



USER GUIDE for TechTrans

Answer Incoming Call

If your phone is ringing, *lift the handset*

Answer Other Ringing Phone

To answer a ringing phone, dial **7** + *the ringing phone's extension*.

Outside Line Access

Lift Handset and Dial **8** + *phone number* or Dial **8** (Speakerphone activates)

Place Call On Hold (Privacy)

Press **HOLD** to hold a call on your phone **ONLY**. No one else can access caller.

To Park a Call: (Universal Hold)

Press the **PARK** button at the top of the phone. It will be parked on one of the side buttons labeled **Park1, Park2, etc.** Press **PAGE ALL** and announce the call.

To Retrieve a Parked Call:

Press the programmed **Park1, Park2, etc...**

Transferring a Call (Three Options);

Blind Transfer; (NO Announcement of the call)

Press the **Station Button**, hang up; (*caller is automatically placed on hold*)
or Press **Transfer** (*caller is automatically placed on hold*) Dial **Ext.#** hang up;

Announce Transfer;

Press the **Station Button**, Announce call, hang up; (*caller is automatically placed on hold*)
or Press **Transfer** (*caller is automatically placed on hold*) Dial **Ext.#** Announce call, hang up;

Transfer Call Directly to a Users Voicemail;

Press the **Transfer** key Dial **(3)**, then dial the **Ext.#**, hang up;

3-Way Conference

After connecting to the first person, follow these steps to initiate a 3-way conference:

1. Press the **Hold** button.
2. Select another line, then call the second person.
3. Press the **Conference** button or CONFERENCE soft key, whichever is available on your phone.
4. Press the **flashing button** where the first person is on hold.
5. All three callers are now able to conference. The **Conference** button will be illuminated solid red.

Company Phone Directory and Company Speed Dials

Press the **▲ ▼** keys (**Right side of display**) to display the company directory and either use the keypad to spell the person's last name or scroll to the desired entry, then press **Select (✓)** to place a call.

My Allworx Manager; "On line user guide and more"

Go to Internet Browser, type in telephone system IP address. ([http:// 192.168.200.199](http://192.168.200.199))

Touch enter.



Personal Voice Mail User Guide & Setup

Dial (***6+ your extension number**) You will hear the default welcome greeting.
(Please enter your password) Dial (**54321#**) Default password. "You must dial the #"
You will hear the message center greeting. **"you have no msgs at this time"**

Dial (4), To go to Message Center settings...

To change your name recording

1. Press **(2)** Your current name recording is...
2. Press **(2)** To -Record your name at the tone.
3. Press **(#)** when complete. Press **(1)** To save recording.

To manage your Greetings

1. Press **(3)** to manage your greeting
2. Press **(0)** To manage your default greeting
3. Press **(1)** Record your default greeting at the tone.
4. Press **(#)** when complete. Press **(1)** To save recording.

Sample Greetings – You’ve reached ___ in the (x-dept.). Please leave a message. I check my voicemail every hour and I will return your call. Thank you for calling. I hope you have a great day.

Hi this is _____ with _____ and I am out finding new clients who are yet to realize how badly they need our services. Please leave me a message so that you can be the client that I am visiting next. Have a good day.

Check Voicemail Messages

If your phone supports the Visual Message Center, press the **Messages** button once for the Visual Message Center or twice for the Audio Message Center. You can also dial **6+your ext.#** from any office phone to access the Audio Message Center. Follow directions.

Check Voicemail Remote Retrieval;

Call the office. Have the operator transfer you to the VM (Transfer 400). Dial **6+your ext.#** to access the Audio Message Center. Follow directions.

After Hours.

Call the office. Dial **6 + your ext.#** to access the Audio Message Center. Follow directions.

Voicemail Shortcuts

The following shortcuts are available while listening to a voicemail messages.

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

Change Presence Setting

Press the Presence soft key. Use the ▲ ▼ keys to choose a desired presence, then press **Select (✓)**. Changing the Presence setting changes where your telephone rings (ie. Cell-phone) and can also change your customize outgoing personal VM greeting.