Allworx®

Verge™ IP Phone Series

User Guide

Version: V Updated November 30, 2020

Allworx® Verge™ IP Phone Series

User Guide

Copyright

Documentation

Software

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

Verge IP phone series

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™ 9304
Allworx® Verge™ 9308
Allworx® Verge™ 9312
Allworx® Verge™ 9318Ex

Allworx® Reach™
Allworx® Reach Link™
Allworx® Extend™

Allworx® Interact™
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Allworx® Interact™ Softphone

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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

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Revision History

Revision	Date	Description
A	02-FEB-2017	New Release
B	02-MAR-2017	• Updated Features > Contacts > Add Contact > add PIN note. • Updated Overview > Phone Status Area > Icons - added syncing icon.
C	13-APR-2017	Updated *Bluetooth* information and screens. Updated Contacts - how to add Allworx User contact image.
D	1-JUN-2017	• Updated transfer BLF / Contact descriptions and added transferred to screen. • Updated Call History Details screen. • Updated Regulatory Notice statements. • Clarified Transfer a Call > Merge Calls soft key definition.
E	6-JUL-2017	• Added notes to Features > Contacts > To manage contacts about Allworx Server Administrator permissions to delete contact directory image and control permissions for user to set a contact directory image. • Added note to Features > Contacts > To manage contacts about limitations of user phone and presence status.
F	26-JUL-2017	• Clarified Features > Emergency Alerts > Emergency Programmable Button presses. • Updated definition of Redial throughout document.
G	6-SEP-2017	• Updated section 3.10 Transfer a Call to distinguish between Allworx System Software 8.2 and 8.3 behaviors. • Updated section 3.10 Transfer a Call to include the *Park Monitor* programmable button as an option to complete the call transfer. • Updated section 3.14 Presence / DND Setting to include new *DND* programmable button. • Updated section 4.1.5 Verge IP Phone Contact Buttons - add a contact - new feature display order of letters when adding/editing a contact (capital/lowercase/numeric). • Updated section 4.5 Allworx Message Center to include new caller features. • Updated section 4.7 Bluetooth Wireless Technology to include new programmable button labels/definitions and clarified programmable button support. • Updated section 5.1 Bluetooth for new pairing/connecting instructions and examples. • Updated section 5.1 Bluetooth for new connect/disconnect instructions and examples. • Updated section 5.5 Programmable Buttons to include new Flash and DND options.

H	7-DEC-2017	• Added Reach Extend trademark to listings.
		• Updated Bluetooth:
		  • Updated assigning a Bluetooth programmable button.
		  • Added the Bluetooth device Connect/Disconnect options.
		  • Added new Bluetooth programmable button labeling options.
		• Updated adding a contact - entering a character display order.
		• Updated Call Transfer to match current work flow.
		• Added DND Programmable button information.
		• Updated Hold - when dialed in phones on a Conference Bridge place the call on hold, other callers in the Conference Bridge do not hear the Music on Hold.
		• Updated Visual Voicemail navigation button behavior.
		• Clarified Settings > Phone Preferences > Call Handling >Auto Retrieve Calls.

Revision	Date	Description

J	5-JAN-2018	• Updated Allworx Message Center > Access Audio Message Center
		• Clarified left navigation button behavior in:
		   • Allworx Message Center > Visual Message Center
		   • Allworx Message Center > Audio Message Center
		• Updated Allworx Message Center introduction.
		• Clarified Features> Contacts > Contact Privacy > Verge IP Phone Series > Unrestricted/Restricted definitions with examples.

K	1-FEB-2018	• Updated Phone Preferences > Sounds & Notifications > Headset Microphone section.
L	1-MAR-2018	• Updated and clarified Settings > Admin Soft Key > Network Settings > Port Mirror.
M	17-APR-2018	• Updated document to include Verge 9304 phone model.
N	17-MAY-2018	• Updated Contacts > Managing Personal Contacts - definitions • Added instructions to update the schedule/greeting remotely. • Removed soft keys listed in Push To Talk. • Updated Managed Calls > Transfer a Call > included note at attended transfer requirements.
P	2-AUG-2018	• Clarified Features > Audio message Center > To manage Voicemail messages > *9 (table). • Clarified Intercom definition.
R	6-SEP-2018	• Clarified Overview > Programmable Buttons - updated available button labels and added definitions. • Updated Emergency screen.
S	2-OCT-2018	• Updated Settings > Phone Preferences > Caller ID Preference definition. • Clarified Emergency Alert display.
T	14-FEB-2019	Updated the following sections for Allworx System Software 8.5. • Incoming Call Notification • Programmable Button Configuration • Visual Voicemail • Conference Call • Call Forward • Emergency Alert • Park to Extension
U	6-JUN-2019	• Added new section for Programmable Button Pages. • Added new section for Active Wideband Call Indication.
V	30-NOV-2020	Updated for features available with Allworx System Software release 9.0. • New indication that a user's Voicemail inbox is full • Update of the Busy/No Answer status notification

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Chapter 1   Introduction

The Allworx Verge IP phone series consists of three phone models (9304, 9308, and 9312) and the Verge 9318Ex Expander. The Verge IP device capabilities include:

	Verge IP Phone Model			
	9304	**9308**	**9312**	**9318Ex (each)**
Number of programmable buttons	4	8	12	18
Number of programmable button pages*	n/a	n/a	5	n/a
Sidecar Connectivity			X	X
Gigabit Ethernet	X	X	X	
Contacts Support	Limited	X	X	X
Reach Remote Control Support		X	X	X
Bluetooth wireless technology (Headset and Hands-Free Support)			X	
Wireless Headset EHS Support	X	X	X	X
Call Handoff		X	X	X

* This feature is only available when using System Software version 8.5.3 or higher.

Unpack the Verge device and accessories, and then inspect for missing items from the list below for the model purchased.

	Verge IP Phone Model			
	9304	**9308**	**9312**	**9318Ex**
Verge IP phone and stand	X	X	X	
Handset with cord	X	X	X	
Verge 9318Ex and stand				X

Not included in the box:

- **Ethernet Cable**: connects the phone to the network.

- (Optional) **Power Supply**: provides power to the Verge device - rated 24VDC, 400 mA or higher (or a network connection with Power over Ethernet).

- (Optional) **Wall Mount Kit**: enables hanging the Verge IP phone on the wall (catalog number 8400146).

- (Optional) **Headset with cord or *Bluetooth* enabled device**: enables hands-free phone use.

1.1 Who Should Read this Guide

This guide is for users of the Allworx Verge IP phone models.

1.2 Guide Organization

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

- **Chapter 1** - Introduction (information about this guide)
- **Chapter 2** - Overview (of the Verge IP phone screen and buttons)
- **Chapter 3** - Managing calls
- **Chapter 4** - Features
- **Chapter 5** - Settings
- **Chapter 6** - Regulatory Notices

The screen examples provided in this document are the Verge 9312 IP phones. All Verge IP phone models have similar screens and have the same capabilities, except where noted.

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. All guides are available at www.allworx.com.

Equipment	Requirements
Allworx server	Verge 9308, 9312, and 9318Ex Expander: Allworx System Software Version 8.2 or higher. Verge 9304: Allworx System Software Version 8.4 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).
Allworx My Allworx Manager User Guide	The guide is specific to My Allworx Manager and describes the features within the application.
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.

Equipment	Requirements
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.
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.
My Allworx Manager User Guide	The guide is specific to the Allworx My Allworx Manager PC application and describes the features within the application.
Allworx Verge IP Phone Series Function Card	The guide is specific quick reference to the Verge IP phone functions.
Allworx Verge IP Phone Series Quick Start Guide	The guide is specific to installation and mounting of the Verge IP phones.

Chapter 2   Overview

The Verge IP phone has a high-resolution, color screen; three soft keys; programmable buttons (dependent on phone model); 10 function buttons; four navigation and select buttons, a multiple position tilt base (also wall mountable) and Gigabit Ethernet connectivity.

Verge 9312 IP Phone Example:

2.1   Verge IP Phone Screen

The Verge IP phone screen displays visual cues (such as icons and colors) relevant to the user or phone status, call status, programmable buttons, soft keys, and feature instructions that are each defined in more detail in later sections of this document.

- Phone Status area - about the phone such as *Bluetooth* connectivity (Verge 9312 only) or user Presence/DND status.

- Call Status area – about the call state:

    - Idle - user presence, caller ID name/number, missed calls, and message notifications - including the number of new messages and a message inbox full indicator

    - Incoming or active call - contact image (if available), call status, caller ID name / number, call duration

    - Programmable buttons - about contacts, appearances, and access to phone features

- Soft Keys - manage the Verge IP phone or call. The soft key names and behaviors are dependent on the current phone state.

- Feature Instructions - directions to complete a specific task (not shown in example below).

The Verge IP phone supports English, Canadian French, and Castilian Spanish on the phone screen. Contact the Allworx Server Administrator to configure the phone screen to display the preferred language; users cannot change the phone display language within the Verge IP phone *Settings* menu.

Verge IP phone screen example:
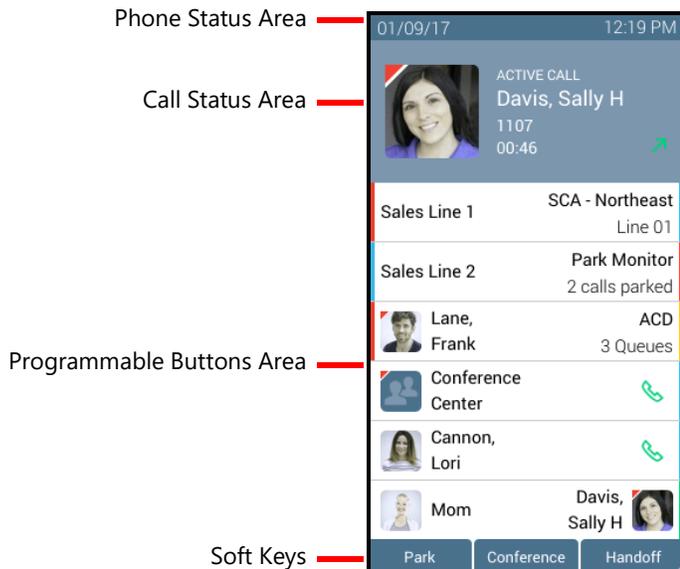
2.1.1   Phone Status Area

The status bar displays the current date/time and icons about the phone and user state.

Verge IP phone status area examples:

Phone Status Gray Background User Available	Phone Status Yellow Background User Unavailable
Phone Status Icons	User Status Icons
01/09/17 * ⚡ 9:31 AM	01/09/17 👥 11:01 AM

Verge IP phone series phone status area icons:

🔒	Contacts locked.	🔓	Contacts unlocked.
ᛒ	*Bluetooth* disconnected.	ᛒ	*Bluetooth* connected.
🚫	Do Not Disturb activated.	⚡	Reach Remote Control, Interact, or Allworx TAPI connected and controlling the Verge IP phone.
🌴	Presence - On Vacation.	💼	Presence - On Business Trip.
🕐	Presence - Away.	⊖	Presence - Busy.
👥	Presence - At A Meeting.	🏠	Presence - At Home.
↗↙	Synchronizing new or updated contacts with the Allworx server.	↗↙	Call Forward
HD	Wideband (G.722) Call Indication.		

2.1.2   Call Status Area

During an active call, the Call Status area displays information of the current phone call status. If there is no active call, the Call Status area identifies the assigned Allworx user's current presence, caller ID name and number, and the number of missed calls and/or new message (if available). If there is an active call, the Call Status area displays the contact image (if available), the call status (active call, on hold, call ended etc), the caller ID name/number, and the current call status duration.

Verge IP phone call status area examples:

Call Status Area - Idle Screen		Call Status Area - *Active Call* Screen
Missed Calls/Messages Icons		

IN OFFICE
Jane E Smith
1214

ACTIVE CALL
Davis, Sally H
1107
00:20

Call Status: Outgoing

Verge IP phone series call status area icons:

	Allworx User and System Contact badge		Call Status - Incoming call
#	Allworx System Contact - example: conference room	a	Allworx User Contact avatar, if no image is available
	Allworx System Contact - Door Relay		Allworx System Contact - Auto Attendant
@	Allworx System Contact - Email Alias (only available in Visual Voice Mail Center)		Allworx System Contact - Conference Center
	Personal Contact or incoming caller avatar, if no image is available		Allworx System Contact - Message Center (Voicemail)
	Messages Available		Allworx Public Contact avatar
10	Number of missed calls and/or messages badge		Missed Calls
*	Message inbox full badge		Call Status - Outgoing call

2.2 Programmable Buttons

The programmable buttons on Verge IP phone are located next to the high-res screen and the number is dependent on the phone model. The Verge 9312 IP phone supports connecting up to three Verge 9318Ex Expanders (18 programmable buttons each) to support up to 66 programmable buttons. The Allworx Server Administrator controls permissions for Verge IP phone users to assign features to each programmable button for customized functionality. To manage the programmable buttons, see "Programmable Buttons" on page 103 for more information.

See the additional sections in this user guide for more information about the available programmable buttons:

ACD Appearance	Automatic Call Distribution Appearance - enable users to log in and out of the ACD queues.
	Note: *This feature is not available on the Allworx 6x12 and the Connect 300 series servers.*
Bluetooth Hands-Free*	Enable connecting a *Bluetooth* enabled mobile device to the Verge 9312 phone. Once connected, pressing the Bluetooth Hands-Free programmable button transitions the call between the connected device and the handset or speaker phone. If there is no active call, users can press to connect to or disconnect from a mobile device.
Busy Lamp Field (BLF)	Monitors and dials another specified phone.
	PBX Behavior — The phone dials the designated extension.
	Key System Behavior — The phone places an intercom connection to the designated phone.
Call Appearance	Place or receives phone calls.
Call Supervision	Enable supervisors to dial in and monitor calls for designated handsets in three modes:
	Barge in — After connecting the call, both participants in the call hear the supervisor. The supervisor can transition to silent monitoring by pressing the phone Mute button.
	Whisper — Only the user hears sounds from the supervising phone, not the other participant. The MUTE button controls audio going to the user. The supervisor cannot initiate two-way communications with the other participant.
	Silent Monitor — Neither party in the call hear the supervisor. The Mute button on the supervisor handset lights red. The supervisor can speak to the participants of the monitored call at any time by pressing (disabling) the Mute button.
Centrex Flash*	Provide an analog hook flash signal to the CO (when connected) to perform flash-related actions such as call transfer.
Contact	Monitor, dial, or transfer a call another specified user.
	Note: *The Contact programmable button for Allworx users only provides user status or presence status on Verge IP phones when connected to an Allworx Connect server.*
DND*	Toggle on and off the phone status to Do Not Disturb.
Emergency Alert	Receive audible and visual alerts when any local or remote handset on the system makes an emergency call.
Hot Desk*	Log in to shared phones, receive calls, and place calls using the caller ID.
	Note: *The Hot Desk programmable button and all other programmable buttons remain as originally configured for the Verge phone; configured programmable buttons do not change when a new user logs in. Allworx systems with Connect servers load the Personal Contacts after logging in.*
Line Appearance	Monitor the status of an outside line, answer incoming calls on that line, and select the line for outbound calls.
	Note: *Cell Phone Dialing mode is not available on Line Appearance Calls.*

Messages	Monitor the status of a designated handset Message Center voice mail inbox.
None*	No action. Select this choice to disable a previously defined programmable button.
Park*	Place or retrieve the active call on a system-wide hold.
Park to Extension	Park a call directly onto a specific user's extension or a specific group extension. Then the Park to Extension feature notifies the recipient of calls parked to their extension – eliminating the need to page the recipient to retrieve the call. Programmable button labels include: • **Park Call for**: places the active or held call to the configured recipient. • **Calls for**: displays a list of calls parked for the configured recipient.
Park Monitor	Monitor phone calls assigned to a single parking orbit or multiple parking orbits. • If the Allworx System Administrator assigns only one parking orbit to the programmable button and there is a call in the orbit, pressing the programmable button retrieves the call. • If the Allworx System Administrator assigns multiple parking orbits to the programmable button, pressing the programmable button displays the listed parked calls in all of the assigned orbits.
Push to Talk	Provides a one-way, walkie-talkie-like capability to a specific handset.
Queue Alarm	Notify the user of the queue activity levels (number of calls in the queue and/or longest wait time). **Note**: *This feature is not available on the Allworx 6x12 and the Connect 300 series servers.*
Queue Appearance	Monitor the status of a Call Queue or answer calls in the queue.
Redial*	Call the last-dialed outbound call placed from the phone, the Interact application, or the Reach Remote Control application. Unless the Line Appearance(s) Use of Dial Plan phone option is enabled, the system only redials Call Appearance-dialed calls. **Note**: *The Verge 9304 IP Phone does not support the Reach Remote Control or Call Handoff features.*
Release*	End the current call but keeps the appearance active, and the dial tone is heard.
Ring Group	Display the status of and enable answering a Ring Group call. For Multiple occurrences of the same Ring Group: enable a user to take more than one call at a time from the same Ring Group to avoid missing additional calls while attending to the current call.
Schedule	Display the mode (day or night) of the configured business schedule.
Shared Appearance	Support handling a set of one or more programmable buttons by the Allworx 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.

* User assignable . See for more information.

Verge IP phone series programmable button icons:

	Appearance is idle.		Allworx User Contact has DND activated or only agent logged in ACD Queue.
	Allworx User Contact or appearance is active on another phone, ACD agent not logged in, ACD agent in Busy/No Answer state (blinking) or Hot Desk log in is available. ***Note:*** *An additional visual indicator and audio alert appear for an ACD agent when an Administrator activates the Busy/No Answer Notification.*		Appearance is ringing (blinking) or appearance is active (solid).
	Allworx User Contact has Do Not Disturb activated.		Schedule - Night Mode active.
	Schedule - Day Mode active.		Line Appearance - Call parked.
	Shared Call Appearance - Shared Hold.		Shared Call Appearance - Bridged Hold.
	Presence - On Vacation.		Presence - On Business Trip.
	Presence - Away.		Presence - Busy.
	Presence - At A Meeting.		Presence - At Home.
	Messages button.		Headset connected to Bluetooth programmable button.
	Bluetooth connected.		

2.3   Soft Keys

The Verge IP phones each have three soft keys, which initiate actions; therefore, the names and behaviors of the soft keys are dependent on the current phone screen. If more soft keys actions are available, the rightmost soft key displays the More icon. Press the More (◢) function button to see the additional soft keys. The appropriate sections of this guide explain the functionality of each soft key.

Verge IP phone series soft key icons:

📞	Soft Key - Cell Phone Dialing (if enabled).	◤	More soft keys available.
⭐	Favorite Status - Contact is a favorite.	☆	Favorite Status - Contact is not a favorite.
🔔	Park to Extension notifications for this extension are enabled. Press to disable.	🔕	Park to Extension notifications for this extension are disabled. Press to enable.

2.4 Function Buttons

The Verge IP phones have 10 function buttons, which are dedicated physical buttons to perform a single phone function. Each function button is explained in the appropriate section of this guide.

Verge IP phone series function button icons:

Icon	Button Function	Icon	Button Function
👤	Contacts	✉	Visual or Audio Voicemail
📍	Presence / DND	|||	Intercom
📞↪	Transfer	||	Hold
🎤	Mute	🎧	Headset
🔊	Speaker Phone	◤	More soft key options available

2.5 Navigation Buttons

The Verge IP phones have four navigation buttons - up, down, left, or right navigation buttons to move through the various phone screen listings (press and hold to quickly move). On some phone screens, the left navigation button serves as a backspace and erases the previously entered information while the right, up, or down navigation buttons move to another field to enter additional information. Additionally, a select button is available to choose an option or to open a new screen that provides more context of the highlighted option.

Verge IP phone navigation/select buttons:

Navigate Up*

Navigate Left*

Navigate Right*

Select Button*

Navigate Down*
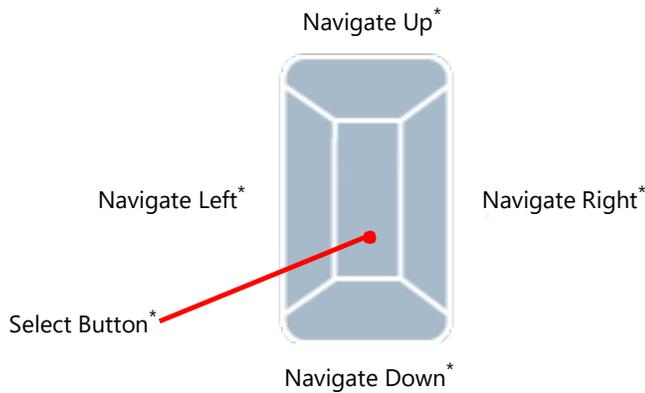
* For Verge 9312 phones with the Programmable Button Pages feature enabled, the navigation buttons are also used to directly access pages of buttons. See "Programmable Button Pages" on page 46 for more information.

2.6   Keypad

The Verge IP phone dialpad is available to dial phone numbers or to enter PIN numbers where required such as Message Center, Call Queues/ACD Queues, and Hot Desk logins as well as to enter text to manage contacts or perform a search. See "Phone Keypad Presses" on page 115 for more information about entering text from a keypad.

2.7   Volume

The Verge IP phone volume control button adjusts the volume of the incoming ring, handset, speaker phone, and the headset. The phone automatically saves any adjustments to any of the volume settings. Press the volume control bar – (decrease) or + (increase) to adjust the audio level. The phone screen displays which audio path is being adjusted.

• Incoming calls ring volume - prior to lifting the handset or turn on the speaker phone.

• All other volumes - pick up the handset or turn on the speaker phone or headset.

Alternate: *Phone Preferences* menu - see "Volume" on page 103 for more information.

2.8   Sleep Mode

A Verge IP phone time-out state after remaining idle for a specified period (default is 2 minutes). The Verge IP phone displays the date/time, number of missed calls and new messages, caller ID name / number, and the Allworx logo. The attached sidecars go blank during Sleep Mode. If the Verge IP phone does not register with the server while in sleep mode, a red icon (🔺) displays on the screen. If

this happens, contact the Allworx Server Administrator as the Verge IP phone is unable to place or receive calls.

To exit the Sleep Mode, press any Verge IP phone button to display the Idle screen, except for the following buttons:

- Contacts*, Messages, or Presence function button opens the respective screen.

- Intercom function button accesses the Intercom appearance.

- Headset or speaker phone function button, keypad button or lifting the handset accesses the call appearance programmable button and begins dialing the phone number.

- *Volume Control* button opens the Ringer Volume screen.

* If the Personal Contacts is set to **Restricted** (**Settings** > **Phone Preferences** > **Personal Contacts**), Allworx users cannot immediately access the Personal Contacts. To unlock the Personal Contacts on the Idle screen, tap the More Function button ( ) > (locked contacts) and enter the assigned credentials. Press the **Done** soft key when complete. The Verge IP phone returns to the Idle screen, and the Allworx user can access the Personal Contacts. The Personal Contacts remain available until the Verge IP phone enters the Sleep mode.

Verge IP phone Sleep Mode screen examples:
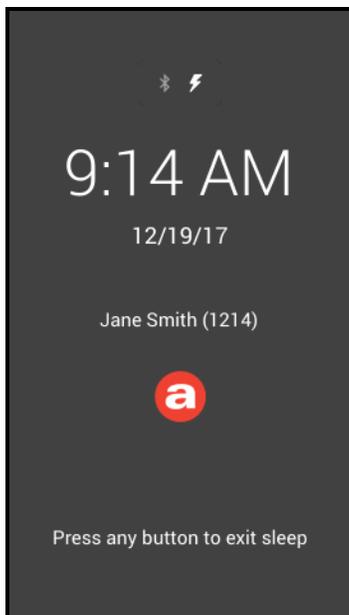
Verge phones can also display a custom logo when in Sleep Mode. The logo image is provided by the customer and uploaded to the server by the Allworx administrator. When uploaded, the logo automatically displays on each Verge phone in the Allworx system.
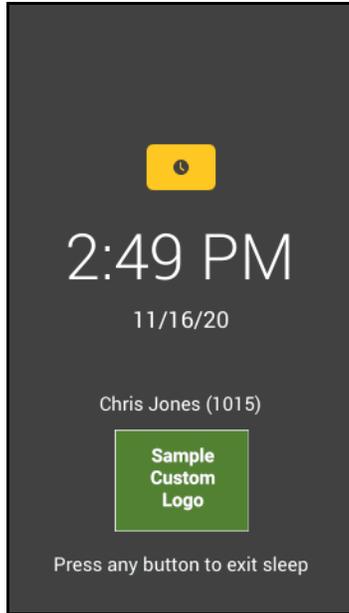
The default Allworx logo is the same size as it has been. However, a custom logo is twice the height and up to the full width of the phone screen (based on model).

Note: *In order to display the custom logo, phones must be rebooted after uploading a new image to the server.*

Chapter 3   Manage Calls

The Verge IP phone users can manage active phone calls and the Presence / DND settings, which determine the call route for incoming calls.

3.1   Audio Path Options

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 function button**[1]: toggle between a *Bluetooth* headset (Verge 9312 only) and the handset or speaker phone.

- **Headset programmable button**[1]**:** toggle between a wired headset and the handset or speaker phone.

- **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.

[1] The Verge 9312 IP phone supports one native *Bluetooth* headset and one wired headset at the same time. In this case, the Headset function button controls the *Bluetooth* headset and a headset programmable button controls the wired headset, if available. If the Headset programmable button is unavailable, contact the Allworx Server Administrator.

3.2   Appearance Programmable Buttons

Appearance programmable buttons are for placing or receiving calls.

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

- **Call Appearance** - (default line) places extension-to-extension calls or dial 9[1] to obtain an outside line for external calls.

  The Allworx Server Administrator can configure more than one programmable button to direct multiple calls to the same Call Appearance. The Call Appearance does not appear busy until all the programmable buttons defined for that Call Appearance are in use. This is similar to call waiting except the system uses the LEDs to alert and select the new call. **Example:**

Requirements	A sales rep at a busy office receives many phone calls each hour. He wants to answer each call while minimizing the possibility of any caller getting a busy signal.
Phone Configuration	There is one Call Appearance defined on the phone. The Allworx Server Administrator sets up 8 of the available programmable buttons to map to the one Call Appearance.
Discussion	When the first phone call comes in, the phone rings and the Call Appearance programmable button LED flashes green. While talking with the first caller, the phone rings again and the second Call Appearance programmable button LED flashes green. He puts the first caller on hold and presses the second Call Appearance programmable button to answer the call. He continues to put callers on hold and answer new calls or switches to another Call Appearance programmable button to terminate the call.

- **Line Appearance** - seizes an outside line for external calls immediately.

- **Shared Call Appearance** - handles a set of one or more appearances as a single appearance shared across multiple phones. All phones in the Shared Appearance have common access to calls and call operations within the group of phones. See "Shared Call Appearance" on page 66 for more information.

- **Queue Appearance and Automatic Call Distribution Appearance** - distributes calls to a specific set of users. See "Queue Appearance and Automatic Call Distribution Queues" on page 60 for more information.

- **Ring Group** - enables live call answering of any outside line or configured call route through the associated Ring Group.

During an active call using any appearance type, the Verge IP phone call status area displays the following information:

- Contact image and Allworx badge (if either are available)

- Call status and icon

- Caller ID name and number

- Call duration

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

Verge IP phone screen Appearance programmable button examples:

Line Appearance - in use by another user

Line Appearance - idle

Shared Call Appearance - idle

ACD Appearance

Queue Appearance - idle

Ring Group

Call Status Area

Call Appearance - idle

Call Appearance - idle

Call Appearance - idle

Soft Keys

Appearance LED Programmable Button	
solid blue	Call Appearance, Line Appearance, Shared Call Appearance only. Appearance is idle.
solid green	Active call.
flashing green (fast)	Incoming call.
flashing green (slow)	Active call on hold.
flashing green/red	Active call temporarily held for Conference Call.
solid red	Line Appearance and Shared Call Appearance only. Another phone is using the Line Appearance.

Soft Keys Available	
Parked Calls	Opens the *Parked Calls* screen. See "Park a Call" on page 26 for more information.
Calls	Opens the *Call History* screen. See "Call History" on page 41 for more information.
Redial	Calls the last-dialed outbound call placed from the phone, the Interact application, or the Reach Remote Control application. Unless the Line Appearance(s) Use of Dial Plan phone option is enabled, the system only redials Call Appearance-dialed calls. ***Note***: *The Verge 9304 IP phone does not support the Reach Remote Control feature.*
Settings	Opens the *Settings* screen to configure the Verge IP phone. See "Settings" on page 93 for more information.
Sleep	Places the Verge IP phone into sleep mode. See "Sleep Mode" on page 13 for more information.
🔓	(Available only if the Personal Contacts are set to Restricted and locked in the phone settings) Indicates the Personal Contacts are available. Press the lock the access to the Personal Contacts.
🔒	(Available only if the Personal Contacts are set to Restricted and are locked in the phone *Settings* menu) Indicates the Personal Contacts are unavailable. Press to open the Contacts log in screen and assigned credentials to access Personal Contacts.

3.3 Place a Call

Note: *If enabling the Cell Phone Dialing setting on the Verge IP phone, using a Call Appearance or Shared Call Appearance programmable button requires pressing the send ( ) soft key. Cell Phone Dialing mode is not available on calls using the Line Appearance programmable button.*

When activating the handset, headset or speaker phone, the Call Appearance is the default line in use. If necessary, press another appearance type. To place a call, do one of the following:

- Lift the handset or press the headset ( ) or speaker phone ( ) function button, and then dial the extension or phone number. If using cell phone dialing mode, press the cell phone ( ) soft key.

- Dial the extension or phone number to automatically activate the speaker phone or headset. If using cell phone dialing mode, press the cell phone ( ) soft key.

- Press a **Contact** programmable button to place a call directly to that phone number.

- Press a **BLF** programmable button to place a call directly to that extension.

- Press the **Contact** function button or the **Calls** soft key, and then use the:

  a. Keypad buttons to perform a search, and then press the **Call** soft key or the **Select** button.

  b. Up/down navigation buttons to highlight the listing, and then press the **Call** soft key or the **Select** button.

While dialing a phone number or extension:

- If the number dialed matches the dial plan, the call is placed.

- If the number dialed does not match the dial plan, hang up and dial the number again.

Verge IP phone placing a call example:

Call Status area
- Contact image/Allworx user badge
- Call status (CALLING -> ACTIVE CALL)
- Caller or Contact ID name / number
- Call status icon

BLF - DND active

User Contact - busy

System Contact

Public Contact — Call Appearance - idle

Personal Contact — Call Appearance - idle

Personal Contact — **Call Appearance Programmable Button**
Status - Appearance is ringing (green fast flashing).

Soft Keys

3.4　Answer a Call

The following programmable button LEDs indicate an incoming call:

- Call Appearance
- Line Appearance

- Shared Call Appearance
- Ring Group[1]

- Call Queue
- Automatic Call Distribution Appearance

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

While on an active call and receiving one or more incoming calls, the Verge IP phone plays a single, short beep (if enabled) approximately every 10 seconds, regardless of the number of simultaneous incoming calls. The Verge IP Phone appearances continue to flash for the incoming call. To silence the beep, press the Ignore soft key. To enable the call waiting tone, see for more information.

Verge IP phone incoming call example:
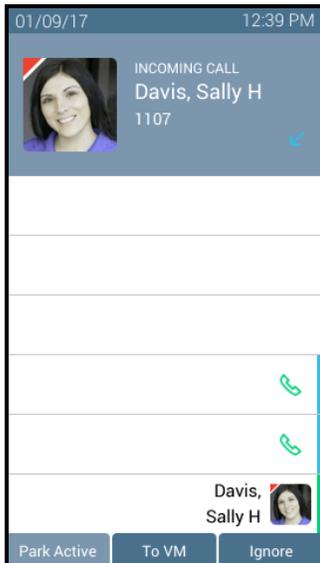
01/09/17　　　　12:39 PM INCOMING CALL **Davis, Sally H** 1107 Davis, Sally H Park Active　To VM　Ignore	**Call Status area** • Contact image/Allworx user badge • Call status (INCOMING CALL -> ACTIVE CALL) • Caller or Contact ID name / number • Call Status icon **Call Appearance** - idle **Call Appearance** - idle **Call Appearance Programmable Button** Status - Appearance is ringing (green fast flashing)

Soft Keys

Call Appearance or Line Appearance Programmable Button LED	
solid green	Active call.
flashing green (fast)	Incoming call.
flashing green (slow)	Active call on hold.
flashing green/red	Active call temporarily held for Conference Call.
solid red	Line Appearance only. Another phone is using the Line Appearance.

Soft Keys Available	
Park Active	Available during an active call when there is a second, incoming call; places the first caller in to a Parking Orbit to answer the second call as an alternative to placing the active call on hold.

To VM	Sends the incoming call directly to Voicemail (only available for: Call Appearance, Intercom, and ACD Appearance). The Messages (✉) function button lights red if the caller leaves a message.
Ignore	Ends the ringing, and the phone screen does not display the incoming call information. The Appearance programmable button LED continues to flash until the call is answered or the call goes to the next step in the call route.
Answer	Active when there is an incoming call, but user is not on the home screen (i.e. presence screen).

To manage the incoming call:

Do one of the following:

- Lift the handset, press the Headset (◌) or the Speaker phone (◁») function button, or the Headset programmable button.

- Press an available soft key.

Some of the behaviors described above may be different when using a Verge 9312 IP phone with the Programmable Button Pages feature enabled. See "Programmable Button Pages" on page 46 for more information.

3.5   End a Call

Do one of the following:

- Place the handset on the hook (if audio is on handset path).

- Press the illuminated **Headset** (◌) or the **Speaker phone** (◁») function button.

- Press the **Release** programmable button, if available, to end the active call and place a new call.

- Press the Appearance programmable button. If an incoming call is on another Appearance programmable button, press the Appearance programmable button to answer the incoming call and end the current call (unless the phone configuration enables auto on hold - see "Auto on Hold" on page 101 for more information).

3.6   Call Forward

Send incoming calls that ring the Verge IP Phone extension to another extension. After enabling the Call Forward feature on any of the Verge IP phone call appearances, the Verge phone screen updates with the following:

- Phone status bar changes to yellow and displays the Call Forward icon.

- Each Call Appearance programmable button for the forwarded appearance displays the Call Forward icon and the programmable button LED lights yellow.

- Sleep screen status changes to yellow and displays the Call Forward icon.

Verge IP phone Call Forward screens example:
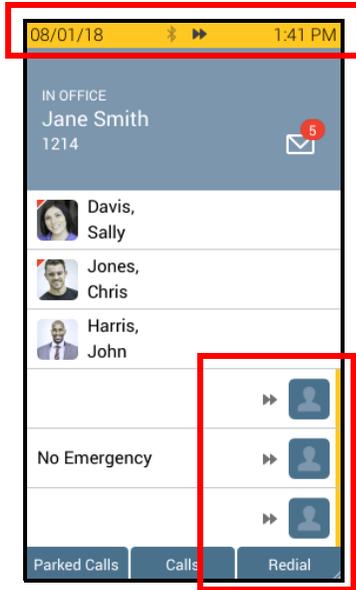
Verge Phone Idle	Verge Phone Sleep
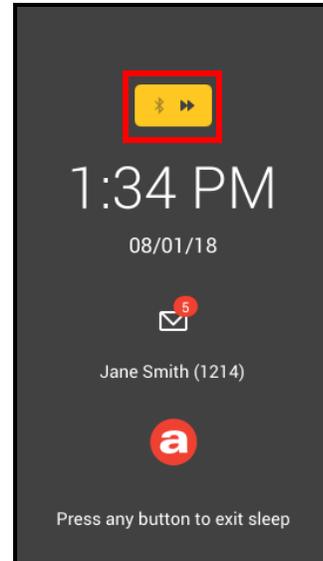
To enable Call Forward, dial 45 (Call Forward prefix) + the new extension number. To end Call Forward, dial 450 + assigned extension.

*Note: If the Allworx System uses extension mode, dial *45 + new extension number to enable or *405 to end the Call Forward feature.*

3.7 Mute a Call

Prevent the caller from hearing a conversation. Press the **Mute** (🎤) function button to toggle the phone microphone on or off. The Mute function button is solid red while audio is muted.

3.8 Intercom Call

Places the call and the recipients phone auto-answers if the recipient is idle. The discussion broadcasts over the receiving phone speaker. All call features are available while on an active Intercom call.

Verge IP phone Intercom Call example:

Incoming Intercom Call

INTERCOM REQUEST
Davis, Sally H
1107

Call Status Area
- Contact image/Allworx user badge
- Call Status (INTERCOM REQUEST -> ACTIVE CALL)
- Caller or Contact ID name/number
- Call status icon

Active Call / Intercom Call On Hold

ACTIVE CALL
Baker, Jay
1131
00:08

Davis, Sally H   (00:16)

Call Status Area
- Contact image/Allworx user badge
- Call Status (ACTIVE CALL)
- Caller or Contact ID name/number
- Call status icon
- Intercom call on Hold indicator (green stripe with call information)

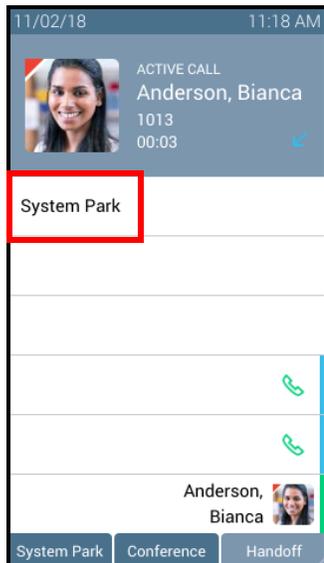| Intercom Function Button LED	
solid green	Active call
flashing green	Intercom call on hold
flashing green/red	Transferring Intercom call or creating a conference call
Soft Keys Available	
Park**1**	Places the call on the lowest available parking orbit. See "Park a Call" on page 26 for more information.
Conference**1**	Create a conference call. See "Conference Call" on page 38 for more information.
Handoff	Transition the call to a Reach device (if available). See "Call Handoff" on page 45 for more information. **Note**: *The Verge 9304 IP phone does not support the Call Handoff feature.*
Dismiss**1**	Available if the other party hangs up first. Returns to the Verge IP phone Idle screen.
Add Contact**1**	Opens the phone screen to add a new contact (available for callers not in the Contacts). See "Add Contact" on page 60 for more information.
Park Active	Available during an active call when there is a second, incoming call. This places the first caller in to a Parking Orbit to enable answering the second call.
To VM	Sends the incoming call directly to Voicemail (only available for: Call Appearance, Intercom, and ACD Appearance). The Messages (✉) function button lights red if the caller leaves a message.
Ignore	Ends the ringing, and the phone screen does not display the incoming call information. The Appearance programmable button LED continues to flash until the call is answered or the call goes to the next step in the call route.

1 Available after the Intercom call is answered.

To manage an Intercom Call:

Answer	Wait for the Verge IP phone to answer the Intercom Call automatically or press the flashing **Intercom** (⬚) function button.
Place	Press the **Intercom** (⬚) function button and dial a number or press an Allworx User Contact or BLF programmable button. If enabling Cell Phone Dialing, press the send (📞) soft key.
Transfer, conference, park, etc.	Press the function button or soft key and follow the on screen instructions.
End	Hang up, press the **Intercom** (⬚) function button.

3.9   Hold

Temporarily place the active call in a waiting state by pressing the **Hold** (⬚) function button. The Appearance programmable button LED slowly flashes green to indicate a held call. If the Allworx Server Administrator enables the Music on Hold feature, callers on hold hear music. **EXCEPTION**: when dialed into an Allworx Conference Bridge and placing the call in a hold state, the other callers on the Conference Bridge do not hear the Music on Hold. The **Hold** function button also works while using a connected *Bluetooth* device. To retrieve the call, press the flashing Appearance programmable button.

Verge IP Phone screen Hold example:
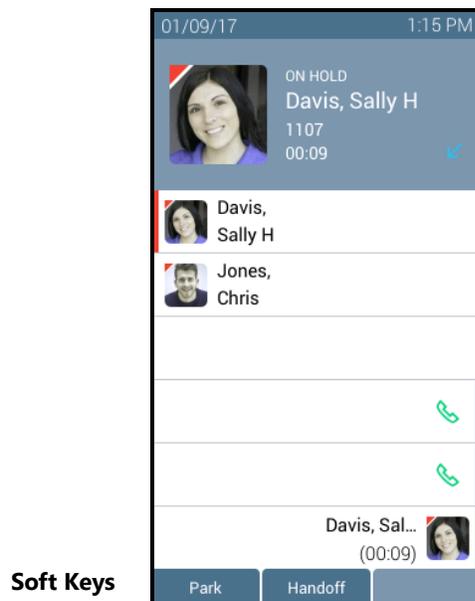
Call Status Area
- Contact image/Allworx user indicator
- Call Status (ON HOLD)
- Caller or Contact ID name/number
- Call status hold duration
- Call status icon

Call Appearance - idle

Call Appearance - idle

Call Appearance - call on hold
- Call status hold duration
- Flashing call status indicator

Soft Keys

Soft Keys Available	
Park	Place the call on the next available parking orbit. See "Park a Call" on page 26 for more information.
Handoff	Transition the call to a Reach device (if available). See "Call Handoff" on page 45 for more information.
	Note: The Verge 9304 IP phone does not support the Call Handoff feature.

3.10 Park a Call

Place a call on a system-wide hold location so that another phone can retrieve the call. The Allworx System provides two methods to park a call:

*   **System Park**: places a call into the next available park location, and then a different phone can retrieve the call by dialing the park location number. **Example**: park a call for someone away from their phone, and then page the recipient to tell them to retrieve the call by dialing the parking orbit.

*   **Park to Extension**: places a call into a parking location for a specific user or group, if enabled (available in Allworx System Software 8.5 or higher; find the Verge IP phone software version on the **Settings** > **About This Phone** screen).

    *   Supports the Allworx User's connected applications such as the Reach application (including Reach Remote Control) and the Interact Professional application.

    *   Notifies the Allworx user if someone parked a call on the extension or any extension of interest.

Verge IP Phone park button examples (Allworx System Software version 8.5 shown):

System Park Programmable Button	Park to Extension Programmable Button/ System Park Soft Key	Park Active Soft Key	Park To Soft Key
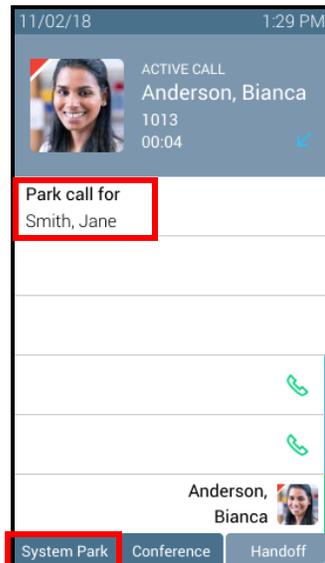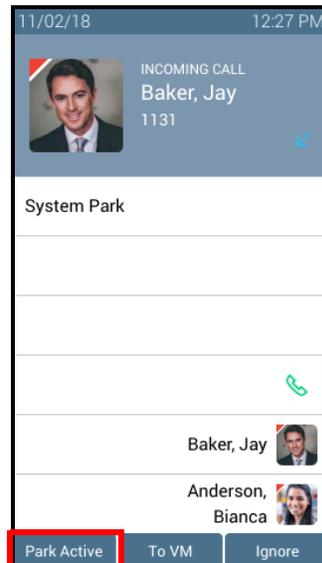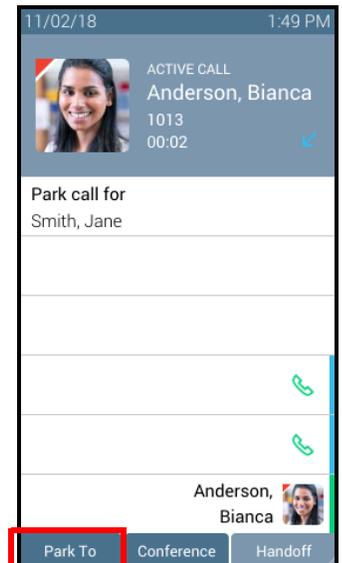
Programmable Button for System Park	
System Park[1]	Places the call into the next available parking orbit, if configured by the Allworx Server Administrator.
Park[2]	Places the call into the next available parking orbit, if configured by the Allworx Server Administrator.
Programmable Button for Park to Extension	
Available in Allworx System Software version 8.5 or higher and configured by the Allworx Server Administrator. The Park to Extension programmable button label changes dynamically with the phone state.	
Park Call for[1]	Places the call into a park location for the specific recipient. The Allworx Server Administrator can configure multiple **Park Call for** programmable buttons on the Verge phone. Available when the Verge IP phone is on an active call.
Calls for[1]	Displays the list of parked calls for the configured recipient extension. Available when the Verge phone is idle.
Soft Keys	
System Park[1]	Places the call into the next available parking orbit.
Park Active[1]	Places the active call into the next available parking orbit, if the Allworx user is on a call and there is another incoming call. Only available while second incoming call is ringing.
Park To[1]	Prompts the Allworx user to do one of the following: • enter an eligible user or group extension to receive the parked call. • press the Contacts function button to select an eligible contact to receive the parked call.
Park[2]	Parks the call into the next available parking orbit.
Parked Calls	Displays a list of parked calls.

[1] Available on Allworx System Software 8.5 or higher.
[2] Available on Allworx System Software 8.4 or lower.

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

• Press one of the programmable buttons or soft keys described above.

• (Park to Extension) Press the **Transfer** function button, and then dial **300** (Park to Extension prefix) + the recipient extension number. Requires Allworx System Software version 8.5 or higher.

• (System Park) Press the **Transfer** function button, and then dial **700**.

3.10.1 Parked Calls Notifications

Users configured to receive parked calls and the Park to Extension recipients notifications about a parked call.

Example:

After Allworx Server Administrator enables the Park to Extension feature on Bob's extension, Bob's devices automatically notify him when someone parks a call to his extension. In addition, if Bob has a Park to Extension programmable button on his Verge phone for the Sales Department, the Allworx System automatically notifies Bob of any calls parked on the Sales Department extension.

The notifications include:

Notification	User	Recipient
Phone status area updated with a green notification bar containing a park icon.	X	X
Park to Extension programmable button (labeled **Calls for**) for the recipient updated with a park icon and LED lights solid red. The Allworx Server Administrator enables the Park to Extension programmable button.	X	
Audible notification, unless the phone is set to DND.		X
Parked Calls list displays with calls parked for the phone owner at the top with other parked calls listed below.		X

Notification example for a user that parks a call:

Phone Status Area

Call Status Area
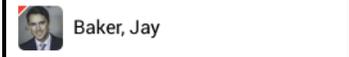
Park to Extension Programmable Button No Parked Calls

Park to Extension Programmable Button Parked Calls

Notification examples for parked call recipient:

Phone Status Area

Parked Calls for User

Other Parked Calls

Verge IP Phone
Sleep Screen
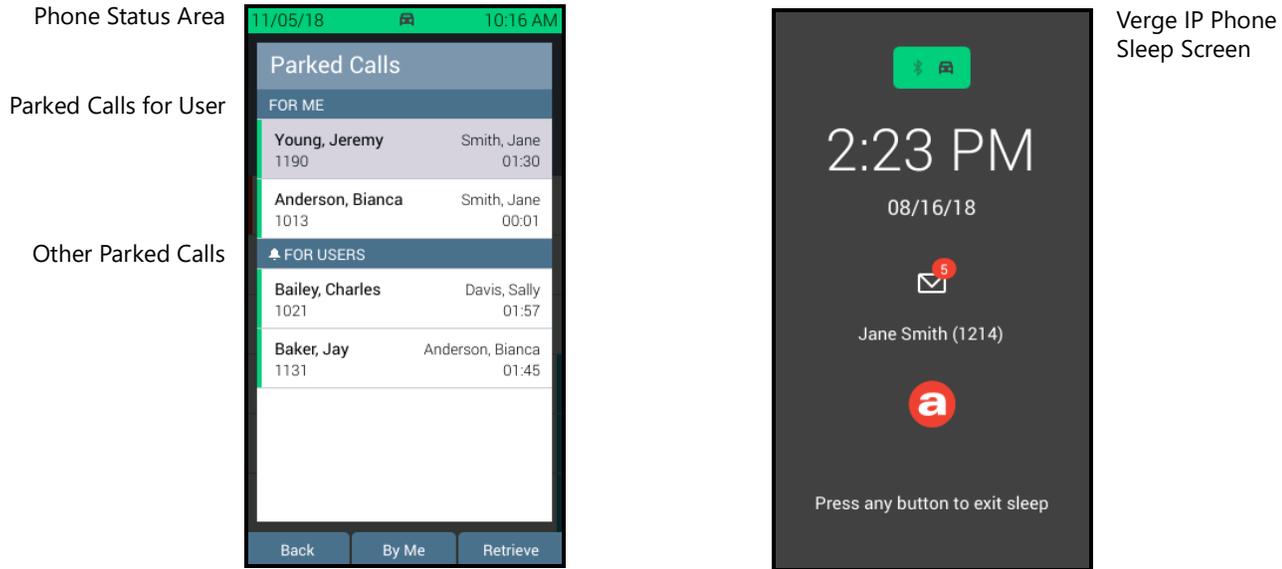
To disable or enable the parked call notifications for the recipient extension:
Verify the Verge IP phone screen is idle, and then do one of the following:

- Press the **Park to Extension** programmable button (if available) for the recipient extension, and then do one of the following:

🔔	Park to Extension notifications are enabled (default). Press the soft key to disable.
🔕	Park to Extension notifications are disabled. Press the soft key to enable.

- Press the **Contacts** function button, navigate to the contact. Press the **Details** soft key and use the Verge phone navigation and select buttons to select the **CONTACT PREFERENCES > Parked call notifications** option. Use the navigation and select keys to disable or enable (default).

3.10.2 Viewing Parked Calls

The Allworx System enables viewing and monitoring the status of parked calls. Press one of the following to display the *Parked Calls* screen and monitor the call status:

- **Parked Calls** soft key.

- **Idle Screen:** press the **Parked Calls** soft key.

- **Active Calls Screen**: press the **More** function button (◢), and then press the **Parked Calls** soft key.

   In Allworx System Software version 8.5 or higher, the Allworx Server Administrator sets the *Parked*

Calls screen display for viewing the following types of parked calls in the order listed with the longest park time at the highest level for each category.

Note: *Allworx phones do not provide notifications for calls that are not eligible for the parked calls list on the phone, Even if the owner has set the notification flag for other contacts with parked calls.*

	Allworx System Setting	
	All Calls	**Restricted**
Calls parked for the phone owner	X	X
Calls parked using this phone	X	X
Calls for system extensions enabled for notifications	X	
Calls for user extensions enabled for notifications	X	
Calls parked for the extension of configured Park to Extension programmable buttons		X
Calls matching a System Extension Contact (example: Sales Dept) without notifications	X	
Calls for user extensions without notifications	X	
System parked calls	X	X

Verge IP Phone parked calls soft key example:

Parked Calls Screen using *Parked Calls* soft key.

Parked Calls Screen using *Parked Calls* soft key. Allworx Server Administrator has set the display to restricted.
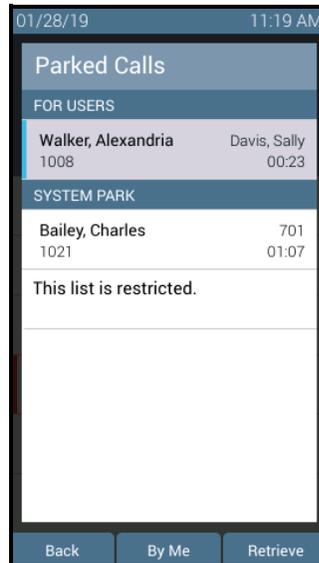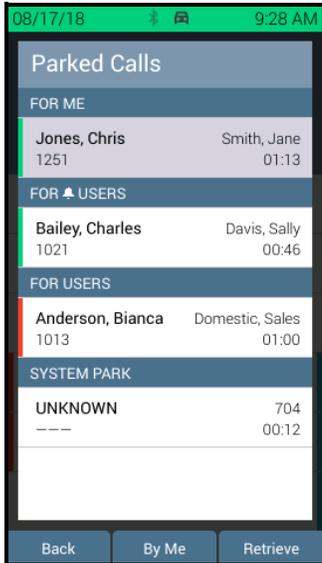
• **Park Monitor** programmable button that monitors assigned parking orbits. If this phone placed the call into a parking orbit, the programmable button displays a green outline.

The *Parked Calls* screen displays all parked calls viewable by the user sorted by the longest park time within each category. The parked call listings display the caller ID name/number, the parking location (including Park to Extension locations), and the duration the call was parked.

Verge IP Phone park monitor examples:

Park Monitor and Park to Extension
Programmable Buttons

Parked Calls Screen
using Park Monitor
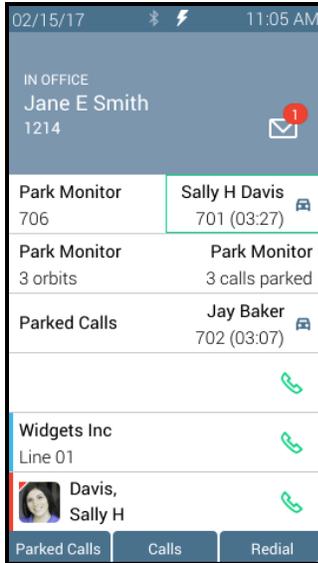
Single Orbit Monitor
No Call Parked

Multiple Orbit Monitor
No Calls Parked

Park to Extension
Parked Call in Queue

Park to Extension
No Parked Call in Queue

Single Orbit Monitor
Parked Call

Multiple Orbit Monitor
Calls Parked

Single Orbit Monitor
Another User Parked Call

Soft Keys
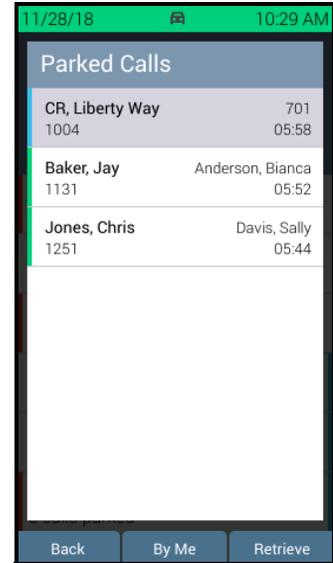
Park Monitor Programmable Button LED	
off (not lit)	parking orbit or orbits are idle, no parked calls.
flashing green	call parked in one of the configured orbits. If there is a flashing green box around the programmable button label, this phone parked a call in the orbit.
solid red	one or more calls parked in the assigned Parking Orbits.

Soft Keys Available	
Parked Calls*	display the *Parked Calls* screen.
Calls	open the *Call History* screen. See "Call History" on page 41 for more information.
Redial	call the last-dialed outbound call placed from the phone, the Interact application, or the Reach Remote Control application. Unless the Allworx Server Administrator enables the Line Appearance(s) Use Dial Plan setting, the system only redials Call Appearance-dialed calls.
	Note: *The Verge 9304 IP phone does not support the Reach Remote Control feature.*
Settings*	configure the Verge IP phone. See "Settings" on page 93 for more information.
Sleep*	place the Verge IP phone into sleep mode. See "Sleep Mode" on page 13 for more information.
* It may be necessary to press the **More** function button (⊿) to see the soft key	

3.10.3 Retrieving Parked Calls

The Allworx System enables retrieving parked calls.

To retrieve a parked call:

Notes:

- *The programmable button labels may change dynamically with the phone state.*

- *It may be necessary to press the More function button to (◢) view the described soft key.*

1. Press the **Parked Calls** programmable button (if available) or soft key. Use the up/down navigation buttons to highlight the parked call, and then press the **Retrieve** soft key or the **Select** button. Allworx System Software 8.5 provides these additional soft key options:

Back	Returns to the previous Verge IP phone screen
By Me/All Calls	Toggles between showing all Parked Calls or narrows the sorted list to only calls parked from this Verge IP phone
Retrieve	Claims the highlighted parked call

2. Press the **Calls for** programmable button while the Verge IP phone is idle. Use the up/down navigation buttons to highlight the parked call, and then press the **Retrieve** soft key or the **Select** button. Only available on Allworx System Software 8.5 or higher.

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

4. Press the **Park Monitor** programmable button. When retrieving:
   - A single parking orbit, press the programmable button to retrieve the call.
   - Multiple parking orbits, a list of all parked calls displays. Use the up/down navigation button to highlight the call, and then press the **Retrieve** soft key or the **Select** button.

5. Press the flashing **Line Appearance** programmable button, if the call was parked from this appearance.

6. Dial the parking orbit number. If Cell Phone Dialing is enabled, press the send (📞) soft key.

3.10.4 Reminder Period

If the parked call recipient does not retrieve the call within the time configured (see "Hold/Park Reminder Timeout" on page 103 for more information), the Verge IP phone provides notifications:

Notification Type	Allworx User that parked the call	Parked Call Recipient
Audible Reminder	X	X
Park to Extension or Park Monitor programmable button (if available)	X	

Parked call reminder notification to the user that parked the call example:
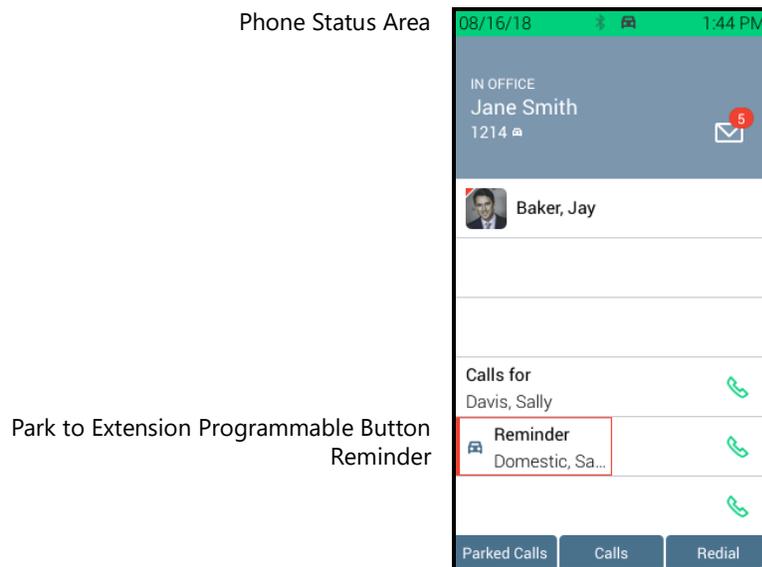
Phone Status Area

Park to Extension Programmable Button Reminder

3.10.5 Call Route Settings

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

• **User Extension:** defined in the current presence settings of the recipient Allworx User extension configuration. Allworx Users with permissions can adjust the Park To Extension timeout and call handling using My Allworx Manager.

• **System Extension:** defined in the Day/Night mode settings of the recipient Allworx System extension configuration by the Allworx Server Administrator.

3.11 Transfer a Call

Send the active call to another number. The Verge IP phone supports the following transfer types:

- **Blind Transfer** - do not talk to the transfer recipient prior to transferring a call.
- **Attended Transfer** - talk to the transfer recipient prior to transferring a call.
- **To VM** - send the call to another Allworx user's Voicemail.
- **Quick Transfer** - send the active call to another user by pressing a **BLF** (Allworx assigned extension) or **Contact** (assigned phone number) programmable button.
- **Merge** - joins the original caller, Allworx user, and the intended recipient of the transfer into a temporary conference call to introduce the parties before completing the transfer.

Verge IP phone Call Transfer example:

Active Call in progress.

Call Transfer (✆) function button pressed.

Select a recipient:
- Dial the recipient's number (contact matches display).
- Press the **Contacts** function button (all

Do one of the following:
- Hang up to transfer the call immediately (Blind transfer).
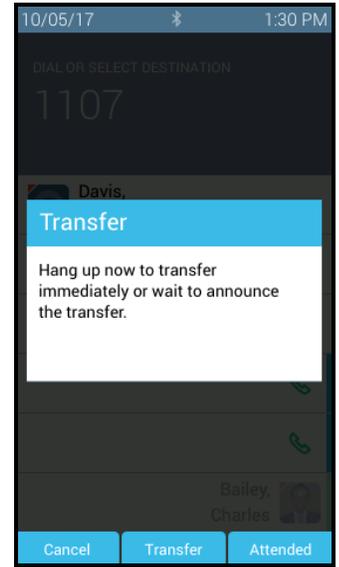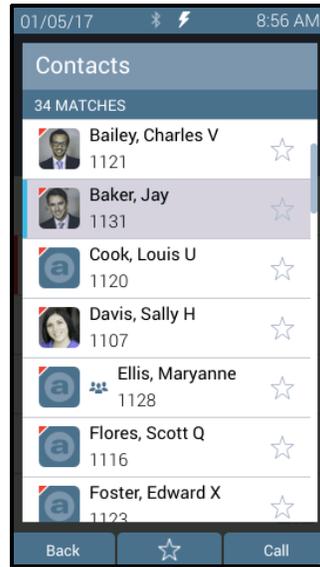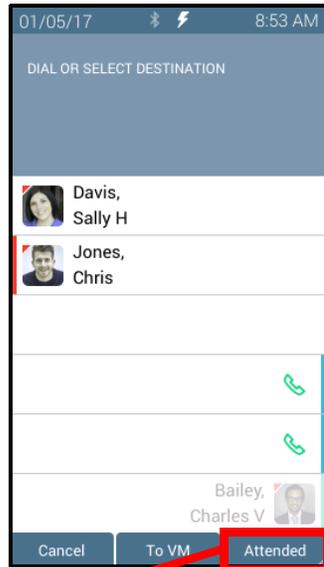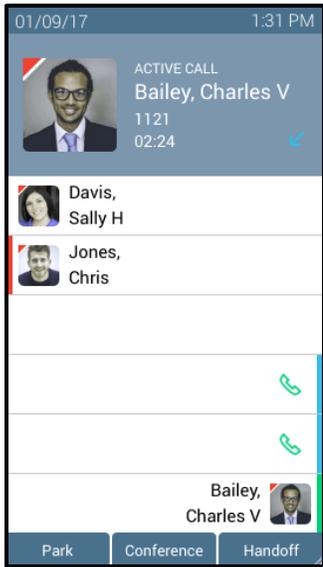
(Optional) Press the **Attended** soft key to perform the Attended Transfer.

Blind Transfer

Attended Transfer

Merge Calls
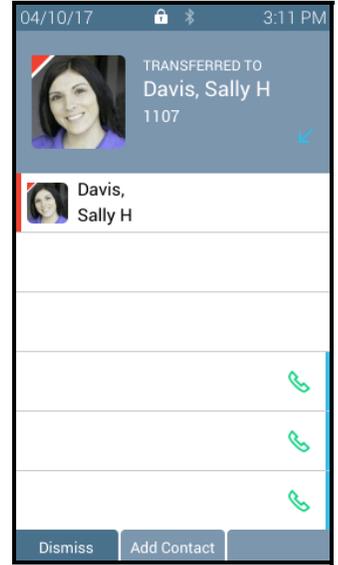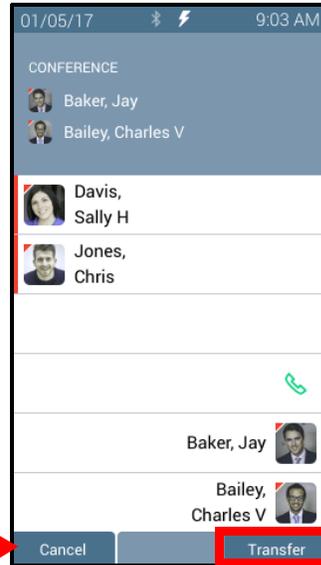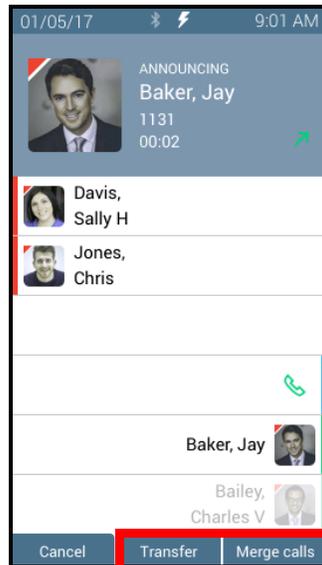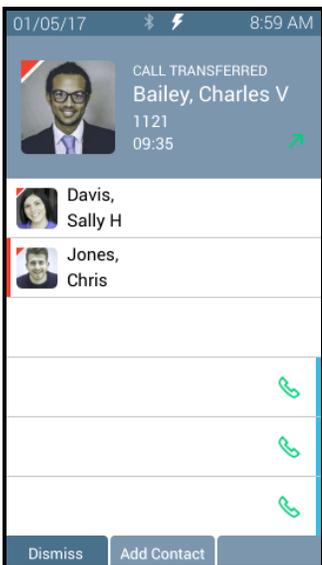
Call transferred when user hangs up.

Press **Transfer** to complete the call transfer.
Press **Merge Calls** for a temporary conference call

Press **Transfer** to complete the transfer and leave the call.

After a successful transfer, the screen confirms the transfer recipient.

Call Transfer Function Button LED	
solid red	Transfer process initiated.

Soft Keys Available	
Cancel	Stop the transfer and reconnects the call. No further action.
To VM	Send the incoming call directly to Voicemail (only available for: Call Appearance, Intercom, and ACD Appearance).
Attended	Immediately places a call to the intended recipient. **Note:** *An Attended transfer requires an unused Call Appearance.*
Back	Return to the starting *Call Transfer* screen. Available on the *Call Transfer Option*: To VM.
Calls	Open the *Call History* screen to select a recipient of the transfer. Available on the *Call Transfer Option*: To VM.
Redial	Calls the last-dialed outbound call placed from the phone, the Interact application, or the *Reach Remote Control* application. Unless the Line Appearance(s) Use of *Dial Plan* phone option is enabled, the system only redials Call Appearance-dialed calls. **Note**: *The Verge 9304 IP phone does not support the Reach Remote Control feature.*
Transfer	Complete the call transfer action.
Merge Calls	Joins the original caller, Allworx user, and the intended recipient on a temporary conference call.
Dismiss	Clears the screen of the transfer completed message. Available when transfer is complete.
Add Contact	Open *Add Contact* screen (available for original callers not in the Contacts). See "Add Contact" on page 60 for more information.

To transfer an active call:

Note: *If enabling the Cell Phone Dialing setting on the Verge IP phone, using the Call Appearance programmable button or Intercom function button requires pressing the send ( ) soft key. Cell Phone Dialing is not available with Line Appearance calls.*

1. Press the **Call Transfer** ( ) function button. To perform an attended transfer, it may be necessary to press the **Attended** soft key based on the Allworx server settings.

2. Do one of the following:

   - Dial another extension or external phone number.
   - Press an available **Call Appearance** programmable button (this activates the Attended Transfer mode) and then:
     - Press the **Calls** soft key and select a call history listing.

       Press the **Redial** programmable button (if available) to call the last-dialed outbound call placed from the phone, the Interact application, or the Reach Remote Control application.

     Note: *The Verge 9304 IP phone does not support the Reach Remote Control feature.*

- Press an available **Line Appearance** programmable button (this activates the Attended Transfer mode), and then dial the phone number.
- Press a **Contact** or **BLF** programmable button.
- Press a **Call** or **Line Appearance** programmable button (this activates the Attended Transfer mode) and dial the recipient's phone number.
- Press the **Intercom** (⬭) function button, dial the target number, and then press **Transfer**.
- Press the **Contact** (☺) function button, locate the contact, and press the **Select** button. If the Personal Contacts are set to Restricted, Allworx users must enter the assigned credentials, and then press the **Done** soft key to access the Personal Contacts.

3. Complete the transfer:

- **Blind transfer** - hang up.
- **Attended transfer** - wait for the recipient to answer the phone and introduce the call. After announcing the call, hang up or press an available soft key (**NOTE:** an attended transfer requires an unused Call Appearance):
  - **Cancel** - stops the call transfer and reconnects the caller. Proceed with active call.
  - **Merge Calls** - joins the original caller, Allworx user, and the intended recipient on a temporary conference call. When finished with the temporary conference call, press the **Transfer** soft key to complete the call transfer.

4. Optional: press the **Add Contact** soft key to manage the contact. After a successful transfer, the phone screen confirms the transfer recipient.

3.12 Conference Call

Connect up to four parties (4-way conferences) on one conference call. Additionally, the **Call Transfer** > **Merge Calls** soft key connects all callers for a conference call during an attended transfer.

Verge IP phone Conference Call example:

Active Call. Press the **Conference** soft key.	Dial recipient's number. (Contact matches display).	Second active call. Press the **Merge calls** soft key.	Calls merged. Begin conference call or press **Add Call** to add a fourth participant.
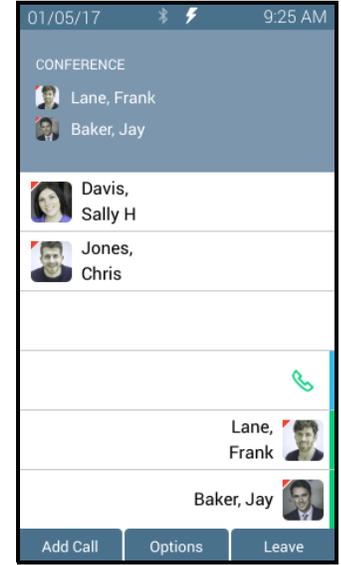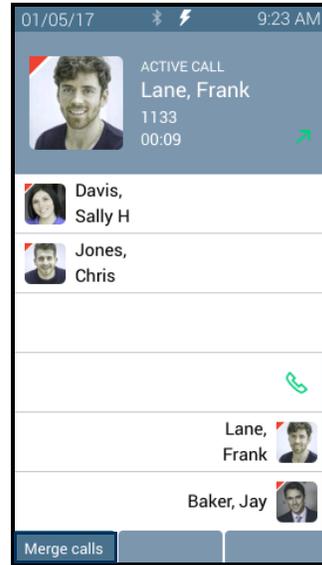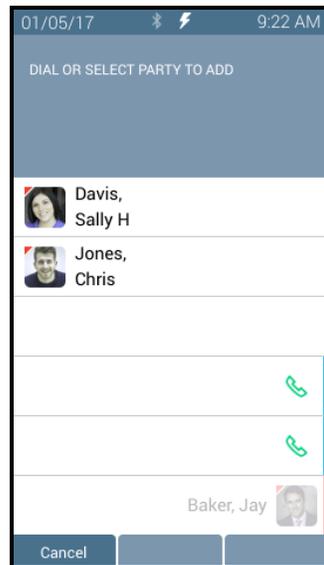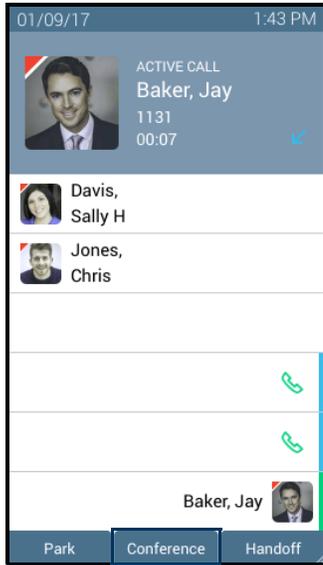
Soft Key	Description
Conference*	Initiate the conference call feature.
Cancel	Discontinue the current operation and returns to the previous state.
Merge Calls	Connect all callers to a single conference call.
Add Call	add a fourth party to the three-way conference call.
Options	Select a party to place on hold or to disconnect from the active conference call.
Leave	Exit the conference call while the other callers continue the conversation. After selecting the **Leave** option, the Verge IP phone updates to *Left Conference* status, and then returns to the idle screen. This option is only available during a 3-way conference call.

* When dialing additional conference call participants, Allworx users can press the Contacts function button to select the participants.

To create a conference call:

1. Answer or place a call. Press the **Conference** soft key. If the call is already on hold, it is not necessary to press the **Conference** soft key.

2. Do one of the following to place a call:

Note: If enabling the Cell Phone Dialing setting on the Verge IP phone, using the Call Appearance or Shared Call Appearance programmable button requires pressing the send (☎) soft key. Cell Phone Dialing is not available with Line Appearance calls.

- Dial another extension or external phone number.
- Press an available **Call Appearance** programmable button and then:
  - Press the **Calls** soft key and select a call history listing.
  - Press the **Redial** programmable button (if available) to call the last-dialed outbound call placed from the phone, the Interact application, or the Reach Remote Control application.
    Note: The Verge 9304 IP phone does not support the Reach Remote Control feature.
- Press an available **Line Appearance** programmable button, and then dial the phone number.
- Press a **Contact**, **BLF**, or **Redial** (if available) programmable button.
- Press the **Contacts** (👤) function button, and then select a contact. If the Personal Contacts are set to Restricted, Allworx users must enter the assigned credentials, and then press the **Done** soft key to access the Personal Contacts.

3. Announce the conference call to the active caller.

4. Press the **Merge Calls** soft key. The Verge IP phone places both parties into the conference call.

During the active conference call, the originator can press one of the following soft keys:

- **Options** - select a party and do one of the following:

  - Place the selected party on hold while the remaining parties continue a discussion. To re-add the party to the conference call, press the **Conference** soft key, and then select the party on hold.
  - Disconnect the selected party from the call while the remaining parties continue a discussion.
- **Add Call** - add a fourth caller to the conference call.
- **Leave** - exit the conference call while allowing the other callers to continue the conversation. This feature is only available during a 3-way conference call.

To end the call, do one of the following:

- Hang up.
- Press the Appearance programmable button to remove the caller from the conference call.
- Press the **Leave** soft key (see above).
- Press the **Options** soft key (see above).

3.13 Call History

View up to 200 *Call History* listings by pressing the **Calls** soft key. When reaching the maximum entries in the call history list, the Verge IP phone deletes the oldest entry and adds the newest entry. To place an immediate call to the Call History listing, press the up/down navigation buttons to scroll through the *Call History* listings, and then press the **Select** button to choose the highlighted listing.

The *Call History* listings persist after each phone reboot. Each *Call History* listing displays the Caller ID name, date/time of the call, and the final call status:

- Transferred - call forwarded to another recipient.
- Ended - normal call ended.
- No Answer - outbound call that is not answered (internal calls only).
- Parked <orbit number> - call placed into a Parking Orbit.

- Missed - inbound call that rings, but not answered.
- Check - failed to route to an outbound call.
- Elsewhere - missed inbound, picked up somewhere else, i.e., Reach Device.

Verge IP phone Call History notification, Call History Listing, and Call History details examples:

Idle Phone Screen

Missed calls icon and number badge.

Call History Listings
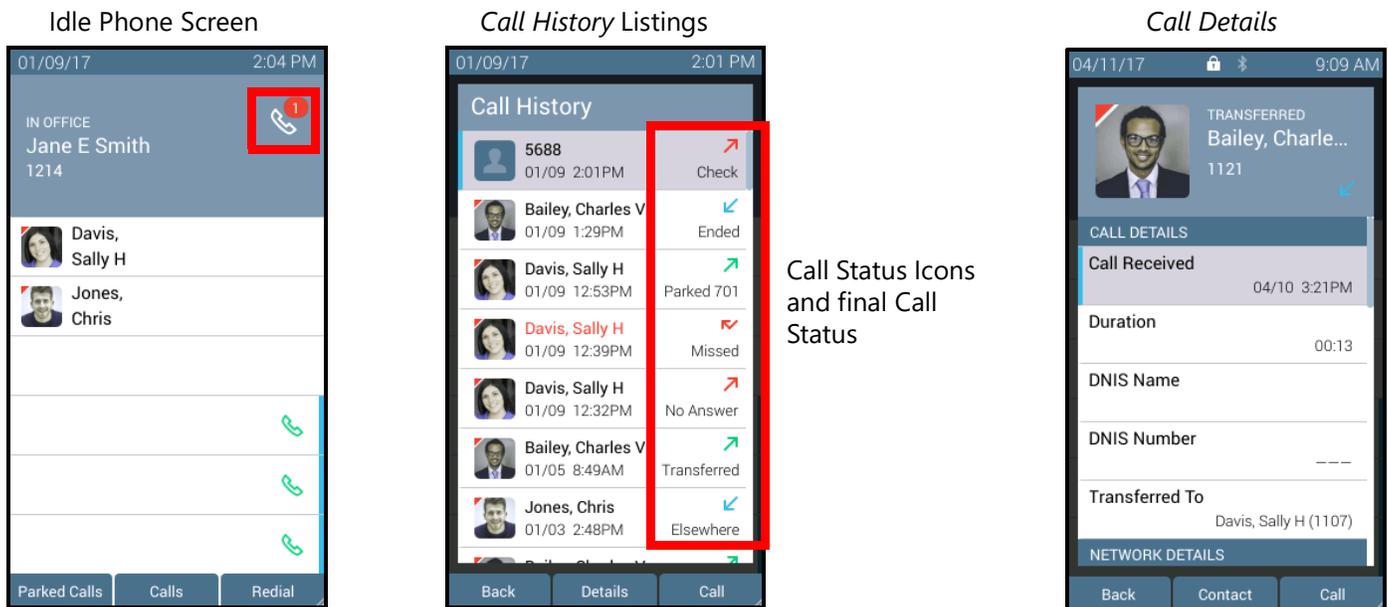
Call Status Icons and final Call Status

Call History listing
- Contact image (if available)/Allworx User badge
- Caller ID or Contact name
- Date/time of call
- Call status and icon

Call Details

Soft Keys	
Back	return to the previous Verge IP phone screen.
Details	display the detailed call statistics.
Call	place a call to the selected *Call History* listing.
Select	selects the highlighted Call History listing from the *Call History* list. New soft keys are available: • **Select All** - Choses all the *Call History* listings. • **Clear All** - Deselects all the *Call History* listings.
Delete	remove the highlighted *Call History* listing from the *Call History* list. Use the **Delete** soft key only removes the *Call History* listing from the Verge IP phone and Interact application *Call History*. The Reach application is not affected.
Contact	display the *Contact* details (available for calls from current contacts only). Available in the **Call History** > **Details** phone screen.
Add Contact	open the phone screen to add a new contact (available for callers not in the *Contacts*). Available in the **Call History** > **Details** phone screen.

To manage the *Call History* listings.

1. Press the **Calls** soft key.

2. Use the up/down navigation buttons to highlight the *Call History* listing.

3. Use the displayed soft keys to manage the listing.

3.14 System Extensions

Dial the digits in the table below for a system extension. If the call does not complete, check the phone functions tab of the My Allworx Manager page or contact the Allworx Server Administrator for the actual dialed digits. If enabling Cell Phone Dialing, press the send (📞) soft key to complete the call.

Number	Access
0	Initiate a call to the company operator.
3 + extension	Connect to another user's Voicemail and leave a message.
300 + extension	(Requires pressing the **Transfer** function button first) Park a call for the dialed extension, if enabled on the dialed extension.
301 + extension	Retrieve a parked call from the dialed extension.
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.

3.15 Presence / DND Setting

Identifies the Allworx User availability and uses the call route based on the setting selected. All setting options, except In Office, display a yellow bar and Presence or DND icon in the phone status area. After changing the status, the Verge IP phone screen status changes and all inbound calls follow the call route for the new Presence state.

The Presence setting changes due to:

- Allworx Verge IP phone users manually configure the setting.
- Automatic updates for users logged into Interact Professional using Interact Sync and the Outlook application.
- Automatic updates for users that control the presence setting with a selected schedule.

The DND setting causes the Verge IP phone not to ring for subsequent incoming calls. However, the Allworx user can continue to send call.

Verge IP phone screen Presence and DND examples:

Phone Status Yellow Background - User Unavailable

Set Presence/DND Screen	Presence icon	DND active icon	DND programmable button active
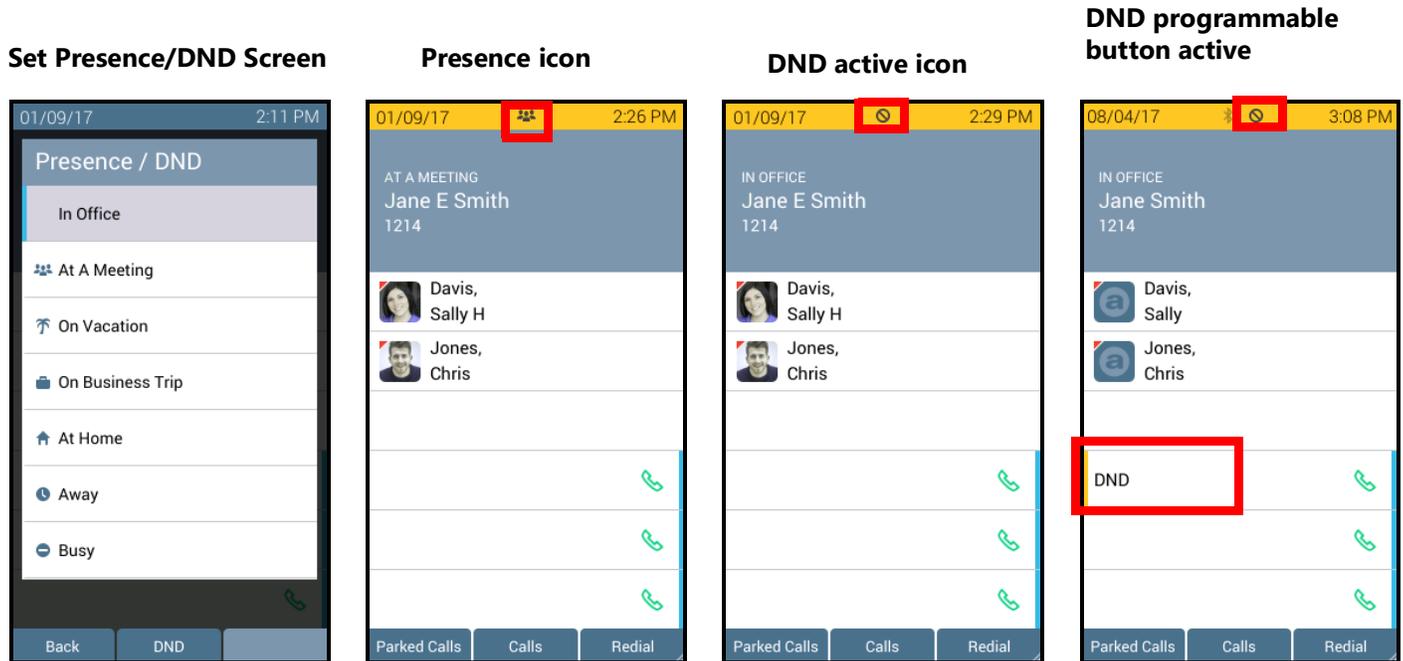
Soft Keys	Description
Back soft key	Return to the previous screen.
DND or End DND Soft key	Activate or de-activate the DND setting.

To manage the Presence or DND setting:

1. Press the **Presence** (⊙) function button.

2. Do one of the following:

    • Use the up/down navigation buttons to highlight the new Presence state, and then press the **Select** button to accept the change.

    • Press the **DND/End DND** soft key. The DND turns on or off, respectively.

    The Phone Status area changes to yellow and displays the appropriate icons

3.16 Call Handoff

Seamlessly transition a call between the Verge IP phone and a Reach device. Allworx Verge IP phone users with one or more Reach devices can migrate a call on the Allworx system from the Allworx Verge IP phone to the Reach device using the Call Handoff soft key, and vice versa using the Reach action icon, without disruption to the audio.

Note: The Verge 9304 IP phone does not support the Call Handoff feature.

The Verge 9308/9312 IP phones support the Call Handoff feature only on Call Appearances (including Intercom). Allworx users can hand off all calls except for the following:

- Calls being recorded
- Destination devices set to Do Not Disturb
- Calls on hold
- Devices registered on different servers (does not support Multi-Site)

Verge IP phone screen Call Handoff example:

Active Call - Press the **Handoff** soft key.	**Select handoff device** - (optional) if more than one Reach device is available	Call Handoff Complete
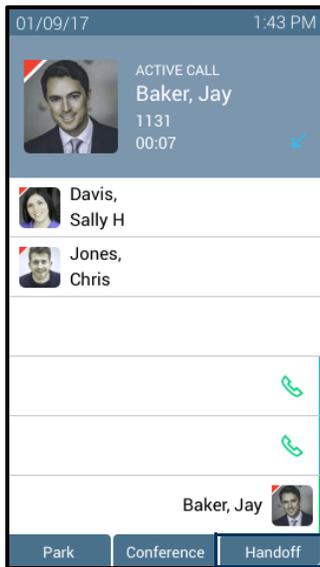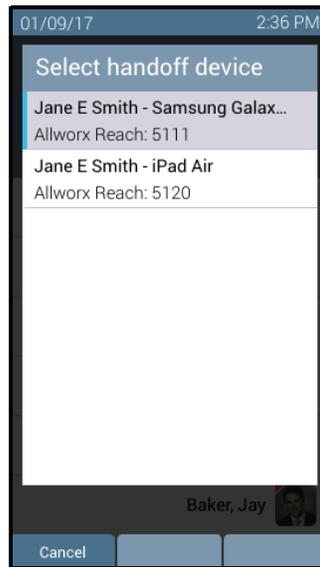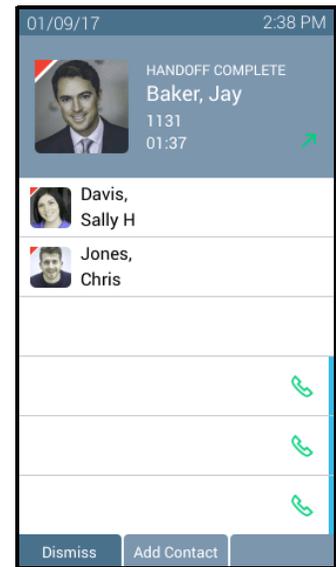
Soft Key	Description
Cancel	Dismiss the Call Handoff feature.
Dismiss	Returns to the Verge IP phone Idle screen when the other party has hung up.
Add Contact	Opens the phone screen to add a new contact (available for callers not in the Contacts). See "Add Contact" on page 60 for more information.

To perform a Call Handoff:

1. Press the **Handoff** soft key.

    • If there is only one possible destination device, the Allworx system automatically transitions the call to the destination device.

    • If multiple destination devices are available to receive the Call Handoff, use the up/down navigation and **Select** button to select the receiving device and transition the call.

    During a Call Handoff to another device:

    • The previously used audio path on the destination device automatically becomes active.

    • The Reach device switches to Remote Control Mode, if handing the call off to a Verge IP phone. See "Reach Remote Control" on page 80 for more information.

2. Listen for the tones to indicate:

    • The Call Handoff from the current device was successful

    • The Call Handoff to the new device was successful

    • If the Call Handoff fails

3.17 Programmable Button Pages

The Programmable Button Pages feature enables Verge 9312 IP phones to offer up to five (5) pages of twelve (12) programmable buttons, for a total of 60 buttons.

Note: *This feature is only available on 9312 phones without 9318Ex expanders.*

A 9312 phone with the Programmable Button Pages feature enabled on it will have a slightly different idle screen layout, with the icons for missed calls and Voicemails moved to the upper-right corner and showing a representation of the navigation pad in the lower-right corner:

Note: *The badges on the icons in this example show the number of missed calls and Voicemail messages. The asterisk* ✳ *badge appears on the Voicemail icon if the message inbox is full.*

The five pages of buttons are accessed using the navigation pad. Each of the five pages is associated with one of the buttons of the navigation pad and can be accessed directly by pressing the corresponding button. Consider the pages as though they are arranged in a plus-sign layout:
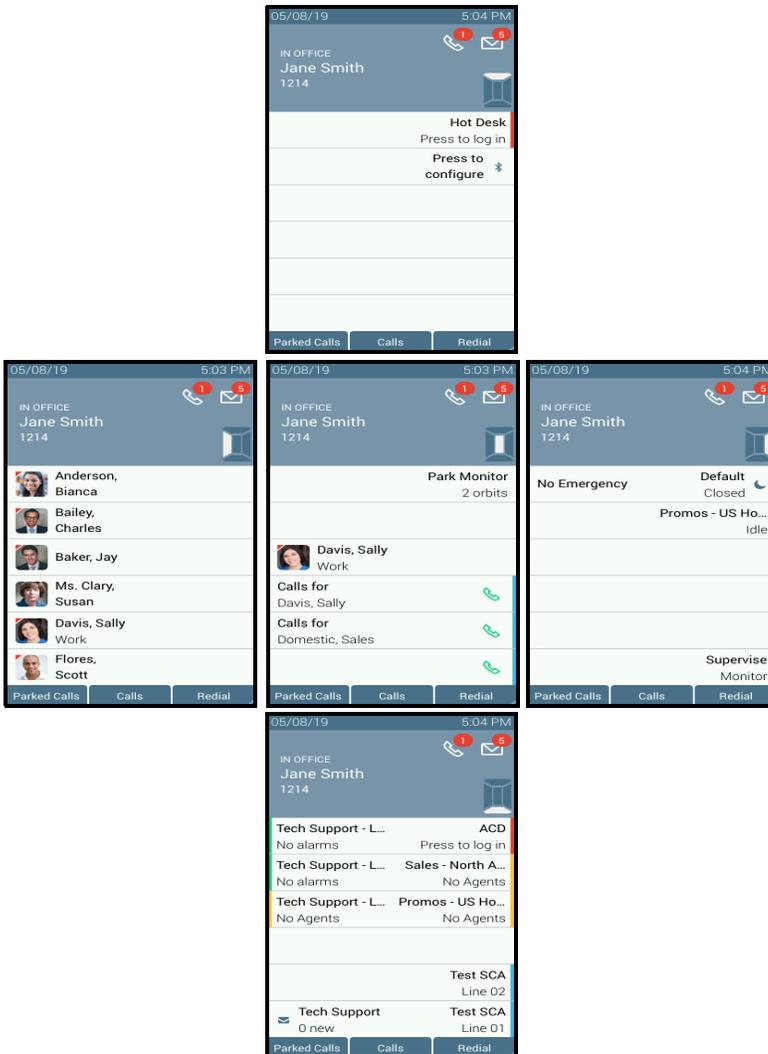
As a helpful hint, when a button page is currently being displayed the corresponding segment of the navigation icon will turn white (notice the icon under the missed calls and Voicemail icons in each of the miniature screen images shown above).

When navigating to a page that does not have any buttons programmed on it, a message will be displayed that allows quick entry into button programming mode (see the image below). The button programming mode can always be accessed by going into the *Settings* menu and selecting **Programmable Buttons** or by pressing an unassigned button **Programmable Buttons** or by pressing an unassigned button.
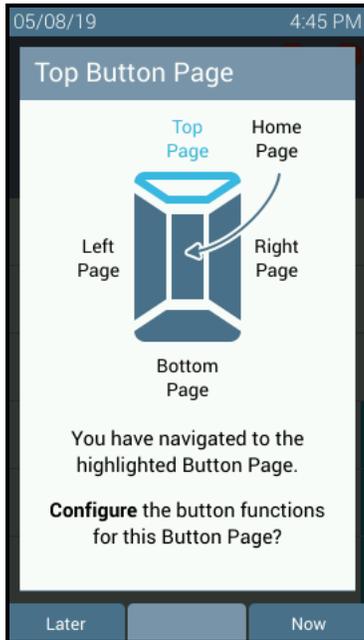
Once the phone is in button programming mode, use the navigation pad to go to any of the pages for which a button needs to be programmed (or re-programmed).

Navigation to empty pages is not allowed when dialing, transferring, or during conference calls, and no message will be displayed.

Pressing the navigation pad button associated with the page that's displayed shows a message indicating that it's already being shown:
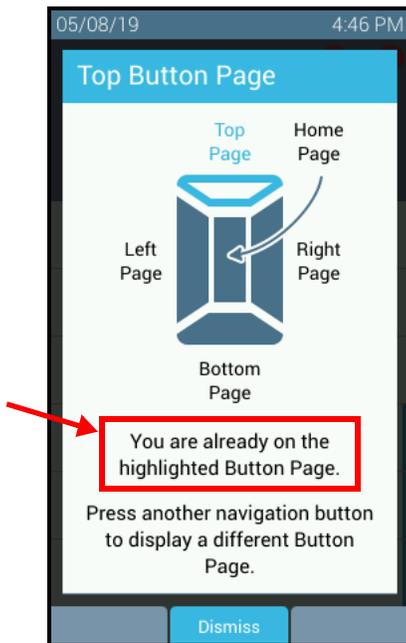
The phone will only navigate to a different page when pressing a navigation button (i.e., the page will not change without user action), and only when page navigation is allowed. In addition, the phone will return to the last-viewed page when waking from sleep, dismissing a popup, exiting a menu, and after a reboot.

If a call is ringing on an appearance on a page that's not being viewed a pop-up menu will be shown that provides information about the inbound call (see the image below). Information is shown for each call if more than one call is ringing. You can select which call to answer, send to Voicemail, or ignore by using the UP and DOWN buttons on the navigation pad. The call can be answered by pressing the SELECT button (which is equivalent to pressing the ringing call appearance button) or by going off hook in one of the usual ways (e.g., lift the handset, press the SPEAKER button, etc.). Note that you cannot change which programmable button page is displayed while this pop-up is shown.
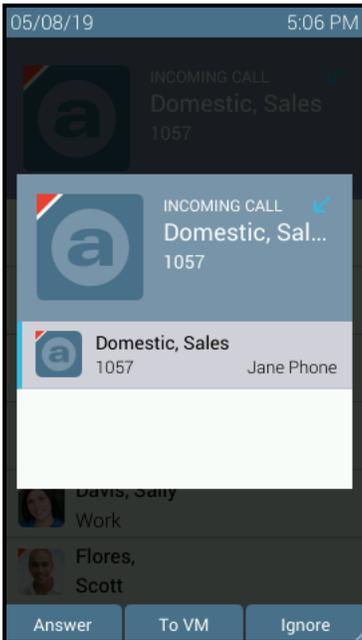
If a call is active on an appearance on a page that's not being viewed, the corresponding segment of the navigation icon will turn green:
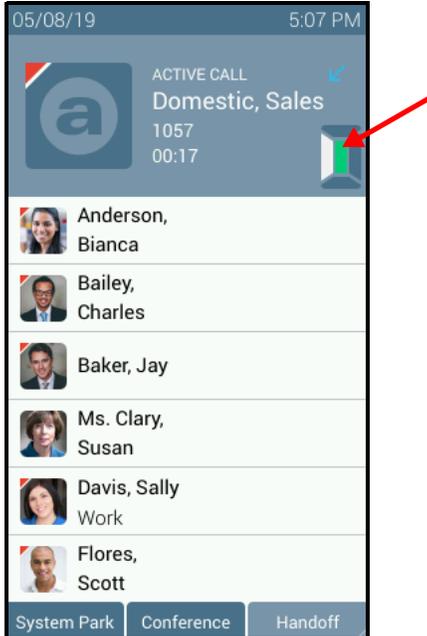
If a programmable button is in an alarm state (e.g., hold reminder) on a page that's not being viewed, the corresponding segment of the navigation icon will turn yellow (not shown).

The navigation icon will not indicate any BLF status. This is only visible directly on the button label as usual when the page with the programmed button is being viewed.

Automatic Selection of a Call Appearance Button

When the phone is taken off-hook (e.g., the handset is lifted) an attempt is made to select a call appearance button on the page being viewed. If one is not available, then the other pages will be searched in a cyclic order as follows, starting with whatever page is presently being viewed:
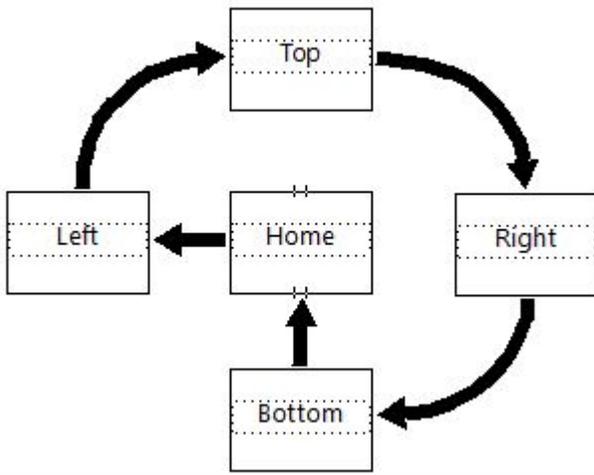
The search will continue around the cycle until it gets back to the page where it started.

3.18 Visual Indication of Active Wideband Calls

Verge IP phones will provide an indication that an active call is using the G.722 wideband codec by placing an "HD" icon in the status bar:
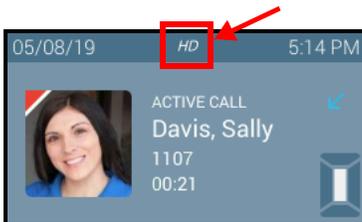
Chapter 4   Features

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

4.1   Contacts

The Allworx System supports four types of contacts on the Verge IP phone series:

- User and System contacts – contacts with an internal Allworx extension assigned. The Allworx Server Administrator manages these contacts.

- Public Contacts – system-wide contacts (formerly known as Speed Dial). The Allworx Server Administrator manages these contacts.

- Personal Contacts – (only available on Allworx systems with a Connect server) contacts managed by the Allworx user.

  - **Allworx Personal Contacts**

    - Created from the Verge IP phone, the Interact application, or a Reach device contact application.

    - Imported from a .CSV file or vCard within the Interact application.

  - **External Personal Contacts**

    - Synchronized from a Reach device originating application (device app such as Contacts or People)

    - Synchronized from an account such as a Gmail email account or an Outlook email account.

Contacts Visual example:
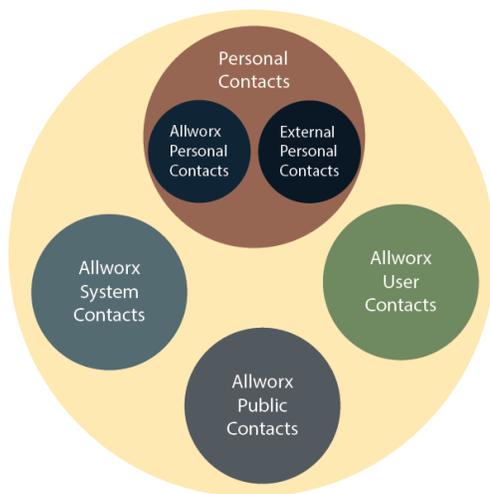
4.1.1   Sharing Contacts

The Allworx system shares the User, System, and Public Contact types with all of the Allworx user's connected Allworx phones, Reach devices, and the Interact application. Within the Reach and Interact Professional applications, Allworx users control sharing and synchronizing the Personal Contacts to the devices assigned to the Allworx user. See the Reach for iOS, Reach for Android, or the Interact and Interact Professional User Guide for more information about sharing Personal Contacts.

Notes:

- *The Verge 9304 IP Phone fully supports Allworx User, System, and Public contacts while having limited Personal Contact support. Allworx Users can add up to 100 Allworx Personal Contacts on the Verge 9304 IP phone, which are only available on that phone - not with other Allworx phones and applications.*

- *The Verge 9304 does not support External Personal Contacts (contacts synchronized with external accounts using the Reach or Interact applications).*

Sharing contacts using a Connect server:
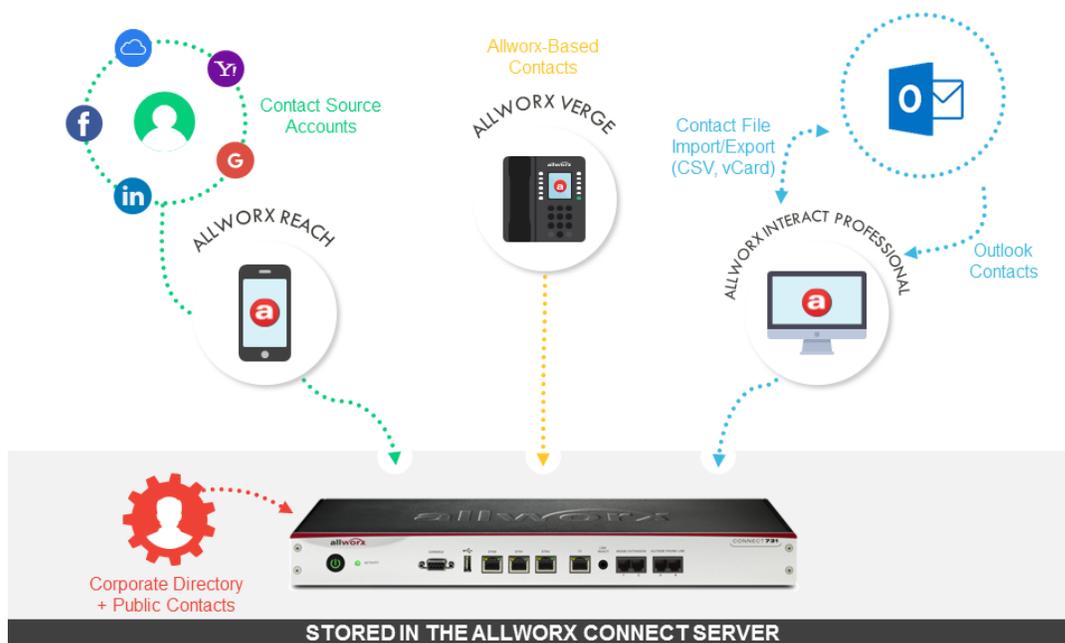
4.1.2   Contact Privacy

Allworx users control sharing and synchronizing the Personal Contacts to the devices assigned to the Allworx user on the **Settings** > **Phone Preferences** > **Display** > **Personal Contacts**, screen:

- **Unrestricted** - Contact matches are displayed and require phone log in to view or modify details. Login is valid until the user leaves the *Contacts* screen.

- **Restricted** - Contact matches are displayed and after authentication via soft key to see personal contacts including Contact programmable buttons. Log in is valid until user logs out via soft button

on *Contacts* screen or automatically logged out when the phone is rebooted or enters Sleep mode. Contact lock status always displays on the Verge IP phone series status bar.

Contact Privacy example:
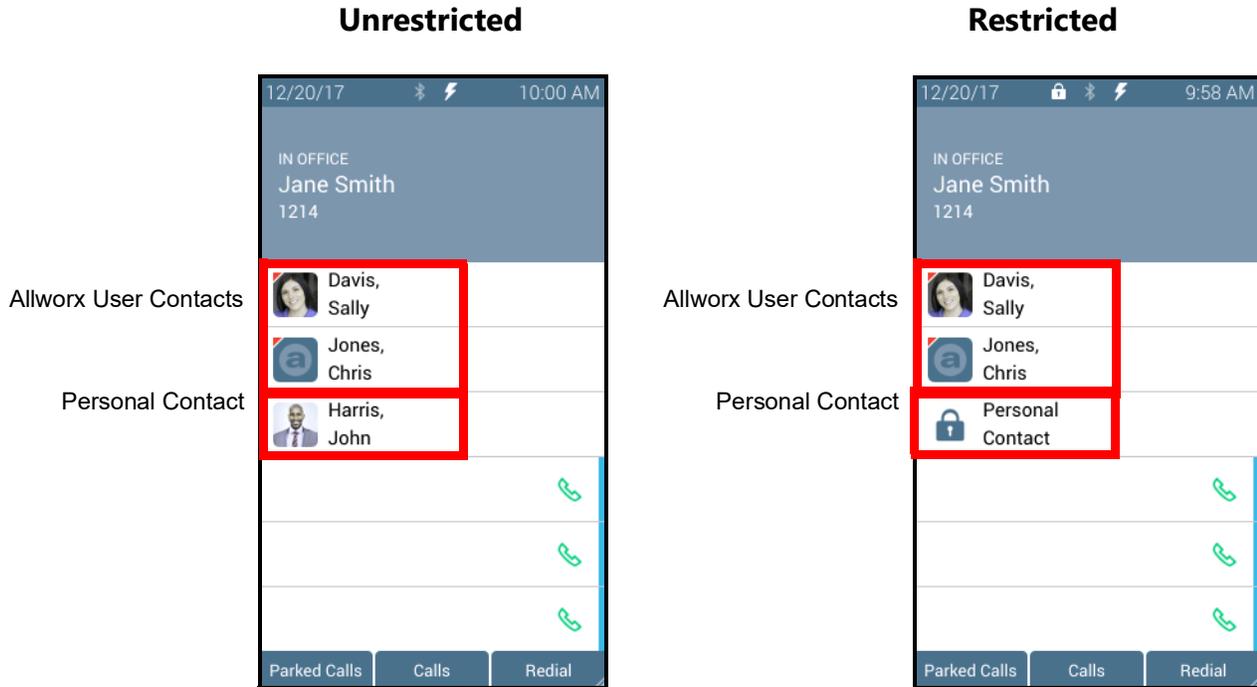
4.1.3 Data Protection

Only the Allworx user has access to their personal contacts; the Allworx Server Administrator cannot access the personal contacts. Allworx users can prevent others from see the personal contacts on their Verge IP phone by restricting access. This requires the Allworx PIN to unlock the Verge IP phone.

4.1.4 Managing Personal Contacts

Allworx users can manage and update Personal Contacts by using the originating device or application. The Verge IP phone *Personal Contact Details* screen identifies the originating application in the Account line. Only the Allworx user can add, edit, or delete each Personal Contact. Allworx Server Administrators can delete all of a user's personal contacts from the Connect server permanently.

Note: Allworx Users are limited to adding up to 100 Allworx Personal Contacts on the Verge 9304 IP phone, which are only available on that phone - not with other Allworx phones and applications.

Example:

Jane Smith needs to update her Personal Contact, Tom Wright. Since Jane uses the Verge IP phone, Reach for iOS, and the Interact application, she needs to determine how she added Tom to her Personal Contacts. Jane opens the Contact Details for Tom Wright and scrolls to look at the Account line and learn how she added Tom to her Personal Contacts.

Account Type example:
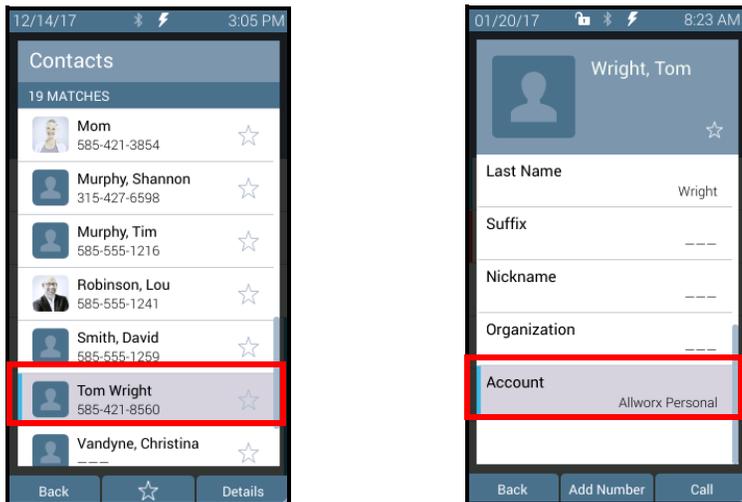
If the Account line reads:

- **Allworx Personal**: Jane added Tom Wright using her Verge IP phone, Reach device, or Interact application. To update the contact information about Tom, Jane can use her Verge IP phone, the Reach application or the Interact Professional application. **Example**: Allworx Personal

- **Allworx User, Allworx System, Allworx Public*** – The Allworx Server Administrator manages these contacts using the Allworx System software. **Example:** Allworx Users

- Source account: Jane used Reach or Interact to synchronize her contacts with her Verge IP phone. There are three synchronized contact labels that may display:

  - **Email account**: Jane used the Reach application to synchronize her contacts from her email account (such as Gmail). To update the contact information about Tom, Jane must do so in her contacts application. **Example:** username@gmail.com

  - **Reach device:** Jane used an iOS or Android app (such as Contacts) to manage her contacts stored on her device, but the contacts are not associated with a third party service. To update the contact information about Tom, Jane must do so on the identified device in the appropriate Contacts app on the device synchronizing with the Allworx System. **NOTE:** Reach for iOS version 11 or higher will look like these contact types due to iOS 11 restrictions. **Example:** <Samsung SM-T530NU>

  - **Outlook account**: Jane used the Interact Professional application to synchronize her contacts from her Outlook account. To update the contact information about Tom, Jane must do so in her Outlook application. **Example: Outlook:\\PersonalFolders\Contacts**

* The only user-editable options for these contacts types are the **Favorite** status and the choice of default phone number on the Verge IP phone, Reach application or Interact application.

4.1.5   Verge IP Phone Contact Buttons

The Verge IP phone has a Contacts (👤) function button and a Contact programmable button.

- **Contacts function button** - opens the *Contacts* screen to view all contacts or to add/manage Personal Contacts.

- **Contact programmable button** - (if available) immediately dials or transfers a call to the extension or contact phone number. The Allworx Server Administrator or the Verge IP phone user (with permissions) may configure one or multiple Contact programmable buttons on the Verge IP phone. If using an Allworx Connect server, the contact programmable button displays the Allworx user presence and availability status.

Each button type displays the following contact information:

- Contact availability (Allworx User Contacts only)
- Image and Allworx directory badge (if either are available)
- Presence setting (if other than In Office, Allworx User Contacts only)

- Contact name/number
- Favorite status

Verge IP phone Contact programmable button and function button examples:

Contacts Programmable Button
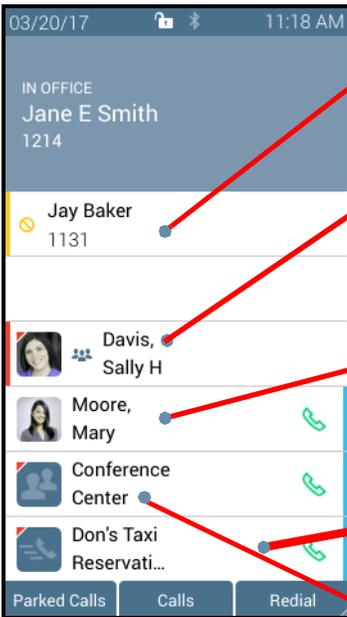
Contacts Function Button
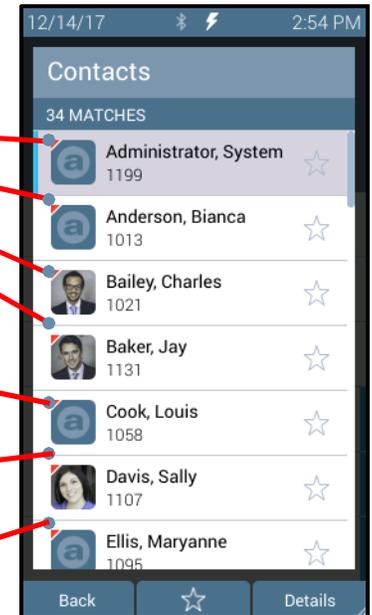
BLF Programmable Button[1]:
- Availability Status
- Presence/DND icons
- Caller ID name/number

User Contact:
- Availability Status
- Presence/DND icons
- Contact image with Allworx User badge
- Contact name[2]

Personal Contact:
- Contact image without Allworx User badge
- Contact ID name[2]

Public Contact:
- Contact image with Allworx badge
- Contact ID name[2]

System Contact:
- Contact image with Allworx badge
- Contact name/number[2]

[1] BLF programmable button - does not report the Allworx User presence state. Only assigned by the Allworx Server Administrator.

[2] Caller name/number only available on the Contacts screen. Press the Contacts Function Button to view.

Contacts Programmable Button LED	
off	Contact is idle and does not have DND active (Allworx User only).
solid amber	Contact is idle and has DND active (Allworx User only).
flashes red	Contact has an incoming call (Allworx User only).
solid red	Contact is on the phone (Allworx User only).

To manage contacts:

Notes:

- *The Contact programmable button for Allworx users does not provide user status or presence status on phones connected to the 6x, 6x12, or 48x server. To monitor the phone status, use a BLF programmable button instead.*

- *Each Allworx user can add a contact image associated with their contact information using the Reach application (with or without a handset license) or the Interact Professional application.*

- *The Allworx Server Administrator can control the user permissions to manage their directory contact image.*

- *The Allworx Server Administrator can delete an Allworx User's directory contact image.*

- *The Verge 9304 IP Phone fully supports Allworx User, System, and Public contacts while having limited Personal Contact support. Allworx Users can add up to 100 Allworx Personal Contacts on the Verge 9304 IP phone, which are only available on that phone - not with other Allworx phones and applications.*

Settings available:

- Add a new Personal Contact
- Set contact favorite status
- Select the preferred contact number (for personal contacts with more than one phone number)
- Update the Allworx Personal Contact information (Allworx Personal Contacts only)

1. Press the Contacts (⊻) function button. If necessary, enter the *Extension* and *PIN* information and press the **Done** soft key. The *Contact Listing* screen displays.

2. Do one of the following:

   - Use the up/down navigation buttons to locate the contact listing, and then press the **Select** button. The *Contact Details* screen displays. To filter the contacts, press the **More** (◢) function button, and then the **Groups** soft key to select the contacts types to display.

   - Use the keypad to enter search criteria. The digits entered display in the header (right side) and the Verge IP phone displays the contacts matching the number and all associated letters with the pressed key.

     Press the left navigation arrow to delete the last entered digit. To recover the full list of contacts, delete all of the digits entered.

   - Press the **Add Contact** soft key to add a Personal Contact.

3. Use the following soft keys to manage the contact.

Soft Keys - available only on the *Contacts* screen (*Contact* function button)	
Back	Return to the Verge IP phone main screen.
★	Remove Favorite status highlighted contact; contact is currently not a favorite.
☆	Add Favorite status to highlighted contact; contact is currently a favorite.
Call	Place a call to the highlighted contact.
Groups	Displays the *Group* screen. Select the types of contacts to display.

Show Any	**Show Only***
Users (Allworx Users)	Favorites
System (Allworx System Contacts including Public Contacts)	
Personal (Allworx Personal and External Personal Contacts)	
* Shows only the contacts marked as favorites with the selected Show Any groups	
Add Contact	Opens the phone screen to add a new contact or edit an existing contact.

1. Enter the Allworx PIN. If locked, press the **Done** soft key to access. If a wrong Allworx PIN number is entered, press the **Back** soft key to remove one digit at a time or the **Clear** soft key to remove the entered information and re-add the Allworx PIN.The *Add Contact* screen displays.

2. Use the up/down navigation and the **Select** button to choose a field to edit, and enter the contact information using the keypad and the following soft keys:

Cancel	discards the entered information and returns to the *Add Contact* screen
Delete	removes the previous character.
Done	saves the entered information and returns to the *Add Contact* screen.

Press the keypad number associated with the letter to toggle between the letters and numbers printed on the key. See "Phone Keypad Presses" on page 115 for more information. Use the left/right navigation buttons to move the cursor within field.

Each stored contact can contain the following information:
  • Prefix   • Middle name   • Suffix   • Organization
  • First Name   • Last name   • Nickname

3. Press the **Add Number** soft key to add one or more phone numbers.

Note: If adding a contact from a Call History listing, the Verge IP phone automatically enters the Caller ID number as the Work number.

4. Highlight and select the number label, and then press the **Select** button to display the New number screen. The following new number labels are available:
  • Work   • Mobile   • Company   • Work Mobile
  • Home   • PIN   • Main

Note: Use the PIN number label to dial a number directly from an active call (i.e. enter a verification code).

5. Press the **Add Number** soft key to add one or more phone numbers.

Note: If adding a contact from a Call History listing, the Verge IP phone automatically enters the Caller ID number as the Work number. |

Add Contact (con't)	6. Highlight and select the number label, and then press the **Select** button to display the New number screen. The following new number labels are available:

- Work
- Mobile
- Company
- Work Mobile
- Home
- PIN
- Main

Note: Use the PIN number label to dial a number directly from an active call (i.e. enter a verification code).

7. Enter the new phone number, and then press the **Select** button to save the new number. The following soft keys are available when entering a new phone number.

Cancel	discards the entered information and returns to the Add Contact screen
Delete	removes the previous character.
Done	saves the entered information and returns to the Add Contact screen.

If entering more than one phone number, highlight and select the default number to automatically dial when selecting the contact.

Delete	Removes an existing Personal Contact listing.
🔒 *	Enter the Allworx PIN to display Personal Contacts.
🔓 *	Hide Personal Contacts.

* Only available when **Settings** > **Phone Preferences** > **Display** > **Personal Contacts** is set to Unrestricted.

4.2 Queue Appearance and Automatic Call Distribution Queues

The Allworx system distributes incoming calls that are too numerous for agents to answer immediately in a first-in-first-out order. If enabled, queued callers hear music while on hold. When logged in, users receive and answer calls, and then immediately enter a wrap-up time when the call ends.

- **Queue Appearance** - For sites that use Ring All queuing; the phone automatically logs into the Queue after power up. Additionally, users can manually log in to and out of queues.

- **ACD Appearance** - For sites that use distributed queuing. In addition to log in/out of ACD queues, users can temporarily stop ACD calls from routing to the extension with a busy reason.

Note: Using the Allworx System Administration web page, Administrators can enable a Busy/No Answer notification for ACD agents who have stopped taking calls. This notification includes a visual message as shown in one of the following examples, as well as an audio alert.

Verge IP phone Queue Appearance and ACD Appearance Programmable button examples:

Ringing (flashing)
Active Call (solid)

Logged Out

| ALLWORX CORP |
| Orders Call Que... |
| Press to log in |

01/09/17   3:23 PM

IN OFFICE
Jane E Smith
1214

Orders Call Queue   ACD
Idle   Press to log in

Parked Calls   Calls   Redial

| ACD |
| 6 Queues |
| ALLWORX CORP |
| ACD |
| Wrapup |
| ACD |
| Research |

Idle - only agent in queue

Ringing (flashing) Active Call (solid)

Wrapup

Busy - Displays reason
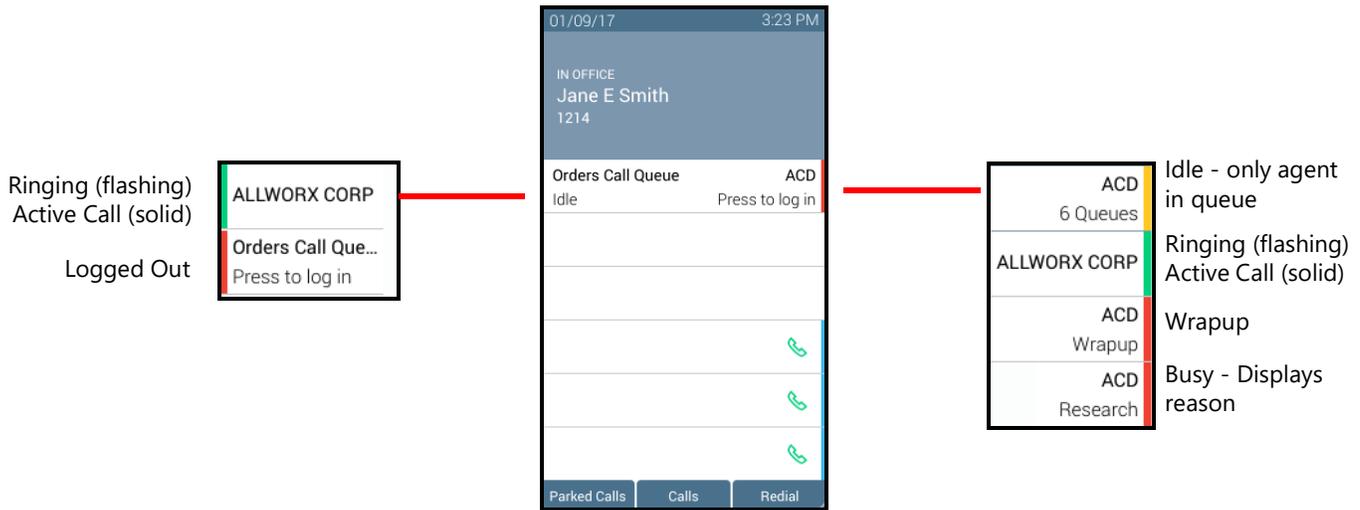
Verge IP phone ACD Appearance Busy/No Answer notification example:

11/13/20   🕐   3:37 PM

ACD Busy / No Answer

⚠

Press the ACD button

Dismiss   Silent
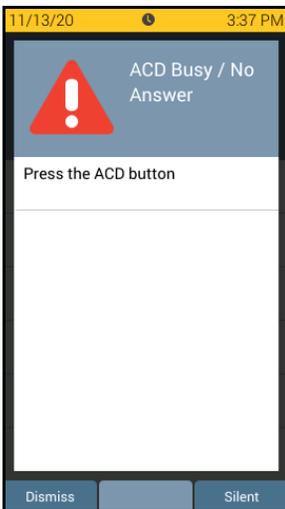
Call Queue Appearance and ACD Appearance Programmable Button LED

solid red	Agent not logged in to the ACD queue.
flashing green	Incoming call or active call on hold.
solid green	Active call.
amber	(ACD only) the only agent logged in.
flashing red	Incoming call while agent is in wrap-up time, incoming call while agent is not logged in call queue, or (ACD only) agent has specified a busy reason.

Call Queue Appearance and ACD Appearance Soft Keys

Ok	(Call Queue Appearance only) accept the entered log in information.

Cancel	Returns to the Idle screen.
Delete	Clears the entire entry field.
Done	All field entries or selections are complete.
Clear	Clear the previously entered character.
Select All / Clear All	Choose all options at once / deselect all options at once.
Park	A system wide hold. See "Park a Call" on page 26 for more information.
Conference	Connect up to four parties together. See "Conference Call" on page 38 for more information.
Merge Calls	Combine all calls into one conference call. Only available when performing a conference call.
Options	Enable placing a party on hold or hangs up a party. Only available during a conference call.
Leave	Enable dropping off the conference call while the other parties remain active (only available during a conference call).
Add Call	Enable a fourth party to join a conference call. Only available during a conference call.
Queue Stats/Hide Stats	Display the number of queued calls and the longest wait time information during an active ACD call.
Add Contact	Open the phone screen to add a new contact (available for callers not in the Contacts) during an active ACD call.
Dismiss	Return to the idle screen.
Queues	Display queues assigned to the agent.
Log out all	Log out the agent from all ACD queues.
Busy	Immediately opens the *Select Busy Reason* screen.

To manually log in to or out of the Queue Appearance:
Press the **Queue Appearance** programmable button, and then press the **OK** soft key. The phone automatically logs in to or out of the call queue, respectively.

Queue Appearance Login and Logout example:

Login

Logout
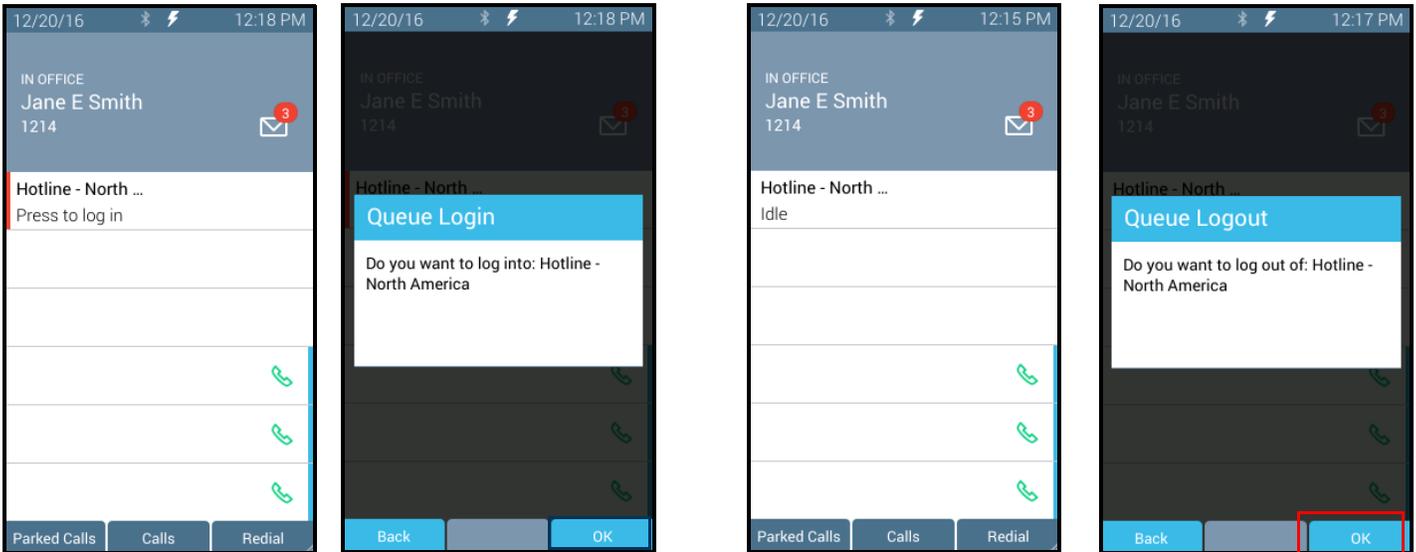
To log in to the ACD Appearance:

Agents can log into an ACD queue from any desk phone and the ACD queue routes the calls to that phone. This includes phones that may not be the phone on the agent's desk.

1. Press the solid red **ACD Appearance** programmable button. The login prompt screen displays.

   The *Extension*: field displays the last entered extension, which may be the extension number assigned to another desk phone. If necessary: use the up navigation button to get to the *Extension:* field, and enter the new extension. Press the down navigation button.

2. Enter the Allworx PIN, and then press **Done**. If necessary, press the **Clear** soft key to erase all entered numbers or press the left navigation button to erase a single entered number. If a PIN Change Request displays, follow the on screen instructions. Press **Done**.

3. (Allworx Users assigned to more than one ACD queue) Do one of the following:

   • Use the up/down navigation buttons and the *Select* button to select queue(s).
   • Press **Select All** to select all available queues.

   The agent is logged in to selected ACD queues and ready to receive calls from the queue.

4. Press the **Done** soft key. If this is the only agent logged into one or more ACD queues, the ACD Appearance programmable button status bar is yellow.

Verge IP phone ACD log in sequence:

Press the ACD programmable button.
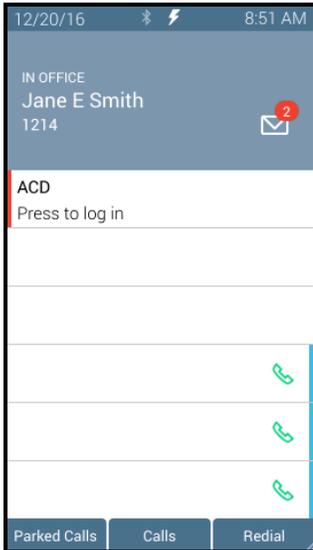
Enter the Allworx PIN and press the **Done** soft key.
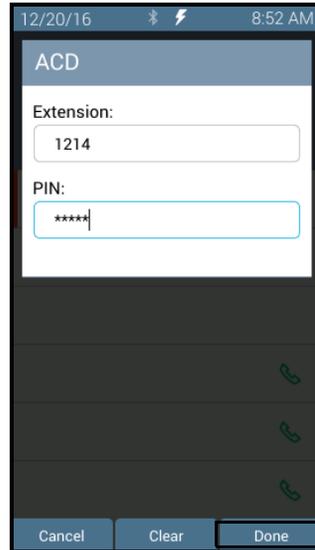
Use the navigation/select buttons to select the ACD Queues or press the Select All soft key. Press the Done soft key.
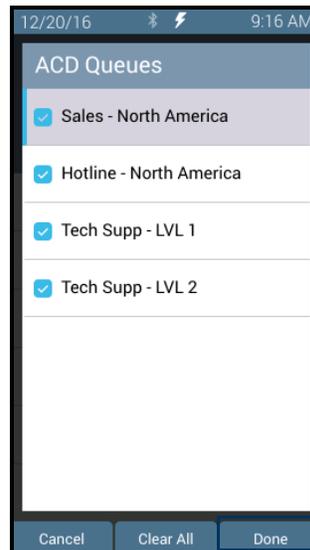
ACD programmable button changes to logged in status.
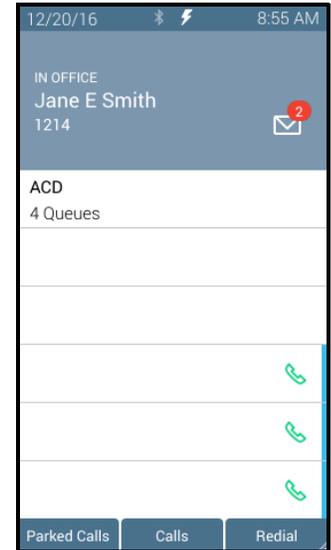
To log out or change ACD queues:

1. Press the **ACD Appearance** button, and then press **Queues** or **Log Out All** soft key. If pressing **Queues**, use the up/down navigation buttons and press Select button or the **Clear All** soft key.

2. Press the **Done** soft key. Re-enter the Allworx PIN, and then press the **Done** soft key.

Verge IP phone ACD log out sequence:

Press the ACD programmable button.
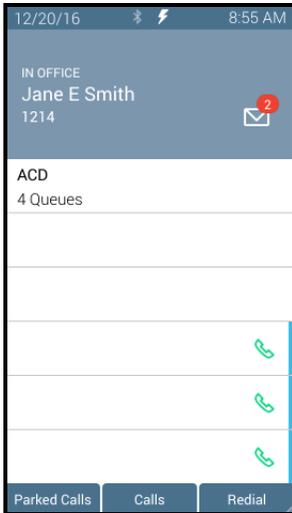
Press the **Queues** soft key.
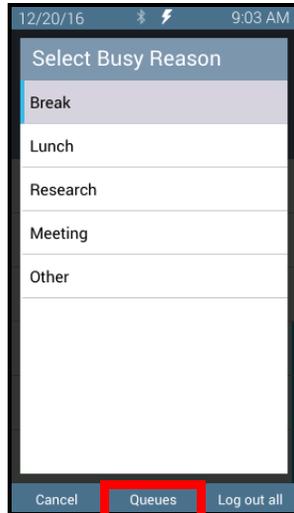
Uncheck the queues and press the **Done** soft key.
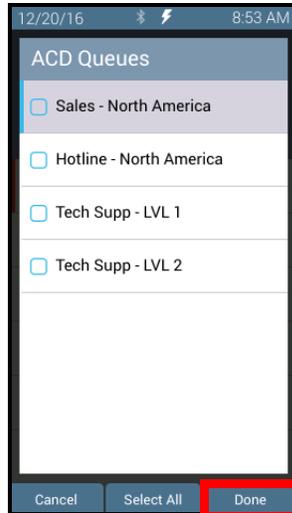
ACD returns to logged out status.
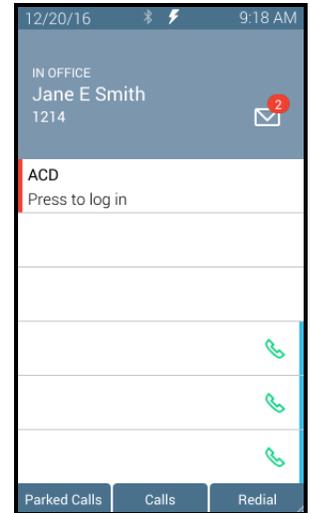
To change the ACD Queue busy state:

Agents do not receive calls while in a busy state. Press and release the ACD programmable button. The Select Busy Reason screen displays. Use the up/down navigation and the **Select** button to choose the busy reason. To leave the busy state and resume taking calls, press the ACD programmable button.

Press the **ACD programmable** button.
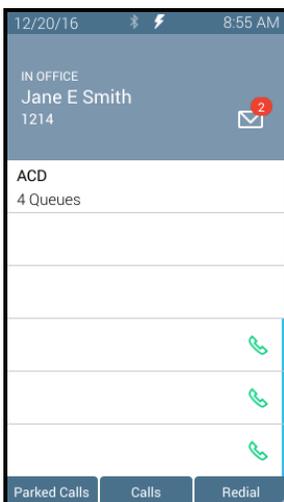
Highlight the busy reason, and press the **Select** button.
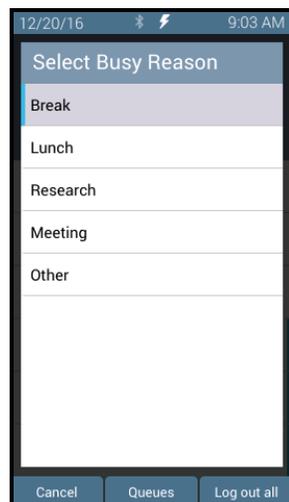
The agent is unavailable to accept ACD calls.
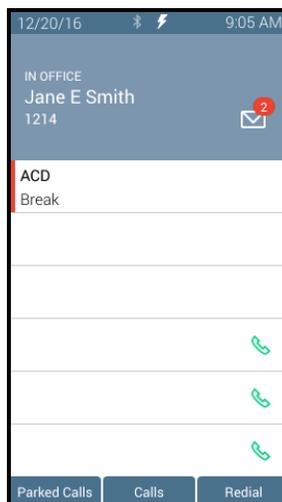
Press the **ACD programmable** button to end the Busy Reason.
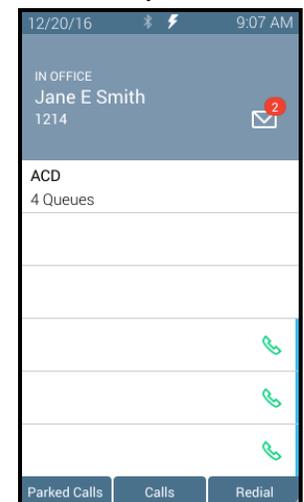
4.3   Queue Alarm

Notifies users of the queue activity levels (number of calls in the queue and/or longest wait time). If configured, the queue alarm produces an audible alarm with the queue status displayed on the Verge IP phone screen. Press the button to silence the alarm.

Verge IP phone Queue Alarm programmable button examples:

No queue alarms
Queue exceeded red threshold limit
Queue Wait Time Example
Queue exceeded yellow threshold limit
Queue depth example
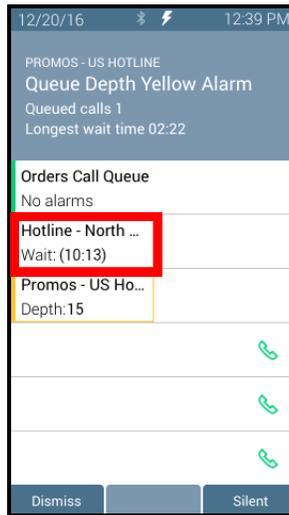
Queue Alarm Programmable Button LED	
solid green	no alarms.
solid amber	yellow queue alarm.
solid red	red queue alarm.
Queue Alarm Soft Keys	
Dismiss	clears the alarm from the call status area.
Silent	keeps the alarm on screen, but quiets the audible alarm.

4.4   Shared Call Appearance

Handle a set of one or more appearances as a single appearance shared across multiple phones. All phones in the Shared Appearance have access to calls and operations within the group of phones. For example, an incoming call can ring on all phones using the appearance, one user answers the call and places the call on hold, and then another user retrieves the call. The Shared Call Appearance is available as a destination in any extension call route using My Allworx Manager (if permissions are enabled).

Phones 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 the 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.

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. When there is an active call on a Shared Call Appearance, the Verge IP phone screen displays the Caller ID information of the party.

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

If a user parks a Shared Call Appearance call and the Park timeout setting for the system is set to ring back to the phone that parked the call, the parked call rings back only to the phone that parked it. It does not ring all phones in the Shared Call Appearance. The Shared Call Appearance programmable button LED goes out and the call is no longer on the Shared Call Appearance.

Shared Call Appearances support three distinct types of hold behavior:

* **Public Hold** - any phone using the Shared Call Appearance can retrieve the call 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. Press the **Public** soft key.

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

* **Privacy Hold** - only the phone that placed the call on hold can retrieve the call. If the user does not pick up the call, the phone receives a notification per the phone HOLD reminder settings. Press the **Hold** (⏸) function button.

* **Bridged Hold** - the phone that placed the call on hold and one other phone that has the same Shared Call Appearance can retrieve the call. The second phone can resume the held call by selecting the flashing Shared Call Appearance programmable button. If neither party resumes the call, the phone placing the call on hold receives a notification per the individual HOLD reminder settings. Press the **Bridge** soft key or the **Intercom** (⌕) function button, and then dial the second phone number.

- Verge IP phone Shared Call Appearance examples:
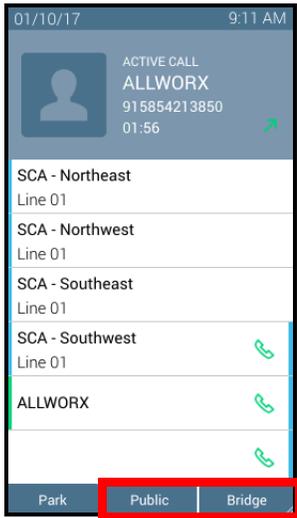
Intercom Call - On Hold for Shared Call Appearance

Shared Call Appearance - In use on another phone.

Shared Call Appearance - Idle

Shared Call Appearance - Public Hold

Shared Call Appearance - Bridged Hold

Shared Call Appearance -Privacy Hold
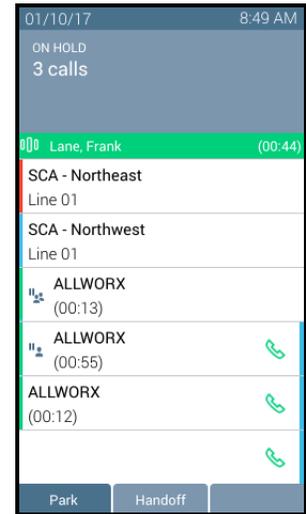
Shared Call Appearance LED Button	
Off	Idle
Solid green	In use locally - phone "owns" the Shared Call Appearance line for outbound or active calls.
Flashing green (fast)	Inbound call to the Shared Call Appearance. All parties are ringing on the same Appearance line. Any user of a phone with that Appearance can answer the inbound call.
Flashing green (slow)	Active call is in a public hold state. Any Shared Call Appearance participant can retrieve the call.
Flashing red (fast)	Inbound call to the Shared Call Appearance on a phone set to Do Not Disturb (DND).
Solid red	In use remotely on another phone of the same Shared Call Appearance. The line releases: • When pressing the Shared Call Appearance button again on the phone that seized it; or • Completing an active call on the Shared Call Appearance line.

4.5 Message Monitoring

Monitor and access the Message Center inbox for another Allworx User. If a message is available in the mailbox, the Messages programmable button lights solid red and the programmable button label displays the number of unread messages in the mailbox. Log in to the Voicemail box using the extension number and Allworx PIN assigned to the extension, and then manage the Voicemail listings, see "Allworx Message Center" on page 69 for more information.

Verge IP phone Message Monitoring example:

Monitored mailbox has no new messages

Monitored mailbox has 10 new messages

4.6   Allworx Message Center

The Allworx Message Center provides unified messaging for Allworx users. When a new Voicemail message is available, the Allworx phone Messages (✉) function button lights and the number of new messages displays on the Verge IP phone screen. When the Voicemail inbox is full, the asterisk ✱ badge displays instead of a number. If the phone has a programmable button to monitor another mailbox, see for more information.

Verge IP phone Message Notification example:

Information / active call area

IN OFFICE
Jane E Smith
1214

Messages Indicator

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

- **Audio Message Center** - *Audio* menus and keypad presses to manage the Voicemail messages and settings. The Allworx system plays the default language on 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:

• Listen to new or saved Voicemails	• Clear all listings	• Manage message greetings*
• Send a message to another user	• Clear a single listing	• Change password (or PIN)*
• Manage messages	• Change message listing appearance**	
• Reply to a Voicemail	• Change name recording*	

* Available in the Audio Message Center only.
** Available in the Visual Message Center only.

Callers have the following options (if enabled) after recording a Voicemail message:

- To send your message and end this call, press **1**
- To review your message, press **2**
- To erase and re-record your message, press **3**
- To send your message and dial an extension, press **4**
- To erase your message and end your call, press **9**
- To listen to these choices again, press *****

4.6.1　Visual Message Center

Displays the list of Voicemail messages and draft messages on the Verge IP phone screen. Unread messages display in blue text and read messages display in black text.

To manage the 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.

1. Press the **Messages** (✉) function button once or the **Messages** programmable button (if programmed) to access the Visual Message Center. To exit the message center, press the **Cancel** soft key.

   Note: A red badge may display over the Messages icon in the Call Status area of the phone screen. If a number displays in the badge, that indicates the number of new Voicemail messages. An asterisk displayed in the badge indicates that the Voicemail messages inbox is full.

2. Verify the extension. To log in as another user, press the **Clear** soft key to erase the automatically populated Extension number. Enter the correct extension number, and then press the down navigation button.

3. Enter the Allworx PIN, and press the **Done** soft key. If presented with a PIN Change Request, enter a new Allworx PIN, press the down navigation button, and re-enter the new Allworx PIN. Press **Done** to continue with the log in process.

   - To erase a mis-entered PIN number, press the **Delete** soft key to erase the character to the left of the cursor.
   - To erase the entire PIN number, press the **Clear** soft key.

Verge IP phone Visual Message Center login example:

After pressing the Messages function button, enter the assigned Allworx PIN and press the **Done** soft key.
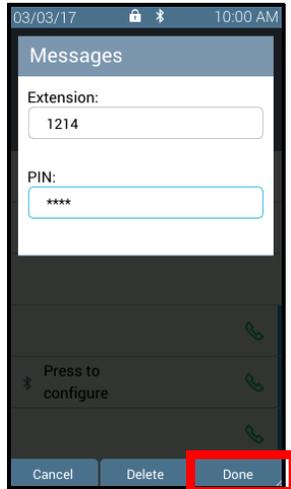
All messages display on the Verge IP phone screen.
- New/unread - Blue text
- Read/Saved - Black text
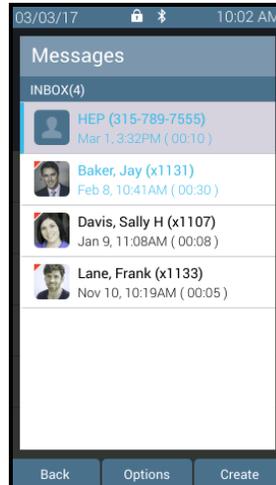
4. Scroll through the Voicemail messages using the up/down navigation buttons. Press the **Select** button to choose a Voicemail listing. Manage the messages using the following available soft keys.

Soft Keys	
Back	Returns to the Verge IP phone Idle screen. No Further action for the Allworx Message Center.
Options	Manage the Voicemail listing - Reply, Forward, Mark as Saved, Mark as New, Delete, Call
Create	Create a message to send within the Message Center to one or more recipients.
Select	Manage the current message.
Switch User	Check messages for another extension. Enter the correct extension > down navigation arrow > Allworx PIN > Login soft key.
The soft keys above include combinations of the following soft keys to provide control managing the Voicemail messages.	
Back	Return to the previous screen.
Options	Enable selecting how to manage the Voicemail - Reply (Allworx User Contacts only), Forward, Mark as Saved, Mark a New, or Delete.
Create*	Make a new Voicemail message to send.
Select	Choose the highlighted Message listing and opens the ability to select additional message listings.
Switch User	Access another extension Voicemail box.
Delete	Remove the message from the listings.
Clear All	Deselect all of the selected options.
Discard	Erase the recording, and then return to the Messages listing screen.
Done	Action is complete. Move to the next screen.
Record	Create a message. When complete, press the Done soft key.
Select All	Select all available recipients in the Contacts list.

Send	Delivers the message to the intended recipient(s) and returns the user to the Messages List screen.
Reply	Record and send a response back to the originator.
Forward*	Send the message to other recipients. NOTE: Verge IP phone users are not required to record an introduction prior to forwarding the Voicemail message.
Mark as Saved	Change the current Message listing font color to black to indicate a read message.
Mark as New	Change the current Message listing font color to blue to indicate an unread message.
Call	Place a call to the originator.
Cancel	Return to the previous screen.
Add Contact	Opens the phone screen to add a new contact (available for callers not in the Contacts).
Navigation Buttons	
Up/Down	Scroll through the Voicemail listings.
Select	Accepts the highlighted option or message to: • Select button - play or pause the message • Left navigation button - skip back in the message or press/hold to return to message beginning • Right navigation button - skip forward in the message • Up navigation button - go to the previous message • Down navigation button - go to the next message

* When selecting recipients for a Voicemail message, use the dial pad to perform a search of any matching string in the contact list.

4.6.2   Audio Message Center

Uses prompts and keypad presses to manage Voicemail messages and message center settings.

Note: Dialed digits to access the Audio Message Center may vary per system. Check the My Allworx Manager page on the Phone Functions tab or consult the Allworx administrator.

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**[1]. When calling from an outside line or phone not assigned to a user, the system prompts users for a primary extension.

   • (from an outside line dialing directly to your office) While the greeting is playing, dial ***6**[1] + <extension> before the greeting finishes playing.

   The Audio Message Center announces the number of new and saved Voicemail messages and the current Presence setting, as well as if the Voicemail inbox is full.

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

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 74 for more options.
2	**Listen to saved Voicemail messages.** See "To manage Voicemail messages:" on page 74 for more options.
3	Send a message. • Enter the extension or alias to send the message. The Allworx system plays the selected user's number and name, and then prompts for another extension. • Record a message, and then press the # key when complete to 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		

|
| 4 | **Change your Message Center system settings.** See "To update the Audio Message Center settings:" on page 75 for more options. |
| 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 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 some combinations of originating phones / outside lines. Contact the Allworx administrator for more information. |
8	**To manage schedules (**requires Allworx System Administrator or Phone Administrator permissions). See "To update the schedule mode/greeting remotely:" on page 90 for more information.
9	**To manage system recordings** (requires Recording Manager permissions). See "To manage the Call Queues/ACD Queues recordings and schedules:" on page 77 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. **Example**: Mary calls John's extension, but John's Voicemail answers. Mary decides to talk to Jim instead of leaving a Voicemail message. 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. While playing the message, use the navigation buttons to:

- Select button - plays or pauses the message

- Left navigation button - skips back in the message or press and hold to return to the beginning of the message

- Right navigation button - skips forward in the message

- Up navigation button - go to the previous message

- Down navigation button - go to the next 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 messages unless the user chooses to delete the message.

	Key	
During message	**After message**	**Option**
*1	1	**Reply to this message** - Allworx Users only. • Enter an extension to reply to the message. The Allworx system plays the selected user's contact information. Select one of the options:

	Key Option
• <extension number>	Enter another user's extension for the Voicemail message.
• 9	To send the message to each Allworx user on the system - if enabled (digits may vary per system). Please check the *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** - Allworx Users only. Follow the steps for **Reply to this message**. *Note: Recording an introduction is not required prior to forwarding the Voicemail 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, if the call is from an internal Allworx phone.
*#	#	Return to the previous menu.
**	*	Listen to these choices again.

To update the Audio Message Center settings:

Notes:

- *Send Voicemails directly to users without accessing the Audio Message Center. Dial **3** + **extension**.*

- *Digits may vary per system. Please check the 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, managing the greetings, or updating the Allworx PIN.

1. Log in to the Audio Message Center and press **4** on the Verge IP phone 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. See ["Presence / DND Setting" on page 43](#) for more information.

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: All presences that do not have a greeting recorded use the default greeting. To skip the greeting recording, press #. If there is no previously recorded greeting, only option 1 is available.:

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

Key	Option
3 (con't)	• 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		

If the default caller voice mail options are not available, assist callers, mention in the Voicemail greeting if the caller should dial another number to speak to someone (* + <extension>). **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 Allworx Users with recording manager permissions on Allworx systems.

1. Log in to the Audio Message Center and press **9** on the numeric keypad. 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: 6x12 and Connect 300 series - 9, 6x and Connect 500 series - 16, 48x and Connect 731 - 32).
Example 1 = Auto Attendant 431 and 32 = Auto Attendant 4332.

• Select the recording type:

Key	Option
1	To manage the <Auto Attendant> greeting. Enter the greeting number to manage after selecting the option.
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.

• Select the recording type:

Key	Option
1	To manage the <Auto Attendant> greeting. Enter the greeting number to manage after selecting the option.
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.

Key	Option
1 (con't)	• 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>. Changes the language heard for the prompts. Follow the prompts to continue changing the Allworx system recordings.
#	To return to the previous menu.
*	To listen to these choices again.

4.7 *Bluetooth* Wireless Technology

Notes:

• *The Allworx Server Administrator must enable the **Bluetooth** option for pairing a Bluetooth device to the Verge 9312 IP phone.*

• *Bluetooth devices supporting only A2DP Bluetooth profiles (such as tablets) are not compatible with the Verge 9312 IP phone.*

• *The phone call audio is dependent upon the type of headset and the number devices in the 2.4GHz band. During an active call, users may experience some noise or drop outs with a Bluetooth headset.*

• *During an active call, Bluetooth users must use the Bluetooth programmable button to migrate the active call from the Bluetooth smart phone to the Verge IP phone. The Verge IP phone does not accept pushed audio so users do not inadvertently send the call to the Verge IP phone while the user is not at the phone.*

The Verge 9312 IP phone supports one Bluetooth Hands-Free programmable button. Additionally, the Verge 9312 IP phone supports connecting both the Headset Profile (native *Bluetooth* headsets) and the Hands-Free Profile (mobile devices); however, use can connect only one device at a time.

If the user wearing a *Bluetooth* headset moves out of range while on an active call, the Verge 9312 IP phone automatically places the active call on hold. To retrieve the call, press the Verge 9312 IP phone call appearance programmable button.

• **Headset Profile**: conduct an Allworx call using a native *Bluetooth* headset.

Example: Joe is finishing a call with a supplier on speaker phone, but he needs to get to Room 1 for

a meeting. Joe taps the **Headset** button to transition the audio to the *Bluetooth* headset. He finishes the call with his supplier on the way to the room and is on time for his next meeting.

• **Hands-free Profile**: (requires a Bluetooth programmable button) initiate or answer a call coming into the mobile device and transition the audio to the Verge 9312 IP phone or vice versa. When using the Verge IP phone as a hands-free device, the cellular calls remain on the mobile device service and do not route through the Allworx server. Allworx applications such as View do not receive information about the calls and, therefore, do not include the calls in the View reports. Additionally, the Call History feature does not see or display these calls.

Example: Mary is in her car talking to a distributor on her mobile device. Mary gets to work and walks to her office. Mary taps the *Bluetooth* Appearance to activate the Verge 9312 IP phone speaker. The cellular phone call audio transitions from the mobile device to the Verge 9312 IP phone speaker, and Mary finishes her conversation with the distributor in hands-free mode.

The Verge 9312 IP phone automatically connects to and displays the first paired *Bluetooth* device from the list of all discovered and paired devices. If there was a previous, active connection to a *Bluetooth* device, the Verge 9312 phone automatically connects to that device, if enabling the device *Bluetooth* radio and it is within range. To select a different *Bluetooth* enabled device:

• **Allworx System Software 8.2** - turn off the other *Bluetooth* devices.

• **Allworx System Software 8.3 and higher** - scroll and select the preferred *Bluetooth* device.

To pair and connect *Bluetooth* enabled devices, see <u>"Bluetooth" on page 93</u> for more information. Verge IP phone *Bluetooth* Hands-Free programmable button examples:

No *Bluetooth* device paired or connected.	*Bluetooth* device paired but not connected.	*Bluetooth* device connected.	Active *Bluetooth* call.
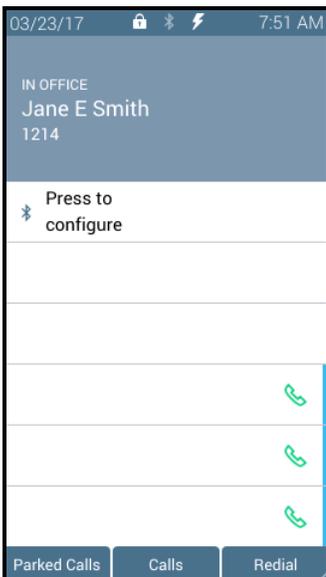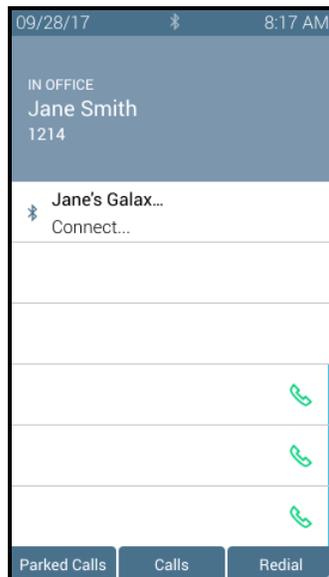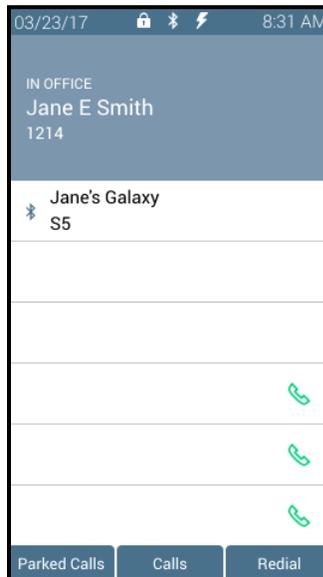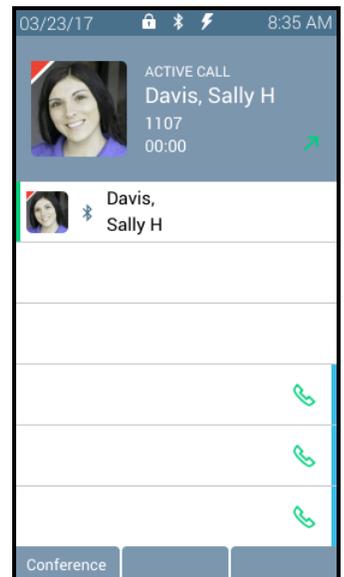
Bluetooth Programmable Button LED	
flashing green	Incoming call or active call on hold.
solid green	active call.
Programmable Button Labels	
Press to configure	Opens the Bluetooth settings screen for the user to pair and connect a Bluetooth device to the Verge 9312 IP phone.
<Hands-Free device name>	A paired or connected hands-free device to the Verge 9312 IP phone.
🎧	The Bluetooth Hands-Free programmable button is not available for use with a mobile device because a headset is already connected. Indicates a paired and connected Bluetooth enabled headset. Pressing this programmable button opens the Bluetooth Settings screen to assign a mobile device to the programmable button. This button does not activate the headset for a call - use the Headset function button instead.
Connect (single hands-free device paired) Press to connect (multiple hands-free devices paired)	user had decided to disconnect from the Verge 9312 IP phone or the mobile device, and now must press the Bluetooth Hands-Free programmable button to reconnect the hands-free device.
Paired	The Verge 9312 IP phone knows of the Bluetooth enabled devices. Requires the user to select and connect to the hands-free device.
Connecting	The Verge 9312 IP phone is looking for the paired hands-free device.
Connected	User has selected a hands-free device to use OR the Allworx system automatically found and connected to the preferred hands-free device.

4.8 Dialing Modes

Select how the Verge IP phone places a call using desk phone mode (default) or Cell Phone mode. To set up the dialing mode, see "Cell Phone Dialing" on page 102.

- Desk Phone Mode - users dial a number and the Verge IP phone automatically places the call. If users enter a wrong number, hang up and start over.

- Cell Phone Dialing mode - users can edit a number before placing the call, and requires users to press the send (📞) soft key to place the call.

4.9 Reach Remote Control

Control the Verge IP phone on a Reach device. If an Allworx user has both a Reach device and a Verge IP phone, the device and the phone automatically link together, and then the Allworx User can use the Reach application to control the Verge IP phone using a robust user interface, especially if using a tablet. In this way, the Reach Remote Control enables a desk phone to serve as an executive phone. The Reach Remote Control feature enables users to answer calls on all appearance types.

Notes:

- *The audio still comes to/through the Verge IP phone (headset recommended). The Verge IP phone continues to respond to phone button presses.*

- *The Verge 9304 IP phone does not support the Reach Remote Control feature.*

For more information about using Reach Remote Control, see the *Allworx Reach for Android User Guide* and *Allworx Reach for iOS User Guide* Version 3.0 or higher.

4.10 Electronic Hook Switch (EHS) for Wireless Headsets

Use the call control button on the wireless headset to answer and terminate calls without touching the Verge IP phone. EHS provides communication between a headset and a phone for call control, generally used with wireless headsets to answer or hang up calls. The EHS feature enables Allworx users to remotely receive an indication of an incoming call and tap the headset call control button to: answer or terminate the call.

All Verge IP phones transmit signaling that is compatible with the Plantronics APD-80 adapter module. The APD-80 adapter module works with the Plantronics CS500 and Savi 700 Series headsets and supports full bi-directional EHS with these headsets. Connect the Verge 9312 IP phone to the headset using the APD-80 adapter, and then enable EHS in the phone settings and disable the headset sidetone. Allworx phone users can enable or disable the EHS feature on the phone in the **Settings** > **Phone Preferences** > **EHS Headset** option. Disabled is the default value. If left disabled, the Verge IP phone has one-way EHS communication.

To manage the Sidetone audio feedback for all headsets (except *Bluetooth* headsets) and handsets, navigate to **Settings** > **Phone Preferences** > **Headset Sidetone** option. Enabled is the default value.

4.11 My Allworx Manager

Access 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).

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.

For more information about My Allworx Manager, see the *Allworx My Allworx Manager User's Guide*, available at www.allworx.com.

4.12 Busy Lamp Field (BLF)

Monitor the activity of an Allworx assigned extension or do a quick call/quick transfer to the assigned extension. If the Allworx User assigned to the BLF programmable button is unavailable, the BLF programmable button displays the busy status and the call follows the next step in the Call Route.

Verge IP phone BLF programmable button examples:

Idle

Idle, DND Active

Active Call (solid)
Incoming Call (flashing)

Active call, DND Active
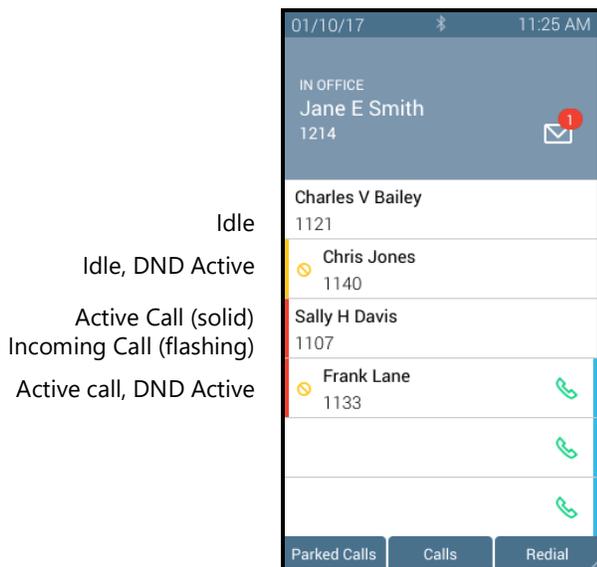
Busy Lamp Field Programmable Button LED	
off	Allworx user is idle.
solid amber	Allworx user is idle and has DND active.
solid red	Allworx user is on the phone.
flashing red	Allworx user has an incoming call.

4.13 Call Supervision

Enable supervisors to monitor Allworx Users handling calls in three modes using one of the modes assigned to the assigned programmable button. The supervisor can transition between the assigned mode and the silent monitoring mode by pressing the phone **Mute** function button. There is no indication to the Allworx User that Call Supervision is in progress. While in Call Supervision mode, all call management features (hold, transfer, etc) are available.

- **Barge in** - after connecting the call, both participants in the call hear the supervisor.

- **Whisper** - only the Allworx user hears sounds from the supervising phone, not the other participant. The supervisor cannot initiate two-way communications with the other participant.

- **Silent Monitor** - Neither party in the call can hear the supervisor.

Verge IP phone Call Supervision programmable button example:

Call Supervision Idle	Call Supervision Active	Call Supervision Toggle
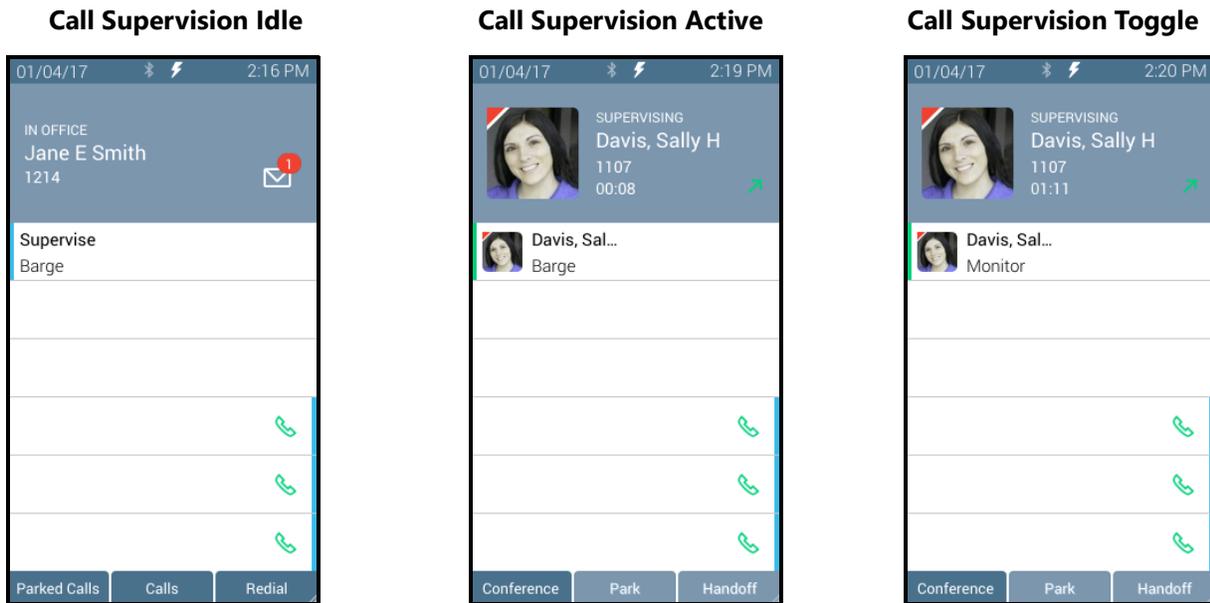
Call Supervision LED Button	
solid green	call supervision is active.
flashing green	call supervisor pressed the hold button to pause the feature.

To supervise the call:

Press the Call Supervision programmable button, and then enter the agent extension or press the agent **Contact** or **BLF** programmable button. To change the mode during a call, press the **MUTE** feature button. Example:

Starting Mode	Mute Toggle #1	Mute Toggle #2
Silent	Barge In	Silent
Whisper	Silent	Whisper

4.14 Emergency Alert

Receive audible and visual alerts whenever an Allworx User makes an emergency call from any local or remote phone on the system.

Verge IP phone Emergency Notification example:

Emergency Call Active
Information area displays:
• the handset internal caller ID, if available, or the handset description.
• the date/time of the call.
• the station number originating the emergency call.

Emergency Call Idle

Emergency Call Idle
Press programmable button to view last alert.
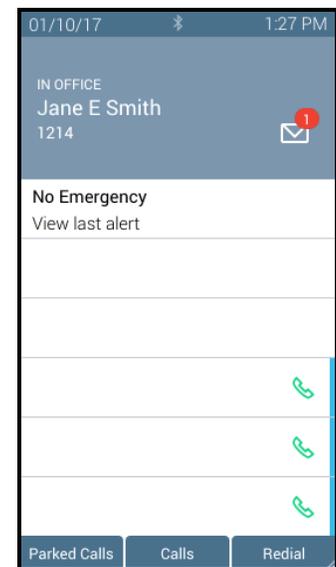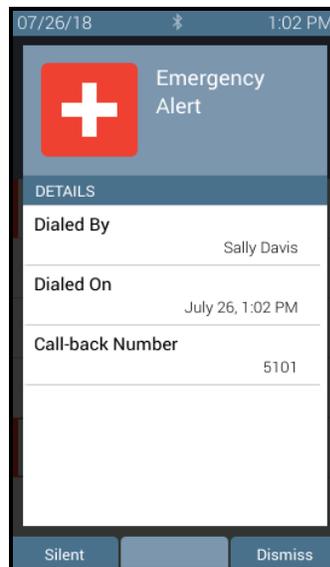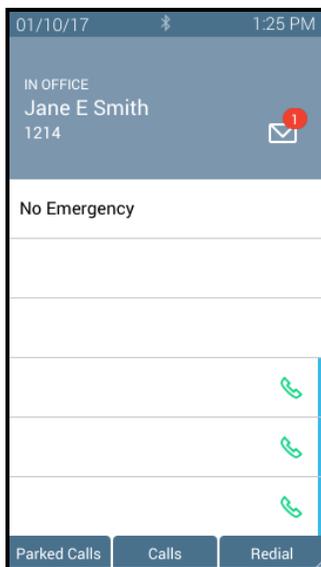
Emergency Programmable Button LED	
Alternating Red/Yellow	Emergency alert in progress.
Soft Keys	
Silent	Emergency alert remains active, the LED button continues to flash, but the audio stops.
Dismiss	Removes emergency alert from phone screen, the Verge IP phone returns to idle status.

Pressing the programmable button:

• During an active alert - acknowledges the alert, silences the alert tone, and removes the alert information from the display screen.

• During an inactive alert - retrieves the information from the last alert stored on the phone. Press the programmable button again to close the alert and return to the idle screen.

When rebooting the Verge IP phone, the phone clears the stored alert details from the phone.

4.15 Push To Talk

A one-way, walkie-talkie-like capability programmable button to a specific phone extension. To use the Push to Talk feature, press and hold the programmable button, and then begin speaking. To respond, the recipient must place a call back to the originator.

Verge IP phone Push to Talk Button example:

Push To Talk Active
Information area displays:
• the recipient of the Push To Talk
• contact image with Allworx badge
• status of the Push To Talk feature (READY TO TALK)
• contact name / number
• Push To Talk duration

Target Idle
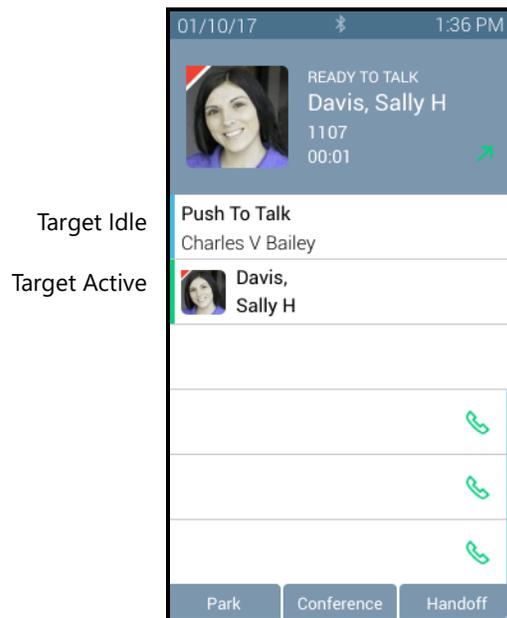
Target Active

Push to Talk Programmable Button LED	
Green	Target phone extension is active during Push to Talk.

4.16 Hot Desk

Users can temporarily log in to another Allworx phone using a Hot Desk programmable button, if available, or selecting the Hot Desk Login option from the Verge IP phone *Settings* menu. The Allworx system directs the calls to the shared phone, and users place outgoing calls with the updated caller ID.

Notes:

• *The Hot Desk feature only shares Personal Contacts when connected to an Allworx Connect server.*

- *The buttons configured on the Verge IP phones do not change when a new user logs in.*

- *The Verge 9304 IP phone does not share Allworx Personal Contacts with other Allworx phones or applications (including the Hot Desk feature). Allworx users that use the Hot Desk feature lose any personal contacts previously entered on the Verge 9304 IP phone used to Hot Desk.*

When Allworx users hot desk into a Verge IP phone, the phone stores the user's volume settings. When the Allworx user hot desks back into the phone, the Verge IP phone restores the saved settings with no adjustments required. Additionally, the Verge 9312 IP phone stores the user's Bluetooth paired devices. To see the list of paired devices available on the hot desked Verge 9312 IP phone, go to **Settings** > **Bluetooth**.

The Verge IP phone stores the volume settings and paired Bluetooth device information for up to 10 Allworx users. If Allworx user number 11 hot desks into the Verge IP phone, the user profile with the oldest last-logged-in date is deleted.

To Hot Desk into another phone:
1. Do one of the following to access the Hot Desk log in screen:

    - Press the Hot Desk programmable button, if available.

    - Press the **More** (◢) function button, and then the **Settings** soft key. Use the up or down navigation and the **Select** buttons to choose the Hot Desk setting.

2. Enter the Allworx assigned extension and PIN number in the respective fields.

3. Press the **Done** soft key. To reenter the extension, press the **Clear** soft key. The Verge IP phone displays the presence and the caller ID name/number on the phone screen
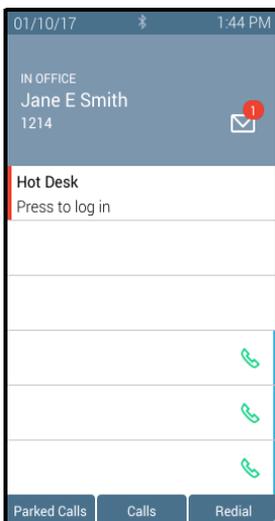
Press the Hot Desk programmable button, if available.	Enter the user extension and Allworx PIN. Press **Done**.	Verge IP phone updates per the Hot Desk request.	Allworx user is hot desked to Verge IP phone.
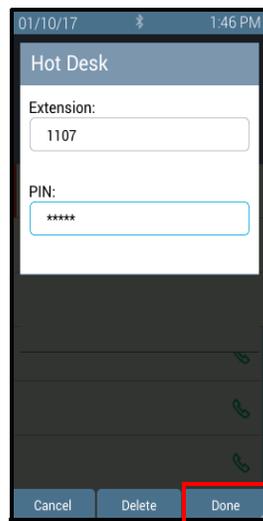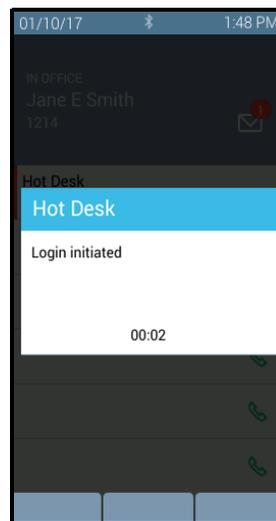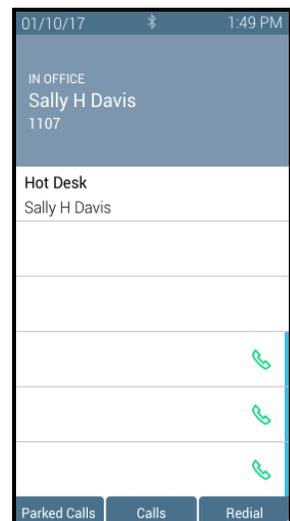
Hot Desk Programmable Button LED

solid red	phone is available for Hot Desk log in.
not lit	Hot Desk feature is in use.

To log out of the Hot Desk feature:

1. Follow the steps above to access the **Hot Desk Login** option.

2. Press the **Logout** soft key. The Verge IP phone returns to the original state.
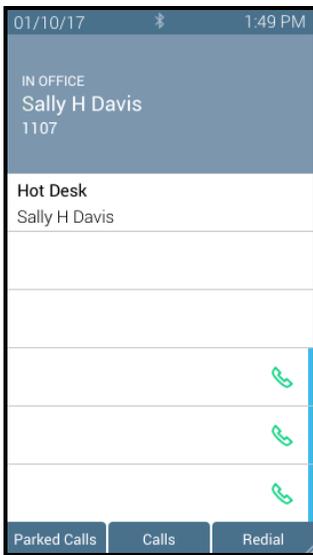
Press the Hot Desk programmable button, if available	Press the **Logout** soft key.	Verge IP phone updates Hot Desk request.	Allworx user is no longer hot desked to Verge IP phone.
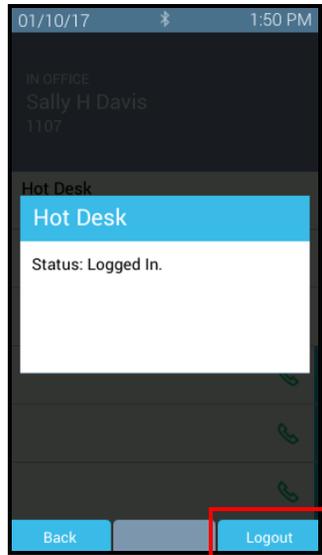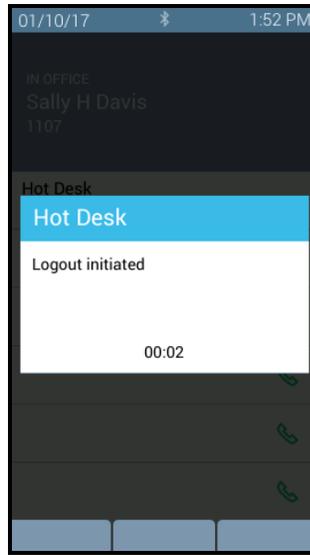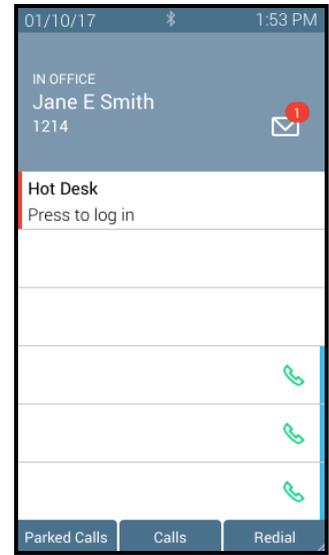
4.17 Schedule

A schedule consists of defined daily periods, associated day/night modes, and Auto Attendant greetings. Schedules play the appropriate greetings of the Auto Attendants based on the time of day and switching between day and night modes for call routes of system extensions. Verge IP phone users can adjust the day/night mode to use and the greeting to play.

The programmable button displays:

- An icon to indicate day or night mode

- The current schedule in use, as defined by the Allworx Server Administrator

- The current greeting in use

Schedule programmable button examples:

Schedule: Default
Mode: Day
Greeting: Open
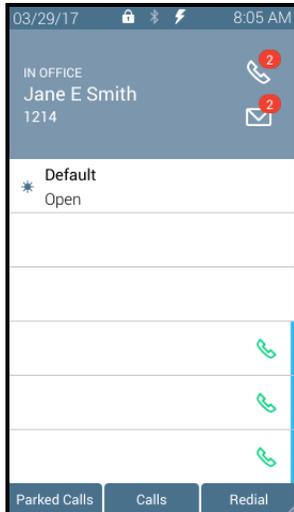
Schedule: Default
Mode: Night
Greeting: Closed
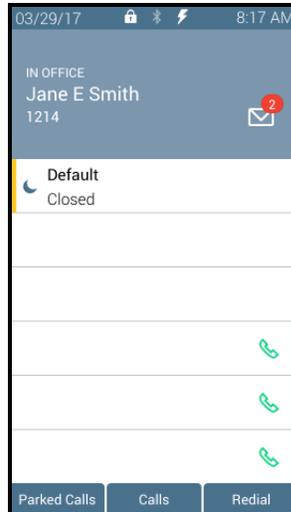
Schedule: Default
Mode: Day
Greeting: Weekend
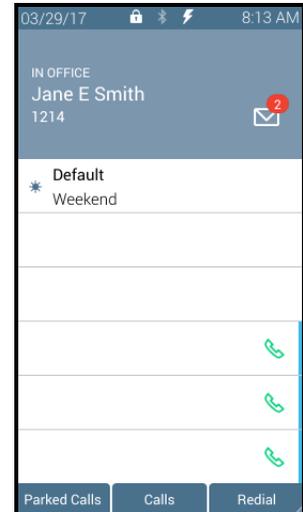
Schedule LED Programmable Button	
Solid amber	Night mode is active.
Soft Keys Available	
Cancel	Returns to the idle screen
Options	Opens the Default screen to manage the mode and greeting in use.
OK	Accepts the mode and greeting in use changes. The Verge IP phone reboots.
Back	Returns to the previous screen.

To change the day/night mode or greeting options:

1. Press the **Schedule** programmable button. The default screen displays.

2. Do one of the following:

• Press the **OK** soft key to update to the New Settings on the Default screen. The Verge IP phone reboots with the updated settings.

• Press the **Options** soft key. Use the up/down navigation buttons to highlight the setting, and then press the **Select** button.

  • **Day/Night Mode** - overrides the Allworx server defined schedule and changes the mode to day or night. If selecting Night Mode, the programmable button LED is solid amber.

  • **Greetings** - selects which greeting for the Auto Attendant to play.

  Use the up/down navigation buttons to highlight the option to use, and then press the **Select** (twice) > **Back** > **OK**. The Verge IP phone reboots with the updated selections.

Option A

Press the Schedule programmable button.
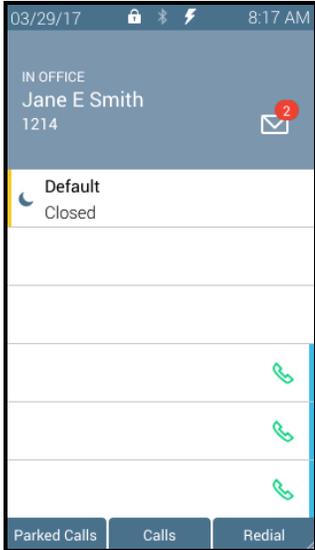
The current/new settings display. Press the **OK** soft key.
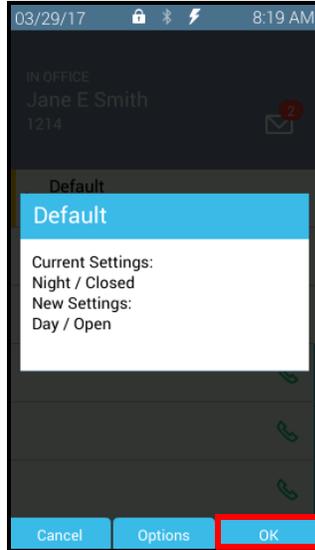
Phone reboots with the new settings.
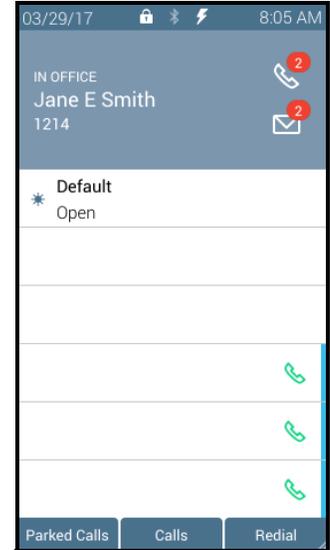
Option B

Press the Schedule programmable button.
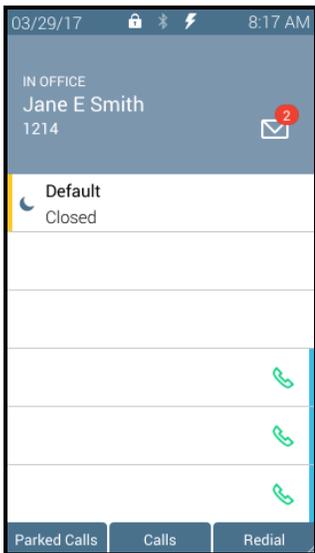
The current/new settings display. Press the **Options** soft key.
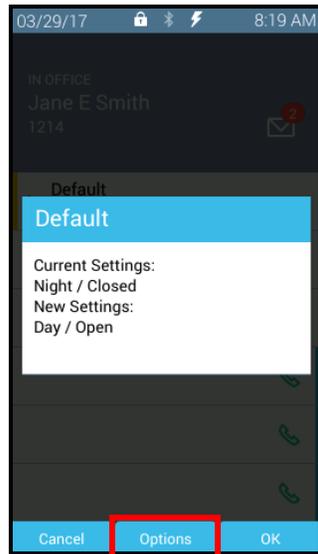
The Schedule Options screen displays.
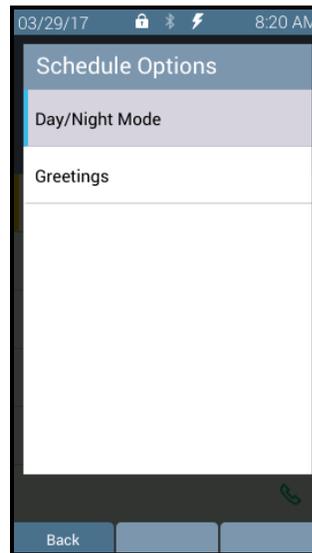
Highlight and select the mode to use. Press the **Back** soft key.
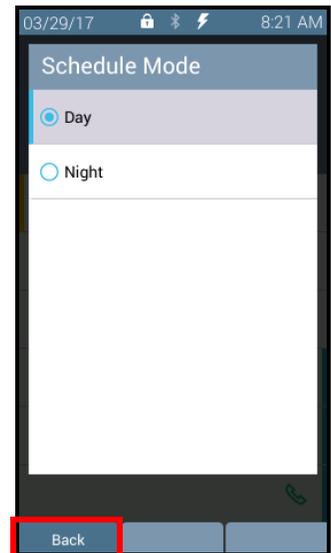
The Schedule Options screen displays. Highlight and select the **Greetings** option.

Highlight and select the greeting to use. Press the **Back** soft key.

The Schedule Options screen displays. Press the **OK** soft key.
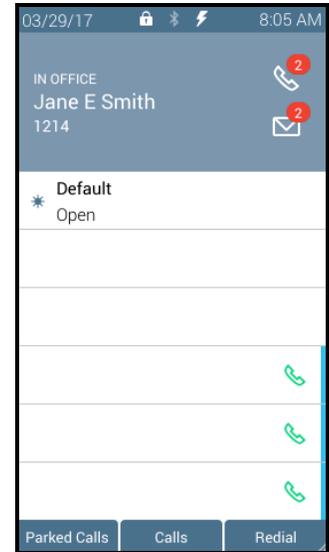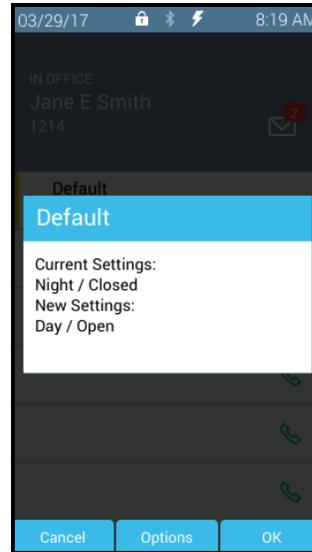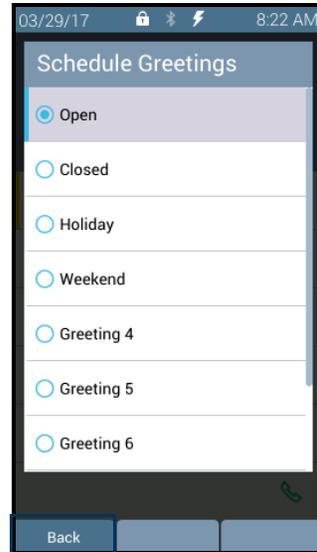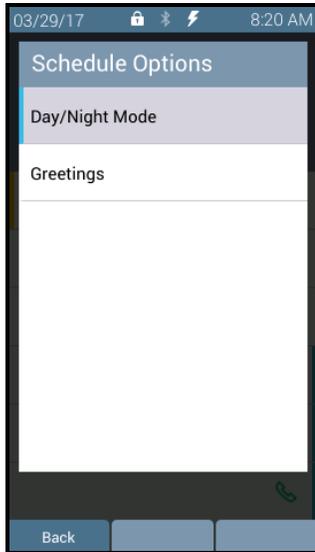
To update the schedule mode/greeting remotely:

Allworx users with Phone Administrator or System Administrator permissions can call into the Allworx System Audio Message Center and use the prompts to navigate to and override the current day/night mode and/or greeting for a Schedule. This enables these Allworx users that cannot make it to the site facility (such as in the case of inclement weather) to control the mode and greetings remotely.

1. Call the Auto Attendant from an outside line, and then do one of the following:

    • Dial 6 + the primary extension.

    • Dial 404[1]. The system prompts users for a primary extension.

    • (from an outside line dialing directly to your office) While the greeting is playing, dial *6[1] + primary extension before the greeting finishes playing.

2. Log in using the assigned extension and PIN code.

3. Press 8 to manage schedules.

4. Wait for the prompt: "Enter the number of the schedule you wish to manage followed by the pound sign", and then enter a schedule number.

    The Message Center responds with "Schedule <number> is set to <mode type> mode, greeting <number>.

---

1. Extensions may vary per system. If using a non-default Internal Dial Plan, consult the My Allworx Manager *Phone Functions* tab to determine what extensions to use for the corresponding feature.

5. Select one of the following options:

    a. Enter the new greeting number to play.

    b. Press **9** to change the mode.

    c. Press **#** to return to the previous menu to manage other Schedules.

    d. Press ***** to listen to the choices again.

6. Hang up after updating the required Schedules and/or greetings. The incoming calls route according to the configured mode immediately.

Chapter 5   Settings

The Settings soft key accesses the following features to configure the phone:

- *Bluetooth*
- Hot Desk Login
- Network Profiles

- About this Phone
- Phone Preferences
- Programmable Buttons

- Reboot Phones
- Ring Type Families

Use the following controls while navigating the main phone configuration screen:

- LEFT navigation button or Back soft key - exits the menu

- RIGHT navigation button or Select soft key - saves the currently highlighted setting and exits the menu.

- UP navigation button - moves up one entry in the list.

- DOWN navigation button - moves down one entry in the list.

- Admin soft key - access the Phone Administration page. Requires the Phone Admin Password.

To access the setting options:

1. Press the **More** (◢) function button, and then press the **Settings** soft key.

2. Press the up or down navigation button and highlight the setting, and then press the **Select** button to choose the setting.

5.1   Bluetooth

Pair and connect *Bluetooth* enabled devices to the Verge 9312 IP phone only. The Allworx system supports *Bluetooth* standard 4.0, class 1. If the Allworx Administrator has disabled the *Bluetooth* feature, a message displays.

Notes:

- *The Allworx Server Administrator must enable the **Bluetooth** option in the Handset Preference Group settings to enable pairing a Bluetooth device to the Verge 9312 IP phone.*

- *To pair a Bluetooth smart phone requires a Bluetooth Appearance programmable button.*

- *Bluetooth devices supporting only A2DP Bluetooth profiles (such as tablets) are not supported.*

- *Headsets: The quality of call audio is dependent upon the type of headset and the number of other devices in the 2.4GHz space. Therefore, during an active call, users may experience some noise or drop outs when using a Bluetooth headset.*

To pair *Bluetooth* mobile device or headset:

Notes:

* *The Bluetooth Hands-Free programmable button only supports a mobile device. If pairing a Bluetooth headset, use the Headset function button to manage calls.*

* *The Verge 9312 IP phone supports only one Bluetooth Hands-Free programmable button assignment.*

1. Do one of the following:

   * Follow the steps in . Open **Bluetooth**.
   * Locate and press the *Bluetooth* programmable button.

2. Press the **Turn on** soft key.

   * The Verge IP phone displays a list of previously paired/connected *Bluetooth* devices (if available), and an icon displays next to the connected device (if connected).

   * To search for additional, unpaired *Bluetooth* devices, press the **Scan** soft key. To turn the Verge 9312 IP phone *Bluetooth* radio off, press the **Turn off** soft key.

3. Press the up/down navigation buttons to highlight the *Bluetooth* device, and then press the **Select** button to connect the *Bluetooth* device to the Verge 9312 IP phone. If connecting a mobile device, accept the request on the *Bluetooth* mobile device.

4. Press the **Yes** soft key on the Verge 9312 IP phone. For mobile devices only:

   If a Bluetooth Hands-Free programmable button is assigned, the Verge 9312 IP phone connects the mobile device automatically for Call Audio. The programmable button is ready for use.

   If a Bluetooth Hands-Free programmable button is not assigned, the Verge 9312 IP phone displays a message to program a Bluetooth Hands-Free programmable button. Press one of the following soft keys:

   * **Now** - opens the Select a button to program screen.To assign a Bluetooth Hands-Free programmable button:
     * Press an available programmable button, and then press the **Apply** soft key.
     * Press the **Reboot** soft key to save the programmable button assignment.

   * **Later** - returns to the Bluetooth settings screen. The Bluetooth enabled device is unavailable for use until a programmable button is assigned. Select one of the following:
     * **Back** soft key - to return to the *Settings* screen.
     * **Select** button - to manage the paired device details.

   If the user returns to a Bluetooth Hands-Free screen later, the Verge 9312 IP phone prompts the user again to assign the Bluetooth Hands-Free programmable button.

Verge 9312 IP phone *Bluetooth* mobile device configuration and Bluetooth Hands-Free programmable button available example:
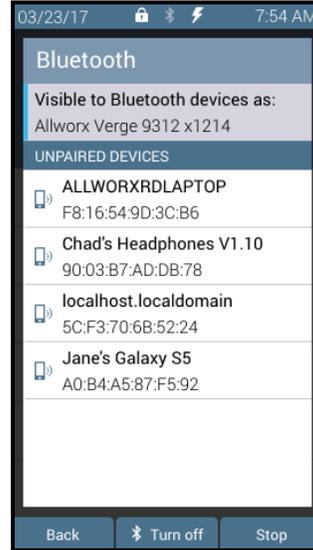
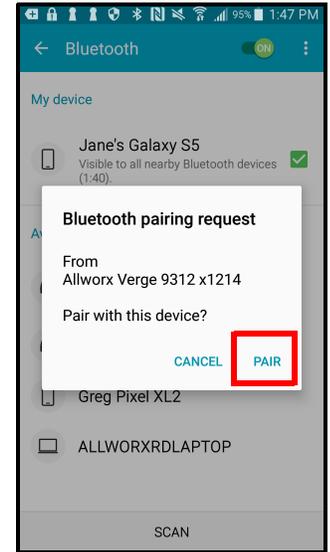Press the *Bluetooth* Hands-Free programmable button.
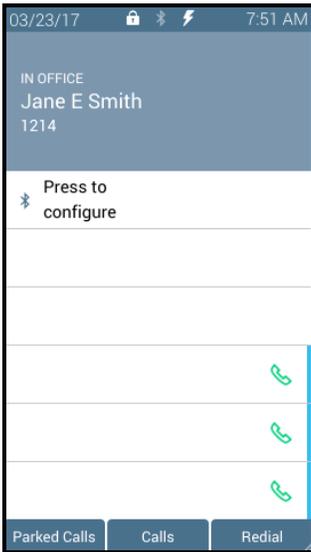
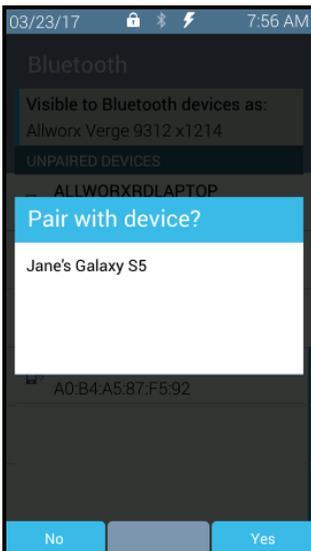Press the **Turn on** soft key, and then the **Scan** soft key.
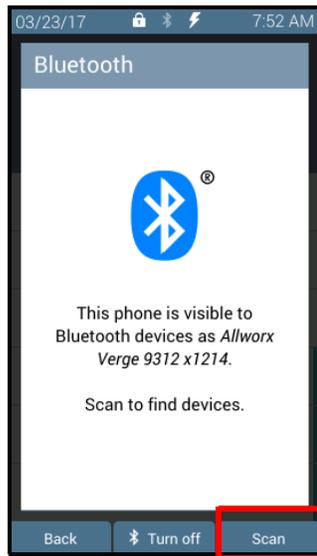
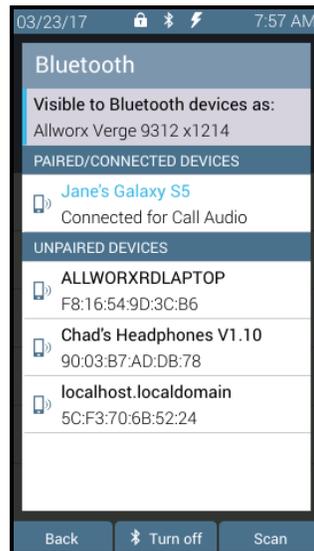Highlight and select the *Bluetooth* device.
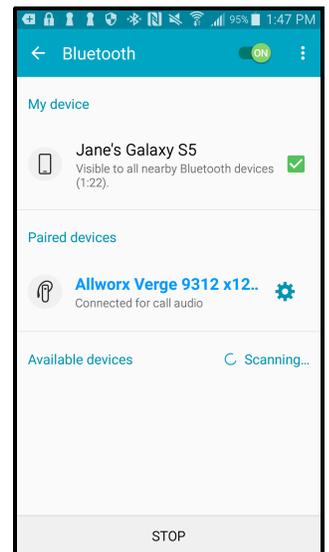
Accept the request on the *Bluetooth* mobile device.

Press **Yes** to pair the devices.
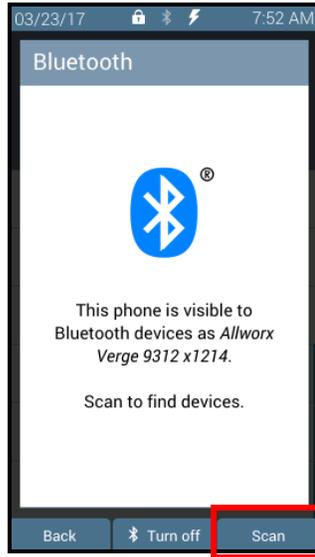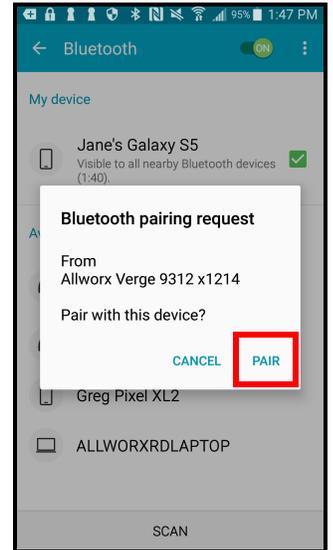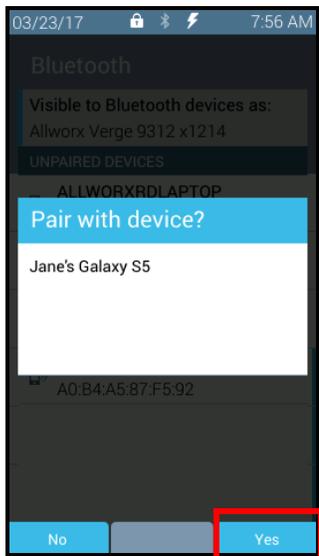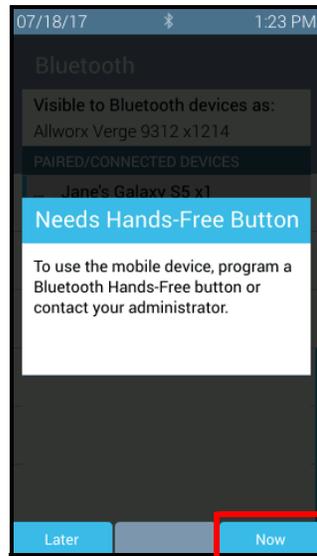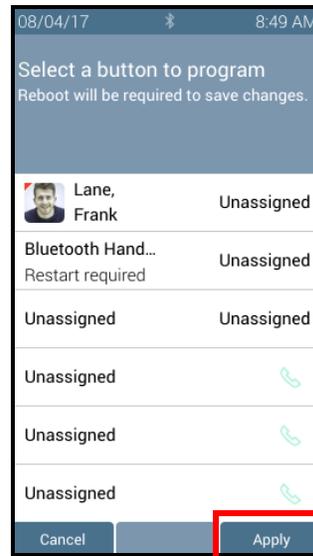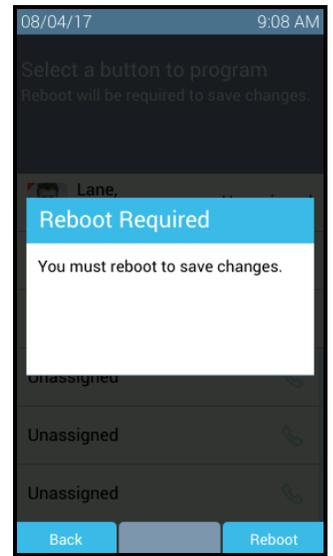
Verge 9312 IP phone paired.

Android mobile device paired.

Verge 9312 IP phone *Bluetooth* mobile device configuration and assigning a Bluetooth Hands-Free programmable button example:
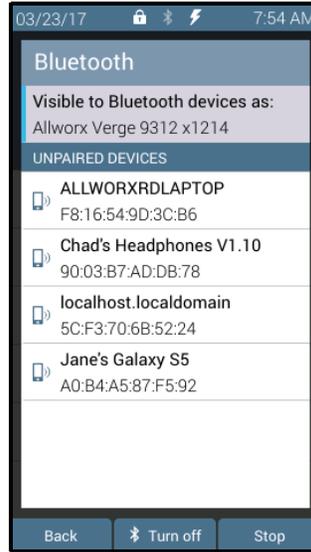
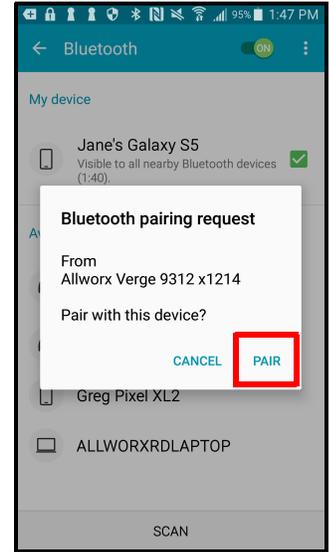Highlight and select the Settings > Bluetooth option.

Press the **Turn on** soft key, and then the **Scan** soft key.

Highlight and select the *Bluetooth* device.
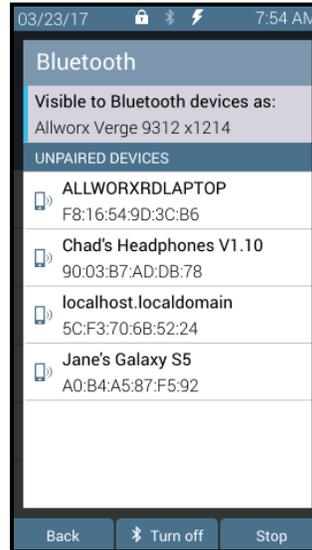
Accept the request on the *Bluetooth* mobile device.

Press **Yes** to pair the devices.

Press **Now** to assign a programmable button.

Assign an available programmable button.

Reboot the Verge 9312 IP Phone

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www.allworx.com
Version: V Revised: November 30, 2020

Verge 9312 IP phone *Bluetooth* mobile device configuration and later assigning a Bluetooth Hands-Free programmable button example:

Highlight and select the Settings > Bluetooth option.

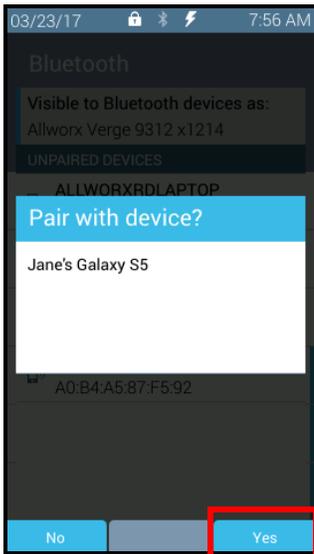Press the **Turn on** soft key, and then the **Scan** soft key.
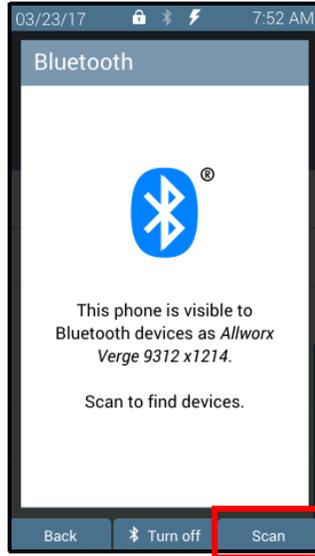
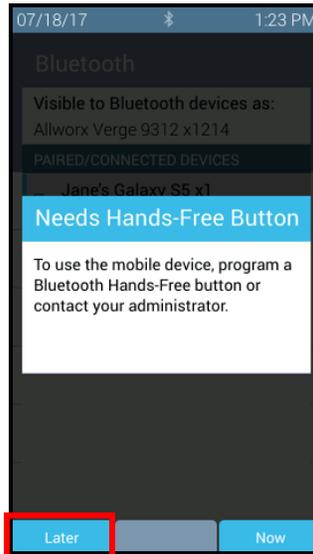Highlight and select the *Bluetooth* device.

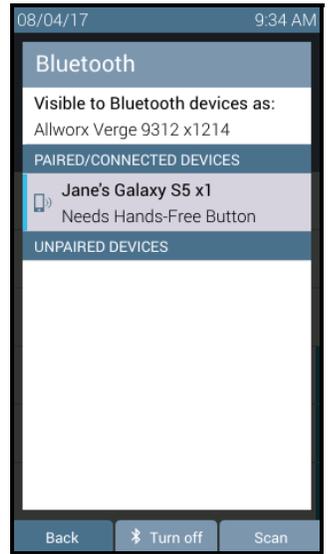Accept the request on the *Bluetooth* mobile device.

Press **Yes** to pair the devices.
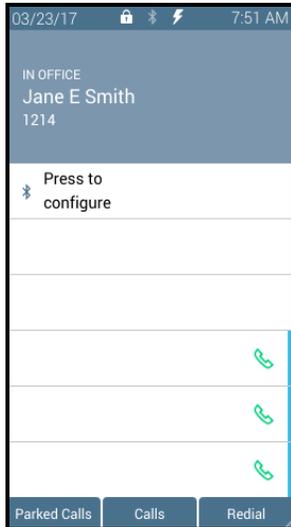
Press **Later** to assign a programmable button.

Press **Back** to return to the main *Settings* Screen or **Select** button to manage the Paired Device Details.
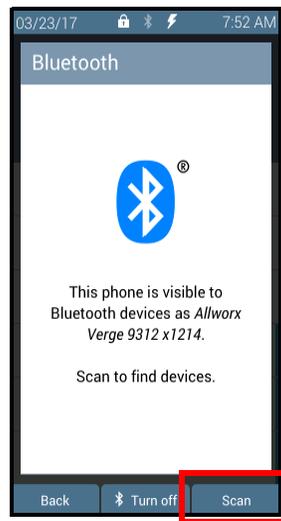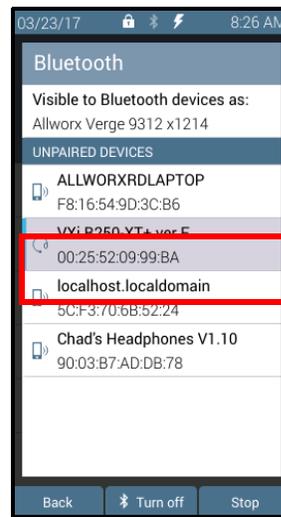
Verge 9312 IP phone *Bluetooth* headset example:

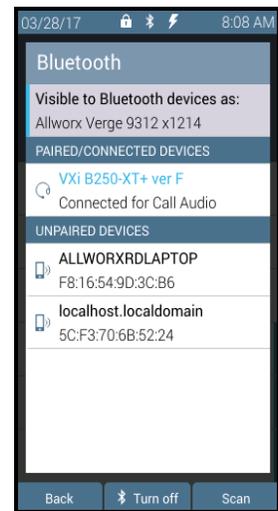| Press the *Bluetooth* Hands-Free programmable button. | Press the **Turn on** soft key, and then the **Scan** soft key. | Highlight and select the *Bluetooth* device. | *Note: if selecting a headset, the Bluetooth headset uses the Headset Function Key.* |

To manage the paired devices:

1. Follow the steps in "To access the setting options:" on page 93. Open **Bluetooth**.

2. Use the navigation and select buttons to highlight and select the device to manage.

3. Select one of the following options:

   - **Back** - returns to the previous screen. If a Bluetooth Hands-Free programmable button is not assigned, the Needs Hands-Free Button screen displays.

   - **Connect** – the paired Bluetooth device is not currently connected with the Verge 9312 IP phone for call audio. Press to connect the Bluetooth device to the Verge 9312 IP phone and automatically disconnect the previously connected device.

   - **Disconnect** – the paired Bluetooth device and the Verge 9312 IP phone are connected for call audio. Press to disconnect the Bluetooth device from the Verge 9312 IP phone. If another Bluetooth device is paired with the Verge 9312 IP phone, it may automatically connect. The disconnected Bluetooth device remains in the paired devices listings.

   - **Forget** – (existing) removes the Bluetooth device from the connected/paired devices list. After the Verge 9312 IP phone forgets the current device one of the following happens:

     - No other paired devices - the Verge 9312 IP phone is ready to scan for other Bluetooth enabled devices.

     - One or more paired Bluetooth enabled devices available - the Verge 9312 IP phone automatically connects to the next available paired device in the Bluetooth device listings, if the Bluetooth Hands-Free programmable button is available.
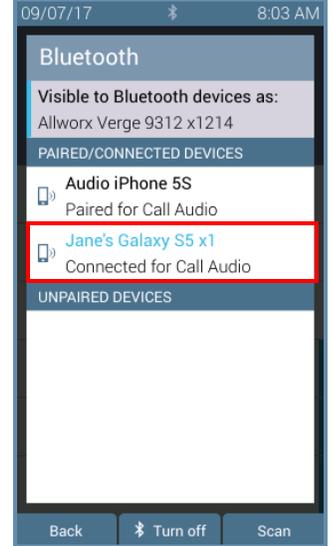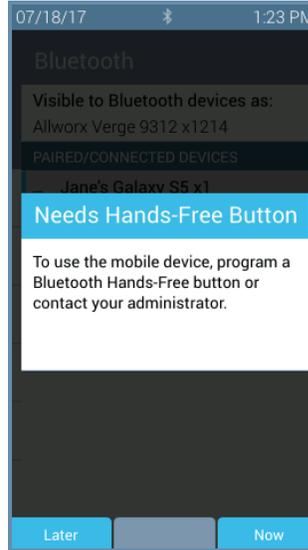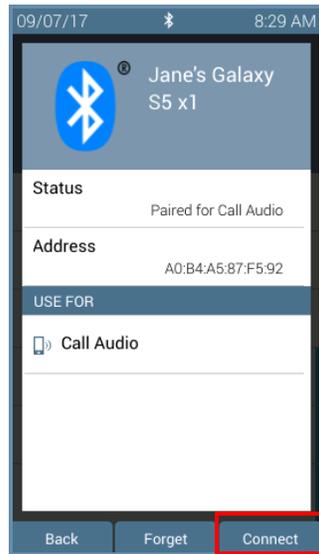
Verge 9312 IP phone *Bluetooth* Paired Device Details Connect management example:

Highlight and select device to manage.

Press the **Connect** soft key.

Option 1: No Bluetooth Hands-Free programmable button is available. Assign a programmable button first.

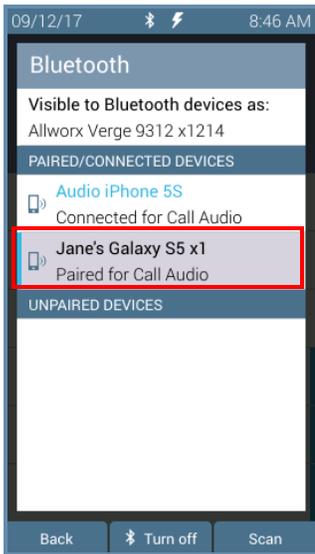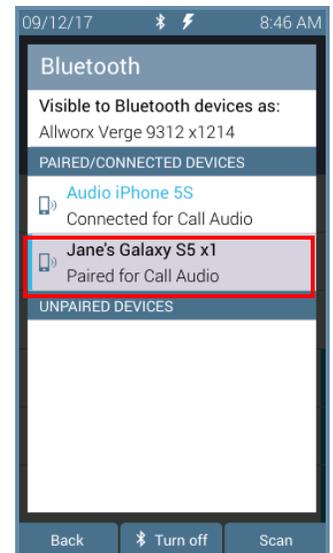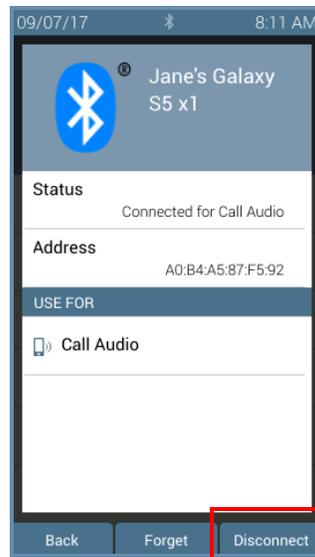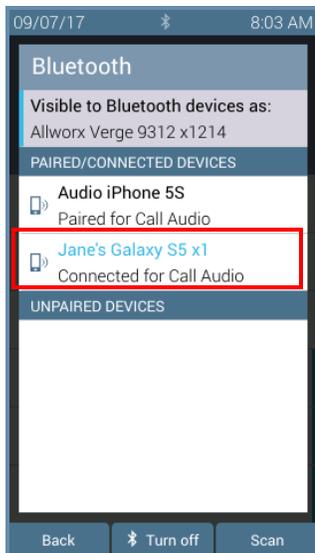**Option 2:** Device Connects to the Verge 9312 IP phone and is ready for use.

Verge 9312 IP phone *Bluetooth* Paired Device Details Disconnect management example:

Highlight and select device to manage.

Press the **Disconnect** soft key.

Device call audio status changed to: Paired for Call Audio. Device will not work until reconnected.
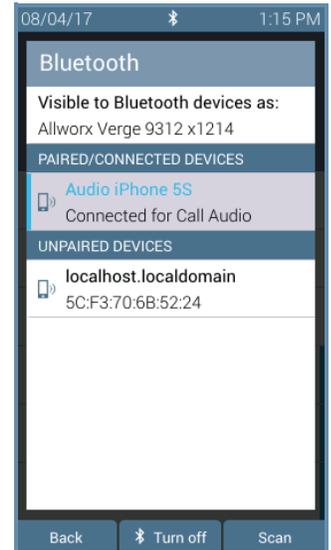
Verge 9312 IP phone _Bluetooth_ Paired Device Details Forget management examples:

Highlight and select device to manage.	Press the **Forget** soft key.	Option 1: No other Bluetooth enabled devices paired. The Verge 9312 IP phone is ready to scan for more devices.	Option 2: Next device in listing automatically Connects and is ready for use.
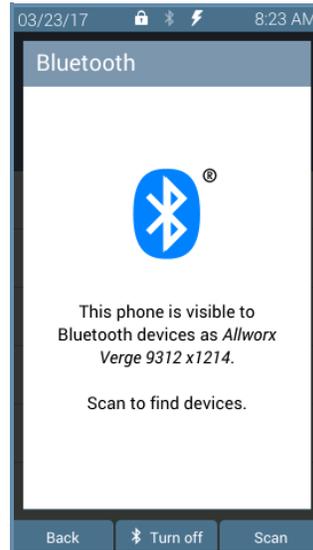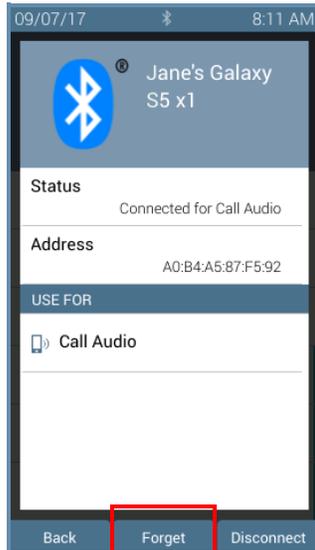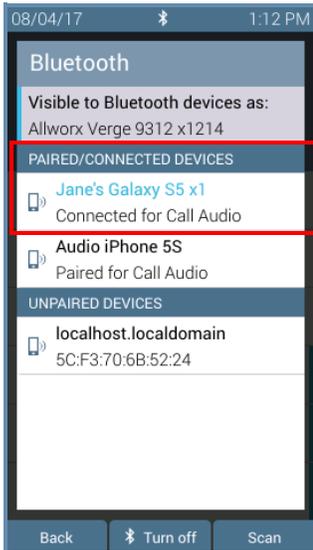
5.2 Hot Desk Login

Enables users to hot desk into the Verge IP phone. See for more information.

5.3 Network Profiles

The Verge IP phone stores Network Profiles, which are network and registration settings. Users can select a Network Profile 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 the individual network settings on the phone.

To change the Network Profile:

1. Follow the steps in . Open **Network Profiles**.

2. Use the up/down navigation buttons and the **Select** button to highlight and choose the network profile setting to use, or press one of the following available soft keys to:

Back	Return to the previous screen.
View	See the network profile details.
Use	Update the phone to the selected network profile.

5.4 Phone Preferences

1. Follow the steps in . Open **Phone Preferences**.

2. Use the navigation button to highlight the setting and the **Select** button to choose the preference setting, and then choose the preference setting option:

Setting	Description	Options
BUTTONS AND INDICATORS		
Messages Button	Set the MESSAGE button function.	• Call Message Center • Displays Message List (default)
Visual On Call	Enable the phone visual ring indicator to light solid red for an active call.	• Disabled • Enabled (default)
Visual Ringing	Enable the phone visual ring indicator to flash red for an incoming call.	• Disabled • Enabled (default)
CALL HANDLING		
Auto Answer	Answer incoming calls automatically.	• Disabled (default) • Enabled
Auto on Hold	Place the current call on hold automatically when answering an incoming call.	• Disabled • Enabled (default)
Auto Retrieve Calls	Retrieve the on hold call or parked call alert automatically when taking handset off hook.	• Disabled (default) • Enabled
Caller ID Preference	(Calling Party Caller ID) Controls appearance programmable button labels and the information displayed in the Allworx TSP drive.	• DNIS Information • Calling Party Info (default)
Intercom Auto Answer	Automatically answer an incoming intercom call using Intercom/Speaker phone.	• Disabled • Enabled (default)
Off Hook Auto Answer	Answer incoming calls when taking the phone off the hook.	• Disabled • Enabled (default)
Off Hook Ringing	Enable the phone to ring when receiving a new call while in use.	• Disabled (default) • Enabled
Pages Received	Enable the phone to receive pages.	• Always • Never • Only while on hook (default)
CALL TRACKING		
Call History Size	Adjust the number of calls kept in the History.	0 to 200 (Default: 99)
Missed Call Tracking	Track missed call appearances.	• None • Call Appearances only (default) • All Appearance types
Redial Memory	Store the last user extension or external number dialed by the Verge IP phone.	• Enabled (default) • Disabled

Setting	Description	Options
DIALING		
Audible Dialing	Hear tones when pressing a key.	• Disabled • Enabled (default)
Cell Phone Dialing	No attempt to interpret the entered digits nor initiate the call until the user presses "Send". This mode is not available with Line Appearance calls.	• Disabled (default) • Enabled
On Hook Dialing	Enable speaker mode when pressing a number on the keypad without pressing the SPEAKER button first.	• Disabled • Enabled (default)
NETWORK AND CONNECTIONS		
Call Timer Display	Display the length of a phone call.	• Disabled • Enabled (default)
Clock Mode	Display the time mode format on the phone screen.	• Off • 12 Hour (default) • 24 Hour
Contact Sort Order	Order for displaying the contacts.	• Last Name, First Name (default) • First Name, Last Name
Display Brightness	Adjust the phone screen display contrast and brightness settings.	Adjust the slider bar to preferred brightness. (default: 50%) Press the **Select** button to move back one screen.
Sleep Mode Timer	Amount of time the Verge IP phone remains idle before the Idle Mode Behavior is active.	Enter a number from 1 to 720 minutes. (default: 10 minutes)
Personal Contacts	Access controls for Personal Contacts: • **Unrestricted** – Contact matches are displayed and require phone log in to view or modify details. Log in is valid until the user leaves the *Contacts* screen. The unlocked icon is on the Verge IP phone status bar only when the user logs in via the *Contacts* screen. • **Restricted** - Contact matches are displayed and after authentication via soft key to see personal contacts including Contact programmable buttons. Log in is valid until user logs out via soft button on *Contacts* screen or automatically logged out when the phone is rebooted or enters Sleep mode. Contact lock status always displays on the Verge IP phone status bar.	• Unrestricted (default) • Restricted
NETWORK AND CONNECTIONS		
Server Network Profile	Control the network settings used on the phone.	• User Server Selection • Ignore Server Selection (default)

Setting	Description	Options
SOUNDS AND NOTIFICATIONS		
Call Waiting Tone	Notification of an incoming call during an active call. ***Note:*** *This is only available with Allworx System Software 8.5 or higher.*	• Disabled (default) • Enabled
EHS Headset	Control the EHS headset activation control.	• Disabled (default) • Enabled
Handset Sidetone	Control the handset microphone feedback to the speaker.	• Disabled • Enabled (default)
Headset Microphone	Adjust the volume level of the headset. When sent to manual: adjust the slider bar to preferred volume. (default: 50%) Press the **Select** button to move back one screen.	• Automatic (default) • Manual
Headset Sidetone	Control the headset microphone feedback to the speaker.	• Disabled • Enabled (default)
Hold/Park Reminder Mode	Set the hold/park reminder functionality.	• No Reminder • On Hook • Timer (default) • On Hook and Timer
Hold/Park Reminder Timeout	Specifies a length of time a call is on hold or parked before triggering the reminder.	Enter a number from 1 to 600 seconds. (default: 120 seconds)
Volume	Adjust the phone feature volumes in one menu.	Adjust the slider bar to preferred volume. (default: 50%) Press the **Select** button to move back one screen.

3. Press the **Back** soft key to return to the *Settings* menu.

5.5 Programmable Buttons

Assign a feature to an available programmable button on the Verge IP phone. Contact the Allworx System Administrator for permissions.

The Allworx server administrator can program all other functions and has the final control of all programmable buttons.

To manage the Programmable Buttons assignments:
1. Follow the steps in . Open **Programmable Buttons**.

   Shortcut: Press an unassigned programmable button LED. The *Button Programming* screen displays. Press the **Yes** soft key.

2. Select the programmable button to configure. The *Select function* screen displays. The available programmable button types are:

- Contact
- Park
- Redial
- Release
- Flash - Centrex Flash signaling on CO lines
- Hot Desk Login
- Bluetooth Hands-Free
- DND (Do Not Disturb)
- None - removes the programmable button assignment

3. Press the up and down navigation buttons to select the programmable button function. Press the **Select** button.

   For the Contacts programmable button: follow the on screen prompts to set up the button using the up and down navigation buttons and with the **Select** button. Repeat for each available programmable button, as necessary.

4. Press the **Apply** soft key, and then:

- Allworx System Software 8.4 and lower: press the **Yes** soft key. This reboots the Verge IP phone, and then the phone screen displays the updated programmable buttons.
- Allworx System Software 8.5 and higher: the phone reconfigures the programmable buttons and is immediately ready for use.

Verge IP phone Programmable Button configuration examples:

Press the **Settings** soft key, and then select **Programmable Buttons.**
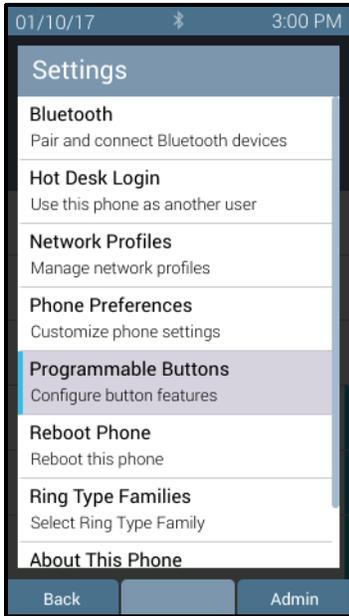
Press an available programmable button LED.
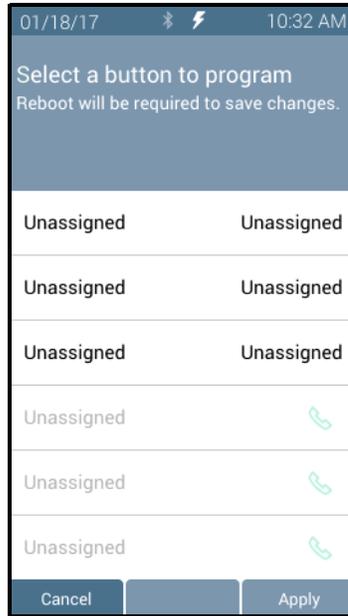
Select the programmable button type.
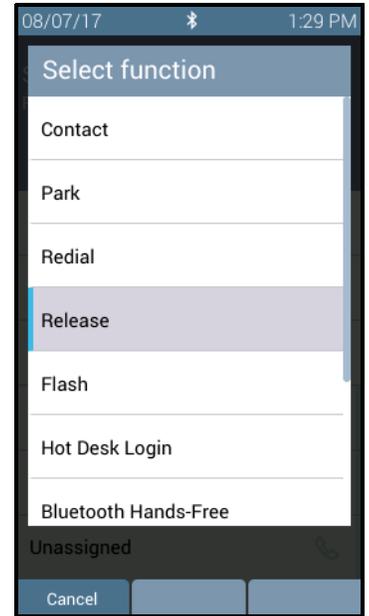
Press the **Apply** soft key.
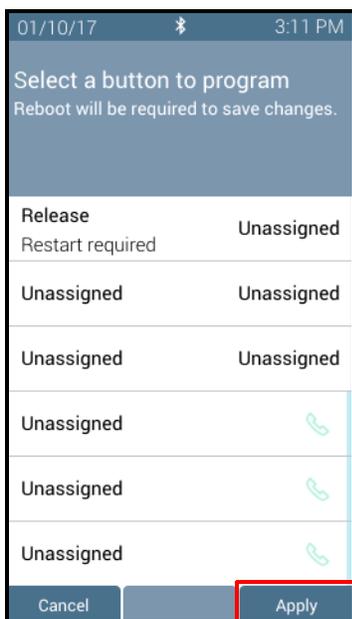
Press the **Yes** soft key.
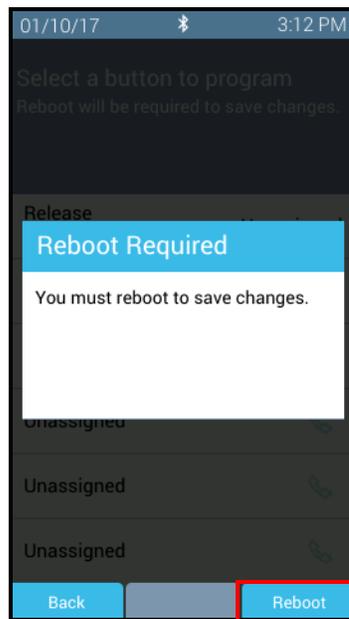
The Verge IP phone restarts with the updated programmable button.

5.6　Reboot 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 or when indicated while changing the phone configuration.

1. Follow the steps in . Open **Reboot Phone**.

2. Select the **Yes** soft key on the confirmation prompt to reboot.

5.7　Ring Type Families

Ring Types

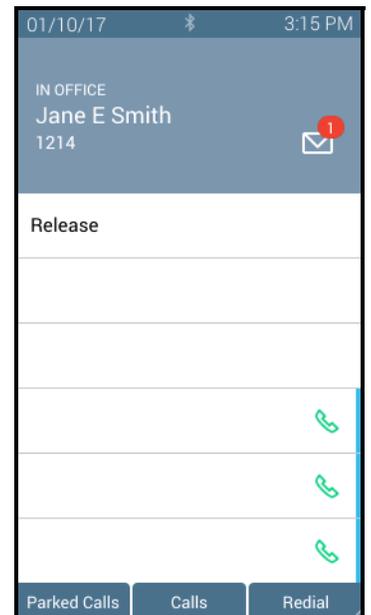Enable phones connected to the Allworx server to be set to ring with different patterns and tones to:

* Differentiate between incoming internal calls and incoming external calls.

* Identify calls from a specific caller ID.

* Differentiate between the lines for the incoming call (including calls on certain Call Appearances, Line Appearances, or ACD queues).

* Help multiple users in a shared space identify which phone is ringing.

Ring Type Family

A group of ring types of the same frequency (default is Family 6). The Allworx system provides eight Ring Type Families with eight Ring Types within each family. The Allworx Server Administrator chooses the Ring Type used on the phones in the extension and programmable button definitions. Verge IP phone users can choose the family from which the selected Ring Types. The appearance programmable button Ring Type setting overrides any call route specific Ring Type choices unless the appearance programmable button Ring Type is set to Auto.

Family	Frequency Range of Pitches A through D
Family 1	Default Frequencies
Family 2	Middle Frequencies
Family 3	High Frequencies
Family 4	Very High Frequencies
Family 5	Varying Frequencies
Family 6	Recorded ring types with a melodic theme
Family 7	Recorded ring types with a modern theme
Family 8	Recorded ring types with a traditional theme

To set the Ring Type Family:

1. Follow the steps in <u>"To access the setting options:" on page 93</u>. Open *Ring Type Families*.

2. Use the up and down navigation buttons to highlight the *Ring Type Family*.

3. Press one of the following:

   • A soft key to:

Back	Displays the *Settings* menu on the Verge IP phone screen.

Test	Displays the selected *Ring Type* information. Select from the following soft keys:
	• Cancel - Returns to the *Ring Type* main screen.
	• Continue - popup message displays to Contact the Administrator to use a specific Ring Type from the selected family.
	   • Play - Provides an audio tone sample of the *Ring Type Family*.
	   • Stop - Discontinues the audio tone sample of the *Ring Type Family*.
	   • Next - Scrolls through the ring types.

   • The **Select** button to accept the *Ring Type Family* and return to the *Settings* menu.

5.8 About this Phone

Displays a read-only set of status information regarding the current phone configuration and information. Users cannot change any of the information.

1. Follow the steps in <u>"To access the setting options:" on page 93</u> and open **About this Phone**.

2. Use the up and down navigation buttons to scroll through the available information.

5.9 Admin Soft Key

Note: *When entering an IP Address, use the keypad * button to enter the period between the octet digits.*

To configure the Phone Administration options:

1. Follow the steps in <u>"To access the setting options:" on page 93</u>. Press the **Admin** soft key**,** and then enter the *Phone Admin Password*. Press the **Select** button.

2. Use the navigation buttons and the **Select** button to choose the preference setting, and then choose the preference setting option:

   • **Network Settings** - configure the network settings associated with the phone. Phone Administrators cannot change the setting options with a vertical bar. The table below indicates the option available for each setting. Press the **Archive** soft key to save the new settings.

- **Factory Reset Phone** - Restore the phone factory settings, and then reboot the telephone to the new settings. Press the appropriate soft key to continue.

Network Settings

IP CONFIGURATION	
DHCP	• Disabled • Enabled (default)

SERVICES	
Boot Server	Enter the Boot Server IP number or press the **Use Domain** soft key
Contact Server	Enter the Contact Server IP number
SNTP Time Server	Enter the SNTP Time Server IP number
Auto NAT	• On • Off (default)
Plug and Play Key	Enter the Plug and Play Key

VLAN CONFIGURATION	
VLAN Mode	• Auto • LLDP • CDP • Manual • Disabled (default)

SWITCH CONFIGURATION	
PC Port	• Disabled • Enabled (default)
Port Mirror	• Disabled (default) • Network (LAN) - mirrors the network communications going through the phone network port. • Internal - mirrors the network communications going to the phone CPU.

Chapter 6   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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interface that may cause undesired operation.

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

This equipment is Hearing Aid Compatible (HAC).

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interface that may cause undesired operation.

Important Note:

FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the product and your body.

Industry Canada Statement

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.

This device complies with Industry Canada license-exempt RSS standard(2). Operation is subject to the following two conditions:

1. This device may not cause interference.

2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage, et

2. l'utilisateur de l'appareil doit accepter tout brouillage radioeléctrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radiation Exposure Statement:

This product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body.

Déclaration d'exposition aux radiations:

Le produit est conforme aux limites d'exposition pour les appareils portables RF pour le Etats-Unis et le Canada établies pour un environnement non contrôle. Le produit est sûr pour un fonctionnement tel que décrit dans ce manuel. La réduction aux expositions RF peut être augmentée si l'appareil peut être conservé aussi loin que possible du corps de l'utilisateur.

Warning:	For use only with the Verge 9312 IP phone.
	(Optional): An Allworx-approved Limited Power Source, 24 VDC, 400 mA or higher – The optional wall mount switching Power Supply has the following specifications: Input Voltage is 100-240VAC, 50/60Hz, 450mA. Output voltage is 24VDC @ 400mA or higher. 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.

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

Appendix A   Icons

The Verge IP phone series uses the following icons:

	Contacts		Visual or Audio Voicemail
	Presence / DND		Intercom
	Transfer		Hold
	Mute		Headset
	Speaker Phone		More soft key options available
	Contacts locked.		Contacts unlocked.
	Bluetooth disconnected.		*Bluetooth* connected.
	Do Not Disturb activated.		Reach Remote Control, Interact, or Allworx TAPI is connected and controlling the Verge IP phone.
	Presence - On Vacation.		Presence - On Business Trip.
	Presence - Away.		Presence - Busy.
	Presence - At A Meeting.		Presence - At Home.
	Call Forward Active		Synchronizing new or updated contacts with the Allworx server.
	Allworx User and System Contact badge.		Allworx User Contact avatar, if no image is available.
	Allworx System Contact - example: conference room.		Allworx System Contact - Auto Attendant.

	Allworx System Contact - Door Relay.		Allworx System Contact - Conference Center.
	Allworx System Contact - Email Alias (only available in Visual Voice Mail Center)		Allworx System Contact - Message Center (Voicemail).
	Personal Contact or incoming caller avatar, if no image is available.		Allworx Public Contact avatar.
	Messages Available.		Missed Calls
	Number of missed calls and/or messages badge.		Call Status - Outgoing call
	Message inbox full badge		Call Status - Outgoing, no answer
	Call Status - Incoming call		Appearance is idle
	Call Status - Incoming, missed call		Appearance is ringing (blinking) or appearance is active (solid)
	User Contact has DND activated or only agent logged in the ACD Queue		Allworx User Contact has Do Not Disturb activated.
	User Contact or appearance is active on another phone, agent not logged In, or Hot Desk log in is available		Schedule - Day Mode active.
	Schedule - Night Mode active.		Messages button
	Line Appearance - Call parked.		Shared Call Appearance - Bridged Hold.
	Shared Call Appearance - Shared Hold.		Manage Contact Status - Remove contact favorite
	Manage Contact Status - Make contact a favorite		*Bluetooth* - headset connected
	Bluetooth - smart phone connected		Phone registration error. Contact Allworx Server Administrator.
	Soft Key - Cell Phone Dialing (if enabled)		Park to Extension notifications are enabled. Press to disable.

	Park to Extension notifications disabled. Press to enable.	*HD*	Wideband (G.722) Call Active

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Appendix B　　Phone Keypad Presses

Enter the following characters into the contact text fields by cycling though the applicable keypad presses:

Keypad Press	Available Characters
1	1 ; < = > ? @ [\ ] ^ _ ` { | } ~
2	a b c A B C 2
3	d e f D E F 3
4	g h i G H I 4
5	j k l J K L 5
6	m n o M N O 6
7	p q r s P Q R S 7
8	t u v T U V 8
9	w x y z W X Y Z 9
0	0 ! " # $ % & \ ' ( ) * + , - . / :
#	<space> #
*	*

A1-FF from document http://www.unicode.org/charts/PDF/U0080.pdf (pages 3-6).

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