inside of the Office:** If the MESSAGES button is red, you have a new message in your voicemail box. The number of new messages appears on the screen.
 - **Audio Only:** Pick up handset or press SPEAKER → Press the MESSAGES FK twice (*or dial *404* → Enter your PIN (followed by the # sign); Follow the prompts
 - **Visual Voicemail (displays msg info on LCD):** Press MESSAGES button once → Press OK SK → Enter PIN, Press OK SK; Caller ID information will be displayed about the message and you can use the scroll FKs to scroll through your messages and then use the select FK to select the message to listen to
12. **From Outside of the Office:** Dial the remote voicemail number (“backdoor”): **720-213-1305** → Enter extension → Enter PIN (followed by #)
 - **Place External Call:** Once in your voicemail, to place an external call press 7 → 10-digit phone number (no ‘9’) of the person you want to call. This allows you to call clients, etc. using your cell phone, etc. without having your cell phone number disclosed via caller ID. The caller ID they see will be either the main FRP number or your DID, if you have one assigned.
13. **To Record Your Name (Facility Directory):** Press the MESSAGES FK twice → Enter your PIN (followed by the # sign) → Enter option 4, then option 2; Listen to the prompts to complete
14. **To Record Your Voicemail Greeting:** Press the MESSAGES FK twice → Enter your PIN (followed by the # sign) → Enter option 4, option 3 (manage your greetings), then option 0 (default greeting – the system will use the default greeting for all office settings); Listen to the prompts to complete
15. **To Change your PIN** – default/first time PIN = 1234
 - Press the MESSAGES FK twice → Enter your current PIN (followed by the # sign); Enter option 4 when prompted, then option 5 when prompted (change your PIN); Listen to the prompts to complete
16. **Change your Presence setting:** Select the PRESNCE (presence) SK → Use the up/down navigation arrows to view the presence settings → Press the Select (✓) button to change your presence. All inbound calls will follow the call route for this presence setting.
 - In Office – rings office phone, then voicemail
 - At a meeting - voicemail
 - On vacation - voicemail
 - On business trip - voicemail
 - At home - voicemail
 - Away – looks for hot desk, follow-me, then voicemail
 - Busy - voicemail

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