

Allworx[®]

Phone Model 9202E User Guide

Version J Updated February 14, 2019



Allworx® Phone Model 9202E



User Guide





Copyright

Documentation

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Allworx servers and phones:

Operating:	
Temperature	+5° to 40° C / +41° to +104° F
Relative Humidity	5 to 90% (non-condensing)
Storage:	
Low Temperature Point	-40° C / +40° and any convenient humidity
High Temperature Point	+66° C / +150° 15% RH
High Relative Humidity Point	+32° C / +90° 90% RH

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Revision History

Revision	Date	Description
A	02-NOV-2011	New Release
B	24-FEB-2012	Updated per feedback.
C	31-MAY-2012	Updated per feedback.
D	04-AUG-2015	Updated per feedback.
E	21-OCT-2016	Updated Overview > Function Buttons > Hold section. Rename Interact CLID to TSP Driver Caller ID. My Allworx Manager - added reference to My Allworx Manager User Guide. Added Audio Message Center navigation tables.



Revision	Date	Description
F	02-MAR-2017	<p>Updated front matter: Copyright, warranty, environmental conditions, and trademarks.</p> <p>Updated the Introduction chapter to include: Who Should Read This Guide, Guide Purpose, Guide Organization, Equipment Requirements, Server Features</p> <p>Updated the following sections for 8.2:</p> <ul style="list-style-type: none"> • Overview > clarified soft key definition • Overview > clarified function button definitions • Overview > updated programmable function keys (PFKs) • Operation > added communication options section • Operation > added appearance PFK section • Operation > clarified place a call • Operation > added Park Monitor section • Operation > updated Transfer section • Features > added Contacts section • Features > removed Business Speed Dial section
G	5-JAN-2018	<ul style="list-style-type: none"> • Updated Allworx Message Center > Access Audio Message Center
H	2-OCT-2018	<ul style="list-style-type: none"> • Added Settings > Phone Preferences > Caller ID Preference • Updated Settings > Phone Preferences > TSP Driver Caller ID • Removed legacy Allworx System Software information.
J	14-FEB-2019	<ul style="list-style-type: none"> • Updated Section 4.11 Park.

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Chapter 1 Introduction

The Allworx 9202E IP phone consists of a graphic LCD screen, three soft keys, five function buttons, and two call appearance keys for users to manage phone calls.

Unpack the Allworx phone and applicable accessories, identify each item in the checklist and inspect for missing items.

- **Allworx phone and base:** attach the base to the back of the phone. See [“Adjust the Phone Angle” on page 4](#) for more information.
- **Handset with cord:** attach the cord to the jack on the back of the Allworx phone.
- **Phone Functions Reference Card:** slide the quick operating guide between the base and back of phone.

Additional equipment needed not included in the box:

- **Ethernet Cable:** connects the phone to the network
- **Power Supply:** provides power to the Allworx phone - rated 24VDC, 400 mA (or a network connection with Power over Ethernet).

1.1 Who Should Read this Guide

This guide is for users of the Allworx 9224 IP phone.

1.2 Guide Organization

This User Guide describes the operation, features, and configuration options.

Chapter 1 - information about this guide.

Chapter 2 - set up of the IP phone.

Chapter 3 - managing calls.

Chapter 4 - IP phone features.

Chapter 5 - IP phone advanced options.

Chapter 6 - regulatory notices.

Chapter 7 - abbreviations used in this guide.



1.3 Equipment Requirements

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

Equipment	Requirements
Allworx server	Allworx System Software Version 8.2 or higher.
Supported Web Browsers	<ul style="list-style-type: none"> • Microsoft Edge (latest release) • Microsoft Internet Explorer 11 (latest release with auto upgrade enabled). • Google Chrome (latest release). • Mozilla Firefox (latest release).
My Allworx Manager User Guide	The guide is specific to My Allworx Manager and describes the features within the application. This guide is available at: www.allworx.com .
Allworx Interact and Interact Professional User Guide	The guide is specific to the Allworx Interact and Interact Professional application and describes the features within the application. This guide is available at: www.allworx.com .
Allworx Reach for iOS User Guide	The guide is specific to the Allworx Reach for iOS smart phone app and describes the features within the application. This guide is available at: www.allworx.com .
Allworx Reach for Android User Guide	The guide is specific to the Allworx Reach for Android smart phone app and describes the features within the application. This guide is available at: www.allworx.com .
My Allworx Manager User Guide	The guide is specific to the Allworx My Allworx Manager PC application and describes the features within the application. This guide is available at: www.allworx.com .
Allworx IP Phone Series Function Card	The guide is specific quick reference to the 92xx IP phone functions. This guide is available at: www.allworx.com .
Allworx IP Phone Series Quick Start Guide	The guide is specific to installation and mounting of the 92xx IP phones. This guide is available at: www.allworx.com .






Chapter 2 Setup

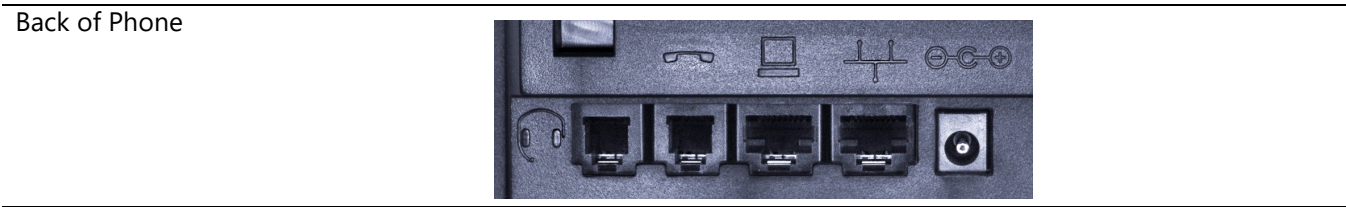
2.1 Connect the Phone

Caution: Do not connect the phone to an analog phone line. This may cause damage to the Allworx phone, which voids the warranty.

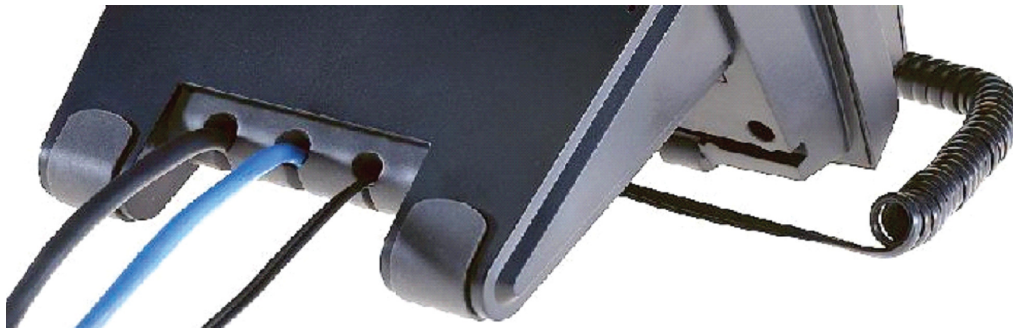
To connect the phone:

1. Connect the cables to the jacks on the back of the phone.

Cable	Connections
Optional: Headset cord	Headset jack ()
Handset cord	Handset jack ()
Ethernet cable	Network jack () and Wall Ethernet jack Power over Ethernet (PoE): provides power to the phone after connecting the Ethernet cable.
Optional: Ethernet cable	Computer jack () and the computer.
Optional: Power Supply	Phone DC jack (). Allworx recommends using a surge protector. Only required if the Ethernet cable does not provide PoE



2. Thread cables through the strain relief guide on the phone base.





3. View the initialization progress on the phone screen. A normal sequence includes:
 - Allworx Logo
 - Profile: <profile name> (depending upon the phone configuration)
 - Configuring Network
 - Starting network
 - Loading configuration files
 - Station Init complete

After successful startup, the phone displays a combination of the date, time, user presence, user name, and extension or the phone display may suggest assigning the handset to a user. If this occurs, follow the on screen directions. If the phone does not follow this sequence or displays an error, contact the Allworx Server Administrator.

2.2 Adjust the Phone Angle

The phone base angle adjusts for easier phone screen reading.

To adjust the phone base angle:

1. Unplug the phone from the PoE or the power supply. Remove the handset from the hook and lay the phone face down on a soft surface.
2. Hold the base with the fixed tabs facing the bottom of the phone. Select one of the three available positions to connect the base to the phone. The set of holes at the bottom of the phone provides the steepest angle.
3. Place the fixed tabs in the preferred holes on the back of the phone. Rotate the phone base upwards until the flexible tabs click into place.

To remove the base:

1. Remove the handset from the hook and lay the phone face down on a soft surface.
2. Press down on the flexible tabs and rotate the base towards the phone bottom until the fixed tabs easily lift out of the holes.

2.3 Volume Adjustment

The volume of the incoming ring, handset, speaker phone, and the headset is adjustable.

To adjust the incoming call volume:

1. Locate the phone volume bar. Do not lift the handset or turn on speaker phone.

2. Press the volume bar – (decrease) or + (increase) to adjust the incoming ring audio level. The phone plays the audio tone.

To adjust all other volumes:

1. Pick up the handset or turn on the speaker phone or headset. Locate the phone volume bar. The phone screen displays which audio path is being adjusted.
2. Press the volume bar to – (decrease) or + (increase) the audio level.

2.4 Wall Mounting (Optional)

Caution:	If using a standard telephone wall mount plate, DO NOT connect to the RJ-11 jack. This connection is for analog phones and may cause damage to the Allworx phone, which voids the warranty.
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2.4.1 Wall Mounting Plate

Mounting the Allworx phone on a wall requires a mounting plate that meets the TIA-570-B standard and is available from a local telephone company or local retailer. The mounting plate has studs that position the Allworx phone flush to the wall surface.



Leviton 4108W-OSP

Remove the Allworx phone base and mount the phone over the mounting plate studs. All power and RJ-45 cable connections should exit between the phone back and the wall, and then routed to the network connection and/or a power connection.

2.4.2 Handset Retainer Clip

The handset retainer clip prevents the handset from slipping out of the phone cradle while hanging on a wall. The Allworx phone ships with the adjustable handset retainer clip in the wall mount position on the phone cradle.



To adjust the retainer clip for desktop use (for easier handset removal/hang-up) insert a coin in the retainer clip slot and turn the coin clockwise, 180 degrees. To return the retainer clip to the wall mount position, insert a coin in the retainer clip slot and turn the coin counter-clockwise, 180 degrees.

Chapter 3 Overview






In addition to English, the Allworx phone supports Canadian French and Castilian Spanish on the phone display. Contact the Allworx Server Administrator to configure the phone to display the preferred language; users cannot change the phone display language within the phone configuration menu. After making the change, the preferred language displays during the phone reboot.

3.1 Buttons

Button Type	Description
Key pad	Dial phone numbers or to enter PIN numbers/ passwords.
Navigation	Up or down navigation arrows to move through the phone screen options. Use the center button to Select or Save settings.
Soft key	Initiate actions; therefore, the names and behaviors of the soft keys are dependent on the current phone screen. The functionality of each soft key is explained in the appropriate section of this guide.

3.2 Screen Icons

Icon	Description
	New voicemails
	Missed calls
	On an active call

3.3 Function Buttons

A function button is a dedicated physical button used to perform a single phone function. The functionality of each button is explained in more detail in the appropriate section of this guide.

Function Button	Description
MESSAGES	Accesses the voicemail messages. If there is a new message, the number of new messages displays on the LCD screen, and the MESSAGES button changes to red.
SPEAKER	Provides hands-free use of the phone. The SPEAKER button changes to solid green while in use. Allworx users can toggle between the speaker and the handset. NOTE: The speaker phone does not work while using a headset.
MUTE/DND	Mute: turn off the microphone in the handset. The MUTE button is solid red while in use. DND: send calls to the next step in the active call route. The MUTE button is solid amber while in use.
TRANSFER	Sends the active call to another recipient.
HOLD	Places the active call on hold.

3.4 My Allworx Manager

My Allworx Manager provides access to the business directory, conference scheduling page, company phone list, distribution lists, phone features chart, and shared folders. Enter the My Allworx Manager address into a web browser (e.g. Internet Explorer). For more information, visit <http://www.allworx.com/> and download the My Allworx Manager User Guide.

The Allworx Server Administrator provides the address: `http://ServerLANAddress`, and then enter the log in username and password.

ServerLANAddress is the IP address or domain name of the Allworx server.



Chapter 4 Operation

The 9202E IP phone users can manage active calls as well as the Presence and DND settings.

4.1 Audio Path Options

Users can place or answer a call using one of the options below. After selecting an option, the Call Appearance (default line in use) lights green.

- **Handset**
- **Speaker function button:** toggle between the speaker phone and the handset. While using the speaker phone, users can place the handset on hook or pick up the handset to continue using it. When finished with the call, press the speaker phone function button to hang up.

4.2 Place a Call

To place an outbound call:

1. Lift the handset or press the SPEAKER button.
2. Dial the extension or press the SpDial soft key to automatically dial a programmed number. The phone configuration enables users to dial without lifting the handset or pressing a button. Dialing automatically activates the speaker phone or headset.

4.3 Receive a Call

For incoming calls, the audible indicator rings and a Call Appearance flashes, unless configured otherwise. Do one of the following:

- Lift the handset, the Speaker phone function button or press the flashing Call Appearance to answer the call.
- Press the **IGNORE** soft key to stop the audible ringing and the PFK continues to flash until the user answers the call or the caller hangs up.
- Press the **SILENT** soft key to stop the audible ringing, the phone screen displays the incoming call information, and the PFK continues to flash until the user answers the call or the caller hangs up.

4.4 End a Call

Do one of the following:

- Place the receiver on the hook. If using the speaker phone or headset, press the SPEAKER button.
- Press another Call Appearance. If a second incoming call is on another Call Appearance, pressing that Call Appearance ends the current call and answers the incoming call (unless the phone configuration enables auto on hold).

4.5 Headset

Press the SPEAKER button to activate the headset, and then press the SPEAKER button again to disconnect the call.

4.6 Directory Dialing

1. Press the UP / DOWN scroll keys to view a list of all User Extensions, System Extensions, and Speed Dial numbers by Name or Description.
2. Use the UP / DOWN scroll keys to highlight the name (or description) and extension or press the keypad to jump to a specific alphabetic section of the directory. Press SELECT to dial the number.

4.7 Redial a Number

1. Press the REDIAL soft key on the phone display screen.
2. Press the CALLS softkey. Use the UP / DOWN scroll keys to highlight the call in the display. Press SELECT .

4.8 Mute/DND

4.8.1 Mute a Call

During a call, press the MUTE/DND button to turn off the microphone in the handset, speaker phone, or headset. The MUTE/DND button is solid red while in use.

4.8.2 Do Not Disturb (DND)

When activating DND, the phone does not ring. All incoming calls follow the next step in the active call route. Users can send calls. The MUTE/DND is solid amber while in use. When not on a call, press the MUTE/DND button. Press the MUTE/DND button to de-activate the Do Not Disturb feature.

4.9 Intercom

The Allworx 9202E IP phone cannot initiate an intercom call. However the phone can receive Intercom calls. When another extensions places an Intercom call to the 9202E phone, it rings one of the phone lines. Users hear a distinctive Intercom beep, and then automatically answers the call.

4.10 Hold

Temporarily place the call in a waiting state by pressing the HOLD function button. The Call Appearance LED flashes green to indicate a held call. If the Allworx Server Administrator enables the Music on Hold feature, callers on hold hear music

Press the **Hold** button to manage the call. The table below explains the Hold button settings and behaviors. To adjust the Hold button behavior, see [“Hold Button Operation” on page 29](#) for more information.

Server Setting	Hold Button Behavior
Hold Calls/Park Lines*	<ul style="list-style-type: none"> • Call Appearance PFK - the phone places the call on hold. Pressing the Hold button for more than two seconds places the call into a parking orbit. • Line Appearance PFK - the phone places the call into a parking orbit. Pressing the Hold button for more than two seconds places the call into a private hold.
Hold then Park*	<ul style="list-style-type: none"> • Call Appearance PFK - the phone places the call on hold. Pressing the Hold button for more than two seconds places the call into a parking orbit. • Line Appearance PFK - the phone places the call into a parking orbit. Pressing the Hold button for more than two seconds places the call into a private hold.
Park then Hold*	<ul style="list-style-type: none"> • Call Appearance PFK - places the call into a parking orbit. Pressing the Hold button for more than two seconds places the call into a private hold. • Line Appearance PFK - the phone places the call into a parking orbit. Pressing the Hold button for more than two seconds places the call into a private hold.

* The LINE button or the held call blinks green until the user picks up the call again.

To retrieve the call:

- **Held calls:** press the flashing PFK.
- **Parked calls:** dial the parking orbit number.



4.11 Park

Place a call on a system-wide hold location so that another phone can retrieve the call. The Allworx 92xx IP phone series does not support the Park to Extension feature available on Allworx System Software 8.5 or higher. When parking a call:

Park Condition	Description
Call Appearance	Resembles a system-wide hold. Any phone can retrieve the call.
Line Appearance	Resembles a system-wide hold. Any phone with a Line Appearance PFK assigned to the same outside line can retrieve the call.
Hold Screen	Press the PARK button to park the currently displayed call. This parks the call without retrieving it from Hold. The HOLD button flashes red.

To park a call into a parking location, do one of the following:

- Use the Interact Professional application.
- Press the **Transfer** button, and then dial 300 (Park to Extension prefix) + the recipient extension number. Requires Allworx System Software version 8.5 or higher. When parking a call to a recipient extension the Allworx 92xx series IP phones do not provide the recipient of a parked call the Park to Extension notification.

4.11.1 Viewing Parked Calls

The Allworx System enables viewing the parked calls by pressing the PARK button. The Allworx phone displays a list of currently parked calls (including the caller ID number of the parked caller, the parked call orbit number, and the duration of the parked call). If there are no active calls on the handset, the LCD screen displays **No Calls Parked**.

4.11.2 Retrieving Parked Calls

The PFKs listed below may or may not be available; the Allworx Server Administrator defines and assigns Parking Orbit PFKs on the 9224 IP phone.

- Dial the parking orbit extension.
- Use the Interact Professional application.
- Dial **301** (Retrieve Park from Extension prefix) + **intended recipient's extension number**. Retrieves the parked call for the dialed recipient extension. The Allworx System retrieves the call parked for the longest amount of time. Only available on Allworx System Software 8.5 or higher.

To retrieve a parked call from a line appearance:

When on an active call using the Line Appearance PFK and placing the call in Park, only Allworx Users

with the same Line Appearance PFK can retrieve the call by pressing the blinking Line Appearance PFK.

PFK LED	State
Slow-blinking green	Allworx user parked the call.
Slow-blinking red	Another Allworx user parked the call.

4.11.3 Reminder Period

If a user parks a Shared Call Appearance call and the Park reminder setting for the system is set to ring back to the handset that parked the call, the parked call rings back only to the handset that parked it. It does not ring all handsets in the Shared Call Appearance. The Shared Call Appearance PFK light goes out and the call is no longer on the Shared Call Appearance.

4.11.4 Call Route Settings

For Park to Extension only: after the Timeout period expires, the call follows the next call handling step defined per the extension setting:

- **User Extension:** defined in the current presence settings of the recipient Allworx User extension configuration. Allworx Users with permissions can adjust the Park To Extension timeout and call handling using My Allworx Manager.
- **System Extension:** defined in the Day/Night mode settings of the recipient Allworx System extension configuration by the Allworx Server Administrator.

4.12 Transfer

The TRANSFER button enables sending the active call to another number. After starting the transfer, the Transfer button is solid red, which indicates transferring a call to another extension using a Blind or an Attended Transfer. The transfer option works differently, depending on the Allworx server software version. Users have two transfer options:

- **Unannounced (Blind) Transfer:** user does not talk to the transfer recipient prior to transferring a call to that extension.
- **Announced (Attended) Transfer:** user talks to the transfer recipient prior to transferring a call to that extension.

**To do a transfer:**

1. Press the TRANSFER button while on an active call.
2. Wait for the dial tone, and then dial the extension to transfer the call.
 - Unattended (Blind) Transfer: skip to step 3.
 - Attended (Announced) Transfer only: Talk to the recipient.
3. Hang up, press the TRANSFER button, or press the XFER soft key.

Note:

The phone configuration may not enable users to stay on the line to announce the transfer.

To transfer to voicemail:

1. Press the TRANSFER button, and then press the VMAIL soft key.
2. Dial the extension, and then hang up.

4.13 Conference

The Allworx phone provides the ability to set up conferences between three parties (3-way conferences). To connect a conference call:

1. Connect to the first person for the conference call. Press the CONF soft key.
2. Select the unused LINE button and dial the second person for the conference call.
3. Press the CONF soft key. All three callers join in the conference. The Conf soft key changes to a dark In Conf indication.

One party may hang up to exit the conference; the remaining two parties continue to be connected.


To have a private conversation with one of the parties, split the conference:

- a. Use the phone UP / DOWN scroll keys to put on hold to select the line to put on hold.
- b. Press the HOLD button. The LINE button for that call on hold flashes green. Talk privately to the remaining party.
- c. To have the person re-join the conference, press the CONF soft key, then select the green flashing LINE button. The three-way conference becomes re-established.

4.14 Missed Calls


After a missed call, a message displays on the phone screen next to the phone icon (☎).

To see the details of the missed calls:

1. Press the CALLS soft key, and then press the UP / DOWN scroll keys to view the missed calls.
2. Press the DETAIL soft key to view the date and time of the missed calls. Press SELECT  to call the number, if it is available.

4.15 Presence

The Presence setting identifies which call route the incoming call uses based on the extension availability. The Presence setting options include In Office, At a Meeting, On Vacation, On Business Trip, At Home, Away, and Busy.

1. Press and hold the MUTE/DND button.
2. Press the UP / DOWN scroll keys to view the presence states.
3. Press SELECT  to change the presence. The Presence setting changes, the default LCD screen displays, and all inbound calls follows the call route for this presence state. The MUTE/DND button flashes amber to indicate a presence setting other than "In Office".



Chapter 5 Features

The 9202E IP phone has many features to easily manage day-to-day activities using the function buttons and soft keys. The dialed-digits listed are system defaults, actual dialed-digits may vary. Check the phone functions tab of the My Allworx Manager page or contact the Allworx Server Administrator for the actual dialed-digits.

5.1 Contacts

User, System, and Public Contacts are available to dial on the Allworx 9202E phone.

- User and System contacts – phones with an internal Allworx extension assigned.
- Public Contacts – speed dial number available to all Allworx users.

5.2 System Extensions

Dial the digits in the table below for a system extension. Check the phone functions tab of the My Allworx Manager page or contact the Allworx Server Administrator for the actual dialed digits.

Number	Access
0	Initiate a call to the company operator.
3 + extension	Connect to another user's voicemail and leave a message.
402	Connect to an Overhead Paging System to make an announcement.
403	Activate the door relay, if connected and configured.
404	Access to the Audio Message Center.
408	Access the Conference Center. To set up a new conference, use My Allworx Manager.
4301 to 4332	Connect to an Auto Attendant - *400 is the default Auto Attendant. The number of Auto Attendants is dependent upon the Allworx server.
45 + extension	Forward calls to another extension. To disable, dial 450.
46#	Connect to a Paging Zone to broadcast audio (# is a Page Zone number 0 through 9).
4950 to 4999	Retrieve a call from the assigned parking orbit.
701 to 709	Retrieve a call from the assigned parking orbit.
6 + extension	Access the Audio Message Center from any Allworx phone.
7 + extension	Answer another ringing phone.
9 + phone number	Access outside line.

5.3 User / Resource Extensions

Dial any extension between 100 – 299 (three-digit mode) or 1000 – 2999 (four-digit mode) to connect a call to another user or to a call route (set up by the System Administrator).

5.4 Allworx 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.

In the Audio Message Center, audio menus are available to manage the voicemail messages and settings. The Allworx system plays the default language in the Audio Message Center, regardless of the outside line or call appearance used to access the account. If the Allworx Server 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. In the Audio Message Center, users can:

- Listen to new or saved voicemails.
- Send a message to another user.
- Change presence setting.
- Change name recording.
- Manage message greetings.
- Change PIN.
- Set up one or more Presence-based inboxes to prevent callers from leaving messages.

To access the Audio Message Center:

1. Do one of the following:
 - Press the phone MESSAGES function button.
 - Dial 6 + the primary extension from any phone or the company Auto Attendant.
 - Dial 404. When calling from an outside line or phone not assigned to a user, the system prompts users for a primary extension.
 - (from an outside line dialing directly to your office) While the greeting is playing, dial *6 + <extension> before the greeting finishes playing.

The Audio Message Center announces the number of new and saved voicemail messages and the current Presence setting.

2. Press one the following keypad buttons and follow the audio prompts.

Key Option

-
- | | |
|---|---|
| 1 | Listen to voicemail messages. See "To manage voicemail messages:" on page 22 for more options. |
|---|---|
-

Key	Option																
2	Listen to saved voicemail messages. See "To manage voicemail messages:" on page 22 for more options.																
3	<p>Send a message.</p> <ul style="list-style-type: none"> Enter the extension or alias to forward the message. The Allworx system plays the selected user's number and name, and then prompts for another extension. Select one of the options: <ul style="list-style-type: none"> 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. Record a message, and then press the # key when complete. Select one of the following options: <table border="1"> <thead> <tr> <th>Key</th> <th>Option</th> <th>Key</th> <th>Option</th> </tr> </thead> <tbody> <tr> <td>1 or hang up</td> <td>Send the message</td> <td>#</td> <td>Cancel the message</td> </tr> <tr> <td>2</td> <td>Review the message</td> <td>*</td> <td>Hear these options again</td> </tr> <tr> <td>3</td> <td>Change the message</td> <td></td> <td></td> </tr> </tbody> </table>	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		
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																
4	Change your Message Center system settings. See "To update the Audio Message Center settings:" on page 23 for more options.																
7	<p>Access an outside line (if enabled).</p> <p>Dial the external phone number directly. It is NOT necessary to dial 9 or 78+PIN before the phone number.</p> <p>After connecting to an external call and the external party hangs up, users hear a dial tone to place additional calls. Additional options include:</p> <table border="1"> <thead> <tr> <th>Key</th> <th>Option</th> </tr> </thead> <tbody> <tr> <td>*#</td> <td>Disconnects (hangs up) the call and returns to the dial tone.</td> </tr> <tr> <td>*# <Allworx PIN> #</td> <td>Returns to the Audio Message Center from the dial tone.</td> </tr> </tbody> </table> <p>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.</p>	Key	Option	*#	Disconnects (hangs up) the call and returns to the dial tone.	*# <Allworx PIN> #	Returns to the Audio Message Center from the dial tone.										
Key	Option																
*#	Disconnects (hangs up) the call and returns to the dial tone.																
*# <Allworx PIN> #	Returns to the Audio Message Center from the dial tone.																
9	To manage system recordings (requires Recording Manager permissions). See "To manage the Call Queues/ACD Queues recordings and schedules:" on page 25 for more options.																
hang up	End the call.																
#	Return to the previous menu.																
*	Replay the menu options.																



Key	Option
* +	Call any internal extension.
<extension	This option is not announced during the menu prompts.
>	If connected to voicemail, call another internal extension by dialing * + extension on the numeric keypad or dial "0" for the operator. When dialing the new extension: <ul style="list-style-type: none"> • 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. <p>Example: Mary calls John's extension, but John's voicemail answers. Mary decides she would rather talk to Jim instead of leaving a voicemail. She dials *102 and immediately transfers to Jim's extension.</p>

To manage voicemail messages:

Log in to the Audio Message Center and play the message. Select an option from the table below to manage the voicemail. Options 1 and 9 are only available if an Allworx user left the voicemail message.

The Allworx system automatically saves the voicemail messages unless the user specifically chooses to delete the message.

Key		Option																
During message	After message	Option																
1	1	<p>Reply to this message - internal recipients only.</p> <ul style="list-style-type: none"> • Enter an extension to forward the message. The Allworx system plays the selected user's number and name. Select one of the options: <ul style="list-style-type: none"> • <extension number> Enter another user's extension for the voicemail message. • 9 To send the message to all Allworx users on the system - if enabled (Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx administrator.). • Record a message, and then press the # key when complete. Select one of the following options: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Key</th> <th>Option</th> <th>Key</th> <th>Option</th> </tr> </thead> <tbody> <tr> <td>1 or hang up</td> <td>Send the message</td> <td>#</td> <td>Cancel the message</td> </tr> <tr> <td>2</td> <td>Review the message</td> <td></td> <td>Hear these options again</td> </tr> <tr> <td>3</td> <td>Change the message</td> <td></td> <td></td> </tr> </tbody> </table>	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		
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	Forward this message - internal recipients only. Follow the steps for Reply to this message .																
*3	3	Delete the message.																
*4	4	Replay this message.																

Key		
During message	After message	Option
*6	6	Play the next message.
*9	9	Place a call to the sender of this message.
*#	#	Return to the previous menu.
**	*	Listen to these choices again.

To update the Audio Message Center settings:

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

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

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

Key	Option		
1	Change your Presence setting		
The Allworx system announces the current Presence. 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 function button. The Presence menu displays. Scroll to the presence setting, and then press the Select button.



Key Option

2 Change the recording of your name

The Allworx system plays the current name recording for review. Select one of the following options:

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

If selecting option 2, 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

3 Manage your greetings

The Allworx system plays the current name recording for review. Select one of the following options (**NOTE:** The default greeting is used for all presences that do not have a greeting recorded. To skip the greeting recording, press #. If there is no previously recorded greeting, only option 1 is available):

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		
4	Manage your On Business Trip greeting	#	Return to previous menu
5	Manage your At Home greeting	*	Listen to these choices again

Key Option

3

(con't)

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	

- Select an option:

Key Option	Key Option
1 To change your default greeting	4 To prevent callers from leaving messages
2 To review it	# To return to the previous menu
3 To delete it	* Listen to these choices again

- If changing your default greeting, follow the prompts to record the greeting, and then select an option:

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 assist callers, mention in the voicemail greeting if you are unable to take the call. **Example:** When Mary is on the road, she records her voicemail greeting: "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.

5

Change your PIN

- 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.
- Follow the prompts to enter and confirm a new PIN. Verify the PIN is at least 5 digits long.

#

Return to the previous menu

*

Listen to the choices again

To manage the Call Queues/ACD Queues recordings and schedules:

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 one of the following options.

Key	Option														
1	<p>To manage the Auto Attendant</p> <ul style="list-style-type: none"> Enter the Auto Attendant number (The number of Auto Attendants supported: 6x 12 and Connect 300 series - 9; 6x and Connect 500 series - 16, 48x and Connect 731 - 32). Example 1 = Auto Attendant 1 and 32 = Auto Attendant 4332. Select the recording type: <table border="1"> <thead> <tr> <th>Key</th> <th>Option</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>To manage the <Auto Attendant> greeting.*</td> </tr> <tr> <td>2</td> <td>To manage the <Auto Attendant> status message.</td> </tr> <tr> <td>3</td> <td>To manage the <Auto Attendant> schedule</td> </tr> </tbody> </table> <p>A message plays: "The Auto Attendant is using schedule <number>. To select a different schedule, enter the schedule number followed by #."</p> <p>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.</p> <p>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.</p> <table border="1"> <tbody> <tr> <td>#</td> <td>Return to previous menu</td> </tr> <tr> <td>*</td> <td>Listen to these choices again</td> </tr> </tbody> </table> <p>* Enter the greeting number to manage after selecting the option.</p>	Key	Option	1	To manage the <Auto Attendant> greeting.*	2	To manage the <Auto Attendant> status message.	3	To manage the <Auto Attendant> schedule	#	Return to previous menu	*	Listen to these choices again		
Key	Option														
1	To manage the <Auto Attendant> greeting.*														
2	To manage the <Auto Attendant> status message.														
3	To manage the <Auto Attendant> schedule														
#	Return to previous menu														
*	Listen to these choices again														
	<ul style="list-style-type: none"> Select an option and follow the prompts: <table border="1"> <thead> <tr> <th>Key</th> <th>Option</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Save the new system recording</td> </tr> <tr> <td>2</td> <td>Change the custom message</td> </tr> <tr> <td>3</td> <td>Review the message</td> </tr> <tr> <td>4</td> <td>Delete the message</td> </tr> <tr> <td>#</td> <td>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.</td> </tr> <tr> <td>*</td> <td>To listen to these choices again</td> </tr> </tbody> </table>	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
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														
2	To manage the Call Queue - Follow the steps in To manage the Auto Attendant, except enter the Call Queue number (0 through 9) to change.														
0	For <alternate language>*														
#	To return to the previous menu														
*	To listen to these choices again														

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

Chapter 6 Phone Configuration

Select the CONFIG soft key to view the following options:

Personal Speed Dial	Hot Desk Login	Network Profiles*
Preferences	Clear Call History	Current Status/Info*
Reboot Phone	Network Settings*	





* Indicates the option is only available to the Allworx Server Administrator.

Note:	Check with the Allworx Administrator before making changes.
--------------	---

6.1 Personal Speed Dial

The Personal Speed Dial Number enables Allworx users to dial a number directly (i.e. dial a phone number) or on an active call (i.e. enter a verification code). Allworx users can create up to 10 Personal Speed Dial numbers on the 92xx IP phone series as dialing short cuts to frequently used numbers.


To setup a Personal Speed Dial:

1. Press the CONFIG soft key. A menu displays on the phone LCD screen. Locate the Personal Speed Dial option and press SELECT .
2. Use the UP / DOWN scroll keys to choose a personal speed dial number, press SELECT .
3. Use the keypad to enter the phone number or extension, press SELECT 
 - Use the DOWN scroll key as a backspace.
 - To add a one-second pause to the dialed number to wait for auto answer systems to prompt for additional dialing, press the PAUSE soft key (if one displays) or the HOLD button to add a one-second pause to the dialed number. Add enter multiple pauses, as necessary.
4. Use the keypad to enter a name for the personal speed dial, and then press SELECT . The '#' key puts a space between characters. The DOWN scroll key acts as a backspace.

To use a Personal Speed Dial


1. Pick up a line, and press the SPDIAL soft key.
2. Enter the personal speed dial number. This places a call to the personal speed dial extension.

6.2 Preferences

1. Press the **CONFIG** soft key button. Press the DOWN scroll key to select **Preferences**. Press SELECT .
2. Select from the following list using the UP / DOWN scroll keys to make the changes:

Preference Setting	Description	Options
LCD Settings	Adjust the LCD display contrast and brightness settings.	Use the Volume bar or Up / Down scroll keys arrows.
Call History Size	Adjust the number of calls kept in the History.	0 to 99 (Default: 99)
Clock Mode	Display the time mode on the LCD Screen.	<ul style="list-style-type: none"> • Off • 12 Hour • 24 Hour
Hold Reminder Mode	Set the hold reminder functionality.	<ul style="list-style-type: none"> • No Reminder • On Hook • Timer • On Hook and Timer
Redial Memory	Store the last user extension or external phone number dialed by the phone.	<ul style="list-style-type: none"> • Enabled • Disabled
Audible Dialing	Hear tones when pressing a key.	<ul style="list-style-type: none"> • Enabled • Disabled
Call Timer Display	Display the length of a phone call.	<ul style="list-style-type: none"> • Enabled • Disabled
Intercom Auto Answer	Automatically answer an incoming intercom call using Intercom/Speaker phone.	<ul style="list-style-type: none"> • Enabled • Disabled
On Hook Dialing	Enable speaker mode when pressing a number on the keypad without pressing the SPEAKER button first.	<ul style="list-style-type: none"> • Enabled • Disabled
Visual Ringing	Enable the phone visual ring indicator to flash red for an incoming call.	<ul style="list-style-type: none"> • Enabled • Disabled
Paging Enable Mode	Enable the phone to receive pages.	<ul style="list-style-type: none"> • Never • Always • On Hook
Off Hook Answer Mode	Answer incoming calls when taking the phone off the hook.	<ul style="list-style-type: none"> • Off Hook Will Answer • Select to Answer
Off Hook Ringing	Enable the phone to ring when receiving a new call while in use.	<ul style="list-style-type: none"> • Enabled • Disabled
Auto on Hold	Place the current call on hold automatically when answering an incoming call.	<ul style="list-style-type: none"> • Enabled • Disabled
Auto Retrieve Calls	Retrieve the on hold call automatically when taking handset off call.	<ul style="list-style-type: none"> • Enabled • Disabled

Preference Setting	Description	Options
Missed Call Tracking	Track missed call appearances.	<ul style="list-style-type: none"> • None • Call Appearances Only • All Appearance Types
Parking Orbit Pop-ups	Display the parking orbit after parking the call.	<ul style="list-style-type: none"> • Popup Disabled • Popup Enabled
Hold Button Operation	Set the HOLD button function. For more information about the settings and behaviors, see "Hold" on page 13 .	<ul style="list-style-type: none"> • Hold then Park • Park then Hold • Hold Calls Park Lines
Force Auto Answer	Answer incoming calls automatically.	<ul style="list-style-type: none"> • Normal Operation • Auto Answer On
Sidetone Disable	Enable turning off the handset or headset microphone feedback to the speaker.	<ul style="list-style-type: none"> • Normal Operation • Handset Disabled • Headset Disabled • Both Disabled
TSP Driver Caller ID	Controls the Caller ID display in the Allworx TSP driver.	<ul style="list-style-type: none"> • Calling Party Info • DNIS Information
Messages Button	Set the MESSAGE button function.	<ul style="list-style-type: none"> • Displays Message List • Call message Center
Visual On Call	Enable the phone visual ring indicator to light red for an active call.	<ul style="list-style-type: none"> • Enabled • Disabled
Ringtone Family	<p>Play different frequency and cadence variations of the ringtone. The default is Ringtone Family 1. Ringtone Family 2 through Family 4 uses the same default ringtone, but the pitch is different. Ringtone Family 5 uses different ring styles to differentiate between the call types on the phone (internal/external calls, calls from specific caller IDs, etc).</p> <p>NOTE: Allworx Server Administrator configures and controls the Allworx server settings.</p>	<ul style="list-style-type: none"> • Ringtone Family 1 • Ringtone Family 2 • Ringtone Family 3 • Ringtone Family 4 • Ringtone Family 5
Caller ID Preference	Controls the phone display.	<ul style="list-style-type: none"> • Calling Party Info • DNIS Information
Server Profile Selection	Control the network settings used on the phone.	<ul style="list-style-type: none"> • User Server Selection • Ignore Server Selection

3. Press SELECT  after making changes to the preferences.
4. Press the EXIT soft key twice. Press the YES soft key to save the changes or NO to cancel the changes.

6.3 Reboot the Phone

On occasion, it may be necessary to reboot the phone. For example, when the Allworx Server Administrator makes changes to the phone configuration.

Note:	Do not reboot the phone unless instructed to do so by the Allworx Server Administrator.
--------------	---

1. Press the **CONFIG** soft key. Use the UP / DOWN scroll keys to highlight the **Reboot Phone** option. Press SELECT .
- If there are any unsaved changes, select the YES soft key to save any changes OR select NO to cancel changes made.
2. Select the YES soft key on the confirmation prompt to reboot.

6.4 Hot Desk Login

Hot Desking enables temporarily logging in to a shared phone. Then the system directs the calls to the shared phone and outgoing calls use the new caller ID. Users can initiate the login by selecting the Hot Desk Login option from the phone Config menu.

To manually Hot Desk into another phone:

1. Press the **CONFIG** soft key.
2. Use the UP / DOWN scroll keys to highlight the **Hot Desk Login** option. Press SELECT .
3. Enter the user extension and press the OK soft key
4. Enter password (or PIN) and press the OK soft key. The phone loads the new configuration.

6.5 Clear Call History

The Allworx phone retains the history up to 99 calls.


To clear the call history:

1. Press the **CONFIG** soft key.
2. Use the UP / DOWN scroll keys to highlight the **Clear Call History** option. Press SELECT .
3. Select the YES soft key to clear call history or NO to cancel the changes.

6.6 Refresh Directory

If new users or extensions have been set up on the Allworx server, the on-phone directory automatically updates after some delay.


To update the directory immediately:

1. Press the **CONFIG** soft key, and use the UP / DOWN scroll keys to highlight the **Refresh Directory** option. Press SELECT .
2. Press the EXIT soft key to exit the Refreshing the Directory screen.

6.7 Network Profiles

The phone stores Network Profiles, which are network and registration settings. Users can select a Network Profiles for use during different situations. Usage examples include connecting to a second Allworx server for disaster recovery purposes or temporarily connecting to the Allworx server from home. This avoids the need to manually change settings on the phone.

To change the Network Profile:

1. Press the **CONFIG** soft key.
2. Use the UP / DOWN scroll keys to highlight the **Network Profiles** option.
3. Use the UP / DOWN scroll keys to highlight the Network Profile to use. Press SELECT .
4. Press the EXIT soft key to exit the Refreshing the Directory screen.
5. Reboot the phone. See "Reboot the Phone " on page 30 for more information.



Chapter 7 Regulatory Notices

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. There is no guarantee, however, that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The booklet, "How to Identify and Resolve Radio-TV Interference Problems", which the FCC prepares, may also be helpful.

Changes and Modification not expressly approved by the manufacturer or registrant of this equipment can void the authority to operate this equipment under Federal Communications Commission's rules.

This product adheres to the IEEE 802.3af standard for Power over Ethernet (PoE).

This equipment is Hearing Aid Compatible (HAC).

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la class B prescrites dans le Reglement sur le brouillage radioelectrique



édicte par le ministère des Communications du Canada.

Warning:	For use only with: A Power over Ethernet (PoE) supply – This product adheres to IEEE 802.3af standard for Power over Ethernet (PoE). OR: An Allworx-approved Limited Power Source, 24 VDC, 400 mA – The optional wall mount switching Power Supply has the following specifications: Input Voltage is 100-240VAC, 50/60Hz, 450mA. Output voltage is 24VDC @ 400mA. UL Listed Limited Power Source. Output connector size is 5.5 mm x 2.5 mm (inner diameter) x 9.5 mm with center positive. Do not connect an analog or ISDN phone line.
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Caution:	The ear piece region on the handset can attract and retain small objects.
-----------------	---

Appendix A Abbreviations

Abbreviation	Definition
DND	Do Not Disturb
PBX	Private Branch Exchange
PoE	Power Over Ethernet
VoIP	Voice over Internet Protocol





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