

Allworx[®]

System User Guide

Version 8.1

Updated 01/28/2016



Allworx[®] System User Guide

Version 8.1



©2016 Allworx Corp, a Windstream company. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise without the prior written permission of Allworx Corp.

Software in this product is Copyright 2016 Allworx Corp, a Windstream company, or its vendors. All rights are reserved. The software is protected by United States of America copyright laws and international treaty provisions applicable worldwide. Under such laws, the licensee is entitled to use the copy of the software incorporated with the instrument as intended in the operation of the product in which it is embedded. The software may not be copied, decompiled, reverse-engineered, disassembled, or otherwise reduced to human-perceivable form. This is not the sale of the software or any copy of the software; all right, title, ownership of the software remains with Allworx or its vendors.

Contents

Chapter 1 Introduction	1
1.1 Equipment Requirements	1
1.2 Optional Equipment	1
1.3 Prerequisites	2
Chapter 2 Message Center	3
2.1 Visual Message Center	3
2.2 Audio Message Center	3
2.2.1 - Listening to the Voicemail	4
2.2.2 - Sending Voicemail Messages	5
2.2.3 - Changing Audio Message Center Settings	6
2.2.4 - Announce Only Call Handling	9
2.2.5 - Accessing an Outside Line	10
2.2.6 - Placing Internal Calls	10
2.2.7 - Place Internal Calls when Leaving a Voicemail	11
Chapter 3 My Allworx Manager	13
3.1 Access My Allworx Manager	13
3.2 My Account	13
3.3 My Call Details	14
3.4 My Conferences	15
3.5 My Extension	17
3.5.1 - Follow-Me-Anywhere Routing	19
3.5.2 - Hot Desk Routing	19
3.6 My Presence	20
3.7 My Products	20
3.8 My Reach Link	20
3.9 Directory	21
3.10 Distribution Lists	22
3.11 Call Queues	22
3.11.1 - Queue Statistics	23
3.11.2 - Queue and ACD Queue Statistic Settings	26
3.11.3 - Monitor Queues with Programmable Function Keys	27
3.11.4 - Log into Queues	28
3.11.5 - Alternative Methods for Servicing Queue Calls:	31
3.12 Phone Functions	32

Chapter 1 Introduction

The Allworx phone system enables users to manage voicemails in the Allworx Message Center and customize the personal phone system configurations using My Allworx Manager.

1.1 Equipment Requirements

The table below is a complete list of equipment and requirements necessary to perform all operations identified in this User's Guide.

Equipment	Requirements
PC	<ul style="list-style-type: none"> Running OS (with latest service pack). <ul style="list-style-type: none"> Windows 7 32-bit SP1 Windows 7 64-bit SP1. Windows 8 32-bit Windows 8 64-bit Windows 8.1 32-bit Windows 8.1 64-bit Windows 10 32-bit Windows 10 64-bit RAM minimum: 2 GB. Monitor resolution: 1024 x 768 (XGA). Browser. <ul style="list-style-type: none"> Internet Explorer 11 and later. Microsoft Edge Google Chrome (Latest Release). Mozilla Firefox (Latest Release). Allworx username and password.
Phone	Allworx PIN code.
Phone User's Guide	Guides specific to using the Allworx phone. Each guide is model specific. The guides are available at: www.allworx.com .

1.2 Optional Equipment

The table below is a list of optional equipment to perform operations identified in this User's Guide.

Equipment	Requirements
Reach for Android Application	<ul style="list-style-type: none"> Android device running OS 4.0 or later. Allworx server running server software 7.5 or later Reach feature key Reach license Allworx server IP Address Allworx username and password
Reach for iOS Application	<ul style="list-style-type: none"> iOS device running OS 5.0 or later. Allworx server running server software 7.5 or later Reach feature key Reach license Allworx server IP Address Allworx username and password

Equipment	Requirements
Reach Link	<ul style="list-style-type: none"> • Allworx Connect series server running Server Software 8.0 • Reach Link feature key • Reach 2.0 application
Reach for Android User Guide	This guide is specific to using the Reach application with an Android device. The guide is available at: www.allworx.com .
Reach for iOS User Guide	This guide is specific to using the Reach application with an Apple device. The guide is available at: www.allworx.com .
Interact and Interact Professional User Guide	This guide is specific to using the Interact and Interact Professional application. The guide is available at: www.allworx.com .
View User Guide	This guide is specific to using the View application. The guide is available at: www.allworx.com .

1.3 Prerequisites

Some sections of this document includes a Prerequisites table:

Access Permissions	Identifies features that require the Allworx Administrator to enable access on the Allworx server web administration page.
Requires Feature Enabling	Identifies an Allworx add-on feature that requires a Feature Key on the Allworx server for users to access.

Chapter 2 Message Center

The Allworx Message Center provides unified messaging for Allworx users. The Allworx administrator configures the access and management of voicemail messages.

When a new voicemail message is available, the Allworx phone Messages button lights. If the handset has a programmed PFK to monitor another mailbox and a message is available in that mailbox, the Allworx handset PFK lights.

2.1 Visual Message Center

The Visual Message Center displays a messages list for the extension on the handset and uses soft keys for navigation. The Visual Message Center is not available on Allworx 9102, 9112, 9202, and 9202E handsets.

To access the Visual Message Center:

1. Press the Messages button or the Messages PFK on the handset.
2. Enter the phone extension and press the phone OK soft key.
3. Enter the Allworx user PIN using the numeric keypad and press the phone OK soft key. A list of voicemail messages displays on the LED screen. Contact the Allworx administrator for the PIN information.
4. Use the up/down arrow keys on the right of the display to highlight the message. Press the Select button () to select the message. The message begins to play automatically.
5. Press the Select button () to start/stop the message and the up/down arrow keys to forward/rewind the message, respectively. Use the soft keys to choose different options such as mark as new, delete, or forward the message.

2.2 Audio Message Center

The Audio Message Center uses audio menus to manage the voicemail messages and voicemail settings. The Allworx system plays the default language when accessing the Audio Message Center, regardless of the outside line or call appearance used to access the account. If the Allworx administrator configured the Allworx server with the Multiple Language Pack feature, users can press ## to play the Message Center prompts in a language other than English, when prompted.

To access the Audio Message Center:

1. Enter the Audio Message Center using one of the options in the table.

-
- Press the handset Messages button twice (this is the default behavior for Message Button Operation in the handset preference group). The Message Center login defaults to the user extension assigned to the phone; press # to enter a different extension. Enter the PIN, and then press #.
-

- Dial 404¹. When calling from an outside line or phone not assigned to a user, the system prompts users for a primary extension.
- Dial 6¹ and the primary extension (6 + ext.).

¹ Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx administrator.

2. Enter the extension PIN and the # symbol using the numeric keypad. The Message Center announces the number of new and saved voicemail and e-mail messages available in the inbox and the current Presence setting. Contact the Allworx administrator for the PIN.
3. Use the following options to manage to the voicemail messages:

Key	Option	Key	Option
1	Listen to voicemail messages	9	To manage system recordings (recording managers only)
2	Listen to saved voicemail messages	hang up	End the call
3	Send a message	#	Return to the previous menu.
4	Change your Message Center system settings	*	Replay the menu options.
7	Access an outside line (if enabled)		

2.2.1 Listening to the Voicemail

At the Audio Message Center main menu, press 1 to listen to the voicemails, and then use the features in the table below to manage the voicemail messages. To use the option while listening to any voicemail message, press the * key (e.g., *1 to reply to a message). The Allworx system automatically saves the voicemail messages unless the user specifically chooses to delete the message. Options 1 and 9 are only available if an internal user left the voicemail message.

Key during message	Key after message	Option	Key during message	Key after message	Option
*1	1	Reply to this message	*6	6	Play the next message
*2	2	Forward this message	*9	9	Place a call to the sender of this message
*3	3	Delete the message	*#	#	Return to the previous menu
*4	4	Replay this message	**	*	Listen to these choices again

To reply or forward a voicemail message to another internal user:

1. Play the message.
2. Select an option (or press *+ option number during message playback).
 - Reply: Option 1 (or *1): to leave a voicemail to an internal user that left a message.
 - Forward: Option 2 (or *2): to send a voicemail message to another voicemail inbox.

Enter an extension to forward the message. The Allworx system plays the selected user's name, and then prompts for another extension. Select one of the options:

- Enter another extension
- Press 9 to forward the message to every voicemail user - if enabled (Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx administrator.)
- Press the # key to continue

3. Record a message, and then press the # key when complete.

4. Select one of the following options:

Key	Option	Key	Option
1 or hang up	Send the message	#	Cancel the message
2	Review the message	*	Hear these options again
3	Change the message		

2.2.2 Sending Voicemail Messages

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

Note:	Send Voicemails directly to users without accessing the Audio Message Center. Dial 3* + extension - digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with the Allworx administrator.
--------------	--

1. Log in to the Audio Message Center and press 3 on the numeric keypad. Digits may vary per system. Check the phone functions tab of the My Allworx Manager page or consult with the Allworx administrator to confirm.
2. Enter the extension or alias to send the message. The Allworx system plays the selected user's name.
3. Enter an extension to forward the message. The Allworx system plays the selected user's name, and then prompts for another extension.
4. Select one of the options:
 - Enter another extension.
 - Press 9 to forward the message to every voicemail user (if enabled). Press the # key to continue. Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx administrator.
5. Record a message, and then press the # key when complete.

6. Select one of the following options:

Key	Option	Key	Option
1 or hang up	Send the message	#	Cancel the message
2	Review the message	*	Listen to the above options again
3	Change the message		

2.2.3 Changing Audio Message Center Settings

The Audio Message Center settings enable updating the presence setting, name recording, manage the greetings or updating the Allworx PIN.

To access the Audio Message Center settings:

These steps describe using the handset to navigate to the Audio Message Center settings menu. After accessing the Audio Message Center settings menu, use the following sections for more detailed information.

1. Log in to the Audio Message Center and press 4 on the numeric keypad.
2. Select one of the following options:

Key	Option	Key	Option
1	Change your Presence setting	5	Change your PIN
2	Change the recording of your name	#	Return to the previous menu
3	Manage your greetings	*	Listen to the choices again

3. Following the appropriate section below to update the setting.

To change the Presence setting:

1. Log in to the Audio Message Center, press 4, and then press 1 on the numeric keypad. The Allworx system announces the current Presence.
2. Select one of the following options:

Key	Option	Key	Option
1	In Office	6	Away
2	At A Meeting	7	Busy
3	On Vacation	#	Return to previous menu
4	On Business Trip	*	Listen to these choices again
5	At Home		

Note: Users can change the Presence Setting without accessing the Audio Message Center. Press the Presence soft key (not available on Allworx 9102, 9112, 9202, and 9202E handsets) or press the Mute/DND button for more than 1 second. The Presence menu displays. Scroll to the presence setting, and then press Select. See the *Allworx Phone Guide* for more information.

To change the recording or review your name:

1. Log in to the Audio Message Center, press 4, and then press 2 on the numeric keypad. The Allworx system plays the current name recording for review.
2. Select an option:

Key	Option	Key	Option
2	Change your name recording	#	Return to previous menu
3	Review your name recording	*	Listen to these choices again

3. Follow the prompts to record a name, and then press the # key. Select an option:

Key	Option	Key	Option
1	Save your name recording	3	Review your name recording
2	Change your name recording	#	Cancel changing your name recording

To manage the greetings:

Note: The Allworx system uses the default greeting for all presences that do not have a greeting recorded. To skip the greeting recording, press #.

1. Log in to the Audio Message Center, press 4, and then press 3.
2. Select the greeting feature. If there is no previously recorded greeting, only option 1 is available “To record your <Presence> greeting”.

Key	Option	Key	Option
0	Manage your Default greeting	6	Manage your Away greeting
1	Manage your In Office greeting	7	Manage your Busy greeting
2	Manage your At a Meeting greeting	8	Manage your Reach Link lost connection greeting
3	Manage your On Vacation greeting	#	Return to previous menu
4	Manage your On Business Trip greeting	*	Listen to these choices again
5	Manage your At Home greeting		

- Follow the prompts to record the greeting, and then select from one of the options in the table.

To assist callers, mention in the voicemail greeting if you are unable to take the call. Leave a pause at the end of the greeting to give callers time to enter the extension before the beep.

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 0¹ for the operator), otherwise leave a message at the beep.” Pause for 3 seconds, and end the greeting.

Key	Option	Key	Option
1	To save your <Presence> greeting	#	To quit without saving your greeting
2	To review your greeting	*	Listen to these choices again
3	To change your greeting		

To change the Audio Message Center PIN:

- Log in to the Audio Message Center, press 4, and then press 5 on the numeric keypad.
- Follow the prompts to enter and confirm a new PIN. Verify the PIN is at least 5 digits long.

Note:	Users have an Allworx PIN and an Allworx password. The PIN is for Hot Desk logins, Message Center, ACD Queues, and Reach application. The password is for logging into My Allworx Manager, Interact, and the Allworx Admin page.
--------------	--

To change the Allworx system recordings:

This option is only available to users with recording manager permissions on Allworx systems.

- Log in to the Audio Message Center and press 9 on the numeric keypad and select an option.

Key	Option	Key	Option
1	To manage the Auto Attendant	#	To return to the previous menu
2	To manage the Call Queue	*	To listen to these choices again
0	For <alternate language>*		

* Changes the language heard for the prompts. Follow the prompts to continue changing the Allworx system recordings.

- Enter the Auto Attendant number or Call Queue number to change and the recording type.

Key	Option	Key	Option
1	To manage the <Auto Attendant / Call Queue> greeting.	#	To return to the previous menu
2	To manage the <Auto Attendant / Call Queue> status message.	*	To listen to these choices again
3	To manage the <Auto Attendant> schedule		

- Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx administrator.

3. For Auto Attendant or Call Queue greetings only: enter the greeting number.
4. Select an option and follow the prompts.

Key	Option
1	Save the new system recording
2	Change the custom message
3	Review the message
4	Delete the message
#	To return to the previous menu for all custom recordings except Call Queue status messages. For Call Queue status messages, press # to cancel changing the message.
*	To listen to these choices again

To manage the Auto Attendant schedule:

This option is only available to users with recording manager permissions on Allworx systems.

1. Log in to the Audio Message Center and press 9 on the numeric keypad.
2. Select option 1 (To manage the Auto Attendant), and then select the Auto Attendant (1 to xx - where xx is the maximum number of Auto Attendants supported by the Allworx server).
3. Select option 3 (To manage the schedule).

The following message plays, “The Auto Attendant is using schedule <number>. To select a different schedule, enter the schedule number followed by #.”

4. Enter the schedule number, and then enter the # sign.

After successfully selecting a different schedule, the user hears, “The Auto Attendant has been changed to use schedule <number>.” The Message Center returns to the Manage Auto Attendant Menu.

If selecting a different schedule is unsuccessful, the user hears, “You must enter a valid schedule number.” The Message Center returns to the Manage Auto Attendant Schedule Menu.

2.2.4 Announce Only Call Handling

Configure the voicemail settings to prevent callers from leaving messages. The option is separate for each presence setting. Users can setup Announce Only Call Handling in the Audio Message Center.

To configure Announce Only Call Handling:

1. Record a greeting for the Presence to use for Announce Only. See [See “To manage the greetings:” on page 7.](#) for more information.
2. Log in to the Allworx Audio Message Center, press 4, and then press 3 on the numeric keypad.

3. Press 0 - 7: Choose the default or preferred Presence greeting.

Key	Option	Key	Option
0	Default	5	At Home
1	In Office	6	Away
2	At A Meeting	7	Busy
3	On Vacation	#	Return to previous menu
4	On Business Trip	*	Listen to these choices again

4. Press 4: To prevent callers from leaving messages.

2.2.5 Accessing an Outside Line

Dial calls from off-site locations using the company outside lines and Caller ID.

To access outside lines:

- Log in to the Allworx Audio Message Center, press 4, and then press 7. Users hear a dial tone.
- Dial the external phone number directly. It is NOT necessary to dial 9¹ or 78¹+PIN before the phone number.

Prerequisites	
Access Permissions	Yes
Requires feature enabling	No

After connecting to an external call and the external party hangs up, users hear a dial tone to place additional calls. Additional options include:

Key Sequence	Option
*#	Disconnects (hangs up) the call and returns to the dial tone.
*# <Allworx PIN> #	Returns to the Audio Message Center from the dial tone.

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. Contact the Allworx administrator for more information.

2.2.6 Placing Internal Calls

At the Audio Message Center main menu, dial * plus the extension to call any internal extension. The Audio Message Center prompts do not mention this option.

Example: Mary calls her voicemail from home. She listens to three new messages and decides she needs to call John. Mary enters *101 and the Allworx system immediately transfers her to John.

1. Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx administrator.

2.2.7 Place Internal Calls when Leaving a Voicemail

If the Allworx system directs a call to an internal extension to Allworx voicemail, users can dial another internal extension. To dial the new extension, press * + extension on the numeric keypad or dial "0"¹ (without the *) for the operator. When dialing the new extension:

Message Status	Call Status
Outgoing message is playing	The Allworx system places the call immediately.
During or after leaving a message	The Allworx system delivers the message, and then transfers the caller to the dialed extension.

Example: Mary calls John's extension, but John 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 immediately transfers to Jim's extension.

Chapter 3 My Allworx Manager

The Allworx system provides access to Allworx system information and to configure personal settings.

Note:	Some tabs on the My Allworx Manager page may require permission to access. Contact the Allworx administrator to obtain permission.
--------------	--

3.1 Access My Allworx Manager

My Allworx Manager supports the following web browsers:

- Microsoft Internet Explorer 11 or later
- Google Chrome (Latest version)
- Mozilla Firefox (Latest version)

To access features and configuration settings:

1. Open a web browser and enter:

Server	URL*
6x, 6x 12, 48x	http://192.168.2.254
Allworx Connect servers**	https://192.168.2.254

* If the address above does not work, contact the Allworx administrator as the server IP address may have changed.
 ** Entering a URL of http://192.168.2.254 redirects to https://192.168.2.254:8443, if HTTP is disabled on the server.

2. Enter the username and password. Click the **Login** button. The application opens on the Directory page.

3.2 My Account

The My Account tab enables users to change the user Allworx Password or PIN.

Users enter the Allworx password or PIN to access:

Prerequisites	
Access Permissions	None
Requires feature enabling	No

Password Access	PIN Access
My Allworx Manager	Hot Desk
Reach	Visual and Audio Message Center
Interact Professional	ACD Queues

To access the My Account settings:

1. Log in to the My Allworx Manager application using the Allworx username and password.

2. Click the **My Account** tab.
3. Update the settings:

Setting	Description
Password	
Current Password	Enter the password used to log in to My Allworx Manager in the field provided.
New Password	Enter a new password in the field provided.
Confirm New Password	Re-enter the new password in the field provided.
Save New Password	Click to keep the updated password. If the newly entered passwords do not match, an error message displays. Re-enter a new and confirmed password.
PIN	
Current Password	Enter the password used to log in to My Allworx Manager in the field provided.
New PIN	Enter a new PIN in the field provided.
Confirm New PIN	Re-enter the new PIN in the field provided.
Save New PIN	Click to keep the updated PIN. If the newly entered PINs do not match, an error message displays. Re-enter a new and confirmed PIN.

3.3 My Call Details

The My Call Details tab displays a list of recent calls and the information detailing each call.

To view the My Call Details:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Call Details** tab. The page displays the calls in the current month.

To change the displayed month, click:

Setting	Description
previous	Enables viewing the handset activity one chronological month back.
most recent	Returns the viewing screen to the current month.
next	Enables viewing the handset activity one chronological month ahead.

Prerequisites	
Access Permissions	None
Requires feature enabling	No

3.4 My Conferences

The My Conferences tab enables reserving conference bridges on the Allworx server.

There are two conference call types:

Prerequisites	
Access Permissions	Yes
Requires feature enabling	Yes

Scheduled Conference	Planned conference call using the scheduling feature in My Allworx Manager.
Unscheduled Conference	Unplanned conference call using the scheduling feature in My Allworx Manager.

If the logged in user is the Creator or Moderator of a conference call, the conference call information displays on the page.

Topic	Description
Conference Description	Explain the purpose of the conference.
State	<p>Active – A scheduled conference available for attendees to join. It remains active until reaching the duration and all attendees have exited.</p> <p>Queued – A conference waiting for the scheduled start time.</p> <p>Expired – A conference past the scheduled duration with no attendees in the conference.</p> <p>Canceled – A conference ended by either the Creator or Moderator.</p> <p>Enabled – An unscheduled conference that the Allworx administrator has made available for all callers to access.</p> <p>Disabled – An unscheduled conference that the Allworx administrator has restricted access to any callers.</p>
Date and Time	When the conference is taking place. This field does not display for unscheduled conferences. If this is a recurring conference, the frequency of the conference displays.
Conference ID	Identifier with unique numerals for attendees to confirm on the Allworx system the correct conference.
Conference Password	Restrict access to the conference. Attendees provide a numeric PIN code.
Creator	Identify the user that scheduled the conference. The Creator can modify, delete, end the conference, view statistics, and disconnect participants.
Moderator	Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences.

NOTE: The Allworx system automatically deletes all expired or canceled conferences older than 30 days the next time the Allworx administrator reboots the server.

The Allworx system designates specific conference IDs and passwords for unscheduled conferences. Contact the Allworx administrator to verify the password of the unscheduled conference call has not been changed.

Server	Conference ID	Password
6x, 6x12, 48x, and Allworx Connect servers	480	480
48x and Allworx Connect 731 server	481	481
48x and Allworx Connect 731 server	482	482
48x and Allworx Connect 731 server	483	483

To manage conferences:

1. Log in to the My Allworx Manager application using the Allworx username and password. When using My Conferences for the first time, a message displays “You are not the creator or moderator of any conferences.”
2. Click the **My Conference** tab. The My Conferences page displays, and then click:

add conference	<p>Enables adding a new conference call to the schedule.</p> <ul style="list-style-type: none"> • The Allworx 6x and 6x12 servers support one (1) active conference at a time; the 48x supports up to four (4) active conferences at the same time. • The Available times box on the right side of the page displays the available periods for scheduling a conference to avoid any conflicts with previously scheduled conferences. • A list of any conflicting conferences display below the add conference dialog box. <p>1. Update the conference information:</p> <table border="1"> <thead> <tr> <th>Topic</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Description</td> <td>Enter the purpose of the conference in the field provided.</td> </tr> <tr> <td>Password</td> <td>Restrict access to the conference. Enter a password (one to 10 digits) for users to enter when dialing into the conference.</td> </tr> <tr> <td>Moderator</td> <td>Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences. Click the drop-down arrow to select the moderator.</td> </tr> <tr> <td>Start Date</td> <td>Click in the field provided and a calendar displays. Click the date to schedule the conference.</td> </tr> <tr> <td>Start Time</td> <td>Click the drop-down arrows to select the start time (local time).</td> </tr> <tr> <td>Duration</td> <td>Click the drop-down arrow and select the meeting length.</td> </tr> <tr> <td>Pre-join time</td> <td>Click the drop-down arrow and select the amount of time prior to the meeting scheduled start time for users to dial into the conference.</td> </tr> <tr> <td>Repeat every</td> <td>For recurring meetings, select an option from the drop-down menu.</td> </tr> </tbody> </table> <p>2. Click Add Conference to schedule the call or Cancel to ignore the request.</p>	Topic	Description	Description	Enter the purpose of the conference in the field provided.	Password	Restrict access to the conference. Enter a password (one to 10 digits) for users to enter when dialing into the conference.	Moderator	Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences. Click the drop-down arrow to select the moderator.	Start Date	Click in the field provided and a calendar displays. Click the date to schedule the conference.	Start Time	Click the drop-down arrows to select the start time (local time).	Duration	Click the drop-down arrow and select the meeting length.	Pre-join time	Click the drop-down arrow and select the amount of time prior to the meeting scheduled start time for users to dial into the conference.	Repeat every	For recurring meetings, select an option from the drop-down menu.
Topic	Description																		
Description	Enter the purpose of the conference in the field provided.																		
Password	Restrict access to the conference. Enter a password (one to 10 digits) for users to enter when dialing into the conference.																		
Moderator	Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences. Click the drop-down arrow to select the moderator.																		
Start Date	Click in the field provided and a calendar displays. Click the date to schedule the conference.																		
Start Time	Click the drop-down arrows to select the start time (local time).																		
Duration	Click the drop-down arrow and select the meeting length.																		
Pre-join time	Click the drop-down arrow and select the amount of time prior to the meeting scheduled start time for users to dial into the conference.																		
Repeat every	For recurring meetings, select an option from the drop-down menu.																		
refresh page	Redisplay the viewing screen with updates to the conference calls.																		
modify	Change the current conference settings. See add conference to more details. Click Modify conference to save the changes or Cancel to ignore the request.																		
delete	Remove the selected conference from the schedule. Click Delete Conference to remove the call from the schedule or Cancel to ignore the request.																		

To join a conference call:

1. Access the Conference Center by using one of the following methods:

Access Method	Dial
Internal or remote handset	Extension 408 ¹
Outside line	Dial the extension while in the Auto Attendant or have another user transfer the incoming call to extension 408 ¹

¹ Extensions may vary per system. Please check the phone functions tab of the My Allworx Manager page or consult with the Allworx administrator.

When the caller arrives to the Conference Center, a welcome message plays.

Note:	If the caller hears a busy signal when calling the conference extension, it is possible that the Allworx administrator has not purchased or implemented the Conference Center feature. Contact the Allworx administrator for more information.
--------------	--

2. Enter the Conference ID number. If the Conference ID number is valid and there are available seats (Allworx 6x, 6x 12 and 48x servers limit 8 attendees per conference and Connect servers limit 30 attendees per conference), the Allworx system prompts for a conference call password.
3. Enter the conference call password. If the password is valid, the Allworx system places the caller into the conference. Any callers on the conference call hear a “ding” to signal the entrance of a new caller and a “dong” if a caller leaves the conference.

Automatic conference call termination:

Scheduled conferences last the full duration and automatically extend while users are still in the conference. However, once a conference has gone beyond the scheduled end time it is subject to automatic termination.

Server Type	Automatic Termination Description
Allworx 6x Allworx 6x12 Allworx Connect 300 series Allworx Connect 500 series	<ul style="list-style-type: none"> • A scheduled or unscheduled conference currently in use automatically terminates when another scheduled conference begins. • An unscheduled conference does not terminate conferences in session. The servers listed in the left column only enable one active conference at a time.
Allworx 48x Allworx Connect 731	<p>When using all conferences call bridges, the Allworx system terminates the unscheduled conference with the oldest start time first.</p> <ul style="list-style-type: none"> • If none of the unscheduled conferences are in use (i.e., all in-use conferences are scheduled conferences), the Allworx system terminates the conference farthest past the scheduled duration. • Initiation of an unscheduled conference does not terminate conferences in session. <p>Note: Conferences terminate automatically when all four (4) available conferences are in use, whether scheduled or unscheduled and another scheduled conference begins.</p>

3.5 My Extension

The My Extension tab displays the path of incoming calls to an extension, such as to a user’s phone or other phones, voicemail inbox, or external numbers (see [“Follow-Me-Anywhere Routing” on page 19](#)).

Prerequisites	
Access Permissions	Yes
Requires feature enabling	No

The Allworx administrator can provide permission for individual users to modify the call routes. The most common routing to a personal extension is to ring the user’s phone. If there is no answer, the call forwards to voicemail. Other special purpose routing is available in the Allworx system.

Option	Description
Presence-Specific Routing	Follow an alternate call route when the user specifies a Presence, i.e., another extension, voicemail, etc.

Option	Description
Multiple Destinations	Ring multiple phones at the same time.
Multiple Connection Attempts	Ring a series of phones if no one answers the primary phone.
On-Busy Routing	Ring an 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 dependent on the Caller ID of the incoming call.

To configure the Basic Routing:

The building blocks of a call route are the Connection Attempts, Destinations, and Finally route. In a typical call route (ring phone, forward to voicemail), there is one Connection Attempt. The Destination is the handset of the primary extension and the Finally route is the voicemail inbox.

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Extension** tab. The My Extension page displays.
3. Locate the presence to update and click:

add new Call Route	<p>Enables creating a call route specific to the user. To update the call route:</p> <ol style="list-style-type: none"> 1. Locate the Call Route Selection section and check the box or boxes to add the new route to the selected presence. 2. Use the Caller ID of the incoming call to a User extension to determine the call route.
external - Caller ID Number	enter the phone number with area code in the text box. Use the asterisk as a wild card.
internal - phones owned by	select an extension from the drop-down list
3. Locate the Call Route section.	
add a connection attempt	<p>Enables forwarding the call to another extension. To setup the connection attempt:</p> <ol style="list-style-type: none"> 1. Locate the location line {no selection} select an available location* from the drop-down list. <ul style="list-style-type: none"> • For Follow-Me Anywhere**: Enter 9 or 78¹+PIN (to gain an outside connection) followed by the phone number in the text box that appears to the right. Examples†:9+1+aaa-xxx-nnnn, 9+1+xxx-nnnn, 78+ PIN+1+aaa-xxx-nnnn, 78+PIN+xxx-nnnn 2. (optional) Locate the number of rings and select an option from the drop-down list. Click the ring style and select an option. 3. (optional) Click add a destination and repeat steps 1 and 2 to ring multiple phones simultaneously. 4. (optional) Click add another connection attempt and repeat steps 1 and 2 to forward the call to another handset, if alternate phones should ring when the handset(s) in the First connection attempt are not answered. Continue to repeating step 4, as required.

**add new
Call Route
(con't)**

5. Locate the Finally... box, and select an option for the call if the user or any of the connection attempts do not answer.
 - Hang up
 - Transfer to Auto Attendant - select an option from the drop-down list.
 - Transfer to Call Queue - select an option from the drop-down list.
 - Transfer to Voicemail for user - select an option from the drop-down list.
 - Dial number - enter a new number to forward the call.
6. Click **Add Call Route** to save the changes, **Start Over** to reset the page to the last saved settings, or **Cancel** to ignore the request.
To delete any of the connection attempts, click **delete this attempt**.

modify

Enables changing the current settings. See **add a connection attempt** for more information. Step 2 above changes to:

Modify Primary Route	Enables updating the current settings of the call route.
Modify On Busy Route	Enable updating the current settings so that callers do not hear a busy signal. The Allworx system ignores additional call attempts when configuring the busy route to use a call route instead of treating a busy as no answer.

Click **Update Call Route** to save the changes, **Start Over** to reset the page to the last saved settings, or **Cancel** to ignore the request.

NOTE: Create and save the primary call route (Update Call Route button) before creating or modifying the On Busy Route.

3.5.1 Follow-Me-Anywhere Routing

Forward calls to other phones outside of the Allworx System such as cell or home phones. If the recipient does not answer the call, the Allworx system directs the call back to follow the rest of the configured call route.

In following the remainder of the call route, the Allworx system may direct unanswered Follow Me calls to the Finally route, which enables callers to leave messages in the default voicemail inbox. If users prefer to have callers leave a message in the personal phone voicemail, use the Finally route to direct calls to the cell or home phone by entering the phone number into the Dial number text box. Do not use the Follow Me features.

Note:	When an outside phone answers the call, the default is for the recipient to hear a prompt requesting to press 1 on the numeric keypad to accept the call. The Allworx administrator can configure user extensions so that Follow Me calls require a Message Center PIN to accept the call. See the Allworx administrator for more information.
--------------	--

3.5.2 Hot Desk Routing

If the user logs in to a shared phone as a Hot Desk user, the call route includes “Hot Desk” as a destination. If the user intends to continue logging into phones using Hot Desking, do not modify these entries.

3.6 My Presence

The My Presence tab controls the routing of incoming calls to your extension and displays the presence status to other users in My Allworx Manager in the Directory tab. The Allworx system automatically routes call based on the Presence status and the configured Call Routes. To change the presence using other Allworx products refer to the guides listed in [“Optional Equipment” on page 1](#).

Prerequisites	
Access Permissions	None
Requires feature enabling	No

To manage the Presence setting:

Note:	On the My Presence tab, users can also set up any presence-specific voicemail inbox to prevent callers from leaving messages. “Announce Only Call Handling” on page 9 for more information.
--------------	---

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Presence** tab. The My Extension page displays.
3. Choose the appropriate presence and then click the radio button. To prevent callers from leaving a message, check the box next to the presence.
4. Click **Update** to save the changes.

3.7 My Products

The My Products tab displays Allworx product license eligibility and the setup information for advanced Allworx products.

Prerequisites	
Access Permissions	Yes
Requires feature enabling	Yes

To view the advanced Allworx product setup link:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Products** tab.
3. Click the **setup link** for any advanced product to see the instructions for configuring the product.

3.8 My Reach Link

The Reach Link feature key enables keeping a Reach call connected as the device data network changes and notifies Reach users with a visual and audio indication when the device changes networks during an active call. When there is a network interruption, the Reach Link feature places the other participant in the call on hold and provides a notification that Reach is trying to reconnect the Reach call.

Prerequisites	
Access Permissions	Yes
Requires feature enabling	Reach
Reach application	Reach 2.0 (minimum)

Users with Reach enabled with assigned permissions can manage the Reach Link settings via My Allworx Manager:

- configure the Final Action to enable voicemail when attempting to recover lost Reach calls,
- set up and define Fallback Phones, including associated descriptions, to dial when the connection to an Reach device is lost during an active call, and
- define the number of times a Fallback Phone rings before performing the Final Action.

To manage the My Reach Link feature:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Reach Link** tab.
3. Update the settings:

Allow voicemail when attempting to recover lost Reach calls	Check the box to enable.
Fallback Phones	Identifies the phone number to dial when the Reach device data connection is lost and unrecoverable.
Active	Click the radio button to select the fallback number.
Description	Enter a name in the field provided.
Number to Dial	Enter a number in the field provided.
Number of Rings.	Select an available option from the drop-down list.

5. Click **Update** to save the changes.

3.9 Directory

The Directory tab displays a listing of Allworx users in the business directory including extensions and presence status.

Prerequisites	
Access Permissions	None
Requires feature enabling	No

To manage the directory:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **Directory** tab, and then:

Search	Enter the filter criteria in the field provided. The users matching the criteria display on the page.
Last, First Middle/ First Middle Last	Arranges the sort order by the name order selected.
Name	Click up on the up or down arrow to sort the names in ascending or descending order, respectively.
Description	Click up on the up or down arrow to sort the extension description in ascending or descending order, respectively.

3.10 Distribution Lists

The Distribution Lists page displays a listing of all company email distribution lists or users configured on the Allworx system.

Click the Email Alias to send an email to the configured alias.

Prerequisites	
Access Permissions	None
Requires feature enabling	No

3.11 Call Queues

The “Ring-All” distribution option rings all phones logged into the queue simultaneously.

If there are any callers pending in the queue, all available phones ring according to the configured behavior. Caller ID information during inbound ringing and statistics related to specific agents are not available for this mode of operation.

Prerequisites	
Access Permissions	Yes
Requires feature enabling	No

Automated Call Distribution Queues are queues that use any of the other available distribution features, and directs each call to a specific agent.

ACD Call Distribution Features

Feature	Description
Linear Priority	Distributes calls based on a prioritized list of agents. The queue supervisor sets the priority by assigning a unique ranking to each agent. As each call comes in, it goes to the available agent with the highest priority ranking.
	Distributes calls in a circular manner to the logged-in agents, and evenly distributes the calls so that the agents have the opportunity to answer approximately the same number of calls.
Sequential Round-Robin	When a call gets to the front of the queue, the next agent on the list receives it. After the last agent on the list receives a call, the distribution option returns to the top of the list. If the agent in line to receive the next call is currently busy with another call, the call goes to the next agent on the list. The busy agent that missed the call moves down on the list of agents to receive the next call when they are available. When agents log in, they are put at the bottom of the list.
Fairness-Longest Idle	Distributes calls to logged-in agents that are idle for the longest time. The objective is to evenly distribute the calls so that all agents spend approximately the same amount of time on calls. The fairness feature maintains a list of all available agents. When a call gets to the front of the queue, the next agent on the list receives it. The feature places agents at the top of the list after logging in. After completing a call, the agent moves to the bottom of the list.

The Allworx system provides default greeting and periodic status messages to callers for all queues. Customize these messages by recording new messages directly into the Allworx system or by transferring audio files to the Allworx system. A user with Recording Manager Permission or assigned Allworx System or Phone administrator role can manage greetings and messages for Auto Attendants and Call Queues. See [“To manage the greetings:” on page 7](#) for more information.

3.11.1 Queue Statistics

All Allworx system users can view the call queue statistics. The statistics are available for queues determined by whether the queue is a Ring All queue or an ACD queue. Monitor, track, and analyze queue activity in three ways:

- View via My Allworx Manager
- Export to XLS file from My Allworx Manager
- Stream to an external device connected to the LAN port of the server

To see the queue statistics:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click **Call Queues** tab and locate the call queue.

Statistic	Description
Standard Queue Statistics (Ring All and ACD)	
Calls Received	Number of calls placed into the queue.
Collection Period	Elapsed time for capturing statistics. This is the time since the last queue reset or last reboot of the Allworx server.
Average Time to Service	Total wait time of all calls waiting for service divided by the number of such calls.
Calls Serviced	Total number of calls requiring service.
Abandoned (short)	Number of calls in the queue when the caller hung up within 10 seconds.
Abandoned (long)	Number of calls in the queue when the caller hung up after 10 seconds.
Exit Key Pressed	Number of calls when the caller pressed an exit key to leave the queue.
Timed Out	Number of calls when the caller waited the maximum time before the Allworx system removed the call from the queue.
Total Wait Time	Total time for all calls in the queue before receiving service.
Longest Wait Time	Longest period of time any single call waited in the queue.
Maximum Calls in Queue	Highest number of calls waiting in the queue at one time.
ACD Queue Statistics	
Call Volume	Average number of calls handled per hour during all periods with at least one logged-in agent.
Total Agent Time	Total amount of time the agents spend on active calls.
Total Call Time	Total Wait Time plus the total Agent Time.
Caller Efficiency	Total Agent Time divided by the total Wait Time.
Average Agent Time	Total Agent Time divided by the number of calls serviced.
Average Call Time	Total Call Time divided by the number of calls serviced.
Call Volume	Average number of calls handled per hour during all periods with at least one logged-in agent.

Statistic	Description
ACD Agent Queue Statistics	
Serviced Calls	Number of calls serviced by the agent.
Missed Calls	Number of calls directed to the agent but not answered. The agent was logged out.
Total Service Time	Total time spent servicing calls excluding ringing time.
Average Service Time	Total Service Time divided by Serviced Calls
Average Answer Time	Average number of seconds to answer a call.
Longest Answer Time	Maximum number of seconds to answer a call.
Total Time logged into Queue	Total amount of time the logged-in agent was in the queue.
Load Factor	Total Service Time plus wrap-up allowance divided by the total logged in time. The wrap-up allowance is the queue wrap-up time multiplied by the number of serviced calls for this queue.

For each ACD queue these statistics are available for each logged-in agent, and listed by Agent (user login name) and reset individually, for each agent. The queue supervisor can view these statistics using the **view agents** link.

To reset the statistics:

The queue supervisor has the ability to reset the queue statistics. Select one of the available options:

Reset All Queue Stats	Restarts the statistics for all queues but does not reset the agent statistics.
Reset queue stats	Restarts the statistics for the current queues but does not reset the agent statistics.
Reset Stats per agent	Restarts the agent statistics.

To manage the Call Queue Statistics settings:

- Log in to the My Allworx Manager application using the Allworx username and password.
- Click the **Call Queues** tab. The Call Queues Statistics page displays, and then click:

help	Displays a list of definitions associated with the call queue statistics. Click close to hide.						
Refresh Stats	Click to update the current displayed information.						
Export XLS Report	Creates a report and saves it in a readable format. Any Allworx system user can export all queue statistics to an XML-based spreadsheet file (supported by Excel 2003 or later). Select a radio button option: <ul style="list-style-type: none"> Click the Open with radio button to launch XML based spreadsheet program). Click the Save File radio button to save the spreadsheet file to the PC (default file name is cqr.xls). See "Queue and ACD Queue Statistic Settings" on page 26 for more information.						
Reset All Queue Stats	Restarts all statistics in all queues at 0. Click OK to perform the request or Cancel to disregard the request.						
view agents/ hide agents	Displays or hides the agents, status, and statistics specific to the queue, respectively. Additional options: <table border="1" data-bbox="483 1732 1529 1858"> <tbody> <tr> <td>reset all agent stats</td> <td>Restarts the statistics for all agents in the queue at 0.</td> </tr> <tr> <td>reset agent stats</td> <td>Restarts the statistics for the selected agent in the queue at 0.</td> </tr> <tr> <td>force logout</td> <td>Manually logs the agent out of the queue.</td> </tr> </tbody> </table>	reset all agent stats	Restarts the statistics for all agents in the queue at 0.	reset agent stats	Restarts the statistics for the selected agent in the queue at 0.	force logout	Manually logs the agent out of the queue.
reset all agent stats	Restarts the statistics for all agents in the queue at 0.						
reset agent stats	Restarts the statistics for the selected agent in the queue at 0.						
force logout	Manually logs the agent out of the queue.						

view administration /
hide administration

Adjust or hide the queue settings, respectively.	
Maximum Rings before agent is set to unavailable	Enter a value (number of rings) agents have to answer a call. If the agent does not answer the call before the maximum number of rings, the Allworx system sets the agent to unavailable (No Answer), and the call returns to the front of the queue for the next available agent. NOTE: the Allworx system does not log out agents for not answering calls from an ACD queue even while on another call.
Wrap-up time	Enter a value (seconds) the agent has available after ending a call before the Allworx system makes the agent available to receive subsequent ACD queue calls. Agents can dismiss/end the wrap up time from the handset. Reboot the agents phones to apply changes to wrap up time.
Wait Time Yellow Alarm Threshold	Enter a value (seconds) to trigger the Queue Alarm PFK for yellow alarm levels.
Wait Time Red Alarm Threshold	Enter a value (seconds) to trigger the Queue Alarm PFK for alarm levels.
When no agents are logged in	Select the option for callers entering the queue: <ul style="list-style-type: none"> • Force callers to leave queue immediately • Allow callers to wait in queue
When calls are received with all agents busy	Select the option for callers when agents are unavailable: <ul style="list-style-type: none"> • Allow callers to enter queue • Don't answer, treat as if caller left queue
When all agents are in No Answer state	Select the option for callers entering the queue: <ul style="list-style-type: none"> • Force callers to leave queue immediately • Allow callers to wait in queue
Last Agent in queue	Select the option for the last agent: <ul style="list-style-type: none"> • Is allowed to logout of queue • Is NOT allowed to logout of queue NOTE: If the last agent servicing a queue does not pick up a call within the maximum number of rings, the Allworx system sets the agent to unavailable (No Answer). Queue Supervisors can log any agent out, regardless of this setting.
Distribute calls to busy handsets	Select to enable or disable distributing calls to agent handsets that are currently busy with non-ACD calls. A busy handset is an agent handset any active call.
Play greeting before call distribution	Select enabled for calls to wait for the greeting message to complete if an agent is available or disabled to distribute calls immediately upon entering the queue. In either case, the messages play until the agent picks up the call.
Queue Priority	Select a priority number. A lower number indicates a higher priority. When an agent is logged into more than one queue, the next call comes from the highest priority queue where calls are waiting. For example, if the VIP Queue has priority 0 and the Support Queue has priority 3, the agent always gets calls from the VIP Queue first. The only time a call from the Support Queue goes to the agent is if the VIP Queue has no calls. Queues that have the same priority function the same way as previous releases.

**view administration /
hide administration
(con't)**

Agents

Assigns or unassigns agents to the queue. Click **show** to view and assign agents to the call queue. Also sets the order of linear priority distribution mode.

- **Fairness - Longest Idle or Sequential Round Robin** - Check the box next to the username to set the user as an agent in the queue.
- **Linear Priority** - Use the fields to assign agent priority. Enter a number starting at one for the highest priority. The lower the number, the higher the priority. Do not duplicate values.

Click **Update** to save the changes or **Cancel** to disregard the request.

3.11.2 Queue and ACD Queue Statistic Settings

Statistic	Description
Queue Statistics	
ID	Queue number (0 through 9).
Name	Queue description.
Average Time to Service	Total wait time of all calls waiting for service divided by the number of such calls.
Collection Period	Elapsed time for capturing statistics. This is the time since the last queue reset or last reboot of the Allworx server.
Collection Period	Elapsed time for capturing statistics. This is the time since the last queue reset or last reboot of the Allworx server.
Calls Serviced	Total number of calls requiring service.
Abandoned (short)	Number of calls in the queue when the caller hung up within 10 seconds.
Abandoned (long)	Number of calls in the queue when the caller hung up after 10 seconds.
Abandoned (total)	Total number of calls when the caller hung up.
Exit Key Pressed	Number of calls when the caller pressed an exit key to leave the queue.
Timed Out	Number of calls when the caller waited the maximum time before the Allworx system removed the call from the queue.
UTC Start Time	Time stamp (in seconds) of when the collection of statistics started.
UTC Report Time	Time stamp (in seconds) for creating the collection of statistics.
Total Wait Time	Total time for all calls in the queue before receiving service.
Longest Wait Time	Longest period of time any single call waited in the queue.
Maximum Calls in Queue	Highest number of calls waiting in the queue at one time.
Average Hold Time before abandoned	Total wait time of all Abandoned (long) calls divided by the number of such calls.
Total Agent Time	Total amount of active call time handled by the agents.
Total Time logged into Queue	Total amount of time the logged-in agent was in the queue.
Agent Queue Statistics	
ID	Queue number (0 through 9).
Name	Agent username.

Statistic	Description
Serviced Calls	Number of calls serviced by the agent.
Missed Calls	Number of calls directed to the agent but not answered. The agent was logged out.
Total Service Time	Total time spent servicing calls excluding ringing time.
Longest Answer Time	Maximum number of seconds to answer a call.
Logged in Time	Total amount of time the logged-in agent was in the queue.
Total Time to Answer	Total time the agent took to answer all serviced calls.

3.11.3 Monitor Queues with Programmable Function Keys

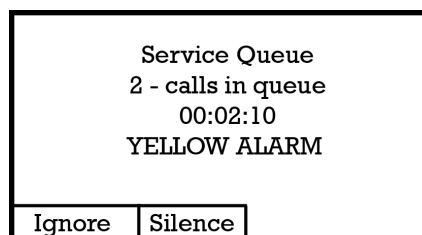
With the Queue Alarm Programmable Function Key (PFK), any Allworx IP phone can display the alerts of queue activity levels. The Queue Alarm PFK monitors threshold values for longest wait time and/or number of calls in the queues. It signals green, yellow, and red alarm levels. Green is the lowest level, and red is the highest level. The Allworx server administrator or the queue supervisor define the thresholds. Queue alarm threshold levels are set on the Queue configuration page.

Queue Alarm PFK LED Display

Color	Description
Green	Both number of calls and wait times are less than the yellow threshold values.
Yellow	Either parameter has reached the yellow threshold value, but neither has reached the red threshold value. OR There are no logged-in agents in the queue, and the queue is set to force callers to leave the queue when no agents are logged in.
Red	Either parameter has reached the red threshold value. OR There are no logged-in agents in the queue, and a call enters the queue.

The Queue Alarm PFK has an optional audible alarm. The audible alarm triggers when threshold levels change from green to yellow or from yellow to red. The audible alarm includes a visual alarm on the phone LCD screen displaying the queue description, number of calls in the queue, longest wait, and the alarm level.

Ignore (dismiss) or Silence the audio/visual alarms with the phone soft key buttons.



3.11.4 Log into Queues

To log in to the Ring-All call queue:

Press the Queue Appearance PFK for five seconds, and then releasing it toggles between logged in and logged out. Agents can still service calls in the queue while logged out by pressing the PFK.

Call Queue PFK LED Behavior

Color	Description
Off	Logged In - handset is logged into queue
Solid Green	Active Call - handset is servicing queue call
Slow Blinking Green	Hold - queue call is on hold
Fast Blinking Green	Ringing - call in queue
Solid Red	Logged Out - handset is logged out of queue
Slow Blinking Red	Logged Out Ringing - handset is logged out and there is a call in the queue. Station does not ring. Agent is able to retrieve queue call by pressing the PFK.

To log in to ACD Queues:

Agents log in to ACD queues using an ACD Appearance Programmable Function Key (PFK) configured on Allworx IP phones. Assign ACD Appearance PFKs to all phones used by ACD queue agents.

Typically the ACD queues do not use the Queue Appearance PFK described in the Ring All section. However, ACD agent phones can use Queue Appearance PFKs to indicate calls in the queue. Use the PFK only to retrieve calls still in the queue, before distributing to the agents. When a call from an ACD queue rings an agent's ACD Appearance, the call is no longer in the queue, and the Queue Appearance PFK cannot retrieve it.

An agent must log in to an ACD Queue to receive calls from the queue. Use the ACD Appearance PFK to log in and out of queue(s).

The ACD Appearance PFK LED is solid red when the agent logs out of all ACD queues.

1. Press and hold the PFK for five seconds. The login prompt displays. Release the button.
2. Enter agent's extension - if the phone has an assigned user, the user's extension displays. Use the handset dial pad and soft key buttons to enter and edit the extension, as needed.

- ACD Login -

Please Enter User Ext.

102_

CANCEL
CLEAR
OK

3. Select the ACD queue - skip this step if there is only one ACD queue assigned to the agent. Use the phone's select, scroll, and soft key buttons to select queue(s).

<input checked="" type="checkbox"/>	Service Queue			
<input type="checkbox"/>	Request Queue			
<table border="1"> <tr> <td>CANCEL</td> <td>CHK ALL</td> <td>OK</td> </tr> </table>		CANCEL	CHK ALL	OK
CANCEL	CHK ALL	OK		

4. Enter the agent's PIN. Use the handset dial pad and soft key buttons to enter and edit the PIN. The ACD Appearance PFK LED turns off when the logged in agent is ready to receive calls. The PFK is amber when the queue is idle and the logged in agent is the only available agent.

- ACD Login -					
Enter PIN					
***	_				
<table border="1"> <tr> <td>CANCEL</td> <td>CLEAR</td> <td>OK</td> </tr> </table>			CANCEL	CLEAR	OK
CANCEL	CLEAR	OK			

To log out of ACD queues:

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

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

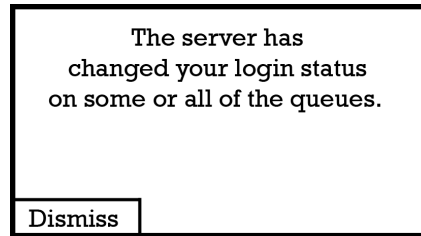
To check the queues an agent logs into (agent must log in to at least one queue):

1. Press and hold the PFK for five seconds. The ACD queue list displays.
2. Press the Cancel soft key to dismiss the screen.

Agents can log in to any phone with an ACD Appearance PFK. Agents can only log onto one phone at a time. If an agents logs onto a second phone, then the Allworx system logs the agent off the first phone.

The Allworx system logs the agent out when a Queue Supervisor logs the agent out or the agent logs into a second phone.

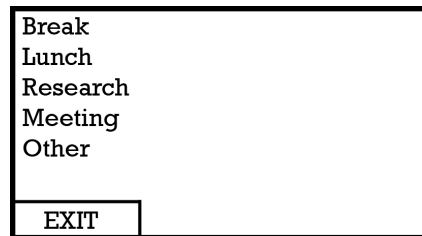
When the Allworx system logs agents out, this screen displays:



Additionally, the ACD Appearance PFK blinks red when the Allworx system logs the agent off.

If an agent fails to answer a call, the Allworx system places the agent into the “No Answer” busy state. The PFK blinks slow red, and the agent does not receive any additional calls. The agent must press and release the ACD Appearance PFK to clear the state and resume receiving calls.

A logged-in agent can manually enter the busy state by pressing and releasing the ACD Appearance PFK. The agent highlights a busy reason using the arrow buttons and chooses it using the Select button . The agent presses and releases the PFK again to clear the busy state.

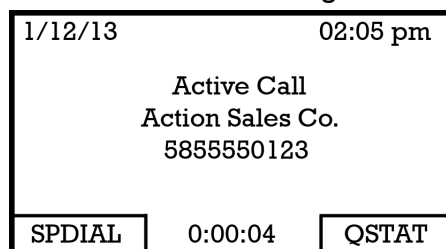


The ACD Appearance of the next available agent’s phone receives the call in an ACD queue. When an agent services a call:

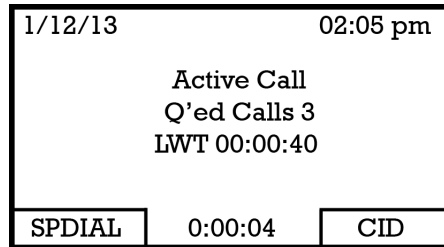
1. The call rings the ACD Appearance and the phone displays *Inbound Call* and the caller ID. If the logged-in agent receives calls from more than one ACD queue, then the queue description also displays.

To stop the ringing, press *Silent* or *Ignore*. The phone LED no longer displays the inbound call information. If the agent does not answer the call within the maximum number of rings, the Allworx system automatically sets the agent to unavailable (No Answer).

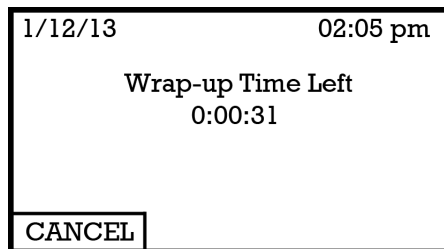
2. The phone LED displays the active call after the agent answers the call.



- The agent can toggle between the active caller ID (CID) and the queue status information (QSTAT) using the phone soft key buttons. The queue status information replaces caller ID when a new call enters the queue.



- After the call ends and if the queue has wrap up time configured, the phone displays the wrap-up period information. Agents can receive and place calls while in the wrap-up period. The agent ends the wrap up by pressing the CANCEL soft key button.



3.11.5 Alternative Methods for Servicing Queue Calls:

- Service the calls in a queue by dialing 441x¹, where the last digit is the queue number (0-9).
- Use Interact Professional to answer calls in the queues from the Call Queue tab.

Last Agent Logged Out Forces Caller to Leave Queue

If the only logged-in agent in a queue fails to answer an ACD call, the Allworx system logs out the agent. In addition, if the queue is set to force callers to leave queue immediately when there are no logged-in agents, this call exits from the queue and follows the defined exit routing.

Last Agent Cannot Log Out

When ACD queues are set so that the last agent cannot log out and the last agent must log out for any reason, a queue supervisor must log the agent out. The agent can also log out by allowing an ACD call to exceed the maximum rings, which sets the agent to unavailable (No Answer).

Agents that Do Not Answer an ACD Call

If an agent fails to answer a call, the Allworx system places the agent in the “No Answer” busy state. The LED blinks slow red, and the agent does not receive any more calls. The agent must press and release the ACD Appearance PFK for 5 seconds to clear the state and resume receiving calls.

1. Extensions may vary by system. If using a non-default Internal Dial Plan, consult the Phone Features tab of the My Allworx Manager page to determine what feature extensions to use.

3.12 Phone Functions

The Phone Functions tab displays Allworx system dialing instructions of default extensions and calling features on Allworx phones.

If the instructions do not match the extensions, the Allworx administrator has changed the Allworx system extension settings.

Click **show** to toggle between Allworx IP Phones and Analog Phones.

Prerequisites	
Access Permissions	None
Requires feature enabling	No



1-866-ALLWORX • 585-421-3850

www.allworx.com

Revised 01/28/2016