Allworx®

Phone Model 9224 User Guide

Version: G Revised March 2, 2017

Allworx® Phone Model 9224

User Guide

Copyright

Warranty

This warranty shall not apply to any products to the extent the defect or non-conformance is due to (A) accident, alteration, abuse, misuse, or repair not performed by Allworx, (B) storage other than specified, (C) failure to comply with applicable environmental requirements for the products.

Environmental Conditions

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

Trademarks

The following trademarks are owned by Allworx:

Allworx® Verge™ IP phone series
Allworx® 92xx™ IP phone series
Allworx® Verge™ 9308
Allworx® Verge™ 9312
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Allworx® 92xx IP phone series
92xx IP phone series
92xx series

Allworx® Reach™
Allworx® Reach Link™

Allworx® Interact™
Allworx® Interact™ Professional
Allworx® Interact Sync™

Allworx® View™
Allworx® View™ ACD

Allworx® OfficeSafe™
Allworx® Migrate™

Allworx® Connect™ servers
Allworx® Connect™ 731 server
Allworx® Connect™ 536/530 server
Allworx® Connect™ 536 server
Allworx® Connect™ 530 server
Allworx® Connect™ 324/320 server
Allworx® Connect™ 324 server
Allworx® Connect™ 320 server

Allworx® 6x Server
Allworx® 6x 12 Server
Allworx® 24x Server
Allworx® 48x Server
Allworx® Px6/2 Expander

Revision History

Revision	Date	Description
A	29-OCT-2008	New Release
B	02-SEP-2010	Updated per feedback.
C	27-MAY-2011	Updated per feedback.
D	14-JAN-2014	Updated per feedback.
E	21-MAY-2014	Updated per feedback.
F	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
G	02-MAR-2017	Updated front matter: Copyright, warranty, environmental conditions, and trademarks.
		Updated the Introduction chapter to include: Who Should Read This Guide, Guide Purpose, Guide Organization, Equipment Requirements, Server Features
		Updated the following sections for 8.2: • 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
		Updated Operation > Park Monitor PFK to include LED indicators.

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Chapter 1   Introduction

The Allworx 9224 IP phone consists of a backlit graphic LCD screen, four soft keys, ten function buttons, and 24 programmable function keys (PFKs) 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 7.0 or higher.
Supported Web Browsers	• 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 (⊖-C-⊕). Allworx recommends using a surge protector. Only required if the Ethernet cable does not provide PoE
Back of Phone	
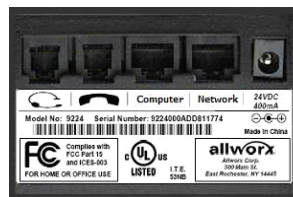
2.   Thread cables through the strain relief guide on the phone base.

3.   View the initialization progress on the phone screen. A normal sequence includes:

*   Allworx Logo
*   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.

To add or change the PFK (Programmable Function Keys) label:
Update the PFK labels whenever the PFK configuration changes to avoid misdialing.

1.   Locate the PFK label. Lift the bottom edge of the plastic cover to release it, and then lift up on the plastic cover to remove it from the phone.

2.   Remove the label from beneath the plastic label cover.

3.   Add text on the label in the space corresponding to the desired PFK. There is a blank label Microsoft Word™ template on the Allworx.com website.

a.   Navigate to www.Allworx.com. Click the Support button, and then click Resources.

b.   Scroll to the Documentation section and locate the IP Phones section of the table, the specific phone model section, and then the template.

c.   Follow the instructions to create the PFK labels.

4.   Position the label onto the plastic label cover. Hold the label in place and snap the cover in place on the phone.

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.

2.4.1   Wall Mounting Plate

Mounting the Allworx phone on a wall requires a mounting plate that meets the TIA-570-B, Section 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-0SP

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.

2.5   Allworx TX 92/24 Telephone Expander

Note:	This option is only applicable to the Allworx 9224 phone.

Increase the flexibility of the phone with the Allworx Tx 92/24 Telephone Expander. Each 92/24 Telephone Expander adds 24 Programmable Function Keys (PFKs) to the phone. The Allworx 9224 phone supports up to three telephone expanders, which links up to 96 Programmable Function Keys with one phone.

Chapter 3   Overview
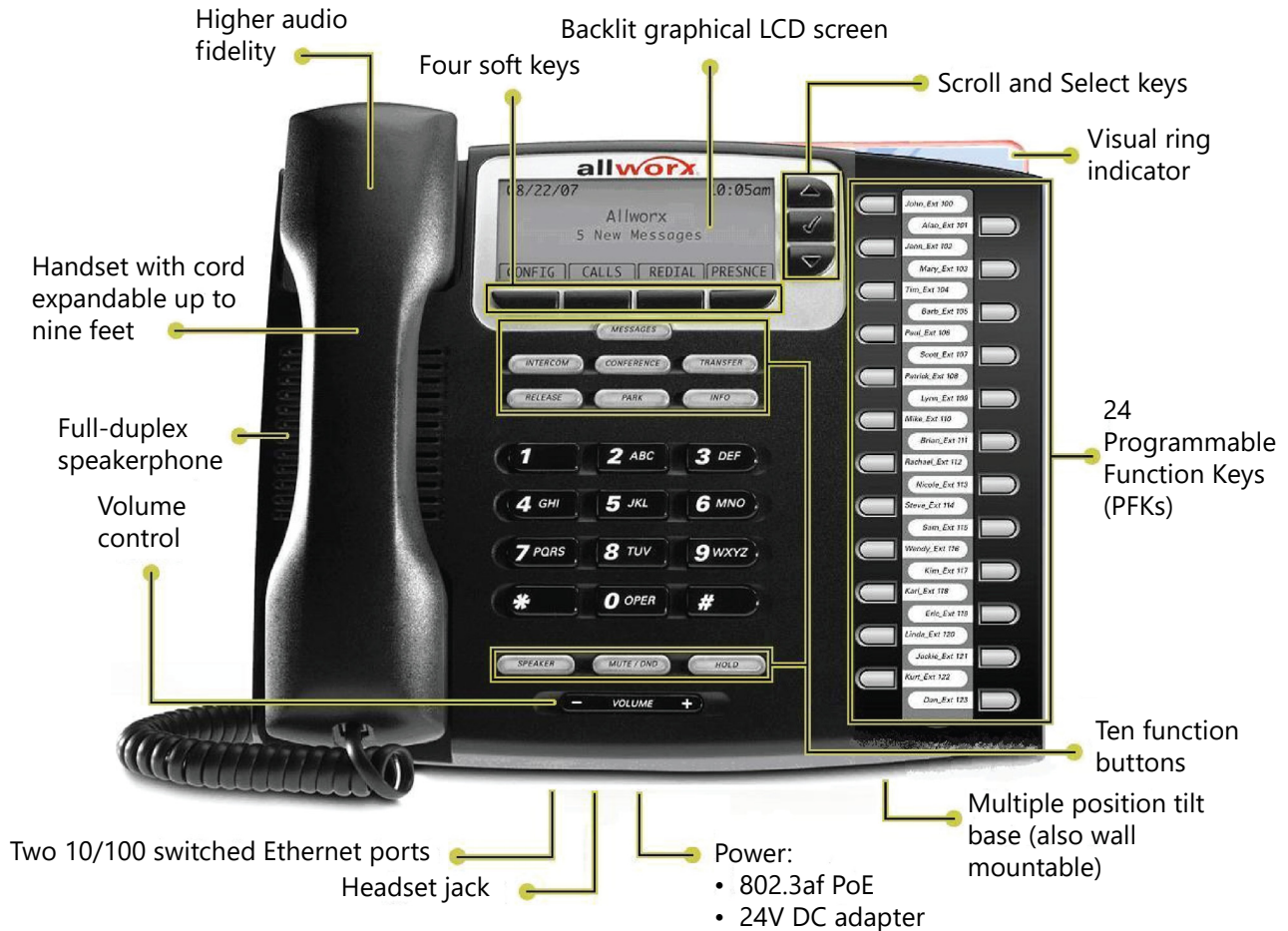
The Allworx Server Administrator pre-configures the phone for either PBX (Private Branch Exchange) or Key System mode of operation. This affects the functionality of each PFK on the phone.

For Allworx Server Software Release 7.5 and later, the phone LCD screen backlight turns off after 2 minutes of inactivity. To turn it on, lift the handset off the hook or press a button.

In addition to English, the Allworx phone supports Canadian French and Castilian Spanish on the phone display when connected to Allworx servers using software 7.6.3.22 or higher. 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   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.
RELEASE	End an active call or to abort a new call setup, such as the middle of a transfer operation.
INFO	Provides a description of the phone button. The INFO button changes to solid green while in use. To use this feature: 1. Press the INFO button. 2. Press any of the other buttons on the phone. The screen displays a brief description of the selected button. 3. Press the INFO button a second time or let the LCD screen time out to exit the description screen.
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. See "Headset " on page 15. for more information on using headsets.
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.
CONF	Places the active call on hold to create a conference call.
TRANSFER	Sends the active call to another recipient.
PARK	Places the active call in a parking orbit.
HOLD	Places the active call on hold.

3.3 Programmable Function Keys (PFK)

The Programmable Function Key is a short cut to a specific 9224 IP phone feature. The Allworx Server Administrator configures the PFKs.

Feature	Description
ACD Appearance	Service calls in ACD queues. Users log in and out of ACD queues with this PFK. When logged in, the user can receive and answer calls from ACD queues.
	Logged in agents can temporarily stop ACD calls from routing to them by pressing the PFK. The PFK flashes red when it is in this state. Pressing the PFK again enables calls to route to the agent.
Busy Lamp Field (BLF)	Monitors and dials another phone. The other phone is specified when setting up the BLF function. When pressing the PFK, the behavior of this function is dependent upon the Station Mode selection.
	When Station Mode is set to PBX Behavior, the phone dials the designated extension.
	When Station Mode is set to Key System Behavior, the phone places an intercom connection to the designated phone.
Call Appearance	Maps to one of the Call Appearances available on the phone. This enables placing or receiving calls. Additionally: • Enables distinctly using each Call Appearance in call routing and for managing those calls independently and concurrently on the same phone. • Mapping more than one PFK to the same Call Appearance enables multiple calls to that Call Appearance to be active at the same time. The Call Appearance does not appear busy to the call route until all the PFKs defined for that Call Appearance are in use. This is similar to call waiting except the system uses the PFKs to alert and select a new call.
	Configuration Example: Busy Receptionist
	Requirements: Susan works as a receptionist at a busy office. She gets many phone calls each hour. She wants to be able to answer each call while minimizing the possibility of any caller getting a busy signal.
	Phone Configuration: She has one Call Appearance defined on her phone. She sets up 8 of her phone PFKs to map to her phone's Call Appearance. (She wants to use the remaining PFKs for other functions).
	Discussion: When the first phone call comes in, her phone rings and the first of the Call Appearance PFKs blinks green. While talking with the first caller, a second call comes in. Her phone rings again and the second Call Appearance PFK blinks green. She puts the first caller on hold by pressing the Hold button on her phone and picks up the second caller by pressing the second Call Appearance PFK. She can continue to put callers on hold and answer new calls. She terminates calls by switching to another Call Appearance PFK

Feature	Description
Call Supervision	Enables supervisors to monitor calls for designated handsets in three modes: • Barge In • Silent Monitor • Whisper The supervisor presses the Call Supervision PFK, enters an agent extension, and begins supervising the call. If the supervisor has a BLF PFK for the agent, press the Call Supervision PFK followed by the BLF PFK to initiate the session. There is no indication to the agent that supervision is in progress. Call Supervisors can toggle between Barge In and Silent or the Whisper and Silent modes using the MUTE function button.
Centrex Flash	Enables transferring external calls to external numbers without tying up CO lines connected to the Allworx server (only available on Allworx 6x, 6x 12, or 48x servers)
Contact	Immediately dial or transfer a call to the Allworx User, System, or Public contact number assigned to the PFK. Only available on Allworx servers running System Software 8.2 or higher. See "Contacts" on page 23 for more information.
Emergency Alert	Receive audible and visual alerts whenever making an emergency call from any local or remote handset on the system.
Headset	Turns the Headset on and off (if one is plugged in). When a plugged in headset and the handset is off-hook, this button toggles the audio between the headset and the handset. Note: If using an undefined Headset PFK, use the phone speaker button to operate the headset.
Hot Desk	Enables users to log in to shared phones, receive calls on that phone, and place calls with the caller ID. Users can initiate the login using a Hot Desk PFK or by selecting the Hot Desk Login option from the phone's Config menu. Use the Hot Desk PFK for logging into the phone that has the PFK. The PFK is normally solid red but goes off when a user logs in. Users can still log in to phones that do not have the PFK using the phones Config menu. Note: The PFKs configured for phones do not change when a new user logs in. The Hot Desk PFK and all other PFKs remain as originally configured for the phone.
Line Appearance	Monitors the status of an outside line, answers incoming calls on that line, and selects the line for outbound calls. When setting up this function for this PFK, the user specifies the line. To enable outside lines available for selection: • Navigate to **Phone System** > **Outside Lines** and go to the Analog (CO) Lines section. • Select the Analog (CO) Line, and click **Modify**. • Go to the Outside Line section, and check the **Enable Line Appearance** check box. • Click **Update** to return to the Outside Lines page. Unique Allworx Functionality: Allworx has enhanced key-system capabilities relative to SIP devices and Digital Lines. Any SIP proxy, SIP gateway, or Digital Line (T1) bearer channel can be made available as Line Appearance selections when enabled on their respective configuration pages. Through this manner, the Allworx system can present a common key system use model to all external voice circuit facilities including VoIP trunks going to an ITSP.

Feature	Description
Messages	Automatically monitors the status of the designated user's Message Center voicemail inbox and when pressed, automatically accesses the inbox. The PFK LED turns red when a new message is in the monitored inbox. The Allworx Server Administrator must specify the monitored user's inbox when setting up the PFK.
Network Profile	View the Archived or the Default network profiles of the phone.
Not Used	No action. Select this choice to disable a previously defined PFK.
Park	Enables performing the Park operation with a press of a PFK. After defining a Park PFK, the user can only use the Hold button for the dedicated hold function and not the parking operation
Park Monitor	Monitor calls assigned to a single parking orbit or multiple parking orbits. The Park Monitor programmable button LED lights if there is a call waiting in one of the parking orbits. The Allworx Server Administrator defines the parking orbit numbers to monitor as well as the reminder to ring the phone if the call has been parked longer than the specified time limit. Only available on Allworx System Software 8.2.
Parking Orbit	Assign to any of the Parking Orbits. The PFK lights if there is a call in the parking orbit. Pressing the PFK retrieves the parked call in that orbit. Do not use the Parking Orbit PFKs to pick up parked calls in Parking Orbits beyond the first nine. Parking Orbit PFKs do not function if the server is part of a Multi-site network and configured to enable other sites to retrieve its parked calls. Only available on Allworx System Software 8.1 or lower.
Park Set Monitoring	Enable a single PFK to monitor a configurable set of parking orbits. The PFK lights if parking calls in any of the set of orbits. Pressing the PFK displays a list of parked calls in the orbit along with Caller ID and other information. Users can retrieve one of the parked calls using the UP/DOWN arrow keys and the SELECT button. For example, users can use a single PFK to monitor all local park orbits and a single indicator for any call placed in a parking orbit. This also enables users to monitor the local parking orbits of a remote server in a multi-site environment. Available in Allworx server software version 7.5 through Allworx System Software 8.1.
Personal Speed Dial	Dials a number programmed directly on the phone. The mapping of the Personal Speed Dial Numbers defined in the handset to the PFK is as follows. The uppermost Personal Speed Dial PFK is associated to the lowest Speed Dial entry number on the handset.
Push to Talk	Provide a one-way, walkie-talkie-like capability. The configured PFK accesses a specific handset. The user can speak to the target handset user by holding the PFK down and speaking. If the user of the target handset wishes to respond, they must place a regular call back to the originator.
Queue Alarm	Map to one of the 10 Call Queues in the system. It notifies the user of the queue's activity levels (number of calls in the queue and/or longest wait time). It can be configured to include an audible alarm with the queue's status displayed on the phone's LCD.
Queue Appearance	Map to one of the 10 Call Queues in the system. It automatically monitors the status of a Call Queue and used to answer calls that are in the queue.
Redial	Calls the last dialed number. Unless the Line Appearance(s) Use of Dial Plan phone option is enabled, the system only redials Call Appearance-dialed calls.
Ring Groups	Map to one of the 10 Call Monitors in the system. A Call Monitor enables live call answering of any outside line or mapped call route through the associated Call Monitor.
Schedule	Display the Mode (Day or Night) of the configured Business Schedule. The LED is off when in Day mode and solid red when in Night mode. Configure to manually switch the current Mode and Greeting of the Schedule.

Feature	Description
Shared Call Appearance	Enables handling a set of one or more PFKs by the system as a single appearance shared across multiple handsets. All handsets in the Shared Appearance have common access to calls and call operations within the group of handsets.
	Choosing this PFK assigns consecutive PFKs, one for each Shared Call Appearance line. If there are not enough consecutive PFKs available, the PFK assignment fails and an error message displays. If the Shared Call Appearance PFK assignment would overwrite existing PFKs, the system displays an error message and enables the Allworx Server Administrator to cancel the operation. Shared Call Appearance PFKs display consecutively on the PFK configuration page, the Allworx Server Administrator can move the assignments to different PFKs limited only by the constraints within the particular handset model. Available in Allworx server software version 7.5 or later.
Speed Dial	Automatically dials an extension. The Allworx Server Administrator specifies the extension when setting up the Speed Dial function for this PFK. Only available on Allworx System Software 8.1 or lower.

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 9224 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**

- **Headset PFK**: toggle between a wired headset and the 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   Appearance PFKs

Appearance PFKs are for placing or receiving calls.

Appearance Type	Place Call	Answer Call
Phone Appearance (default)	X	X
Line Appearance	X	X
Shared Call Appearance	X	X
Automatic Call Distribution Appearance		X
Queue Appearance		X
Ring Group		X

- **Phone Appearance** - (default line in use) press to place extension-to-extension calls or dial 9[1] to obtain an outside line.

- **Line Appearance** - press the programmable button to seize an outside line immediately.

- **Shared Call Appearance** - handle a set of one or more appearances as a single appearance shared across multiple phones. See <u>"Shared Call Appearance " on page 29</u> for more information.

- **Queue Appearance and Automatic Call Distribution Appearance** - distribute calls to a specific set of users by the Allworx system. See <u>"Call Queues" on page 24</u> or <u>"Automatic Call Distribution (ACD) Queuing" on page 26</u> for more information.

- **Ring Group** - enables a call to a configured extension to ring multiple phones.

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1. Digits may vary. See My Allworx Manager > Phone Functions tab or contact the Allworx Server Administrator.

4.3   Place a Call

To place an outbound call, do one of the following:

*   Lift the handset or press the SPEAKER function button, and then dial the extension or phone number.

*   Dial the extension or phone number to automatically activate the speaker phone or headset.

*   **BLF PFK**: automatically dials the assigned programmed phone.

*   **Speed Dial PFK**: automatically dials the programmed number. This PFK is only available when using Allworx System Software 8.1 and earlier.

*   **Contact PFK** (available using Allworx system software 8.2 or higher)**:** automatically dials the Allworx User, System, or Public number programmed by the Allworx Server Administrator. For more information about Contacts, see "Contacts" on page 23 for more information.

*   **Shared Call Appearance PFK:** place extension-to-extension calls or obtain an outside line (must dial 9[1] first). If the PFK LED is solid red, the line is in use "remotely" on another assigned handset of the same Shared Call Appearance.

*   **Line Appearance PFK**: automatically obtains an outside line appearance.

4.4   Receive a Call

The following programmable button LEDs indicate an incoming call:

* Call Appearance
* Line Appearance

* Shared Call Appearance
* Ring Group[1]

* Call Queue
* Appearance

[1] Calls to a single extension route to and ring multiple phones where calls are answered in the first in, first out order.

To manage the incoming call:
Do one of the following:

*   Lift the handset, press the Headset PFK or the Speaker phone function button.

*   Press the flashing PFK.

*   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.

4.5   End a Call

Do one of the following:

*   Place the receiver on the hook.

*   Press the SPEAKER function button, if using the speaker phone or a headset.

*   Press the headset PFK.

*   Press another PFK. If a second incoming call is on another PFK, pressing that PFK ends the current call and answers the incoming call (unless the phone configuration enables auto on hold).

*   Press the RELEASE function button to end a call and start a new call.

4.6   Headset

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

Note:	The Allworx Server Administrator can create a PFK to activate the headset instead of using the SPEAKER button.

4.7   Directory Dialing

1.   Press the UP / DOWN scroll keys to view a list of all Allworx User, System, and Public Contact numbers by Name and phone number. While the handset is off the hook, the rightmost soft key changes to the directory listing option: PHONEBK. Press the soft key to initiate.

2.   Use the UP / DOWN scroll keys to highlight the name and extension or press the keypad to jump to a specific alphabetic section of the directory. Press SELECT ☑ to dial the number.

4.8   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 ☑.

4.9 Mute a Call or DND the phone

4.9.1 Mute

Prevent the caller from hearing a conversation. 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.

4.9.2 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.

4.10 Intercom

The Intercom button enables using the phone as an intercommunication system between two handsets. The discussion broadcasts over the speaker phone over the receiving phone and is not private. The button is solid green while in use.

To use the Intercom:
1.   Lift the handset or press the SPEAKER button. Press the INTERCOM button and dial the extension. The call connects when the LCD screen displays Active Call.

2.   Start talking. The conversation transmits through the speaker on the receiving phone.

3.   Press the INTERCOM or SPEAKER button to end the call.

4.   Hang up the handset when finished.

To deny an incoming Intercom request, press the IGNORE soft key.

4.11 Hold

Temporarily place the call in a waiting state by pressing the HOLD function button. The Appearance PFK 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 for more information:

Server Setting	Hold Button Behavior
Hold Calls/Park Lines*	• **Call Appearance PFK** - 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*	• **Call Appearance PFK** - 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*	• **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 Call Appearance PFK for 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.

4.12 Park

Press the PARK button to place the active call into a Parking Orbit or displays a list of currently parked calls (including the 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. The Allworx Server Administrator defines the maximum wait time of parked calls and the subsequent routing. If the Allworx Server Administrator enables the Music on Hold feature, callers on hold hear music. When parking a call:

Park Condition	Description
Call Appearance	Resembles a system-wide hold. Any phone with 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.

If a user parks a Shared Call Appearance call and the Park timeout 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. Using the Call Forwarding option on a phone does not forward Shared Call Appearance calls.

To retrieve a parked call from a parking orbit:
The PFKs listed below may or may not be available; the Allworx Server Administrator defines the PFKs and assigns the Parking orbit to the PFK on the 9212/9212L IP phone. Additionally, the Allworx Server Administrator can set a reminder to ring the handset after parking the call beyond a specified time.

- Dial the parking orbit extension.

- Press the PARK function button, if there are no active calls on the handset.

- **Parking Orbit PFK** – (only available on Allworx System Software Version 8.1 or lower) monitors any accessible parking orbit for one parking extension.

Parking Orbit PFK	State
Off (not lit)	Parking Orbit is idle, no parked call.
Amber	The phone parked a call within the last five seconds.
Flashing Green (slow)	The phone parked a call for more than five seconds ago.
Flashing Red (slow)	Another phone parked the call in the Parking Orbit.
Flashing PFK	Any user can pick up the call in the Parking Orbit by pressing the PFK.
Red	One or more calls parked in the assigned Parking Orbits.

- **Park Set Monitoring PFK** - (only available on Allworx System Software Version 8.1 or lower) a single PFK to monitor a configurable set of parking orbits via both the illuminated PFK button as well as a list of calls parked in the specific orbits. For example, users can use a single PFK to monitor all local park orbits and a single indicator for any call placed in a parking orbit. This also enables users to monitor the local parking orbits of a remote server in a multi-site environment.

- **Park PFK** - (only available on Allworx System Software Version 8.2) displays a list of parked calls. Use the UP/DOWN scroll keys and Select button to retrieve to the call.

- **Park Monitor PFK** - (only available in Allworx System Software Version 8.2 or higher) monitors phone calls assigned to a single parking orbit or multiple parking orbits. The LED lights when a call is waiting in one of the parking orbits. If the Park Monitor PFK is assigned to one parking orbit, press the PFK to retrieve the call. If the Park Monitor PFK is assigned to more than one parking orbit, use the up/down arrow keys and Select button to connect to the parked call.

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

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.

4.13 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 three transfer options:

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

*   **Announced (Attended) Transfer**: user talks to the transfer recipient prior to transferring a call to that extension.

*   **VMAIL**: user sends the call immediate to the assigned voicemail extension (Allworx users only).

*   **Quick Transfer** - press one of the following PFKs:

    *   **BLF** - sends the call to the assigned extension.
    *   **Contact** - sends the call to the associated Allworx phone number.

Allworx Server Software 7.3 or Lower

To do an Unannounced (Blind) transfer :

Note:	The Allworx Server Administrator may configure this method for server 7.4 and greater based on the phone configuration.

1. Press the TRANSFER button. This places the current call on hold.

    *   **Key System Mode**: To transfer a call to an external party, press a free Line Appearance PFK, and then dial the phone number.
    *   **PBX Mode**: Continue to step 2.

2. Wait for the dial tone, and then dial the number to transfer the call.

3. Hang up, press the TRANSFER button, or press the XFER soft key.

To do an Announced (Attended) transfer:
1.   Press the TRANSFER button. This places the current call on hold

2.   Press an unused Call or Line Appearance PFK, and dial the number of the recipient of the transfer. Talk to the recipient.

3.   Press the TRANSFER button again, and then press the PFK of the original call. This connects the two parties.

4.   Hang up the handset when finished.

To cancel the transfer, press the RELEASE button. To return to the original caller, press the PFK indicating the held call.

Allworx Server Software 7.4 or Higher

Note:	Verify the INTERCOM button or an appearance PFK is free.

To do a one-step transfer:

Note:	The Allworx Server Administrator enables the one-step transfer

On an active call, the user must have a BLF or Speed Dial PFK for the recipient of the transfer.

1.   Press the BLF or Speed Dial PFK for the recipient of the transfer.

   •   Unattended (Blind) Transfer: skip to step 2.
   •   Attended (Announced) Transfer: Talk to the recipient.

2.   Hang up, press the TRANSFER button, or press the XFER softkey to complete the transfer.

Note:	The phone configuration may not enable users to stay on the line to announce the transfer. See "To do an Unannounced (Blind) transfer :" on page 19. for Announced transfers.

To do a two-step transfer:
For use if a PFK is unavailable for the intended recipient:

1.   Press the TRANSFER button.

        To transfer a call to an external party while in Key System mode, press a free Line Appearance PFK and then dial the phone number.

If the system is not in Key System mode, continue to step 2.

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. See "To do an Unannounced (Blind) transfer :" on page 19. for Announced transfers.

To transfer to voicemail:
1. Press the TRANSFER button, and then press the VMAIL soft key.

2. Dial the extension, press a BLF key, or press the Speed Dial key.

3. Hang up, press the TRANSFER button, or press the XFER softkey.

4.14 Conference

The 9224 IP phone provides the ability to set up conferences between three parties (3-way conferences). The PFK flashes green while making conference call connections and is solid green during the conference call

Note:	If using the Call Assistant recording feature, the PFKs flash red and green.

To connect a conference call:
1. Connect to the first person for the conference call. Press the CONF button.

2. Press another Call Appearance PFK and dial the number of the second person for the conference call.

3. Press the CONF button. All three callers join in the conference. The CONF button illuminates solid green.

    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, and select the Call Appearance PFK of the person.

b.   Press the HOLD button. The display indicates the two parties involved in the conference The Call Appearance PFK for the person on hold flashes. Talk privately to the other party.

c.   To have the person re-join the conference, press CONF, then select the flashing Call Appearance PFK. The three-way conference becomes re-established.

4.15 Missed Calls

After a missed call, a message displays on the phone screen.

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.

4.16 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 the PRESNCE (presence) soft key.

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 9224 IP phone has many features to easily manage day-to-day activities using the function buttons, soft keys, or PFKs.

5.1   Contacts

User, System, and Public Contacts are available to dial on the Allworx 9224 phone.

- User and System contacts – phones with an internal Allworx extension assigned.

- Public Contacts – speed dial number available to all Allworx users (available in Allworx System Software 8.2 or higher).

If there are more one or more Contact PFKs available, pressing the Contact PFK immediately dials or transfers a call to the extension or phone number assigned to the contact.

5.2   Busy Lamp Field (BLF)

The BLF PFK monitors the status of a specific phone assigned to another Allworx user. The Allworx User can press the PFK to dial or transfer a call to the extension automatically.

BLF PFK	State
Solid Red	User is on the phone.
Flashing Red	User has an incoming call.

5.3   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.

Number	Access
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.

5.4 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).

5.5 Call Queues

For sites that use Ring All Queuing, the phone automatically logs into the Queue after power up or users can log in to and out of queues. If the Allworx Server Administrator enables Music on Hold for the queue, queued callers hear music.

Press and hold for 5 seconds the corresponding queue PFK on the phone to manually log in or log out of the Call Queue. Agents can still service calls in the queue while logged out by pressing the PFK. The PFK colors indicate:

Color	Description
Off	Logged In - phone is logged into queue
Solid Green	Active Call - phone is servicing queue call
Slow Blinking Green	Hold - queue call is on hold
Fast Blinking Green	Ringing - call in queue
Solid Red	Logged Out - phone is logged out of queue
Slow Blinking Red	Logged Out Ringing - phone 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 manage the incoming call, do one of the following:

Hands-free mode	Press the PFK or SPEAKER function button.
Regular mode	Use the handset or headset, and then press the PFK.
441x[a]	Dial 441x, where x equals the last digit is the queue number (0-9).
Interact Professional	Use the Call Queue tab to answer the call.
Silent soft key	The phone stops ringing, but the phone screen continues to display the inbound call information.
Ignore soft key	The phone stops ringing, and the phone screen no longer displays the inbound call information.

a. 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.

To monitor Call Queues with Programmable Function Keys:

With the Queue Alarm Programmable Function Key (PFK), the 9224 IP phone displays 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. The Allworx server administrator or the queue supervisor define the thresholds. Queue alarm threshold levels are set on the My Allworx Manager Queue configuration page.

Queue Alarm PFK LED Display

Color	Description
Green (low level)	Both number of calls and wait times are less than the yellow threshold values.
Yellow (mid level)	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 (high level)	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.

```
┌─────────────────────────────────┐
│          Service Queue          │
│         2 - calls in queue      │
│            00:02:10             │
│          YELLOW ALARM           │
│                                 │
│      ┌────────┬─────────┐       │
│      │ Ignore │ Silence │       │
│      └────────┴─────────┘       │
└─────────────────────────────────┘
```
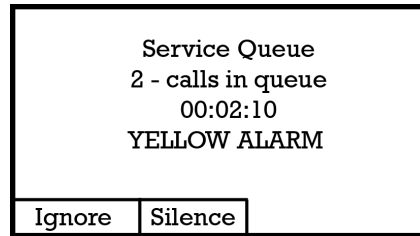
5.6   Automatic Call Distribution (ACD) Queuing

To login to the ACD Appearance PFK:
Agents log in to ACD queues using an ACD Appearance Programmable Function Key (PFK) configured on Allworx IP phones. The ACD queues do not use the Queue Appearance PFKs described above. 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. The PFK colors indicate:
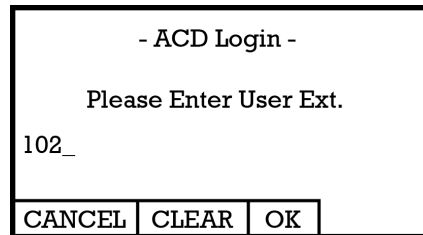
Color	Description
Off	Logged In - phone is logged into queue
solid red	agent not logged in to the ACD queue.
flashing green	incoming call or active call on hold.
solid green	active call.
amber	only agent logged in.
flashing red	agent is in wrap-up time or has specified a business reason.

To log in to an ACD Queue to receive calls:
Agents can log in to any phone with an ACD Appearance PFK. Agents can only log onto one phone at a time.

1.   Press and hold the red ACD Appearance PFK for five seconds. The login prompt displays on the screen. Release the button.

2.   Enter agent's extension - if the phone has an assigned user, the user's extension displays. Use the dial pad and soft key buttons to enter and edit the extension, as needed.
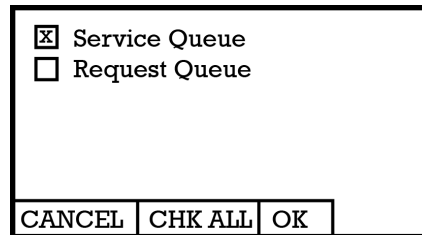
```
            - ACD Login -

         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).
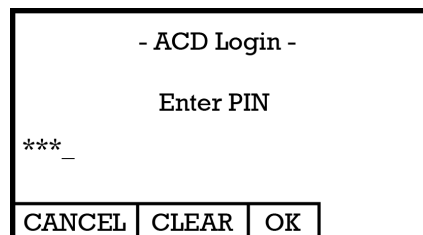
```
  ☒ Service Queue
  ☐ Request Queue



  CANCEL | CHK ALL| OK
```

4.   Enter the assigned Allworx PIN. Use the 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.
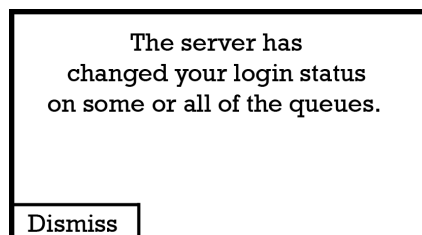
```
            - ACD Login -

             Enter PIN
  ***_


  CANCEL | CLEAR |  OK
```

If an agents logs onto a second phone, then the Allworx system logs the agent off the first phone, and this screen displays:

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




  Dismiss
```

The ACD Appearance of the next available agent's phone receives the call in an ACD queue.

1. Answer the call using one of the options in the following table. 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 displays.

Hands-free mode	Press the PFK or SPEAKER function button.
Regular mode	Use the handset or headset, and then press the PFK.
441x[a]	Dial 441x, where x equals the last digit is the queue number (0-9).
Interact Professional	Use the Call Queue tab to answer the call.
Silent soft key	The phone stops ringing, but the phone screen continues to display the inbound call information.
Ignore soft key	The phone stops ringing, and the phone screen no longer displays the inbound call information.

a. 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.

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) and does not receive any additional calls. The agent must press and release the ACD Appearance PFK to clear the state and resume receiving calls.

2. 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.

3. Hang up when call is complete. 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 wrap up period automatically ends or when the agent presses the CANCEL soft key button.

To log out or change queues:
Agents can log out of some or all of the ACD queues. The following table describes exceptions to the ACD queue log out procedure:

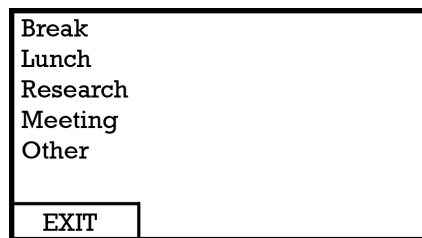|	
Last Agent Logged Out Forces Caller to Leave Queue	If the only logged-in agent in a queue fails to answer an ACD call, the Allworx system logs out the agent automatically. In addition, if the queue is set to force callers to leave queue immediately when there are no logged-in agents, this call exits 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).

1. Press and hold the PFK for five seconds. The ACD queue list displays.

2. Use the UP / DOWN and SELECT scroll keys to deselect queue(s). To log out, deselect all queues.

3. Enter the Allworx assigned PIN. The ACD Appearance PFK turns to solid red when logging out of all queues.

To change the phone to a busy state:
A logged-in agent can manually enter the busy state to temporarily stop ACD calls.

1. Press and release the PFK. The busy reasons display.

```
Break
Lunch
Research
Meeting
Other

  EXIT
```

2. Use the UP / DOWN and SELECT scroll keys to select the busy reason. The ACD Appearance PFK blinks red while in the busy state.

To leave the busy state and resume taking calls, tap the PFK.

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.

5.7   Shared Call Appearance

Shared Call Appearances enables handling a set of one or more appearances by the system as a single appearance shared across multiple handsets. This enables all handsets in the Shared Appearance to have common access to calls and call operations within the group of handsets. For example, an incoming call can ring on all handsets using the appearance, have one user answer the call and place the call on hold, and then another user retrieves the call.

Shared Call Appearances support three distinct types of hold behavior:

- **Shared Hold** - any handset using the Shared Call Appearance can retrieve the call on hold.

Note:	The Allworx server software does not support including a call on a shared hold in phone-hosted conferences.

- **Privacy Hold** - only the handset that placed the call on hold can retrieve the call.

- **Bridged Hold** - the handset that placed the call on hold and one other handset that has the same Shared Call Appearance can retrieve the call. Users initiate a Bridged Hold by placing an Intercom call to the second party while the original call is active.

5.7.1 Call Routes

After creating Shared Call Appearance, it is selectable as a destination in any extension call route.

5.7.2 Phone LED Indicators

Color	State	Description
Off	Idle	No available calls on the Shared Call Appearance line. Users can access the PFK for Line Seizure.
Solid Green	In Use Locally	The handset "owns" the Shared Call Appearance line. For Line Seizure, dial tone is present and dialing can commence.
Fast Flashing Green	Ringing	An inbound call to the Shared Call Appearance is occurring. All parties indicate ringing on the same Shared Call Appearance line.
Fast Flashing Red	Ringing	An inbound call to the Shared Call Appearance is occurring on a handset set to Do Not Disturb (DND). User can answer call.
Slow Flashing Green	On-hold	Active call is on-hold (locally or remotely). Any Shared Call Appearance participant can retrieve the call.
Slow Alternating Green and Red	Privacy or Bridged Hold	Active call is on-hold privately, and only the handset that held the call or a bridged call can retrieve the call
Solid Red	In Use Remotely	The Shared Call Appearance line is in-use by a remote handset. Pressing INFO and then the PFK shows who owns the Shared Call Appearance line. The Shared Call Appearance line releases: • when pressing the Shared Call Appearance PFK again on the phone that seized it; or • completing an active call on the Shared Call Appearance line.

5.7.3 Outbound Calls

To seize a line locally for outbound calls, the press an idle Shared Call Appearance PFK and the PFK LED changes to solid green. Listen for the dial tone, and place the outbound call. If the PFK LED is solid red, the line is in use "remotely" on another assigned handset of the same Shared Call Appearance.

5.7.4　Inbound Calls

A ringing inbound call on a Shared Call Appearance causes the PFK to flash fast green on all handsets sharing the Shared Call Appearance. Any user of a phone with that Shared Call Appearance can answer the inbound call.

5.7.5　Ringing Call Pickup

Handsets that do not share the Shared Call Appearance can pick up ringing calls on a Shared Call Appearance line. Once another call appearance picks up a call, the shared call appearance returns to its idle state.

If a phone outside the Shared Call Appearance group picks up a call, the call is no longer a part of that Shared Call Appearance, i.e., a non-Shared Call Appearance phone picks up a call and places it on hold, it is a "normal" hold and not one of the Shared Call Appearance hold types.

5.7.6　Active Calls

An active inbound call on a Shared Call Appearance line (or connecting an outbound call), renders the line unavailable to all other phones using the Shared Call Appearance.

While there is an active call on a Shared Call Appearance, other users of the Shared Call Appearance can view the Caller ID information of each party by pressing the phone INFO button, and then the red PFK of the in use Shared Call Appearance line.

5.7.7　Shared Hold

To place the active Shared Call Appearance phone call on hold, press the HOLD key. The LED flashes slow, green on all phones of the Shared Call Appearance; this includes the phone used to place the call on hold. Handsets that are a part of the Shared Call Appearance can retrieve the phone call put on hold. When using this hold type, the system delivers Hold Reminders to all phones in the Shared Call Appearance per the individual phone settings. If no one picks up the held call, all phones receive a notification per the individual HOLD reminder settings.

5.7.8　Privacy Hold

A call on Privacy Hold is only retrievable by the handset that places the call on hold. To place the call on "privacy" hold, press the HOLD button twice quickly. The phone has a slow, alternating green and red LED. All other phones in the Shared Call Appearance have a solid red LED for the Shared Call Appearance line. If the user does not pick up the call, the phone receives a notification per the phone HOLD reminder settings.

5.7.9　Bridged Hold

A Bridged Hold places a Shared Call Appearance call on hold and is retrievable by a second designated handset that is part of the Shared Call Appearance. Place an intercom call to the handset within the

same Shared Call Appearance. This bridges the hold to the second handset automatically, and enables the second handset to resume the held call by selecting the flashing Shared Call Appearance PFK. If neither party resumes the call, the handset placing the call on hold receives a notification per the individual HOLD reminder settings.

5.7.10 Park

If a user parks a Shared Call Appearance call and the Park timeout 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.

The Parking Orbit PFK enables monitoring of any accessible parking orbit.

The Park Set Monitoring PFK enables a single PFK to monitor a configurable set of parking orbits via both the illuminated PFK button as well as a list of calls parked in the specific orbits. For example, users can use a single PFK to monitor all local park orbits and a single indicator for any call placed in a parking orbit. This also enables users to monitor the local parking orbits of a remote server in a multi-site environment.

Note:	Using the Call Forwarding option on a phone does not forward Shared Call Appearance calls.

5.8   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 9224 phone displays the number of new messages on the LCD screen, and the Messages function button lights red.

The 9224 IP phone can also monitor another mailbox for messages, if the Allworx Server Administrator assigns the PFK. If a message is available in the monitored mailbox, the Messages PFK lights solid red. The Allworx user can log into the monitored mailbox using the extension number and Allworx PIN assigned to the monitored mailbox.

- **Visual Message Center** - list of messages for the extension and uses navigation keys for scrolling and/or soft keys for managing the voicemail message.

- **Audio Message Center** - audio menus 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.

Users can perform the following tasks within the Message Center:

Visual Message Center	Audio Message Center
Listen to new or saved voicemails.	Listen to new or saved voicemails.
Send a message to another user.	Send a message to another user.
	Change presence setting.
	Change name recording.
	Manage message greetings.
	Change password (or PIN).

To retrieve messages in Allworx System Software Release 7.2 or lower:
1.   Press the MESSAGES button to call to the Message Center.

2.   Log in using the phone keypad, and listen to the messages.

        •   Visual Message Center: Displays a list of messages on the screen. Use the UP / DOWN
                 scroll and SELECT scroll keys to play and manage the voicemail messages.
        •   Audio Message Center: Plays a welcome message and indicates the number of new
                 voicemail messages. Follow the prompts to manage the voicemail messages.

Note:	The Allworx Server Administrator may change the function of the MESSAGES button so pressing it immediately calls the Audio Message Center making the Visual Message Center unavailable

To access the Visual Message Center in Allworx System Software Release 7.3 or higher:

Note:	The Allworx Server Administrator may change the function of the MESSAGES button so pressing it immediately calls the Audio Message Center making the Visual Message Center unavailable.
Note:	If the Allworx server is running software release 7.2 or lower, pressing the MESSAGES button once calls the Audio Message Center. Users can login and listen to the messages.
Note:	If the Allworx server is running software release 7.3 or higher, pressing the MESSAGES button once accesses the Visual Message Center or twice accesses the Audio Message Center.

1.   Press the Messages function 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.

To access the Audio Message Center:
1.   Do one of the following:

- •   Press the phone Messages function button twice.
- •   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.

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 35 for more options.
2	**Listen to saved voicemail messages.** See "To manage voicemail messages:" on page 35 for more options.
3	**Send a message.** • 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:

Key	Option
• 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:

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
4	**Change your Message Center system settings.** See "To update the Audio Message Center settings:" on page 36 for more options.

Key	Option
7	**Access an outside line** (if enabled).
	Dial the external phone number directly. It is NOT necessary 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. Additional options include:

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.
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.	

Key	Option
9	**To manage system recordings** (requires Recording Manager permissions). See "To manage the Call Queues/ACD Queues recordings and schedules:" on page 38 for more options.
hang up	End the call.
#	Return to the previous menu.
*	Replay the menu options.
* + <extension>	**Call any internal 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:

• 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'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.

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**	
*1	1	**Reply to this message** - internal recipients only.

• Enter an extension to forward the message. The Allworx system plays the selected user's number and name. Select one of the options:

  • <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:

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		

During message	**After message**	**Option**
*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.
*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

Key	Option
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

• 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.

Key	Option
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	To manage the Auto Attendant • 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:

Key	Option
1	To manage the <Auto Attendant> greeting.*
2	To manage the <Auto Attendant> status message.
3	To manage the <Auto Attendant> schedule A message plays: "The Auto Attendant is using schedule <number>. To select a different schedule, enter the schedule number followed by #." 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.
#	Return to previous menu
*	Listen to these choices again

* Enter the greeting number to manage after selecting the option.

• 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

Key	Option
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.

5.9 Ring Groups

The Allworx Server Administrator creates and programs the Ring Groups and defines the PFKs on each Allworx phone for one or more Ring Groups.

Call Monitor PFK	State
Off (not lit)	Call Monitor is idle, no incoming call.
Flashing Green (fast)	Incoming call while the handset is set to ring.
Flashing Green (slow)	Handset placed an active call on hold.
Solid Green	Handset has an active call.
Flashing Red (fast)	Incoming call while the handset is not set to ring.
Flashing PFK	Use the handset or speaker phone and press the PFK to pick up the call.

Chapter 6   Phone Configuration

Select the CONFIG soft key to view the following options:

Personal Speed Dial	Hot Desk Login**	Network Profiles***	Refresh Directory
Preferences	Clear Call History	Current Status/Info*	Save Settings
Reboot Phone	Network Settings*	Statistics*	Set Factory Defaults*

  * Only available to the Allworx Server Administrator.

  ** Only available with Allworx server software release 7.3 or higher.

*** Only available to the Allworx Server Administrator and with Allworx server software release 7.4 or higher.

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 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, enter pauses, as required.

4. Use the keypad to enter a name for the 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 speed dial number. This places a call to the 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.	• Off • 12 Hour • 24 Hour
Hold Reminder Mode	Set the hold reminder functionality.	• No Reminder • On Hook • Timer • On Hook and Timer
Redial Memory	Store the last number dialed in the phone.	• Enabled • Disabled
Audible Dialing	Hear tones when pressing a key.	• Enabled • Disabled
Call Timer Display	Display the length of a phone call.	• Enabled • Disabled
Intercom Auto Answer	Automatically answer an incoming intercom call using Intercom/Speaker phone.	• Enabled • Disabled
On Hook Dialing	Enable speaker mode when pressing a number on the keypad without pressing the SPEAKER button first.	• Enabled • Disabled
Visual Ringing	Enable the phone visual ring indicator to flash red for an incoming call.	• Enabled • Disabled
Paging Enable Mode	Enable the phone to receive pages.	• Never • Always • On Hook
Off Hook Answer Mode	Answer incoming calls when taking the phone off the hook.	• Off Hook Will Answer • Select to Answer
Off Hook Ringing	Enable the phone to ring when receiving a new call while in use.	• Enabled • Disabled
Auto on Hold	Place the current call on hold automatically when answering an incoming call.	• Enabled • Disabled
Auto Retrieve Calls	Retrieve the on hold call automatically when taking handset off call.	• Enabled • Disabled

Preference Setting	Description	Options
Missed Call Tracking	Track missed call appearances.	• None • Call Appearances Only • All Appearance Types
Parking Orbit Pop-ups	Display the Parking Orbit after parking the call.	• Popup Disabled • Popup Enabled
Hold Button Operation	Set the HOLD button function. For more information about the settings and behaviors, see "Hold" on page 16.	• Hold then Park • Park then Hold • Hold Calls Park Lines
Force Auto Answer	Answer incoming calls automatically.	• Normal Operation • Auto Answer On
Sidetone Disable	Enable turning off the handset or headset microphone feedback to the speaker.	• Normal Operation • Handset Disabled • Headset Disabled • Both Disabled
TSP Driver Caller ID	Controls the phone display.	• Calling Party Info • DNIS Information
Messages Button	Set the MESSAGE button function.	• Displays Message List • Call message Center
Visual On Call	Enable the phone visual ring indicator to light red for an active call.	• Enabled • Disabled
Ringtone Family	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). **NOTE**: Allworx Server Administrator configures and controls the Allworx server settings.	• Ringtone Family 1 • Ringtone Family 2 • Ringtone Family 3 • Ringtone Family 4 • Ringtone Family 5
Server Profile Selection	Control the network settings used on the phone.	• 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 using a Hot Desk PFK or by selecting the Hot Desk Login option from the phone Config menu.

Use the Hot Desk PFK for logging into the phone that has the PFK. The PFK is normally solid red but goes off when a user logs in. Users can still manually log in to phones that do not have the PFK using the phones Config menu.

Note:	The PFKs configured for phones do not change when a new user logs in. The Hot Desk PFK and all other PFKs remain as originally configured for the phone.

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 (Allworx server software 7.4 and later), 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.   User 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 44 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

edicte par le ministere 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.

Caution:	The ear piece region on the handset can attract and retain small objects.

Appendix A   Abbreviations

Abbreviation	Definition
ACD	Automated Call Distribution
BLF	Busy Lamp Field
DND	Do Not Disturb
PBX	Private Branch Exchange
PFK	Programmable Function Key
PoE	Power Over Ethernet
VoIP	Voice over Internet Protocol

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