











## Configuration

To modify the phone configuration or the programmable buttons, use the soft keys and navigate to: **Settings > Phone Preferences**. Use the **Up/Down** navigation keys to highlight the preference. press **Select** to display the setting options. Choose a new setting option, and then press **Select**.

## Verge IP Phone Function Buttons


	Contacts. Scroll through the contacts directory, and then press <b>Select</b> to place a call.		Presence / DND. Scroll through the available options or press the <b>DND/END DND</b> soft key to change the setting.
	Mute. Toggles the microphone on or off to prevent the caller from hearing the conversation.		Messages. Access the message center. Lights solid red when new voicemail messages are available.
	Headset. Switches the phone audio to the headset.		Transfer. Send the active call to another number.
	Speaker phone. switches the phone audio to the speaker phone.		Intercom. Intercommunication system between two handsets.
	More. Displays additional soft keys to manage the call or listing.		Hold. Temporarily drop from the active call.

## System Extensions

Numbers dialed may vary. Check the directory web page > Phone Functions or with the Allworx Server Administrator.

Number	Access
0	Initiate a call to the company operator.
3 + <extension>	Connect to another user's voicemail and leave a message.
400, 4301 to 4332	Connect to an Auto Attendant - *400 is the default Auto Attendant.
46#	Connect to a Paging Zone to broadcast audio (# is a Page Zone number 0 through 9).
402	Connect to an Overhead Paging System to make an announcement.
403	Activate the door relay, if connected and configured.
45 + <extension>	Forward calls to another extension. To disable, dial *450.
408	Access the Conference Center. To set up a new conference, use My Allworx Manager.
7 + <extension>	Answer another ringing phone.

## Message Center

Press the **Messages** feature key  once for the Visual Message Center or twice for the Audio Message Center. Additionally, dialing **6 + <extension>** from any office phone or from within the Auto Attendant accesses the Audio Message Center. Audio Message Center options:

### Settings (press 4 from Main Menu)

- Presence setting
- Name recording
- Presence greetings
- Allworx PIN
- Accept voicemail or not

### Shortcuts available while listening to a voicemail message

- \*1 REPLY to this message.
- \*2 FORWARD this message.
- \*3 **DELETE** this message.
- \*4 **REPLAY** this message.
- \*5 Play the **PREVIOUS** message.
- \*6 Play the **NEXT** message.
- \*7 REWIND the message 10 seconds.
- \*8 FAST FORWARD the message 10 seconds.
- \*9 CALL BACK the user who left the voicemail.
- \*# SKIP to the end of the message.

## Call Management

### Outside Line Access

- **Call Appearance** - dial 9 + <phone number> or dial 78 + PIN + <phone number>, if PIN is assigned.
- **Line Appearance** - dial an outside phone number.

### Call Park

Press the **Park** soft key or the **Park** programmable button (if available). If the call is on a Call Appearance, the Call Status area temporarily displays the call status and parking orbit number. If the call was on a Line Appearance, the Line Appearance LED flashes green and displays the Parking Orbit Number and the park duration.

## Call Transfer

To do a **Quick Transfer** (if enabled): press the BLF or the Contact button for the intended recipient. Hang up.

To do a **Dialed Transfer**:

1. Press the **Transfer** feature key. If necessary, press an available soft key to select a transfer type. The unannounced transfer is the default type.
2. Do one of the following:
  - dial the recipient's extension
  - press the recipient's **Contact BLF** programmable button
  - press the **Redial** programmable button (if available) to call the last extension dialed on the phone.
  - press a **Call** or **Line Appearance** programmable button (this activates the Attended Transfer mode) and dial the target number.
  - press the **Intercom** feature key, dial the target number, and then press **Transfer**.
  - press the **Contacts** function button, and then select a contact.
3. (Only required for Attended Transfer) After announcing the call, press an available soft key or the **Transfer** feature key.
4. Hang up.
5. (Optional) press an available soft key to manage the contact.

## 3- and 4-Way Conference Call

1. Answer or place a call. Press the **Conference** soft key.
2. Do one of the following:
  - dial another extension or outside phone number (dial 9 + phone number or 78 + PIN + phone number, if PIN is assigned).
  - press an available **Call Appearance** function button and then press the **Calls** soft key to select a call history listing.
  - press an available **Line Appearance** function button, and then dial the outside phone number.
  - press a **Contact**, **BLF**, or **Redial** programmable button.
  - press the **Contacts** function button, and then select a contact.
3. Press the **Merge Calls** soft key. To add another caller, press the **Add Call** soft key, repeat step 2 and press the **Merge Calls** soft key.
4. End the call using one of the following methods:
  - press the Appearance button to remove the caller from the conference call.
  - hang up to end the conference call.
  - press the **Leave** soft key to disconnect from the conference call while enabling the other callers to continue the conversation.

## Contacts

Press the Contacts function button (👤) to display the Contact listings that include contact name/number, favorite status, presence status icon, BLF status icon (Allworx User Contacts only), and a thumbnail image (if available). The Allworx user controls the Verge IP phone series Personal Contacts for viewing/managing personal contacts and viewing the contact details due to locked Personal Contacts display. If the setting is restricted, Verge IP phone users must log into the phone to see Personal Contacts and Contact programmable buttons configured with a Personal Contact. If the Personal Contacts are unrestricted, Verge IP phone users must log in to Contacts to see and manage the contacts.

After displaying the Contacts listings, Verge IP phone series users can manage the contacts using the available soft keys (it may be necessary to press the More soft key to see all options) and the phone screen prompts to:

- view the contact details
- set the contact favorite status
- add, modify, or delete a Personal Contact (if the contact account is Allworx User)
- call the highlighted contact

The Contact programmable button dials an extension or phone number assigned to any contact. The phone screen displays the presence setting and BLF activity with the associated extension for Allworx User Contacts only.

## Directory/My Allworx Manager Web Page

This page provides access to Extension listings, Distribution Lists, Presence settings, Phone Functions, and Call Queue Statistics. Users can access this information by logging on to the web page using the Allworx username and password.

To access the page, enter either the IP address of the server on the local area network or the host name into the web browser address bar. The Allworx Server Administrator can provide this information. Enter the server address in the space to the right (example: 123.456.789.012).

To view the Allworx Verge IP Phone Series User Guide for more detailed information, go to [www.allworx.com](http://www.allworx.com).