

PLACING AN OUTSIDE CALL (Dial 9 first for outside calls)

If you are **NOT** already on the phone...

Pickup you're Handset, and dial 9 plus 1, plus and the rest of the telephone number...
OR
 With the phone on the hook, just dial 9, 1, plus the rest of the number (the **SPEAKER** will automatically pop up on your phone).

*Note: For staff with 4 button phones, your bottom 2 buttons are your **CALL** buttons.*

If you **ARE** already on the phone

While on the first call on one of your **CALL** buttons, toggle to an unused **CALL** button (you do not have to press **HOLD – the first caller will automatically be placed on hold when you toggle over**).
THEN
 Dial 9 plus 1, plus and the rest of the telephone number...OR dial 9 plus 011...for an International Call (subject to permission).
*Note: At any time during a call, you can toggle back to your original caller without pressing the **HOLD** button.*

PLACING AN INTERNAL CALL TO LOCAL AND REMOTE PHONE USERS

If you are **NOT** already on the phone...

Pickup your Handset, and dial the staff member's 3 digit extension number – REGARDLESS OF THAT STAFF MEMBER'S LOCATION...
OR
 With the phone on hook, just dial the 3 digit extension number (the **SPEAKER** will automatically pop up on your phone).

 Note: You may press the factory labeled **INTERCOM** button, and then dial an extension number, to Voice Intercom a Colleague. If your colleague is already on the phone, then the call will ring/flash on THEIR factory **INTERCOM** button.

If you **ARE** already on the phone

While on the first call on one of your **CALL** buttons, toggle to an unused **CALL** button (you do not have to press **HOLD – the first caller will automatically be placed on hold when you toggle over**)...
THEN
 Dial the staff member's 3 digit extension number.
*Note: At any time during a call, you can toggle back to your original caller (and back and forth) without pressing the **HOLD** button.*

ANSWERING CALLS

If you are **NOT** already on the phone...

Pickup your Handset when your phone rings...
OR
 Press the **SPEAKER** button...
OR
 Press the flashing green **CALL** button. This will activate the **SPEAKER** automatically.

*Note: When a call arrives on your phone, you may press **IGNORE**, to stop that call from ringing on your phone, and caller ID info for that call will instantly disappear from your phone screen. You may also press **SILENT** instead, which will stop that second call from ringing, but keep caller ID info for that second call on your phone screen for a short duration.*

*Note: When the night bell rings, you may press the **PICKUP** button on your phone, and then press the **RECEPTION** button. 4 button phone users may simply dial 7201 to pick up night bell calls.*

If you **ARE** already on the phone

While on the first call on one of your **CALL** buttons, toggle to the flashing **CALL** button with the new caller - the second call will NOT make your phone ring, just flash (you do not have to press **HOLD – the first caller will automatically be placed on hold when you toggle over**).

*Note: At any time during your conversation with a second caller, you can toggle back to your original caller (and back and forth) without pressing the **HOLD** button.*

*Note: When a call arrives on your phone, you may press **IGNORE**, to stop that call from ringing on your phone, and caller ID info for that call will instantly disappear from your phone screen. You may also press **SILENT** instead, which will stop that second call from ringing, but keep caller ID info for that second call on your phone screen for a short duration.*

PLACING A CALL ON HOLD

Press the **HOLD** button. This will keep your call on hold, exclusively on your phone, and the **PRIVATE** button that the call is held on will flash green. Every 180 seconds that a call is on hold, will cause your phone to beep 4 times, with a reminder that your caller is still on hold. You may retrieve the call by simply pressing the flashing green **PRIVATE** button. **To place a call on hold that can be accessed by ANY phone user, press the **PARK** button – and then tell your fellow staff member the **PARK ZONE** number that briefly appears on YOUR phone screen, which will either be 701, 702, 703....709. Then your colleague can dial that number from any phone, including their own (OR for certain larger phones, the user may press an actual labeled button for that park zone).**
*Note: If you are already on existing call, and a new call arrives on your phone, then you do not have to press the **HOLD** button. You may simply toggle over to the new call on the flashing green **PRIVATE** button – the first caller will automatically be placed on hold when you toggle over. At any time during your conversation with a second caller, you can toggle back to your original caller (and back and forth) without pressing the **HOLD** button. **OR**, to disconnect the first caller and take the next call, simply press the **PRIVATE** button of your first caller, and then press the **PRIVATE** button of the second caller.*

ENDING A CALL

Hang up your **Handset** **OR**
 Press the **SPEAKER** button (if you were on speaker to begin with) **OR**
 Press the solid green **CALL** button with your current call – this will disconnect that caller as well **OR**
 Press the **RELEASE** button to disconnect the first caller, and get NEW dial tone on that same **CALL ACCESS** button, to make a new call.

(CONTINUED)

TRANSFERRING A CALL TO ANOTHER STAFF MEMBER

1	<p style="text-align: center;">Announced OR Un-Announced Transfers to internal extensions</p> <p>1. Press the factory labeled TRANSFER button and dial a colleague's extension number, OR DON'T PRESS THE TRANSFER BUTTON and simply "one-touch" a Speed Dial button for that colleague.</p> <p style="text-align: center;">(MAKE SURE YOUR CALLER IS NOT ON HOLD)</p> <p>2. While your colleague's phone is still ringing, you may complete the transfer by either hanging up or by pressing the XFER soft key button. OR, wait until your colleague picks up and announce the caller to your colleague, and THEN either hang up or press XFER to complete the transfer.</p> <p>Note: After initially pressing the factory labeled TRANSFER BUTTON, if you don't know your colleague's extension number, press the PHONEBK soft key and enter the first few letters of your colleague's last name using the phone keypad. When a match occurs on the phone screen (you may use your up and down arrow keys to scroll to an entry), press the check mark button (✓).</p>	<p>If your colleague doesn't want the call OR you know your colleague is not available:</p> <ol style="list-style-type: none">1. Toggle back to the button that the caller is on2. Offer them voice mail. <p>If they want voicemail:</p> <ol style="list-style-type: none">1. Press the TRANSFER button, press the VMAIL soft key.2. Dial the intended extension number or "one-touch" a Speed Dial button for that colleague.3. Hang up, OR press the button of another caller that you might have had on hold.
2	<p style="text-align: center;">Announced OR Un-Announced Transfers to external telephone numbers</p> <p>1. Press TRANSFER button (MAKE SURE YOUR CALLER IS NOT ON HOLD)</p> <p>2. Dial 9 1 plus the phone number and then either press the XFER soft key or simply hang up to complete the transfer. As with internal transfers, you may announce the call first before pressing XFER or hanging up.</p>	<p>If you are announcing the call to the outside caller BUT the outside caller doesn't want the call:</p> <ol style="list-style-type: none">1. Toggle back to the button that the caller is on.2. Offer them voice mail, as per the box directly above.

3 WAY CONFERENCE CALL

While you are on your first call:

1. Press an available **CALL** button (This will place the first call on **HOLD** automatically)
2. Then **Dial** the extension number or outside number of the 3rd party (**DIAL 9 FIRST IF IT'S AN OUTSIDE CALL**)
3. Once you hear the new call ringing on the other end, you may press the **CONFERENCE** button at any time thereafter, and then the **CALL** button with the first caller that you had on hold. All 3 parties are now connected.

To drop a party once the conference call has been established:

Press the **CALL** button of the party that you wish to drop. You can then continue with the other party.

TIP: If you are unsure of the **CALL** button that the caller is on:

1. Press the **INFO** button plus an **CALL** button, to check the caller ID of that caller
2. You must then press the **INFO** button **AGAIN** to unlock the phone from **INFO** mode

PLACING THE PHONE ON DND (DO NOT DISTURB)

To Activate: When the phone is **NOT** in use, press the **MUTE/DND**. The button will light up solid amber. All calls to your extension will not ring your phone, nor will they green on **INT** buttons. These calls will then go directly to your voice mail box, for most users

To Cancel: Press the **MUTE/DND** button again when the phone is **NOT** in use, to deactivate the **DND** feature

REVIEWING CALL HISTORY FROM YOUR PHONE SCREEN*

SOFT KEYS are located under the phone screen and their functions are labeled on the screen. These buttons change their functions depending on the status of your phone.

1. Press the **CALLS** soft key
2. Scroll down using your up and down **arrow keys** located on the right side of the screen.
3. Press the **DETAILS** soft key on your phone screen. For more information about length of call, press the **DETAILS** soft key again.
4. **To Call Back:** Highlight the entry. Press the **ENTER** key between the arrow keys (the button with the check mark)

LOGGING INTO YOUR MAILBOX FOR THE FIRST TIME TO RECORD YOUR NAME GREETING AND PERSONAL GREETING

RECORD YOUR NAME:

1. Press the **MESSAGES BUTTON** on your phone TWO TIMES VERY QUICKLY, and when prompted, enter your default password of 1234#.
2. Press 4 to change your **Message Center System Settings**
3. Press 2 to **change the recording of your name**
4. Press 2 again to **change your name recording**, and record YOUR NAME ONLY at the beep – press the # sign to end this short recording. The press 1 to save your name recording

RECORD YOUR PERSONAL GREETING:

1. Press the **MESSAGES BUTTON** on your phone TWO TIMES VERY QUICKLY, and when prompted, enter your default password of 1234#
2. Press 4 to change your **Message Center System Settings**
3. Press 3 to **manage your Greetings**
4. Press 1 to **manage your In Office Greeting**
5. Press 1 to **change your In Office Greeting**, and record your PERSONAL GREETING at the beep – press the # sign to end the recording. The press 1 to save your personal greeting recording. You may also (in step 5) press 2 for your “At a Meeting” greeting, 3 for your “On Vacation” greeting, 4 for your “On Business Trip” greeting, 5 for your “At Home Greeting”, 6 for your “Away” greeting, or 7 for your “Busy Greeting”. **YOU SHOULD RECORD EACH OF THESE AHEAD OF TIME. BY PRESSING 0 FOR YOUR “DEFAULT” GREETING, THE DEFAULT GREETING WILL PLAY FOR ANY OF THE ABOVE MODES THAT HAVE NOT BEEN RECORDED.**

CHANGE YOUR PASSWORD:

1. Press the **MESSAGES BUTTON** on your phone TWO TIMES VERY QUICKLY, and when prompted, enter your default password of 1234#
2. Press 4 to change your **Message Center System Settings**
3. Press 5 to **change your password**
4. Enter your new password, plus the # sign, and then re-enter your new password plus the # sign
 - You may check messages from another Allworx phone other than yours, by pressing the **MESSAGES** button on that phone and then # (when prompted) to “change users”.

Conference Center Call-In Number for outside callers: (212) 364-7057 (408 from Allworx Phones)

#	First	Last	Ext	DID
1	Aisha		1553	(212) 364-7053
2	Brian		1550	(212) 364-7050
3	Carlin		1540	(212) 364-7040
4	Chris		1544	(212) 364-7044
5	Denise		1551	(212) 364-7051
6	Elijah		1554	(212) 364-7054
7	Erin		1545	(212) 364-7045
8	Hannah		1546	(212) 364-7046
9	Kamilla		1547	(212) 364-7047
10	Karolina		1552	(212) 364-7052
11	Mark		1543	(212) 364-7043
12	Mateusz		1549	(212) 364-7049
13	Matt		1541	(212) 364-7041
14	Nathan		1548	(212) 364-7048
15	Lg Conf		1555	(212) 364-7055
16	Sm Conf		1556	(212) 364-7056
17	CEO		1542	(212) 364-7042
18	Finance		1559	
19	HR		1558	
20	Marketing		1560	

LOGGING INTO ACD QUEUES

TO LOG IN TO ACD QUEUES:

An agent must log in to an ACD Queue to receive calls from the queue. Use the ACD Appearance button to log in and out of queue(s). The ACD Appearance button LED is **solid RED** when the agent logs out of all ACD queues.

1. Press and hold button #4 for 5 seconds. This will display the login prompt displays.
2. Your user extension is displayed, press OK if the correct extension is shown on the screen.
3. Select the ACD queue. Use the phone's select, scroll and soft key buttons to select queues. Refer to the Visio diagram for additional details on Queue/Agent assignment.
4. Enter the agent's PIN. Use the handset dial pad and soft key buttons to enter and edit the PIN. The ACD Appearance button turns off when the logged in agent is ready to receive calls. The LED is amber when the queue is idle and the logged in agent is the only available agent.

- ACD Login -
Please Enter User Ext.
102_
CANCEL CLEAR OK

Service Queue
 Request Queue
CANCEL CHK ALL OK

- ACD Login -
Enter PIN
***_
CANCEL CLEAR OK

TO LOG OUT OF ACD QUEUES:

The ACD Appearance button LED turns **solid red** when the agent logs out of all queues.

1. Press and hold button # 4 for 5 seconds. The ACD queue list displays.
2. Deselect/select the queue. To log out, deselect all queues.
3. Enter the Allworx system assigned PIN

REMARKS:

The ACD button can **blink red** under two possible scenarios.

1. If the agent is logged out of the ACD Queue by the Allworx system. This typically happens when an agent does not answer a call after 3 rings. This is considered a missed call.
2. If the agent manually entered a busy state by pressing and releasing the ACD button. 5 different busy states can be highlighted using the arrow buttons and the select button.

The server has
changed your login status
on some or all of the queues.
Dismiss

Break
Lunch
Research
Meeting
Other
EXIT

Immigration Advocacy Services PHONE INSTRUCTIONS

(FROM BIZVOIP/ALLWORX – 888-NYC-VOIP)