

Allworx User's Guide

(Release 7.2.3.x)



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1 Message Center

The Allworx[®] Message Center provides unified messaging for Allworx users. If you have voicemail, the Messages light on your Allworx phone will be lit.

1.1 Accessing Your Message Center Inbox

There are several ways to access your Message Center Inbox.

- Press the Messages button on your handset.
- If using another user's handset, press the Messages button, press # and then enter your primary extension followed by the #.
- Dial 6[†] followed by your primary extension (6 + ext.) from any handset or Auto Attendant.
- Dial 404[†] from any handset or Auto Attendant. When calling from other than an internal handset, you may be prompted for your primary extension.

When prompted, enter your password using the telephone keypad, followed by the # key. If you do not know your password, see the System Administrator.

If the Allworx server is configured with the Multiple Language Pack feature, the Message Center prompts can be played in a language other than English. The alternate language can be used by pressing ## when prompted.

Once logged into the Allworx Message Center, the number of new and saved voicemail and e-mail messages in your inbox will be announced, along with your current Presence setting. The main Message Center menu provides the following options:

| Keys | Function |
|---------|--|
| 1 | To listen to new voicemail messages |
| 2 | To listen to saved voicemail messages |
| 3 | To send a message |
| 4 | To change your Message Center system settings |
| 5 | To listen to email messages (10x only) |
| 6 | To skip to playing saved email messages (10x only) |
| 7 | To access an outside line (if enabled) |
| hang up | To end your call |

These shortcut keys are available while listening to any Message Center menu:

- Press # in any menu to go back to the previous menu.
- Press * in any menu to replay the menu options.

[†] Extensions and leading digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with your Administrator.

1.2 Listening To Your Voicemail

From the main Message Center menu, press 1 to hear voicemails then use the following options to manage your voicemail messages:

| Keys | Function |
|------|--|
| 1 | To reply to this message |
| 2 | To forward this message |
| 3 | To delete the message |
| 4 | To replay this message |
| 5 | To play the previous message |
| 6 | To play the next message |
| 9 | To place a call to the user who left the voicemail |

Note: Messages are automatically saved unless you choose to delete them. Option 1 and 9 are only available if an internal user left the voicemail message.

Shortcut Keys:

The functions above can be performed while listening to any voicemail message by entering a * before the number (e.g. *1 to reply to a message). The following are additional shortcut keys:

| Keys | Function |
|------|---|
| *7 | To rewind the message 10 seconds |
| *8 | To advance the message forward 10 seconds |
| *# | To skip to the end of the message |

1.2.1 Replying to Voicemail Messages

To reply (leave a voicemail) to an internal user that left a message:

1. After playing the message, select option 1 (or press *1 during message playback) to reply to the message.
2. The system will prompt you to record a message.
3. When you have finished recording, press the # key.

You will be prompted to complete the process as follows:

| Key | Function |
|--------------|------------------------|
| 1 or hang up | To send the message |
| 2 | To review your message |
| 3 | To change your message |

1.2.2 Forwarding Voicemail Messages

To forward messages in your Inbox:

1. After playing the message, select option 2 (or press *2 during message playback) to forward the message.
2. The system will prompt you to enter the first extension to which you wish to forward the message. The system will play the selected user's name then prompt for the next extension. You can enter another extension, press 9[†] to forward the message to every voicemail user (if enabled), or press the # key to finish. Repeat this process until all extensions are entered.
3. You will be prompted to record a message to precede the forwarded message.
4. When you have finished recording, press the # key.
5. You will be prompted to complete the process as follows:

| Key | Function |
|--------------|------------------------|
| 1 or hang up | To send the message |
| 2 | To review your message |
| 3 | To change your message |

1.3 Sending Voicemail Messages

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

1. From the main Message Center menu, press 3.
2. The system will prompt you to enter the first extension or Alias to which you wish to send the message. The system will play the selected user's name then prompt for the next extension. You can enter another extension or alias, press 9[†] to send the message to every voicemail user (if enabled), or press the # key to finish. Repeat this process until all extensions have been entered.
3. You will be prompted to begin recording.
4. When you have finished recording, press the # key.
5. You will be prompted to complete the process as follows:

| Key | Function |
|--------------|------------------------|
| 1 or hang up | To send the message |
| 2 | To review your message |
| 3 | To change your message |

Voicemails can be left directly for users without accessing the Message Center. Dial (or transfer a caller to) 3[†] + extension to leave a message.

[†] Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with your Administrator.

1.4 Changing Message Center Settings

Select Option 4 from the main Message Center menu to change the Message Center settings. The following are available:

| Key | Function |
|-----|---|
| 1 | To change your Presence setting |
| 2 | To change the recording of your name |
| 3 | To manage your greetings |
| 4 | To change the maximum recording time for messages |
| 5 | To change your password |
| * | To listen to the choices again |

1.4.1 Changing Presence Setting

1. Select Option 1 to change the Presence setting. The current Presence will be announced.
2. Select one of the following options:

| Key | Function |
|-----|------------------|
| 1 | In Office |
| 2 | At A Meeting |
| 3 | On Vacation |
| 4 | On Business Trip |
| 5 | At Home |
| 6 | Away |
| 7 | Busy |

1.4.2 Change the Recording of Your Name

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

| Key | Function |
|-----|-------------------------------|
| 2 | To change your name recording |
| 3 | To review your name recording |

2. Select Option 2 to create or change the recording of your name. Listen to the prompts then record your name. Press the # key when you have finished. The system will offer the following options:

| Key | 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 |

1.4.3 Manage Greetings

Note: Callers can skip your greetings by pressing # during the greeting.

1. Log into the Message Center.
2. Select Option 3 to manage the recordings of your default and Presence greetings.

| Key | Function |
|-----|--|
| 0 | To manage your Default greeting |
| 1 | To manage your In Office greeting |
| 2 | To manage your At a Meeting greeting |
| 3 | To manage your On Vacation greeting |
| 4 | To manage your On Business Trip greeting |
| 5 | To manage your At Home greeting |
| 6 | To manage your Away greeting |
| 7 | To manage your Busy greeting |

Note: The default greeting is used for all presences that do not have a greeting recorded.

3. Select the greeting to be managed. If a greeting has not been recorded the only option available will be option 1 "To record your {Presence} greeting". After the greeting has been recorded the following options are available:

| Key | Function |
|-----|--------------------------------------|
| 1 | To save your {Presence} greeting |
| 2 | To review your greeting |
| 3 | To change your greeting |
| # | To quit without saving your greeting |

Note: Be sure to select Option 1 when done to save the greeting.

1.4.4 Change Maximum Recording Time for Voicemail Messages

1. Log into your Message Center Inbox.

2. Select Option 4 to change the maximum recording time for voicemail messages. Your current message recording time will then be announced.
3. To change the maximum message length, enter a new value between 30 and 120 seconds followed by the # key.

1.4.5 Change Message Center Password

1. Log into your Message Center Inbox.
2. Select Option 5 to change your password.
3. Your password must be at least 4 digits long. Follow the prompts to enter and confirm your new password.

1.5 Accessing an Outside Line

If the System Administrator has given you permission to access outside lines from within the Message Center, you will be able to make external calls by pressing 7 from within from the main Message Center menu. This permits making calls from off-site locations using the company's outside lines and Caller ID.

Tips for using this feature:

- Pressing 7 provides a dial tone from which external phone numbers can be dialed.
- Numbers are dialed directly. You do NOT need to dial 9[†] or 78[†]+PIN before the phone number.
- To disconnect (hang up) the call and return to the dial tone, press *#.
- Once you have connected an external call, if the external party hangs up you will get a dial tone from which additional calls can be placed.
- To return to the main menu from the dial tone, press * #, and then re-enter your Message Center password followed by #.

Note: The ability to hang up a call and return to a dial tone using *# is not available for certain combinations of originating phones and outside lines. See the System Administrator for more information.

1.6 Placing Internal Calls within Message Center

From the main Message Center menu, you can call any internal extension. Dial * plus the extension.

Note: The Message Center audio prompts do not mention this option.

For Example: Mary calls her voicemail from home. She listens to three new messages and then decides she needs to call John. Mary enters *101 and is immediately transferred to John.

[†] Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with your Administrator.

1.7 Placing Internal Calls when Leaving a Voicemail

If your call to an internal extension is directed to Allworx voicemail, it is possible to dial any other internal extension. This is accomplished by dialing * plus the extension or "0"[†] (without the *) for the operator. If this is done during the playing of the user's outgoing message, the call will be placed immediately. If it is done after leaving a message, the message will be delivered and then you will be transferred to the extension you dialed.

For example: Mary calls John's extension but he is not at his desk so his voicemail answers. Mary decides she would rather talk to Jim instead of leaving John a voicemail. She dials *102 and is immediately transferred to Jim's extension.

You may want to mention this in your voicemail greeting, to assist callers. For example: When Mary is on the road she records her voicemail greeting to say: "Hi this is Mary. I am traveling today. If you need to speak to someone immediately, please dial *100 now to reach Jack (or 0[†] for the operator), otherwise leave a message at the beep."

Note: Leaving a pause at the end of the greeting gives callers time to enter the extension before the beep.

1.8 Announce Only Call Handling

Users can configure their voicemail to prevent callers from leaving message. The option is separate for each presence setting.

To configure Announce Only Call Handling:

1. If you have not already done so, record a greeting for the Presence that will be used for Announce Only. Do this using the procedure in Section 1.4.3, Manage Greetings. After you have completed recording and saving the greeting, hang up.
2. Log into the Allworx Message Center
3. Press 4: To change your Message Center system settings
4. Press 3: To manage your greetings
5. Press 0 - 7: Choose the default or desired Presence greeting
6. Press 4: To prevent callers from leaving messages

[†] Digit may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with your Administrator.

2 My Allworx Manager

The Allworx system provides an internal website for users to access system information and configure certain personal setting. The following items are available:

- My Call Details
- My Conferences
- My Extension
- My Presence
- Directory
- Distribution Lists
- Call Queue Statistics
- Phone Functions

Note: Some items in the list above are available as tabs on the main My Allworx Manager page. Permission is required to access others. See the System Administrator.

2.1 Accessing My Allworx Manager

Open a web browser and enter the Allworx server's LAN address into the address box.

Example: `http://192.168.2.254`

Note: The server's address may have been changed by the System Administrator. If the address above does not work, see the System Administrator.

2.2 Logging In

To gain access to additional features and configuration settings:

1. Click the Login button.
2. Enter the username and Message Center password.
3. Select the Submit button.

2.3 Available Information and Settings

Some of these are privileged options and must be enabled by the System Administrator.

My Call Details

A list of recent calls with the date, time, incoming or dialed phone number, and Caller ID are listed.

My Conferences (privileged)

Allows users to schedule conference bridges using the Allworx Conference Center. The System Administrator can provide permission for individual users to create conferences. See Section 3, My Conferences, for information regarding the creation and moderating of conferences.

My Extension (privileged)

Displays the path that incoming calls to their extension take, such as to their phone or other phones, voicemail inbox, or to external numbers (see Follow-Me-Anywhere Calling). The System Administrator can provide permission for individual users to modify the call routes. See Section 4, My Extension, for information on call routes.

My Presence

Users can change their presence setting (e.g. In Office, On Business Trip), which controls the routing of incoming calls to the extension. The presence is visible to other users on the Directory tab of My Allworx Manager. See Section 5, My Presence, for information on setting the presence.

Directory

Provides a listing of all Allworx users with their extensions and presences.

Distribution Lists

Provides a listing of all company email distribution lists.

Call Queue Statistics (privileged)

Provides data on all Allworx call queues. Queue managers should contact the System Administrator for permission to reset collection of these statistics.

Phone Features

Provides usage instructions for Allworx phone and calling features.



My Allworx Manager

- My Call Details
- My Conferences
- My Extension
- My Presence
- Directory
- Distribution Lists
- Call Queue Stats
- Phone Functions
- Shared Files

| Directory | | |
|-------------------------------------|------------------|-------------------|
| Users | | |
| Name | Extension | Email |
| <u>Administrator, System</u> | 1199 (in office) | <u>admin</u> |
| <u>Albright, Peter</u> | 1101 (in office) | <u>palbright</u> |
| <u>Allright, Jane</u> | 1105 (in office) | <u>jallright</u> |
| <u>Annabel, Thomas</u> | 1102 (in office) | <u>tannabel</u> |
| <u>Copper, Mary</u> | 1100 (in office) | <u>mcopper</u> |
| <u>Rochester, James A</u> | 1106 (in office) | <u>jrochester</u> |
| <u>Smith, Alex</u> | 1103 (in office) | <u>asmith</u> |
| <u>Umbridge, Noel A</u> | 1104 (in office) | <u>numbridge</u> |
| System Extensions | | |
| Description | Extension | |
| Operator | 0 | |
| Internal Sales Team | 2500 | |
| M0 - Engineering | 2510 | |
| M1 - Sales | 2511 | |
| Q0 - Tech Support Tier 1 | 2650 | |
| Q1 - Tech Support Tier 2 | 2651 | |
| Q2 - Marketing | 2652 | |
| Remote Allworx | | |
| Description | Extension Prefix | |
| Chicago Office | 6000 | |

Figure 2.1

3 My Conferences

The Allworx Conference Center provides a method of reserving conference bridges provided by the Allworx server. It also offers password-restricted access to the conference for attendees.

The Allworx Conference Center allows for both scheduled and unscheduled conferences. Unscheduled conferences are considered unplanned or not previously scheduled using the scheduling feature. Specific Conference IDs have been designated for the unscheduled conferences. Verify the passwords of the unscheduled conferences before using with the System Administrator, since a he or she has the ability to change the passwords.

The Conference IDs for unscheduled conferences are available with the default passwords shown in the table below.

| Server | Conference ID | Password |
|--------------|---------------|----------|
| 6x, 24x, 48x | 480 | 480 |
| 24x, 48x | 481 | 481 |
| 24x, 48x | 482 | 482 |
| 24x, 48x | 483 | 483 |

Note: The Conference Center requires the Conference Center Feature Key.

3.1 My Conferences

Conferences are scheduled using the My Allworx Manager website (See Section 2, My Allworx Manager for more information).

Select the My Conferences tab. If permission to schedule conferences has been given by the System Administrator, the [add conference](#) link will displayed at the top of the My Conferences table.

Note: If the Conference Center feature has not been purchased or installed, the options will not appear on the My Conferences tab.

3.1.1 Scheduled / Unscheduled Conferences

Any conferences of which the user is the Creator or Moderator will be listed on the page. When using this feature for the first time, a message will be displayed stating "You are not the creator or moderator of any conferences." Once conferences have been created, the following information will be viewable for each conference:

- Conference Description – Explanation associated with the conference to identify its purpose.
- Conference ID – Unique numeric identifier, automatically assigned by the system, to be used by attendees to gain access to the conference.
- Conference Password – Numeric PIN code used to restrict access to the conference for attendees.
- Creator – User who scheduled the conference and has the ability to modify, delete, end the conference, view statistics, and disconnect participants.

- Moderator – Can modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences.
- State
 - Active – A scheduled conference that is available to be joined by attendees. It will remain active until the duration has been reached and all attendees have exited.
 - Queued – A conference that has not reached its scheduled start time.
 - Expired – A conference that is past its scheduled duration with no attendees in the conference.
 - Cancelled – A conference that was ended by either the Creator or Moderator.
 - Enabled – An unscheduled conference that the System Administrator has made usable for all callers to access.
 - Disabled – An unscheduled conference where the System Administrator has restricted access to any callers.
- Date and Time – When the conference is scheduled to take place. This field is not displayed for unscheduled conferences.
- Repetition – How often the conference will occur.

The image below shows an example of four conferences:

1. Feature Team Meeting – A conference with two users joined.
2. Quarterly Meeting – A conference scheduled to repeat once a month.
3. Conference A – An unscheduled conference that the user is the Moderator of.
Note: The System Administrator is always the Creator of any unscheduled conferences.
4. Sales Conference – A scheduled conference that is past its scheduled duration. The conference date and time can be modified to a future time in order to keep the same Conference ID and password for convenience.

The screenshot shows a web interface titled "My Conferences" with a sub-link "add conference". Below the title is a "refresh page" link. The main content area lists four conferences:

- Feature Team Meeting** (active): February 2, 2007 2:25pm - 2:40pm. ID: 8428, Password: 1234. Creator: u0, Moderator: u0. It lists two participants: "user 1 (101)" who entered at 2:27pm (with a "Remove" button) and "User 55 (6000155)" who also entered at 2:27pm (with a "Remove" button). A red circle with the number "1" is next to the participant list.
- Quarterly Meeting** (queued): February 3, 2007 10:00am - 10:30am. (repeats every 28 days). ID: 1483, Password: 1234. Creator: u1, Moderator: u0. A red circle with the number "2" is next to the title.
- Conference A** (unscheduled, enabled): ID: 480, Password: 480. Creator: admin, Moderator: u0. A red circle with the number "3" is next to the moderator field.
- Sales Conference** (expired): February 2, 2007 2:10pm - 2:25pm. ID: 6785, Password: 1234. Creator: u0, Moderator: u0. A red circle with the number "4" is next to the title.

Figure 3.1

Note: All expired or cancelled conferences that are older than 30 days will be automatically deleted the next time the server is rebooted.

3.1.2 Creator / Moderator

The Creator and Moderator of a conference can:

- End an active conference, which will disconnect all members currently logged in.
- Modify a conference.
- Delete a conference.
- View the participants and the time they joined the active conference.
- Disconnect an attendee by selecting the Remove button.

Note: The My Conferences page will not automatically update when new participants join a conference. Use the refresh page link to update the display.

3.2 Schedule a Conference

1. Log into My Allworx Manager. (See Section 2.2, Logging In, under My Allworx Manager, for instructions)
2. Select the My Conference tab then click the add conference link. If the link is not shown, you do not have permission to create conferences
3. Enter a description.
4. Assign a password to be given to all conference attendees or use the default password provided.
5. Designate a Moderator from the drop down list of current users in the Allworx system. If you do not want another user to have rights to the conference, choose your own username (Default).
6. Select the month, day, and year the conference is to begin. The default is the current date.
7. Use the drop down lists to modify the start time of the conference. The default time is rounded to the nearest 5 minutes of the current time to allow a conference to start immediately.
8. Choose the anticipated duration of the conference between 15 minutes and 10 hours. Duration times are in intervals of 15 minutes.
9. Set the pre-join time, which gives attendees the ability to call into a conference before the scheduled conference start time. The default is set to 5 minutes.
10. Select how often the conference is to repeat.
 - 0 – One time only (Default)
 - 1 – Daily
 - 7 – Once a week
 - 14 – Every 2 weeks
 - 21 – Every 3 weeks
 - 28 – Every 4 weeks

Note: The conference ID is assigned automatically once the Add Conference button has been selected.

The 6x server only allows for one (1) conference to be active at a time, whereas the 24x and 48x allow four (4) conferences to be active at the same time. The Available times: box on the right side of the page will show the allowable time frame for scheduling a conference to avoid any conflicts with previously scheduled conferences by yourself or other users. A list of any conflicting conferences will appear below the add conference form.

3.3 Joining a Conference

The Conference Center is accessed using extension 408[†]:

- Dial the extension from any internal or remote handset.
- If calling from an outside line:
 - Dial the extension while in the Auto Attendant
 - Have another user transfer the incoming call to ext 408[†].

Note: If a busy signal is heard when calling the conference extension, it is possible that the Conference Center feature has not purchased or implemented. See the System Administrator for more information.

When the caller arrives to the Conference Center, a welcome message will be played, followed by a prompt asking for the Conference ID. If the Conference ID is valid and there are available seats (limit of eight (8) attendees per conference on 6x and 24x; limit of 30 attendees per conference on 48x), a prompt will play asking for the corresponding password. If the password is valid the caller will be placed into the conference.

Any callers currently present in the conference will hear a “ding” signaling the entrance of a new caller and a “dong” when a current member leaves.

3.4 Conference Termination

Scheduled conferences are guaranteed to last their full duration and will automatically be extended while users are still logged into the conference. However, once a conference has gone beyond the scheduled end time it is subject to automatic termination.

Allworx 6x

A scheduled or unscheduled conference that is currently being used will automatically be terminated when another conference is scheduled to begin. Initiation of an unscheduled conference will not terminate conferences that are in session. Termination is more probable with the 6x, since the system only allows for one active conference at a time.

Allworx 24x, 48x

When all conferences are in use, the unscheduled conference with the oldest start time will be terminated first. If none of the unscheduled conferences are in use (i.e. All conferences being used are scheduled conferences), the conference that is the farthest past its scheduled duration will be terminated. Initiation of an unscheduled conference will not terminate conferences that are in session.

Note: In order for a conference to be terminated automatically, all four (4) available conferences have to be in use, whether scheduled or unscheduled.

[†] Extensions may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with your Administrator.

4 My Extension

The most commonly used routing of a personal extension is to ring the person's phone and if it is not answered, forward the call to the person's voicemail. However, other special purpose routing is possible in the Allworx system. Examples of these optional routes are:

- Presence-Specific Routing: When on vacation, forward the call directly to voicemail.
- Multiple Destinations: Ring multiple phones at the same time simultaneously.
- Multiple Connection Attempts: Rings a series of phones when the primary phone is not answered.
- On-Busy Routing: Rings alternate phone when the line is busy.
- Follow-Me-Anywhere: Forward the call to a cell phone or home phone.
- Caller ID Based Routing: Separate call route that is dependant on the Caller ID of the incoming call.

Different call routes can be established for each of the seven (7) user presences. In Office, At A Meeting, On Vacation, On Business Trip, At Home, Away, and calls received when Busy can be directed to go to different destinations.

The System Administrator can configure permissions for users to define the routing of their extensions. The following sections describe how to define the routing for an extension, starting with basic routing.

My Extension

Call Routes For Extension 1103 - Alex Smith (asmith)

Presence: **In Office [ACTIVE]** [add new Call Route](#)

Call Route for calls from all callers:

First connection attempt:
Alex Smith (Login ID: 5107) for 4 rings (Single (int), Double (ext))

Finally:
transfer to Voicemail for Alex Smith (asmith) [Modify](#)

Presence: **At A Meeting** [add new Call Route](#)

Call Route for calls from all callers:

transfer to Voicemail for Alex Smith (asmith) [Modify](#)

Presence: **On Vacation** [add new Call Route](#)

Call Route for calls from all callers:

transfer to Voicemail for Alex Smith (asmith) [Modify](#)

Presence: **On Business Trip** [add new Call Route](#)

Call Route for calls from all callers:

transfer to Voicemail for Alex Smith (asmith) [Modify](#)

Figure 4.1

4.1 Basic Routing

The building blocks of a call route are the Connection Attempts, Destinations, and Finally route. In the typical call route mentioned before (ring phone, forward to voicemail), there is one Connection Attempt where the Destination is the handset of the primary extension and the Finally route is the voicemail inbox. Each of these building blocks can be changed in My Allworx Manager (See Section 2, My Allworx Manager for more information).

1. Select the My Extensions tab.
2. Below each Presence there is a section labeled Call Route for calls from all callers. If permission to change the call routes has been give, then a Modify link will be present towards the right. Scroll to the desired presence state, and then select the Modify link to the right (See Figure 4.1).
3. In the Call Routes section, if a connection has not yet been added, click on the add a connection attempt link. If the First connection attempt is already established, go to the next step.
4. The drop down menu that appears in the First connection attempt section provides a list of Handsets, User Extensions, Call Monitors, and the Follow Me option. Choose the desired destination.
5. The last step is to configure the Finally route, which is the desired ending for the call if the call is not answered.
6. Any changes made to the call route of one presence can be assigned to the other presences by selecting apply these changes to **all** of my presences check box.
7. Once satisfied with the selections, click the Update Call Route button at the bottom of the page. To see the button, scrolling down may be required.
8. To switch the extension's presence, once the call routes have been configured, select the My Presence tab. Choose the appropriate presence, and then click the Change Presence button.

My Extension

Call Route For Extension 1103 - Alex Smith (asmith)

Call Route Selection

Presence: In Office apply these changes to *all* of my presences **6**

Call Route for calls from all callers:

- Modify Primary Route
- Modify On Busy Route (used if a Primary Route connection attempt is busy)

Call Route

4 First connection attempt [add a destination](#) [delete this attempt](#)

Alex Smith (Login ID:5105) for 4 rings (Single Ring)

[add another connection attempt](#)

5 Finally...

- Hang up
- Transfer to Auto Attendant 400 - Default Auto Attendant
- Transfer to Call Queue Queue 0
- Transfer to Voicemail for user Alex Smith (asmith)
- Dial number

7 Update Call Route Start Over Cancel

Figure 4.2

4.2 Multiple Destinations

To ring several phones at once, repeat section 4.1, Basic Routing procedure, not including step 7.

1. Under any connection attempt, click the [add a destination](#) link. This will create another destination drop down menu.
2. Pull down the menu and choose an additional phone to ring along with the phone that was previously chosen.
3. Repeat the steps above to add more phones to ring simultaneously for the connection attempt.
4. Once satisfied with the selections, click the Update Call Route button at the bottom of the page. To see the button, scrolling down may be required.

The screenshot shows the 'Call Route' configuration interface. At the top, there is a 'First connection attempt' section with links for 'add a destination' and 'delete this attempt'. Below this, two destinations are listed: 'Alex Smith (Login ID:5105)' and 'Noel A Umbridge (Port:04)'. Each destination has a dropdown menu for 'rings' set to '4' and a dropdown menu for 'ringing style' with options 'Single (int)' and 'Double (ext)'. A red circle '1' is placed above the 'add a destination' link, and a red circle '2' is placed to the left of the destination dropdown menus. Below the destinations is a link for 'add another connection attempt'. The 'Finally...' section contains several radio button options: 'Hang up', 'Transfer to Auto Attendant' (set to '400 - Default Auto Attendant'), 'Transfer to Call Queue' (set to 'Queue 0'), 'Transfer to Voicemail for user' (set to 'Alex Smith (asmith)'), and 'Dial number' (with an empty input field).

Figure 4.3

4.3 Multiple Connection Attempts

To have alternate phones ring when the handset(s) in the First connection attempt is not answered, create additional connection attempts to receive the calls. Repeat section 4.2, Multiple Destinations.

1. Below the First connection attempt section, click on the [add another connection attempt](#) link. This will create another connection attempt section (ex: Second, Third, etc).
2. Configure the connection attempt using the options discussed in other procedures.
3. Once satisfied with the selections, click the Update Call Route button at the bottom of the page. To see the button, scrolling down may be required.

The screenshot shows the 'Call Route' configuration interface. At the top, it says 'Call Route'. Below that, there is a section for the 'First connection attempt' with links for 'add a destination' and 'delete this attempt'. The configuration for the first attempt is: 'Alex Smith (Login ID:5105)' for '4' rings with a 'Single Ring' tone. Below this, the link 'add another connection attempt' is highlighted with a red circle containing the number '1'. Underneath, there is a 'Finally...' section with radio button options: 'Hang up', 'Transfer to Auto Attendant' (set to '400 - Default Auto Attendant'), 'Transfer to Call Queue' (set to 'Queue 0'), 'Transfer to Voicemail for user' (set to 'Alex Smith (asmith)'), and 'Dial number'.

Figure 4.4

This screenshot shows the same 'Call Route' configuration page as Figure 4.4, but with the 'Second connection attempt' section highlighted. The 'add another connection attempt' link from the previous figure is now visible above this section. The 'Second connection attempt' is configured for 'Peter Albright (Login ID:5101)' for '4' rings with a 'Single (int). Double (ext)' tone. The 'Finally...' options are the same as in Figure 4.4. A red circle with the number '2' highlights the second attempt configuration.

Figure 4.5

4.4 On-Busy Routing

To avoid having callers hear a busy signal, an alternative On Busy call route can be configured.

1. Follow section 4.1, Basic Routing procedure, to set up the initial call route for the presence. Once the main My Extensions page is displayed select the Modify link of the presence call route.
2. Select the Modify On Busy Route radio button.
3. Select the Use Call Route below: radio button. A new call route section will appear.
4. Set up the call route using the other procedures.
5. Once satisfied with the selections, click the Update Call Route button at the bottom of the page. To see the button, scrolling down may be required.

Note: The primary call route must be created and saved (Update Call Route button) before the On Busy Route is created or modified.
Additional call attempts will be ignored when the busy route is configured to use a call route instead of treating a busy as no answer.

The screenshot displays a web interface for configuring call routes. It is divided into two main sections: 'Call Route Selection' and 'Call Route'.
In the 'Call Route Selection' section, there is a 'Presence: In Office' label and a checkbox for 'apply these changes to all of my presences'. Below this, the 'Call Route for calls from all callers:' section has two radio buttons: 'Modify Primary Route' and 'Modify On Busy Route' (which is selected and circled with a red '2').
The 'Call Route' section has two radio buttons: 'Treat a Busy as no answer' and 'Use Call Route below:' (which is selected and circled with a red '3'). Below the 'Use Call Route below:' option is a yellow button labeled 'add a connection attempt'. A scrollable list of options is shown below, including:
- 'Hang up' (selected)
- 'Transfer to Auto Attendant' with a dropdown menu showing '400 - Default Auto Attendant'
- 'Transfer to Call Queue' with a dropdown menu showing 'Queue 0'
- 'Transfer to Voicemail for user' with a dropdown menu showing 'Albus Dumbledore (adumbledore)'
- 'Dial number' with an empty text input field.

Figure 4.6

4.5 Follow-Me-Anywhere

Calls can be forwarded to other phones outside of the Allworx System such as cell or home phones. If the recipient does not answer the call, it will be directed back to the system in order to follow the rest of the configured call route. In following the rest of the call route, unanswered Follow Me calls may eventually be directed to the Finally route which permits callers to leave messages in the default voicemail inbox. If having callers leave messages on the personal phone's voicemail is preferred, do not use the Follow Me features. Instead, use the Finally route to direct calls to the cell or home phone by entering the phone number into the Dial number text box.

Note: When an outside phone answers the call, the default is for the recipient will hear a prompt requesting that a 1 be entered to accept the call. However, User extensions can be configured so that Follow Me calls to their extensions require a Message Center password in order to accept the call. See the System Administrator for more information.

1. Using the Basic Routing procedure or a combination of the other procedures, select Follow Me → from the drop down menu in the connection attempt.
2. In the text box that appears to the right, enter 9[†] or 78[†]+PIN (to gain an outside connection) and the phone number.
Examples: 9+1+aaa-xxx-nnnn, 9+xxx-nnnn,
78+PIN+1+aaa-xxx-nnnn, 78+PIN+xxx-nnnn
3. Select the desired number of rings. The Follow Me feature requires the recipient to listen to a message and enter a code. Therefore, increment the normal number of rings by two in order to give the recipient extra time to answer the call.
4. Once satisfied with the call route selections, click the Update Call Route button at the bottom of the page. To see the button, scrolling down may be required.

Call Route

First connection attempt [add a destination](#) [delete this attempt](#)

Follow Me → 9 555-4433 for 4 rings

[add another connection attempt](#)

Finally...

Hang up

Transfer to Auto Attendant 400 - Default Auto Attendant

Transfer to Call Queue Queue 0

Transfer to Voicemail for user Alex Smith (asmith)

Dial number

Figure 4.7

[†] Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with your Administrator.

The recipient of the call can consult another employee or transfer the caller to any extension (user, system or remote site) in the Allworx System.

Consult

1. During the call press *# to obtain a dial tone while placing the caller on hold.
2. Dial the extension of the person that is to be consulted.
3. To end the consultation and return to the caller press *#.

Announced (Attended) Transfer

1. During the call press *# to obtain a dial tone while placing the caller on hold.
2. Dial the extension to which the caller is to be transferred.
3. Talk to the new recipient.
4. Hang up to complete the transfer.

Unannounced (Blind) Transfer

1. During the call press *# to obtain a dial tone while placing the caller on hold.
2. Dial the extension to which the caller is to be transferred.
3. Immediately hang up to complete the transfer.

Quick Transfer

- While active on a call, the recipient can blind transfer the caller to their primary phone using *7.
- Your primary phone for quick transfer is independent of your regular phone and must be set up, separately. See the System Administrator to designate the phone to be used for Quick Transfer.

Note: The consult and transfer features are not available for certain outside lines. See the System Administrator for more information.

4.6 Caller ID Based Routing

The Caller ID of the incoming call to a User extension can be used to determine the call route.

1. Select the add new Call Route link next to the presence that is to be configured (See Figure 4.1).
2. Choose the radio button for either external or internal calls.
3. For calls from external numbers, enter the phone number with area code in the text box. For calls from internal extensions, choose the extension from the drop down menu.
4. Use the other procedures (e.g. 4.1 Basic Routing) to develop the intended route for the call.
5. Once satisfied with the call route selections, click the Update Call Route button at the bottom of the page. To see the button, scrolling down may be required.

Call Route Selection

Presence: In Office add this new route to *all* of my presences

Call Route for calls from:

external - Caller ID number 9 555-1234

internal - phones owned by

TIP
External calls are filtered using the area code (e.g. 585-555-1212) supplied by Caller ID. To filter a specific area code, enter just the area code. For example:

- Enter 585-555-1212 to match calls from 585-555-1212
- Enter 585 to match all calls from the 585 area code
- Enter 585-321 to match calls from the 585 area code with a 321 prefix

Call Route

add a connection attempt

Hang up

Transfer to Auto Attendant 400 - Default Auto Attendant

Transfer to Call Queue Queue 0

Transfer to Voicemail for user Alex Smith (asmith)

Dial number

Figure 4.8

5 My Presence

The Presence setting controls the routing of calls to your extension and will flash the Mute/DND button LED on the primary phone (Allworx IP phones only). Calls to your extension will automatically be routed based on your new Presence and your previously-configured Call Routes.

5.1 Changing Presence via the My Allworx Manager page

1. Select the My Presence tab.
2. Choose the appropriate presence and then click the Change Presence button.

5.2 Changing Presence via an Allworx IP Phone

When the Mute/DND button is held down for greater than 1 second, a presence menu will appear. Scroll to the desired presence setting and then press the Select button.

See the *Allworx Phone Guide* for more information.

5.3 Changing Presence via the Allworx Message Center

1. Access the Allworx Message Center by pressing the Message button on an Allworx handset, dialing extension 404[†], or dialing 6[†]+extension.
2. Select option 4 'To Change Your Message Center System Settings'.
3. Press 1 'To Change Your Presence Setting'.

[†] Extensions and leading digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with your Administrator.