

**Allworx<sup>®</sup>**

**Server User Guide**

**Version 7.7**

Updated August 10, 2015





# Allworx<sup>®</sup> Server User Guide

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Version 7.7





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# 1 Messages

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The Allworx Message Center provides unified messaging for Allworx users. The Messages button lights on the Allworx phone when a new voicemail message is available. The PFK lights when a new voicemail message is available, and the phone is monitoring another mailbox.

The Allworx Server Administrator configures the access and management of voicemail messages:

- Visual Message Center - Displays a messages list for the extension and uses soft keys for navigation.
- Audio Message Center - Calls the Message Center and uses audio menus.

<b>Note:</b>	The Visual Message Center is not available on Allworx 9102, 9112, 9202, and 9202E handsets.
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The following features are only available in the Audio Message Center:

- Managing your greetings
- Changing your Message Center PIN
- Changing your Presence
- Accessing an outside line
- Placing internal calls

## 1.1 Visual Message Center

**To access the Visual Message Center:**

1. Press the phone Messages button or the Messages PFK on the phone.
2. Enter the phone extension and press the OK soft key
3. Enter the password using the numeric keypad and press OK. A list of voicemail messages displays. Contact the Allworx Server Administrator for the password 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.

## 1.2 Audio Message Center

<b>Note:</b>	If the Allworx Server Administrator configures the Allworx server with the Multiple Language Pack feature, users can play the Message Center prompts in a language other than English. To use the alternate language, press ## when prompted.
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### To access the Audio Message Center:

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

Option	Alternate Handset	Within Auto Attendant
Press the handset Messages button twice (once if the Allworx Server Administrator configured the button to access the Audio Message Center directly), press #. Enter the primary extension and press #.	X	
Dial *404. When calling from an outside handset, the system may prompt users for a primary extension.	X	X
Dial 6 <sup>1</sup> and the primary extension (6 + ext.).	X	X

<sup>1</sup> Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx Server Administrator.

2. Enter the extension password and the # symbol using the numeric keypad. Contact the Allworx Server Administrator for the password information.

After logging into the Audio Message Center, the system announces the number of new and saved voicemail and e-mail messages available in the inbox and the current Presence setting.



- Use the following features to listen to the voicemail messages:

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

### 1.2.1 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 feature while listening to any voicemail message, press the \* key (e.g., \*1 to reply to a message).

<b>Note:</b>	The 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.
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Key	Feature
1	Reply to this message
2	Forward this message
3	Delete the message
4	Replay this message
6	Play the next message
9	Place a call to the sender of this message
#	Return to the previous menu
*	Listen to these choices again

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

- Play the message.

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

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

- Enter another extension
- Press 9<sup>1</sup> to forward the message to every voicemail user (if enabled)
- Press the # key to continue

3. Record a message, and then press the # key.
4. Select one of the features:

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

## 1.2.2 Sending Voicemail Messages

**Note:**

Send Voicemails directly to users without accessing the Audio Message Center. Dial 3<sup>1</sup> + extension to leave a message.

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

1. Log in to the Audio Message Center main menu and press 3 on the numeric keypad.

<sup>1</sup> Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with the Allworx Server Administrator.

2. Enter the extension or alias to send the message. The system plays the selected user's name.
3. Enter an extension to forward the message. The system plays the selected user's name, and then prompts for another extension. Select one of the options:
  - a. Enter another extension.
  - b. Press 9<sup>1</sup> to forward the message to every voicemail user (if enabled).
  - c. Press the # key to continue.
4. Record a message, and then press the # key when complete.
5. Select one of the features:

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

### 1.2.3 Changing Audio Message Center Settings

Log in to the Audio Message Center main menu and press 4 on the numeric keypad. Select one of the following features:

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

<sup>1</sup> Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with the Allworx Server Administrator.

### To change the Presence setting:

1. Log in to the Audio Message Center main menu and press 1 on the numeric keypad. The system announces the current Presence.
2. Select one of the following features:

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

<b>Note:</b>	<p>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 desired presence setting, and then press the Select button.</p> <p>See the <i>Allworx Phone Guide</i> for more information.</p>
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### To change the recording or review your name:

1. Log in to the Audio Message Center main menu and press 2 on the numeric keypad. The system plays the current name recording for review.
2. Select one of the features:

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

- Follow the prompts to record a name, and then press the # key. Select one of the following options:

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

**To manage the greetings:**

<b>Note:</b>	The system uses the default greeting for all presences that do not have a greeting recorded.
<b>Note:</b>	Callers can skip the greetings by pressing # during the greeting.

- Log in to the Audio Message Center main menu and press 3. Select the greeting feature to manage.

If there is not a previously recorded greeting, only option 1 is available “To record your {Presence} greeting”.

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

- Follow the prompts to record the greeting, and then select from one of the options:

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

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

### To change the Audio Message Center PIN:

1. Log in to the Audio Message Center main menu and press 5 on the numeric keypad.
2. Follow the prompts to enter and confirm a new PIN. Verify the PIN is at least 5 digits long.

<b>Note:</b>	Users have both a PIN and a password. The PIN is for Hot Desk logins, logging into the Message Center, and logging into ACD Queues. The password is for logging into My Allworx Manager, the Allworx Call Assistant, Allworx Interact and the Allworx Admin page.
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## 1.2.4 Announce Only Call Handling

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

### To configure Announce Only Call Handling:

1. Record a greeting for the Presence to use for Announce Only. See “To manage the greetings:” on page 7 for more information.
2. Log in to the Allworx Audio 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 preferred Presence greeting.

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

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

### 1.2.5 Accessing an Outside Line

The Allworx Server Administrator can give configure the permission to access outside lines from within the Audio Message Center. Users can dial external calls by pressing 7 from within from the main Audio Message Center menu. This enables users to dial calls from off-site locations using the company’s outside lines and Caller ID.

Press 7 to hear a dial tone from which users can directly dial external phone numbers. Users do NOT need to dial 9† or 78†+PIN before the phone number.

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

To disconnect (hang up) the call and return to the dial tone, press \*#.

To return to the Audio Message Center main menu from the dial tone, press \* # and re-enter the Audio Message Center PIN followed by #.

<b>Note:</b>	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 Allworx Server Administrator for more information.
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## 1.2.6 Placing Internal Calls

At the main Audio Message Center menu, users can call any internal extension by dialing \* plus the extension.

<b>Note:</b>	The Audio Message Center prompts do not mention this option.
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For 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 system immediately transfers her to John.

## 1.3 Place Internal Calls when Leaving a Voicemail

If the system directs a call to an internal extension to Allworx voicemail, users can dial another internal extension. To dial the new extension, press \* on the numeric keypad plus the extension or dial "0"<sup>1</sup> (without the \*) for the operator. When dialing the new extension while playing the outgoing message, the system places the call immediately. When dialing the new extension during or after leaving a message, the 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.

<sup>1</sup> Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult with the Allworx Server Administrator.



## 2 My Allworx Manager

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The Allworx system provides an internal website for users to access system information and configure personal settings, such as:

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

**Note:**

The list items above are tabs on the main My Allworx Manager page and require permission to access others. Contact the System Administrator to obtain permission.

### 2.1 Access 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:**

If the address above does not work, see the System Administrator. The Allworx Server Administrator may have changed the server's IP address.

The following web browsers support My Allworx Manager:

- Microsoft Edge
- Microsoft Internet Explorer 8, 9, 10, or later
- Google Chrome (Latest version)
- Mozilla Firefox (Latest version)

**To access features and configuration settings:**

1. Click the **Login** button.
2. Enter the username and password. Click the **Submit** button. The application opens.

## 2.2 Settings

My Allworx Manager enables users to configure some phone settings. The My Conferences, My Extension, and Call Queue Statistics features require contacting the Allworx Server Administrator for access.

**Table 1: Available Information and Settings**

Option	Function
My Account	Enable users to change their password and PIN. Note: Users have both a PIN and a password. Use the PIN to log in to Hot Desk, Message Center, and ACD Queues. Use the password to log in to My Allworx Manager, Allworx Call Assistant, Allworx Interact and Allworx Admin page.
My Call Details	Display a list of recent calls and information including the date, time, incoming or dialed phone number, and Caller ID.
My Conferences*	Schedule conference bridges in the Allworx Conference Center. The System Administrator provides permission to create conferences. See “My Conferences” on page 12 for information regarding creating and moderating conferences.
My Extension*	Display the path of incoming calls to the extension, such as to their phone or other phones, voicemail inbox, or to external numbers (see Follow-Me-Anywhere Calling). The Allworx Server Administrator can provide permission for individual users to modify the call routes. See “My Extension” on page 16 for information on call routes.
My Presence	Change the 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. See “My Presence” on page 22 for information on setting the presence.
My Products	Provide setup information for advanced Allworx products and indicates if the Allworx Server Administrator has enabled these products.
Directory	Provide a listing of Allworx users including their extensions and presences.
Distribution Lists	Provide a listing of all company email distribution lists configured on the Allworx system.
Call Queue Statistics*	Provide data of all Allworx call queues. Queue managers can contact the Allworx Server Administrator for permission to reset collection of these statistics.
Phone Functions	System dialing instructions of default extensions and calling features on Allworx phones. If the instructions do not match the extensions, the Allworx Server Administrator has changed the system extension settings.

\* See the Allworx Server Administrator for access privileges.

## 2.3 My Conferences

The Allworx Conference Center provides a way to reserve conference bridges on the

Allworx server. It also offers password-restricted access to the conference for attendees.

<b>Note:</b>	The Conference Center requires the Conference Center Feature Key.
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The Allworx Conference Center allows for scheduled and unscheduled conferences.

- Scheduled conference: planned conference using the scheduling feature in My Allworx Manager.
- Unscheduled conference: unplanned conference using the scheduling feature in My Allworx manager. The system designates specific conference IDs for unscheduled conferences. Verify the passwords of the unscheduled conference with the System Administrator before using, since 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, 6x12, 24x, 48x	480	480
24x, 48x	481	481
24x, 48x	482	482
24x, 48x	483	483

### 2.3.1 Scheduled / Unscheduled Conferences

The My Conferences page displays the conferences that the logged in user is the Creator or Moderator. When using this feature for the first time, a message displays stating, "You are not the creator or moderator of any conferences." After creating a conference, the following information is viewable for each conference:

Topic	Description
Conference Description	Explain the purpose of the conference.
Conference ID	Identifier with unique numerals for attendees to confirm on the 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.

Topic	Description
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.
State	<p><b>Active</b> – A scheduled conference available for attendees to join. It remains active until reaching the duration and all attendees have exited.</p> <p><b>Queued</b> – A conference waiting for the scheduled start time.</p> <p><b>Expired</b> – A conference past the scheduled duration with no attendees in the conference.</p> <p><b>Canceled</b> – A conference ended by either the Creator or Moderator.</p> <p><b>Enabled</b> – An unscheduled conference that the System Administrator has made available for all callers to access.</p> <p><b>Disabled</b> – An unscheduled conference that the System 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.
Repetition	Frequency of the conference.

There are four conference types:

Type	Description
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 has the role of Moderator.
4 Sales Conference	A scheduled conference that is past the scheduled duration. The Creator can modify the conference date and time to a future time in order to keep the same Conference ID and password for convenience

\* The System Administrator is always the Creator of any unscheduled conferences

<b>Note:</b>	The system automatically deletes all expired or canceled conferences older than 30 days the next time the Allworx Server Administrator reboots the server.
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### 2.3.2 Scheduling a Conference

<b>Note:</b>	If the Allworx Server Administrator did not purchase or install the Conference Center, this option does not display on the My Conferences tab.
<b>Note:</b>	The Allworx Server Administrator must enable permission for the user to schedule a conference.

**To schedule a conference:**

1. Log in to My Allworx Manager.

2. Click the My Conferences tab. The My Conferences page displays.
3. Click the **add conference** link in the dialog box. The Add Conference dialog box displays.
4. Update the fields in the dialog box.

The Allworx 6x and 6x12 servers enable one (1) active conference at a time. The 24x and 48x enable up to four (4) active conferences at the same time. The Available times box on the right side of the page displays the available period 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.

To avoid adding multiple conferences, users can set a conference to repeat on a regular basis. Locate the Repeat every X days field, and click the drop-down list. 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

5. Click the **Add Conference** button. The system assigns and displays the Conference ID and password information.

### 2.3.3 Joining a Conference

Access the Conference Center by dialing extension 408<sup>1</sup> from any internal or remote handset. If calling from an outside line, dial the extension while in the Auto Attendant or have another user transfer the incoming call to extension 408<sup>1</sup>.

<b>Note:</b>	If the caller hears a busy signal when calling the conference extension, it is possible that the Allworx Server Administrator has not purchased or implemented the Conference Center feature. See the Allworx Server Administrator for more information.
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When the caller arrives to the Conference Center, a welcome message plays, and then

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

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, 6x12, and 24x; limit of 30 attendees per conference on 48x), the prompt asks for the conference password. If the password is valid, the system places the caller into the conference.

Any callers present in the conference hear a “ding” to signal the entrance of a new caller and a “dong” if a caller leaves the conference.

### 2.3.4 Terminating a Conference

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	Termination
Allworx 6x, 6x12	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 6x and 6x12 servers only enable one active conference at a time.
Allworx 24x, 48x	When using all conferences, the server terminates the unscheduled conference with the oldest start time first. If none of the unscheduled conferences are in use (i.e., all in-use conferences are scheduled conferences), the server terminates the conference farthest past the scheduled duration. Initiation of an unscheduled conference does not terminate conferences in session.

Note: To terminate a conference automatically, all four (4) available conferences must be in use, whether scheduled or unscheduled.

## 2.4 My Extension

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. However, 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.
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.

Option	Description
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.

Users can establish call routes 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) to go to different destinations.

<b>Note:</b>	The Allworx Serve Administrator must configure permissions for users to define the routing of their extensions.
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**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 My Allworx Manager. Select the My Extensions tab. The list of Presence and Call Routes displays.
2. Locate the Presence and click the **Modify** link.
3. Locate the Call Route section.
  - a. If there is no connection attempt, click the **add a connection attempt** link.
  - b. If the there is a connection attempt, click the **add a destination** link.
4. Locate the First connection attempt, and click the drop-down list and select from the list of available Handsets, User Extensions, Call Monitors, and the Follow Me option. Select the destination.
5. Configure the Finally route, which is the destination of unanswered calls.
6. Locate the Call Route Selection section, and click the checkbox to assign any changes made to the call route of the presence to any of the other presences.
7. Click the **Update Call Route** button to save the changes.

To change the current presence after configuring the call routes, click the My Presence

tab. Select the appropriate presence, and then click the **Update** button.

### To configure the Call Routing for Multiple Destinations:

1. Repeat To configure the Basic Routing through Step 6.
2. Locate the connection attempt, and click the **add a destination** link. This adds another destination drop-down list.
3. Select the drop-down arrow and select an additional phone to ring simultaneously with the original phone.
4. Repeat the steps 1 and 2 to add more phones to ring simultaneously for the connection attempt.
5. Click the **Update Call Route** to save changes.

### To configure Multiple Connection Attempts:

Multiple connection attempts identify alternate phones to ring when there is no answer on the handset(s) in the First connection attempt.

1. Repeat To configure the Call Routing for Multiple Destinations through Step 5.
2. Locate the First connection attempt section, and click the **add another connection attempt** link. This creates another connection attempt section (ex: Second, Third, etc).
3. Configure the connection attempt using the options outlined in previous sections.
4. Click the **Update Call Route** button to save the changes.

## 2.4.1 On-Busy Routing

To avoid having callers hear a busy signal, configure an alternate On Busy call route.

1. Repeat the To configure the Basic Routing section. After the main My Extensions page displays, click the **Modify** link of the presence call route.
2. Locate the Call Route for calls from all callers section, and click the **Modify On Busy Route** radio button.



3. Locate the Call Route section, and click the **Use Call Route below:** radio button. A new call route section displays.
4. Set up the call route using the previous procedures.
5. Click the **Update Call Route** to save the changes.

<b>Note:</b>	Create and save the primary call route (Update Call Route button) before creating or modifying the On Busy Route
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The system ignores additional call attempts when configuring the busy route to use a call route instead of treating a busy as no answer.

## 2.4.2 Follow-Me-Anywhere

Users can 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 system directs the call back to follow the rest of the configured call route. In following the remainder of the call route, the 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.

<b>Note:</b>	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 Server Administrator can configure user extensions so that Follow Me calls require a Message Center PIN to accept the call. See the Allworx Server Administrator for more information.
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1. Use the above procedures to configure the Call Route. Locate the connection attempt, and click the drop-down list.
2. Select Follow Me → from the drop-down list.
3. Locate the text box that displays to the right, and enter 9<sup>1</sup> or 78<sup>1</sup>+PIN (to gain an outside connection) plus the phone number.

Examples: 9+1+aaa-xxx-nnnn, 9+xxx-nnnn,

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

78+PIN+1+aaa-xxx-nnnn, 78+PIN+xxx-nnnn

4. Click the number of rings drop-down list, and select the desired number of rings. The Follow Me feature requires the recipient to listen to a message and enter a code. To give the recipient extra time to answer the call, increment the normal number of rings by two in order.
5. Click the **Update Call Route** button to save the changes.

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

**To consult another employee:**

1. Press \* # for a dial tone while placing the current caller on hold.
2. Dial the extension of the person to consult.
3. Press \*# to end the consultation and return to the caller.

**To do an Announced (Attended) Transfer:**

1. Press \*# to obtain a dial tone while placing the current caller on hold.
2. Dial the extension to transfer to the caller.
3. Talk to the new recipient.
4. Hang up to complete the transfer.

**To do an Unannounced (Blind) Transfer:**

1. Press \*# to obtain a dial tone while placing the current caller on hold.
2. Dial the extension to transfer to the caller.
3. Hang up immediately to complete the transfer.

**Quick Transfer:**

- While on an active call, the recipient can blind transfer the caller to the primary phone using \*7.
- The primary phone for quick transfer is independent of the regular phone and must be set up, separately. See the Allworx Server Administrator to designate the phone for use during the Quick Transfer.

**Note:**

The consult and transfer features are not available for some outside lines. See the Allworx Server Administrator for more information.

**To do Caller ID-Based Routing:**

Use the Caller ID of the incoming call to a user's extension to determine the call route.

1. Click the My Extension tab, and locate the Presence section. Click the **add new Call Route** link.
2. Locate the Call Route Selection section and select the external calls or internal calls radio button.
  - **external - Caller ID number:** enter the phone number with area code in the text box. The asterisk is available to use as a wild card.
    - Enter 5854213850 to match this exact number.
    - Enter 585\* to match all calls from area code 585.
    - Enter \* to match all external calls.
  - **internal - phones owned by:** select the extension from the drop-down menu.
3. Repeat the To configure the Call Routing for Multiple Destinations procedure, up to Step 5 to develop the intended route for the call.
4. Click the **Update Call Route** button to save the changes.

**To configure 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.

## 2.5 My Presence

The Presence setting controls the routing of incoming calls to your extension and displays your presence status to other users in My Allworx Manager. The system automatically routes calls to your extension based on your Presence status and configured Call Routes.

### 2.5.1 Changing Presence

1. Log in to My Allworx Manager.
2. Click the My Presence tab.
3. Choose the appropriate presence and then click the **Change Presence** button.

<b>Note:</b>	On the My Presence tab, users can also set up any presence-specific voicemail inbox to prevent callers from leaving messages. See “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.” on page 10 for more information.
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### 2.5.2 Configuring Announce Only Call Handling

1. Record a greeting for the Presence to use for Announce Only. See “To manage the greetings:” on page 7 for more information.
2. Log in to My Allworx Manager. See “To access features and configuration settings:” on page 11 for more information.
3. Choose the My Presence tab.
4. Check the box or boxes for the presence(s) for which you do not want to record messages. The checked boxes enable the presences for already recorded greetings.





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