Allworx®

Verge™ IP Phone Series

User Guide

Version: D Updated June 1, 2017

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

Allworx® Reach™
Allworx® Reach Link™

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

Allworx® View™
Allworx® View™

Allworx® OfficeSafe™
Allworx® Migrate™

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

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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.
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.

Contents

Chapter 1   Introduction

The Allworx Verge IP phone series consists of two phone models (9308 and 9312) and the Verge 9318Ex expander. The Verge IP device capabilities include:

	Verge 9308	Verge 9312	Verge 9318Ex (each)
Number of programmable buttons	8	12	18
Sidecar Connectivity		X	X
Gigabit Ethernet	X	X	
Contacts Support	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
Call Handoff	X	X	X

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

	Verge 9308	Verge 9312	Verge 9318Ex
Verge IP phone and stand	X	X	
Handset with cord	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 9308, 9312, and 9318Ex expander models.

1.2   Guide Organization

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

* **Chapter 1** - information about this guide.
* **Chapter 2** - overview of the Verge IP phone screen and buttons.
* **Chapter 3** - managing calls.
* **Chapter 4** - Verge IP phone features.
* **Chapter 5** - settings.
* **Chapter 6** - regulatory notices.

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	Allworx System Software Version 8.2 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.
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; 8, 12, or 18 programmable buttons; 10 function buttons; four navigation and select buttons, a multiple position tilt base (also wall mountable) and Gigabyte Ethernet connectivity.

12 Programmable buttons

Three soft keys

Phone screen

Visual ring indicator

Four-way scroll and select button

Full-duplex speaker phone

Handset with cord expandable up to nine feet.

Volume Control

Ten function buttons

Multiple position tilt base (also wall mountable)

Two 10/100/1000 switched Ethernet ports

Headset jack

Power: 802.3af PoE 24v DC adapter

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 or user Presence/DND status.

- Call Status area – about the call state:

  - idle - user presence, caller ID name/number, missed call and/or message notifications.

  - 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.

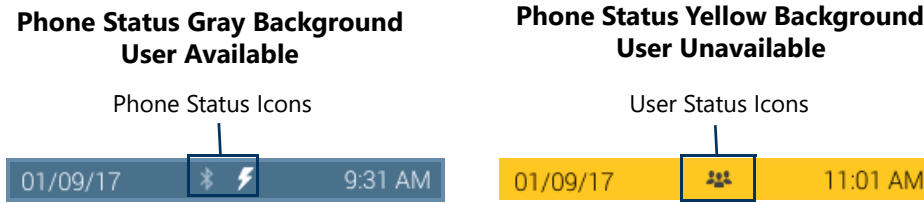- Feature Instructions - directions to complete a specific task (not shown in example below).

In addition to English, the Verge IP phone supports 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:
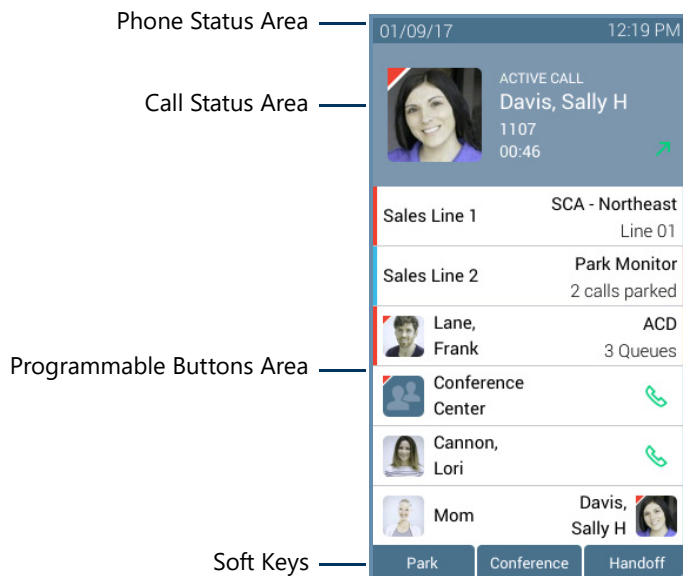
2.1.1   Phone Status Area

The status bar displays the current date/time and icons about the phone and user state. Verge IP phone status area examples:

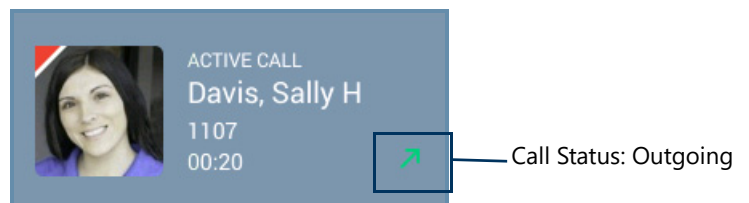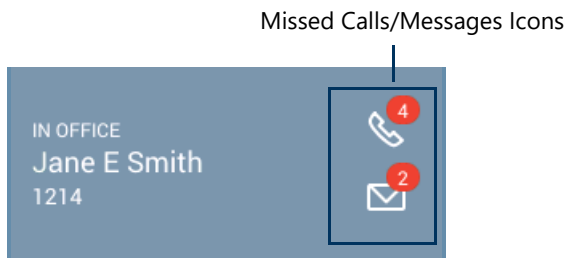| **Phone Status Gray Background User Available**	**Phone Status Yellow Background User Unavailable**
Phone Status Icons	User Status Icons
01/09/17 ⚹ ⚡ 9:31 AM	01/09/17 👥 11:01 AM

Verge IP phone series phone status area icons:

🔒	Contacts locked.	🔓	Contacts unlocked.
⚹	*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.

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.

Call Status Area - Idle Screen   **Call Status Area - Active Call Screen**

Missed Calls/Messages Icons

IN OFFICE
Jane E Smith
1214
📞 4
✉ 2

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.		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.
	Call Status - Incoming call		

2.2   Programmable Buttons

The Verge 9308 IP phone has 8 programmable buttons, and the Verge 9312 IP phone has 12 programmable buttons. Additionally, the Verge 9312 IP phone supports connecting up to three Verge 9318Ex Expanders (18 programmable buttons each) to support up to 66 programmable buttons. Verge IP phone users with permissions can assign features to the available programmable buttons for customized functionality. Contact the Allworx Server Administrator to enable the permissions, if necessary. To manage the programmable buttons, see "Programmable Buttons" on page 73 for more information. The available programmable buttons include:

- Appearance
- *Bluetooth* Hands-Free*
- Busy Lamp Field (BLF)
- Call Appearance
- Call Supervision
- Contacts*

- Emergency Alert
- Function*
  - Flash
  - Headset
  - Park
  - Redial
  - Release

- Hot Desk*
- Line Appearance
- Messages
- Unassigned*
- Park Monitor Set
- Push to Talk

- Queue Alarm
- Queue Appearance
- Ring Group
- Schedule
- Shared Call Appearance

 * User assignable . See "Programmable Buttons" on page 73 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, or Hot Desk log in is available.		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.		

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 functionality of each soft key is explained in the appropriate section of this guide.

Verge IP phone series soft key icons:

	Soft Key - Cell Phone Dialing (if enabled).		More soft keys available.
	Manage Contact Status - Make contact a favorite.		Manage Contact Status - Remove contact favorite.

2.4 Function Buttons

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

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 scroll through the various phone screen listings (press and hold to quickly scroll). 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
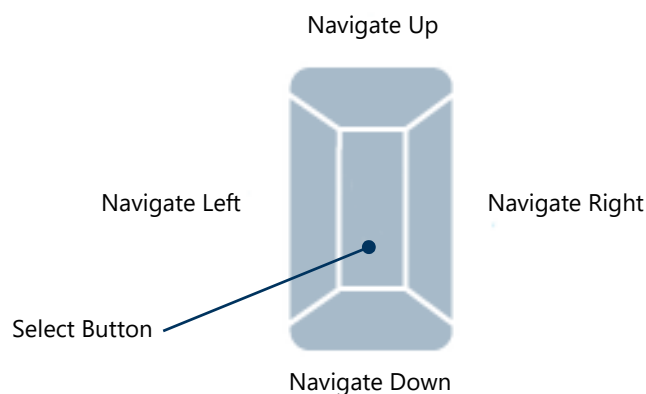
2.6   Keypad

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 83 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 72 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. See "Phone Preferences" on page 44 for more information on 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 example:
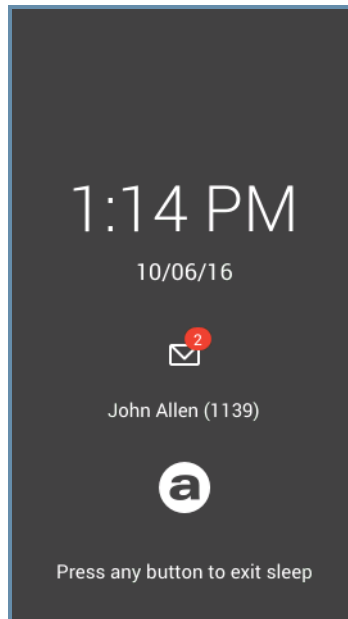
Chapter 3   Manage Calls

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 in use) 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 41 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 37 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:

	Call Status Area
Line Appearance - in use by another user	
Line Appearance - idle	
Shared Call Appearance - idle	
ACD Appearance	**Call Appearance** - idle
Queue Appearance - idle	**Call Appearance** - idle
Ring Group	**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/Park Monitor" on page 18 for more information.
Calls	opens the Call History screen. See "Call History" on page 25 for more information.
Redial	call the last number in the call history.
Settings	opens the Settings screen to configure the Verge IP phone. See "Settings" on page 65 for more information.
Sleep	place the Verge IP phone into sleep mode. See "Sleep Mode" on page 9 for more information.
🔓	(available only if the Personal Contacts are set to Restricted and are locked in the phone settings menu) 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.
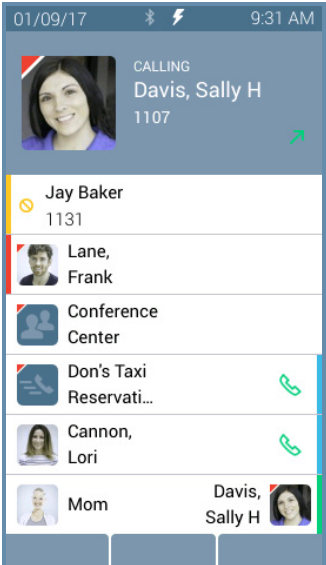
When activating the handset, headset or speaker phone, the Call Appearance is the default line in use. If necessary, press another appearance type. To place a call, do one of the following:

- Lift the handset or press the headset (🎧) or speaker phone (🔊) function button, and then dial the extension or phone number. If necessary, press the cell phone (📞) soft key.

- Dial the extension or phone number to automatically activate the speaker phone or headset. If necessary, 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.   (optional) keypad buttons to perform a search, and then press the **Call** soft key.

  b.   up/down navigation buttons to highlight the listing, and then press the **Call** soft key.

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.

Verge IP phone incoming call example:
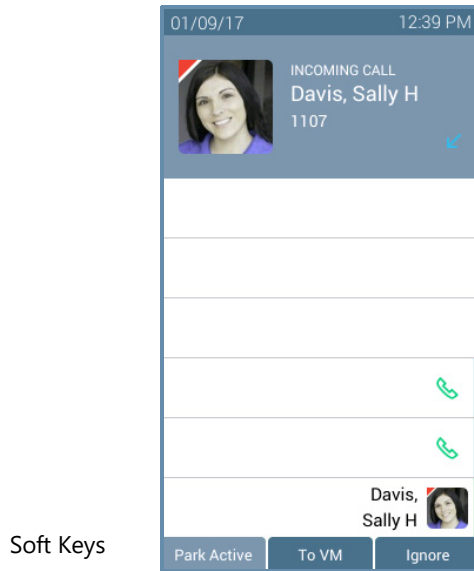
Call Status area
- Contact image/Allworx user badge
- Call status (INCOMING CALL -> ACTIVE CALL)
- Caller or Contact ID name / number
- Call Status icon

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. 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.
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.

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 70 for more information).

3.6 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.

3.7 Intercom Call

Intercommunication system between two phones. The discussion broadcasts over the receiving phone speaker. All call features are available while on an active Intercom call. To configure the Verge IP phone to automatically answer an Intercom call, see "Intercom Auto Answer" on page 71.

Verge IP phone Intercom Call example:

Incoming Intercom Call

INTERCOM REQUEST
Davis, Sally H
1107
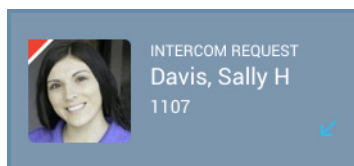
Call Status Area
- Contact image/Allworx user badge
- Call Status (INTERCOM REQUEST -> ACTIVE CALL)
- Caller or Contact ID name/number
- Call status icon

Active Call / Intercom Call On Hold

ACTIVE CALL
Baker, Jay
1131
00:08

Davis, Sally H   (00:16)
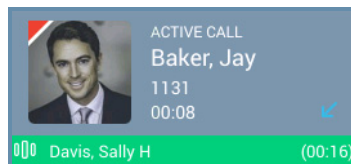
Call Status Area
- Contact image/Allworx user badge
- Call Status (ACTIVE CALL)
- Caller or Contact ID name/number
- Call status icon
- Intercom call on Hold indicator (green stripe with call information)

Intercom Function Programmable 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/Park Monitor" on page 18 for more information.
Conference[1]	create a conference call. See "Conference Call" on page 23 for more information.
Handoff	transition the call to a Reach device (if available). See "Call Handoff" on page 28 for more information.
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 36 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 Cell Phone Dialing is enabled, 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.

3.8 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. 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:
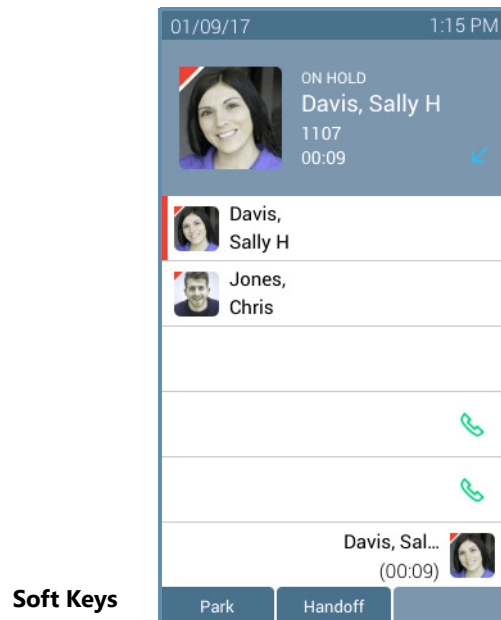
Call Status Area
- Contact image/Allworx user indicator
- Call Status (ON HOLD)
- Caller or Contact ID name/number
- Call status hold duration
- Call status icon

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	places the call on the lowest available parking orbit. See "Park a Call/Park Monitor" on page 18 for more information.
Handoff	transition the call to a Reach device (if available). See "Call Handoff" on page 28 for more information.

3.9   Park a Call/Park Monitor

A system-wide hold so that any phone can retrieve the call. If the Allworx Server Administrator enables the Music on Hold feature, callers on hold hear music.

The Allworx Server Administrator defines each Park Monitor programmable button to monitor calls assigned to a single parking orbit or multiple parking orbits as well as the reminder to ring the phone, if the call has been parked longer than the specified time limit. If there is a call waiting in an assigned parking orbit, the LED lights.

Verge IP phone Park example:

Park Programmable Button Options   **Parked Call Listings**

Single Orbit Monitor No Call Parked	**Single Orbit Monitor** User Parked Call
Multiple Orbit Monitor No Calls Parked	**Multiple Orbit Monitor** Calls Parked
Parked Calls Press to retrieve a parked call. Label changes to Park during an active call.	**Single Orbit Monitor** Another user Parked Call
	Soft Keys
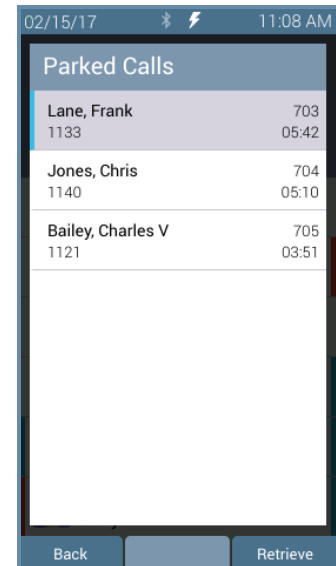
Park Monitor Programmable Button LED	
off (not lit)	Parking Orbit is idle, no parked call.
flashing green	call parked. If there is a flashing green box around the programmable button label, this phone parked a call in the orbit.
solid red	one or more calls parked in the assigned Parking Orbits.

Soft Keys Available	
Parked Calls	displays the calls held in the Parking Orbits.
Back	return the Verge IP phone to the idle screen.
Retrieve	selects the highlighted parked call.

To park a call:

When placing the call into a parking orbit, the programmable button displays a green outline (see example above). If another user places the call into a parking orbit, the Park Monitor programmable button does not display a green outline (see example above). Press one of the following options:

- **Park** soft key - If the active call was on a:
  - **Call Appearance** - the phone status area temporarily displays the call status and the parking orbit number, and returns to the Idle screen.
  - **Line Appearance** - the LED flashes green and the phone status area displays the Parking Orbit Number and the park duration.
- **Parked Calls** soft key, if the user is on an active call and there is a second, incoming call.
- **Park** programmable button, if available.

To retrieve a parked call from a parking orbit:

Do one of the following:

- press the **Park Monitor** programmable button. When monitoring:
  - 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.
- press the **Parked Calls** programmable button (if available). If there is more than one parked call, use the up/down navigation button to highlight the call, and then press the select button.
- press the flashing **Line Appearance** programmable button, if parking the call from this appearance.
- press the **Parked Calls** soft key. Use the up/down navigation buttons to highlight the parked call, and then press the **Retrieve** soft key.
- dial the <parking orbit number>. If Cell Phone Dialing is enabled, press the send (📞) soft key.

To retrieve a parked call from a line appearance:

When on an active call using the **Line Appearance** programmable button and placing the call in Park, only Allworx Users with the same Line Appearance programmable button can retrieve the call by pressing the blinking Line Appearance PFK.

If placing the call into a parking orbit, the Line Appearance programmable button display has a green outline. If another user placed the call into a parking orbit, the Park Monitor programmable button display does not have a green outline.

3.10 Transfer a Call

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

- **Blind Transfer** - (default) does not talk to the transfer recipient prior to transferring a call.
- **Attended Transfer** - talk with the transfer recipient prior to transferring a call.
- **To VM** - send the call immediately to the assigned voicemail extension (Allworx only).
- **Quick Transfer** - send the call to the **BLF** (Allworx assigned extension) or **Contact** (assigned phone number) programmable button. The transfer type depends on the Handset Preference Group option selected by the Allworx Server Administrator:
  - **Immediate** - the call transfers instantaneously.
  - **Requires Hang-up** - a one-second timeout before the call is transferred. Hang up before the time-out, and the call transfers immediately. Stay on the line to perform an Attended Transfer.
- **Merge** - available during an Attended Transfer, provides audio for all callers.

Verge IP phone Call Transfer example:

Active Call in progress.

Call Transfer (📞) function button pressed.

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

Blind Transfer
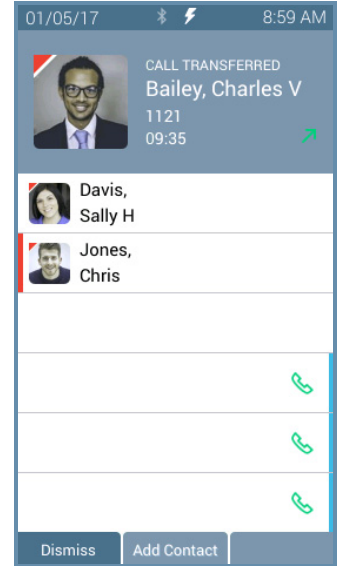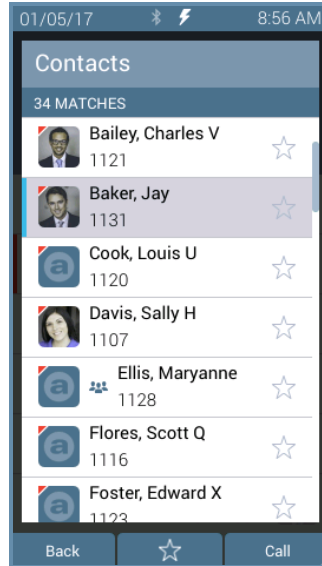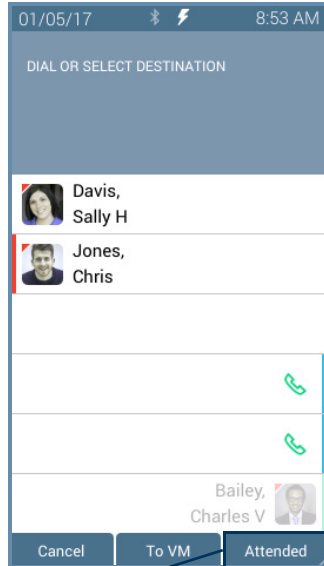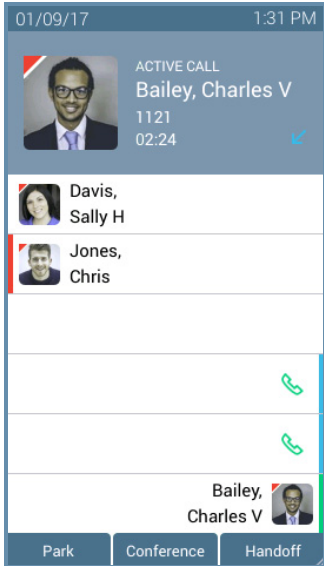
(Optional) Press the **Attended** soft key to perform the Attended Transfer.

Call automatically transferred.

Announced Transfer

Merge Calls
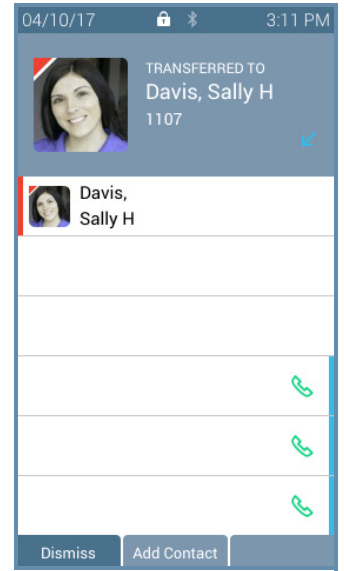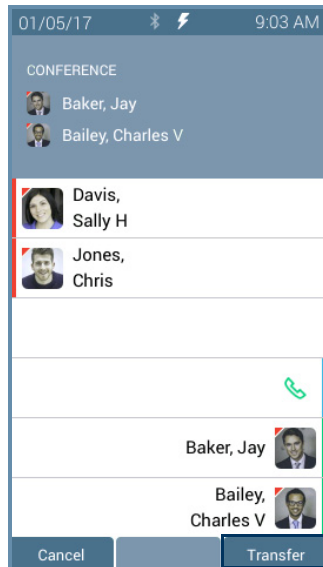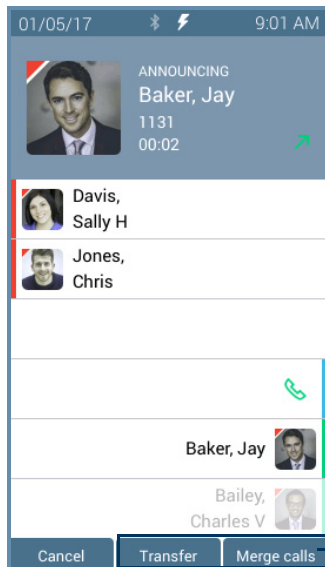
Press **Transfer** to complete the call transfer.
Press **Merge Calls** to provide audio for all callers.

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

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

Call Transfer Programmable Button LED	
solid red	transfer process initiated.
More function button	displays additional soft keys to manage the call.

| Soft Keys Available	
Cancel	stop the transfer and return the call to the user. No further action.
To VM	send 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.
Attended	announce the call to the recipient before the transfer is complete.
Back	return to the starting Call Transfer screen. Available on the Call Transfer Option: To VM.
Calls	open the Call History screen. Available on the Call Transfer Option: To VM.
Redial	dial the last number in the call history.
Transfer	complete the call transfer action. Available after pressing the **Attended** soft key.
Merge Calls	provide audio for all callers. Available after pressing the **Attended** soft key.
Dismiss	return to the idle status. Available after pressing the **Attended** > **Transfer** soft key.
Add Contact	open Add Contact screen (available for callers not in the Contacts). See _"Add Contact" on page 36_ for more information. Available after pressing the **Attended** > **Transfer** soft key.

To transfer an active call:

Note:	If the Cell Phone Dialing setting is enabled 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. If necessary, select a transfer type.

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 number dialed.
   - 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.   (Only required for Attended Transfer) After announcing the call, press an available soft key (Cancel, Transfer, or Merge calls) or the **Call Transfer** ( ) function button.

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

3.11   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.
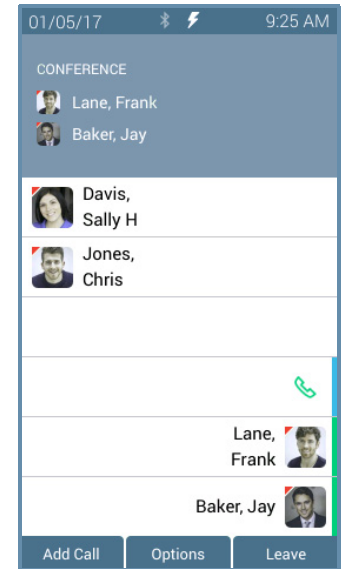
Verge IP phone Conference Call example:

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.
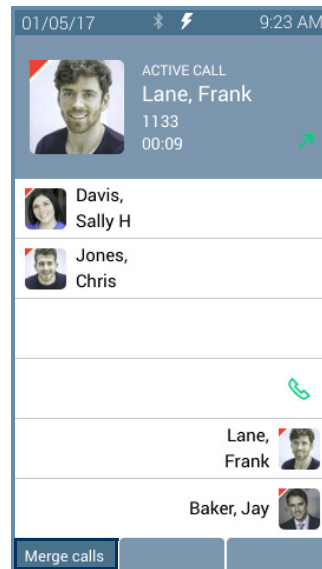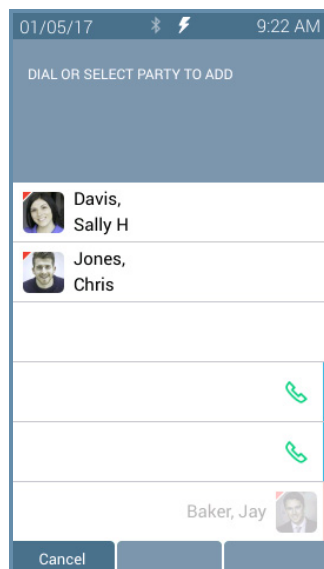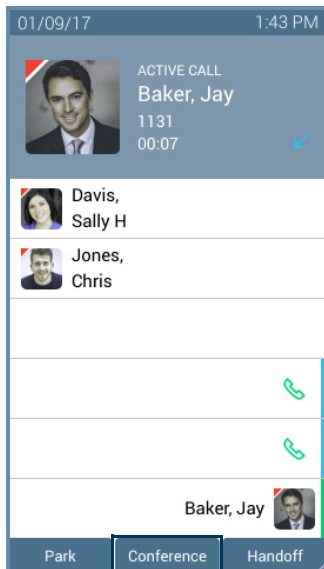
Soft Keys	
Conference	initiates the conference call feature.
Cancel	ignores the conference call request and returns to the active call screen.
Merge Calls	connects all callers to a single conference call.
Add Call	add a fourth party to the three-way conference call.
Options	select a party to place on hold or to disconnect from the active conference call 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.

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 the Cell Phone Dialing setting is enabled 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 number dialed.
*   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).
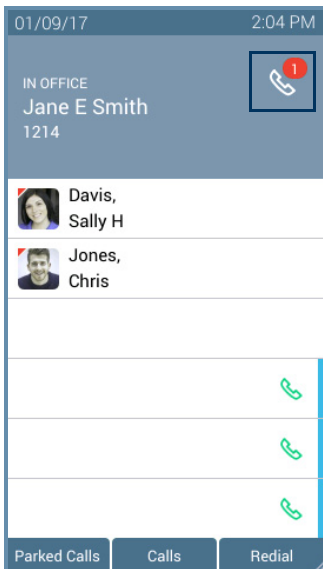
3.12 Call History

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 see specific call details, 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.
- Parked <orbit number> - call placed into a Parking Orbit.
- No Answer - outbound call that is not answered (internal calls only).

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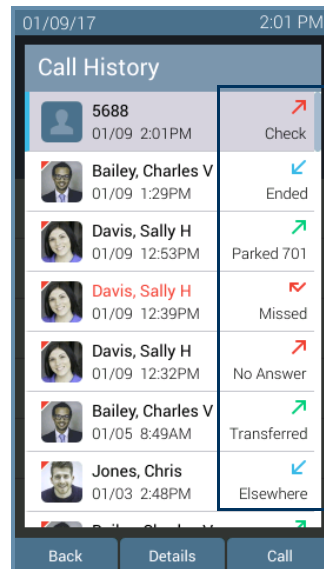- Elsewhere - missed inbound, picked up somewhere else, i.e., Reach Device.

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

Idle Phone Screen	Call History Listings	Call Details

Missed calls icon and number badge.

Call Status Icons and final Call Status

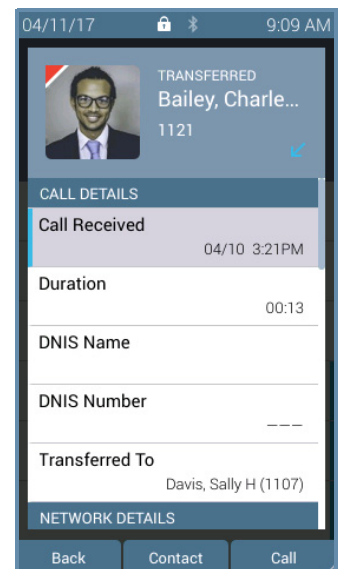**Call History listing**
- Contact image (if available)/Allworx User badge
- Caller ID or Contact name
- Date/time of call
- Call status and icon

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** - unselects 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	opens 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. Use the up/down navigation buttons to highlight the Call History listing.

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

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

3.14 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.

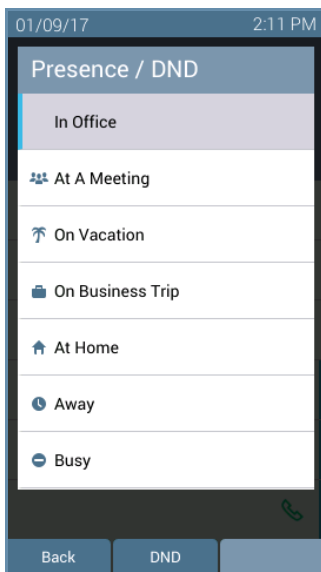The Presence setting changes due to:

- 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.
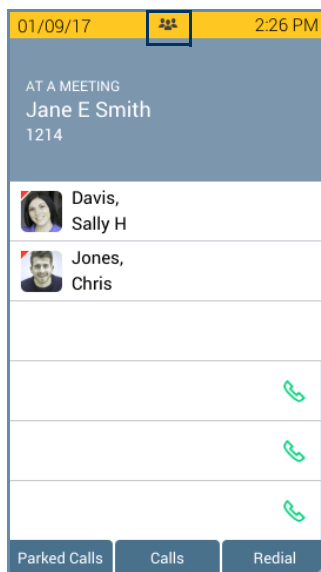
Verge IP phone screen Presence and DND examples:

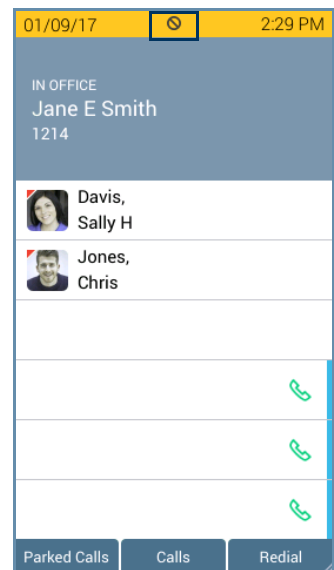**Phone Status Yellow Background**
User Unavailable

Set Presence/DND Screen	**Presence icon**	**DND active icon**

Soft Keys	
Back soft key	return to the previous screen.
DND or End DND Soft key	activates or de-activates the DND setting.

To manage the Presence or DND setting:

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

2.   Do one of the following:

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

   b.   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

3.15   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. Allworx users can hand off all calls except for the following:
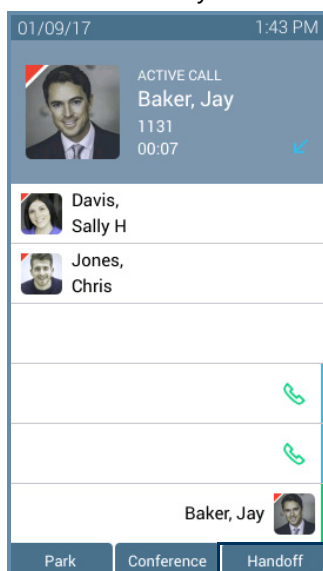
Call Types

- ACD or Queue Appearance
- Call Supervision
- Bluetooth Appearance
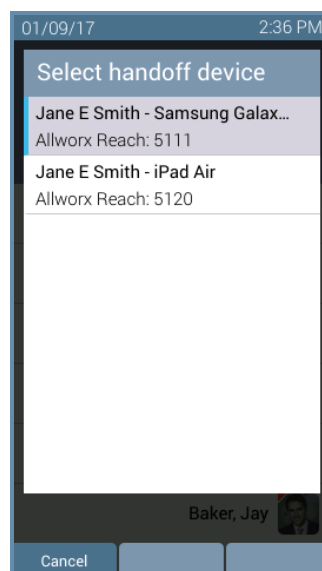- Phone-hosted conferences

Call Conditions

- Calls being recorded
- Destination devices set to Do Not Disturb
- Calls on hold
- Devices registered on difference servers (does not support multi-site)

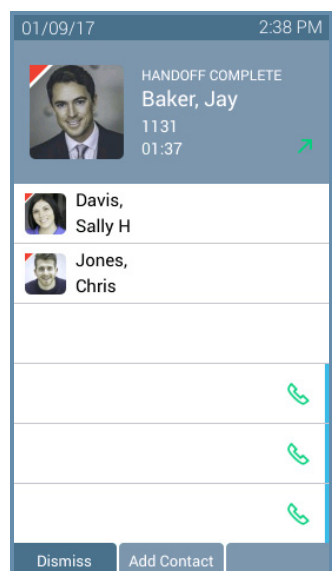Verge IP phone screen Call Handoff example:

Active Call - Press the **Handoff** soft key.

Select handoff device - (optional) if more than one Reach device is available

Call Handoff Complete

Soft Keys	
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 36 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 an other devices:

   • 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 55 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.

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.

Visual example of Contacts:
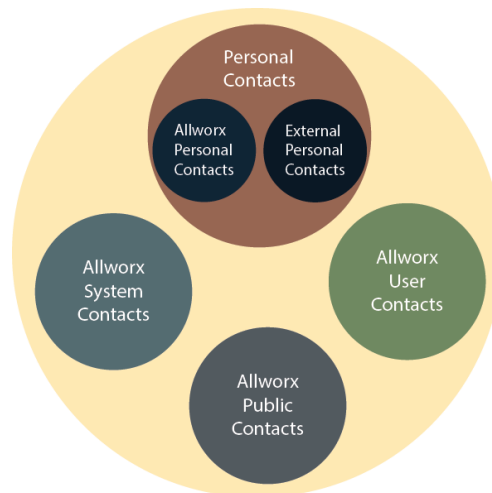
4.1.1   Sharing Contacts

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.

Visual example of sharing contacts using a Connect server:
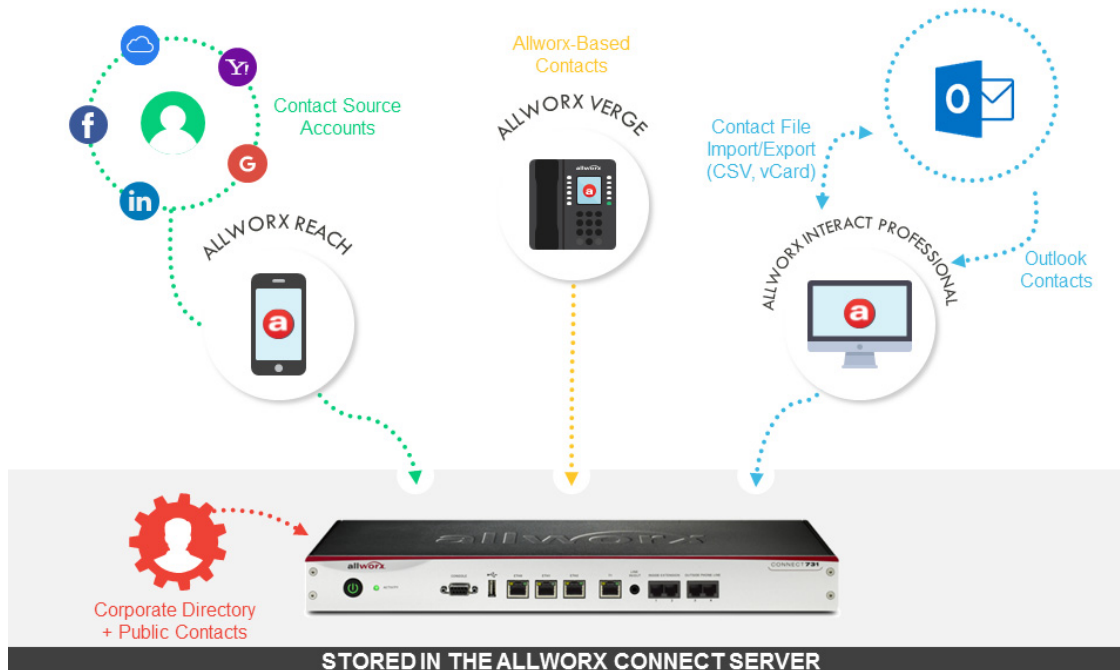
4.1.2   Contact Privacy

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.

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.

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.
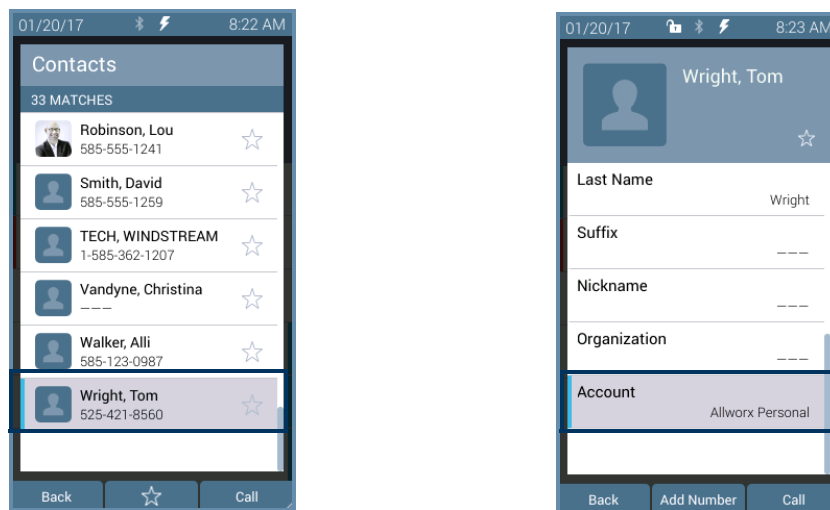
If the Account line reads:

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

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

* **<email account>:** Jane used her email account (such as Gmail or Outlook) to synchronize her contacts with her Verge IP phone. To update the contact information about Tom, Jane must do so in her email application.

* **<Reach device>:** Jane used an iOS or Android app (such as Contacts) to manage her contacts to her Verge IP phone. To update the contact information about Tom, Jane must do so on the identified device in the appropriate app.

* 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)
- contact name/number
- image and Allworx directory badge (if either are available)
- favorite status
- presence setting (if other than In Office, Allworx User Contacts only)

Verge IP phone Contact programmable button and function button examples:

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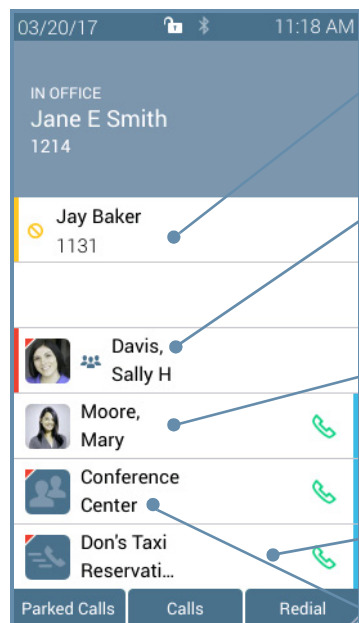
BLF Programmable Button[1]:
- Availability Status
- Presence/DND icons
- Caller ID name/number

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

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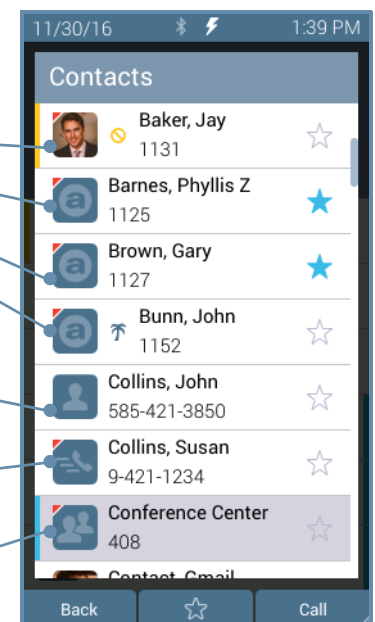- Contact image without Allworx User badge
- Contact ID name[2]

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

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

Contacts Function Button

[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:

Note:	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.

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
★	add Favorite status to highlighted contact.
☆	remove Favorite status highlighted contact.

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)	

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.
3. 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 enter. Press the number key to toggle between the letters and numbers printed on the key. See "Phone Keypad Presses" on page 83 for more information. Use the left/right navigation buttons to move the cursor within field.
Each stored contact can contain the following information:

- Prefix
- First Name
- Middle name
- Last name
- Suffix
- Nickname
- Organization

4. 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.
5. 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
- Home
- Mobile
- PIN
- Company
- Main
- Work Mobile

NOTE: use the PIN number label to dial a number directly from an active call (i.e. enter a verification code).
6. 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.

Verge IP phone Queue Appearance and ACD Appearance Programmable button examples:
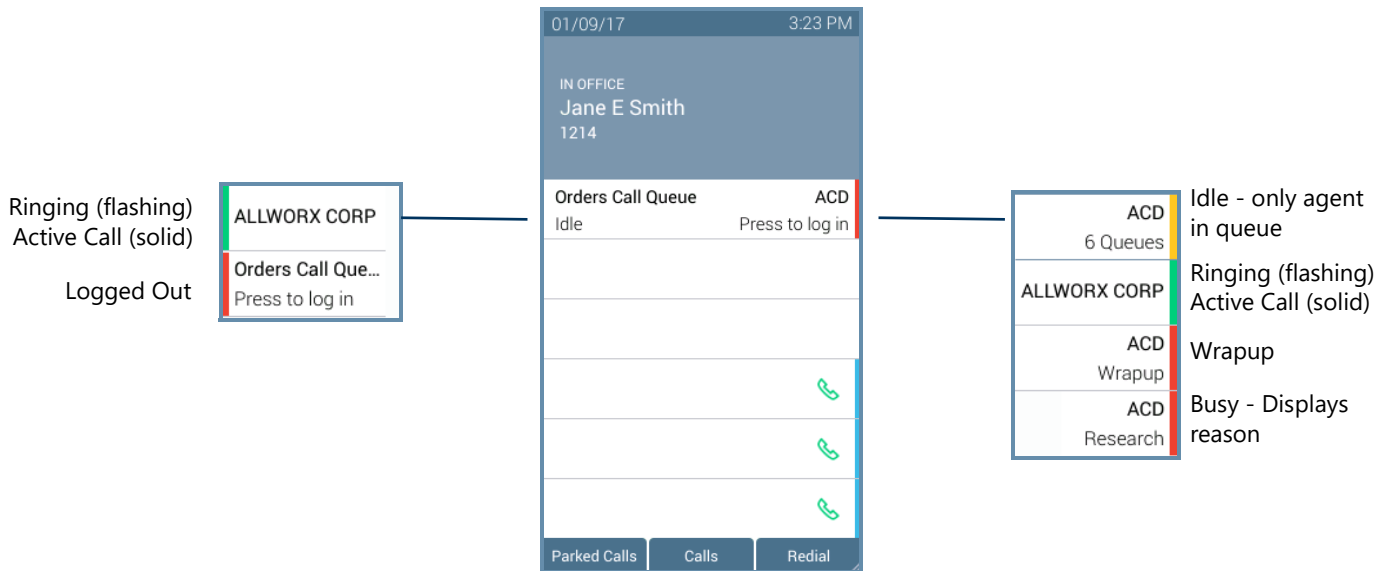
	Call Queue Appearance and ACD Appearance Programmable Button LED	
solid red	agent not logged in to the ACD queue.	
flashing green	incoming call or active call on hold.	
solid green	active call.	
amber	(ACD only) the only agent logged in.	
flashing red	incoming call while agent is in wrap-up time, incoming 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 / unselect all options at once.
Park	a system wide hold. See "Park a Call/Park Monitor" on page 18 for more information.
Conference	connect up to four parties together. See "Conference Call" on page 23 for more information.
Merge Calls	Combines all calls into one conference call. Only available when performing a conference call.
Options	Enables placing a party on hold or hangs up a party. Only available during a conference call.
Leave	Enables dropping off the conference call while the other parties remain active. Only available during a conference call.
Add Call	Enables a fourth party to join a conference call. Only available during a conference call.
Queue Stats/Hide Stats	displays the number of queued calls and the longest wait time information. Available during an active ACD call.
Add Contact	opens the phone screen to add a new contact (available for callers not in the Contacts). Only available during an active ACD call.
Dismiss	return to the idle screen.
Queues	displays queues assigned to the agent.
Log out all	logs 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.

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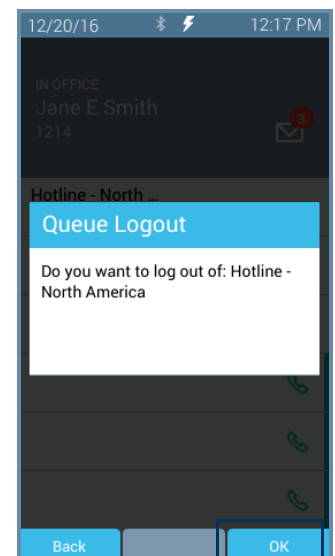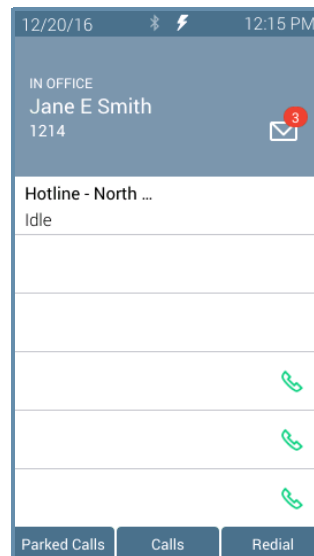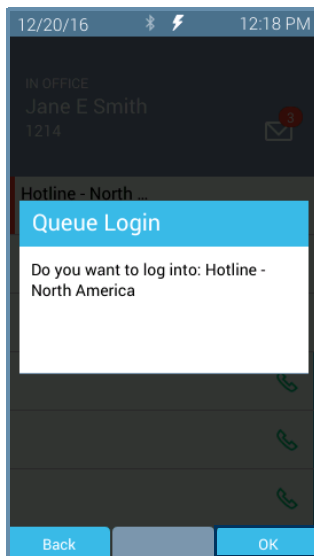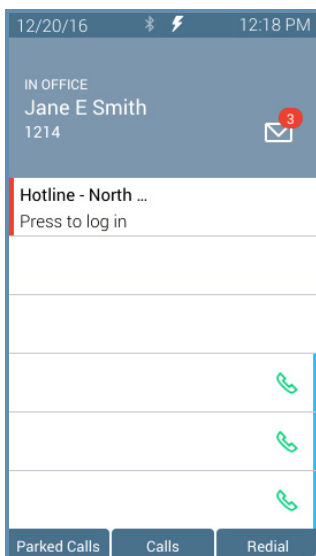
To log in to the ACD Appearance:
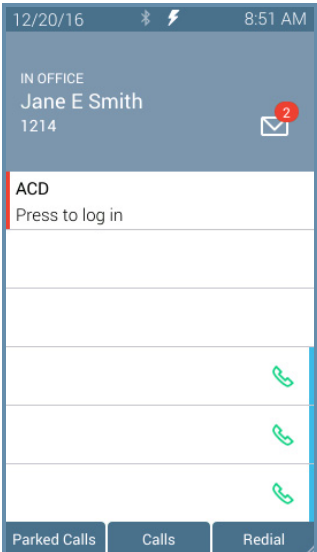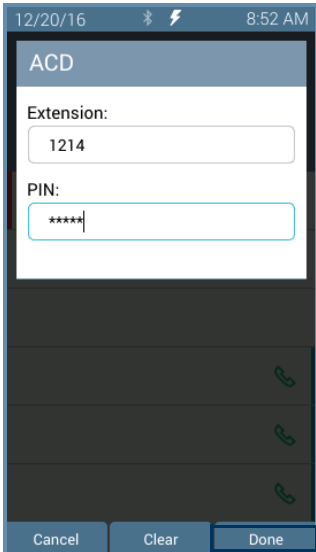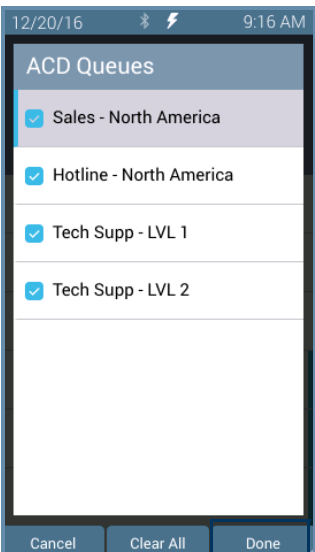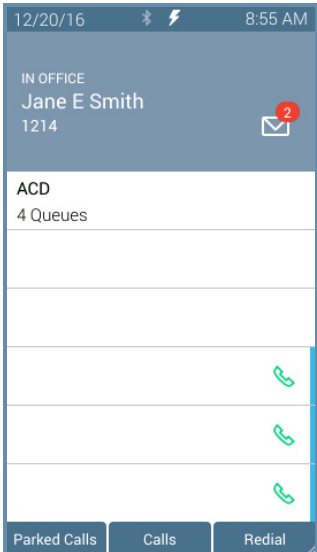
Agents can log into an ACD queue from any desk phone and the ACD queue routes the calls to that phone. This includes phones that may not be the phone on the agent's desk.

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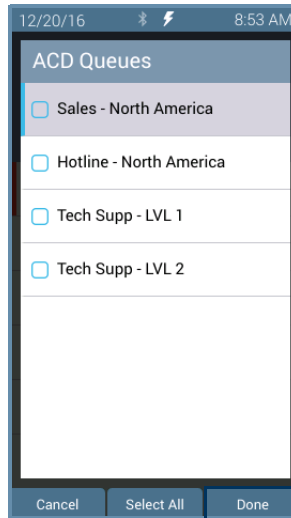
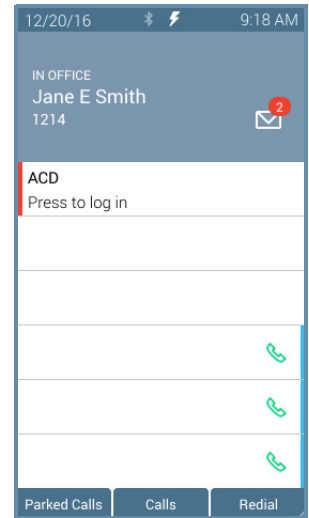Verge IP phone ACD log out sequence:
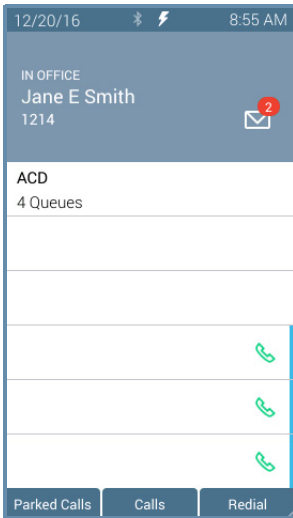
Press the ACD programmable button.	Press the **Queues** soft key.	Uncheck the queues and press the **Done** soft key.	ACD returns to logged out status.
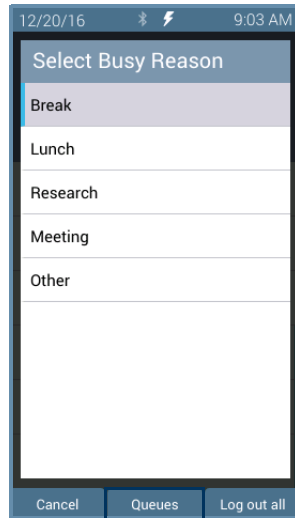
To change the ACD Queue busy state:

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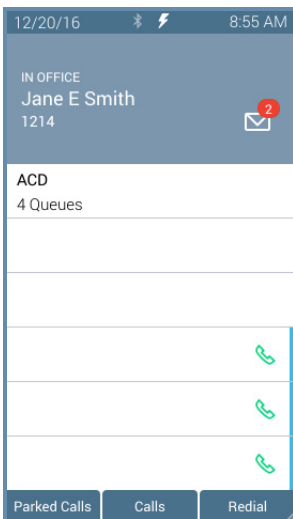
Press the ACD programmable button.	Highlight the busy reason, and press the **Select** button.	The agent is unavailable to accept ACD calls.	Press the ACD programmable button to end the Busy Reason.
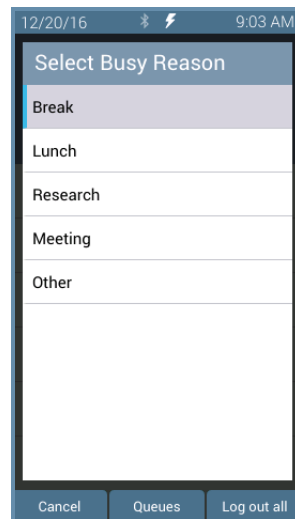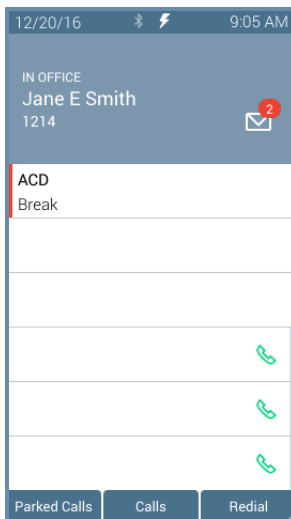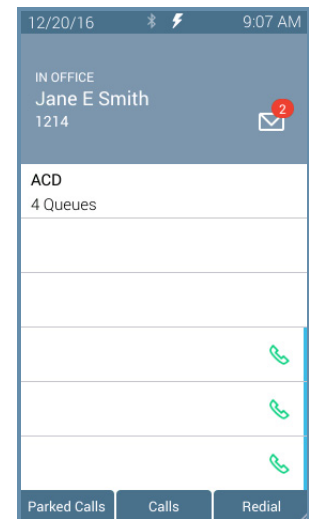
4.3   Queue Alarm

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	
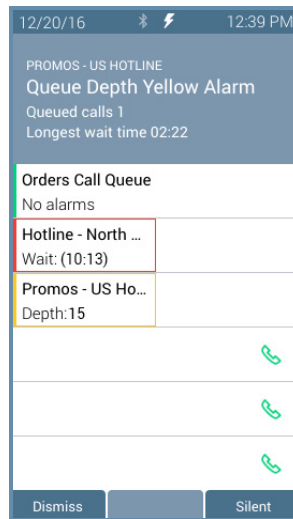
Queue Alarm Programmable Button LED	
solid green	no alarms.
solid amber	yellow queue alarm.
solid red	red queue alarm.

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 common access to calls and call 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.

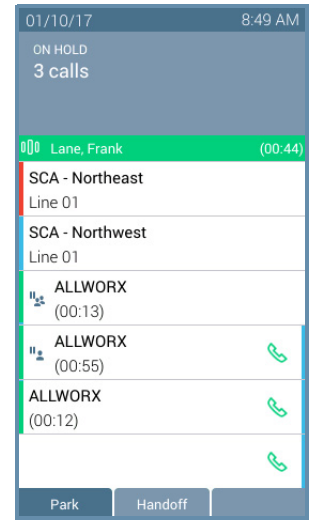Verge IP phone Shared Call Appearance examples:
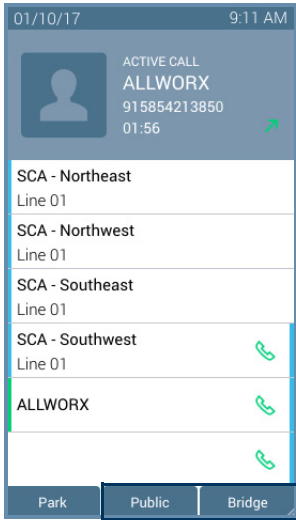
Intercom Call - On Hold for Shared Call Appearance

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. To place an outbound call, listen for the dial tone, and then enter the number.
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 (locally or remotely). 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). User can make outgoing calls.
solid red	in use remotely on another phone of the same Shared Call Appearance. The Shared Call Appearance 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   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. If the phone has a programmable button to monitor another mailbox, see "Message Monitoring" on page 52 for more information.

Verge IP phone Message Notification example:

Information / active call area

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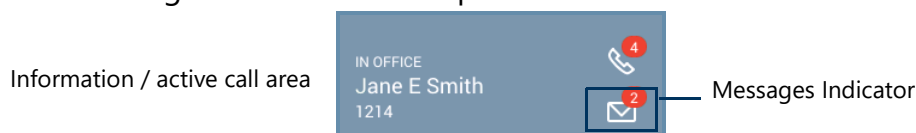
- **Visual Message Center** - list of messages for the extension and uses navigation keys for scrolling and/or soft keys for managing voicemail messages.

- **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.

4.5.1 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.

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.
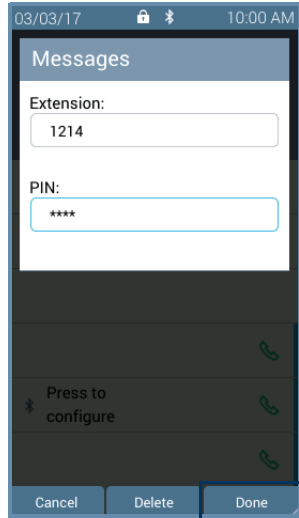
All messages display on the Verge IP phone screen.
• New/unread - Blue text
• Read/Saved - Black text
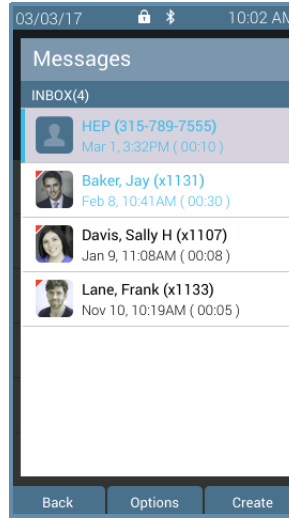
4.   Scroll through the voicemail messages using the up/down navigation buttons. Press the **Select** button to choose a voicemail listing. Manage the messages using the available soft keys below.

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
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.

Each of the soft keys above has any combination of the following soft keys to provide control managing the voicemail messages. Press the More soft key (⬕) to see all soft keys associated with the message management action.

Back	return to the previous screen.
Options	enables 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	chooses 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	de-select 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	changes the current Message listing font color to black to indicate a read message.
Mark as New	changes 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 Voice Mail listings.
Select	accepts the highlighted option or access message to: • Select button - plays or stops the message. • Left navigation button - return to the beginning of the message. • Right navigation button - go to the end of the message. • Up navigation button - go to the previous message. • Down navigation button - go to the next message.

4.5.2   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 > 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. When calling from an outside line or phone not assigned to a user, the system prompts users for a primary extension.

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

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

Key	Option
1	**Listen to voicemail messages.** See "To manage voicemail messages:" on page 48 for more options.
2	**Listen to saved voicemail messages.** See "To manage voicemail messages:" on page 48 for more options.
3	**Send a message.**

<table>
<tr><th>Key</th><th>Option</th><th>Key</th><th>Option</th></tr>
<tr><td>1 or hang up</td><td>Send the message</td><td>#</td><td>Cancel the message</td></tr>
<tr><td>2</td><td>Review the message</td><td>*</td><td>Hear these options again</td></tr>
<tr><td>3</td><td>Change the message</td><td></td><td></td></tr>
</table>

Under key 3, before the sub-table:
- 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.
- Select one of the following options:

Key	Option
4	**Change your Message Center system settings.** See "To update the Audio Message Center settings:" on page 49 for more options.
7	**Access an outside line** (if enabled).

Under key 7:

Dial the external phone number directly. It is NOT necessary to dial 9 or 78+PIN before the phone number.

After connecting to an external call and the external party hangs up, users hear a dial tone to place additional calls. Additional options include:

Key	Option
*#	Disconnects (hangs up) the call and returns to the dial tone.
*# <Allworx PIN> #	Returns to the Audio Message Center from the dial tone.

NOTE: The ability to hang up a call and return to a dial tone using *# is not available for certain combinations of originating phones and outside lines. Contact the Allworx administrator for more information.

Key	Option
9	**To manage system recordings** (requires Recording Manager permissions). See "To manage the Call Queues/ACD Queues recordings and schedules:" on page 51 for more options.
hang up	**End the call.**
#	**Return to the previous menu.**
*	**Replay the menu options.**

Key	Option
* + <extension>	**Call any internal extension.** This option is not announced during the menu prompts.
	If connected to voicemail, call another internal extension by dialing * + extension on the numeric keypad or dial "0" for the operator. When dialing the new extension:

• Outgoing message is playing	The Allworx system places the call immediately.
• During or after leaving a message	The Allworx system delivers the message, and then transfers the caller to the dialed extension.

Example: Mary calls John's extension, but John's voicemail answers. Mary decides she would rather talk to Jim instead of leaving a voicemail 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. Select an option from the table below to manage the voicemail. Options 1 and 9 are only available if an Allworx user left the voicemail message. The Allworx system automatically saves the voicemail messages unless the user specifically chooses to delete the message.

Key		Option
During message	**After message**	
*1	1	**Reply to this message** - 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:

• <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 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	After	Option
*2	2	**Forward this message** - Allworx Users only. Follow the steps for **Reply to this message**. **NOTE:** Verge IP phone users are not required to record an introduction prior to forwarding the voicemail message.
*3	3	Delete the message.

	Key	
During message	**After message**	**Option**
*4	4	Replay this message.
*6	6	Play the next message.
*9	9	Place a call to the sender of this message.
*#	#	Return to the previous menu.
**	*	Listen to these choices again.

To update the Audio Message Center settings:

Note:	Send Voicemails directly to users without accessing the Audio Message Center. Dial 3 + extension.
Note:	Digits may vary per system. Please check phone functions tab of the My Allworx Manager page or consult the Allworx administrator.

The Audio Message Center settings enable updating the presence setting, name recording, 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 27 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

- 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

Key	Option
3 (con't)	• If changing your default greeting, follow the prompts to record the greeting, and then select an option:

Key	Option	Key	Option
1	To save your <Presence> greeting	#	To quit without saving your greeting
2	To review your greeting	*	Listen to these choices again
3	To change your greeting		

To assist callers, mention in the voicemail greeting if you are unable to take the call. **Example**: When Mary is on the road, she records her voicemail greeting: "Hi this is Mary. I am traveling today. If you need to speak to someone immediately, please dial *100 now to reach Jack (or 0 for the operator), otherwise leave a message at the beep." Pause for 3 seconds, and end the greeting.

Key	Option
5	**Change your PIN** • Users have an Allworx PIN and an Allworx password. The PIN is for Hot Desk logins, Message Center, ACD Queues, and Reach application. The password is for logging into My Allworx Manager, Interact, and the Allworx Admin page. • Follow the prompts to enter and confirm a new PIN. Verify the PIN is at least 5 digits long.
#	Return to the previous menu.
*	Listen to the choices again.

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

This option is only available to Allworx Users with recording manager permissions on Allworx systems.

1. Log in to the Audio Message Center and press 9 on the numeric keypad.

2. Select one of the following options.

Key	Option
1	**To manage the Auto Attendant** • Enter the Auto Attendant number (The number of Auto Attendants supported: 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.

Key	Option		
1 (con't)	**Key**	**Option**	
	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 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.	
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.		

4.6 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 voice mail box using the extension number and Allworx PIN assigned to the extension, and then manage the Voice Mail listings, see <u>"Allworx Message Center" on page 43</u> for more information.

Verge IP phone Message Monitoring example:

Monitored mailbox has no new messages	Jay Baker 0 new
Monitored mailbox has 10 new messages	Gary Brown 10 new
Monitored mailbox has 27 new messages	Phyllis Z Ba… 27 new

4.7 *Bluetooth* Wireless Technology

Note:	The Allworx Server Administrator must enable the **Bluetooth** option to enable pairing a *Bluetooth* device to the Verge 9312 IP phone.
Note:	*Bluetooth* devices supporting only A2DP *Bluetooth* profiles (such as tablets) are not supported.
Note:	The phone call audio is dependent upon the type of headset and the number devices in the 2.4gHz space. During an active call, users may experience some noise or drop outs with a *Bluetooth* headset.
Note:	During an active call, *Bluetooth* users must use the *Bluetooth* Hands-Free 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 that 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 connecting both the Headset Profile (native *Bluetooth* headsets) and the Hands-Free Profile (mobile devices); however only one device can be connected at a time.

- **Headset Profile**: place 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 Conference Room 1 for a meeting. Joe taps the **Headset** button to transition the audio to the *Bluetooth* headset. He finishes his call with his supplier on the way to the conference room and is on time for his next meeting.

- **Hands-free Profile**: (requires a Bluetooth programmable button on the Verge IP phone) initiate a mobile device call from a 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 does not route through the Allworx server. Allworx applications such as View do not see 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 is compatible with the following *Bluetooth* profiles:

• Headset Profile - abbreviated as HSP. Used only for headset connections.

• Handsfree Profile - abbreviated as HFP. Used only for cell phone connections.

The Verge 9312 IP phone automatically connects to the first paired *Bluetooth* device and displays a persistent list of all devices paired with the phone. If there was a previous, active connection, the Verge 9312 phone automatically connects to that *Bluetooth* enabled device. To select a different *Bluetooth* enabled device, turn off the other *Bluetooth* devices. To pair and connect *Bluetooth* enabled devices, see "Bluetooth" on page 65 for more information.

If the Verge 9312 IP phone detects the *Bluetooth* device has disconnected during a call, the Allworx system places the active call on hold. Resume the call using the Verge 9312 phone and move the call back to the *Bluetooth* appearance.

Verge IP phone *Bluetooth* Hands-Free programmable button examples:

No *Bluetooth* device connected.	*Bluetooth* device connected.	Active *Bluetooth* call.
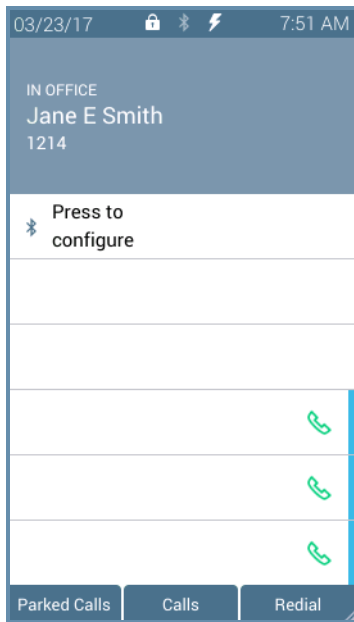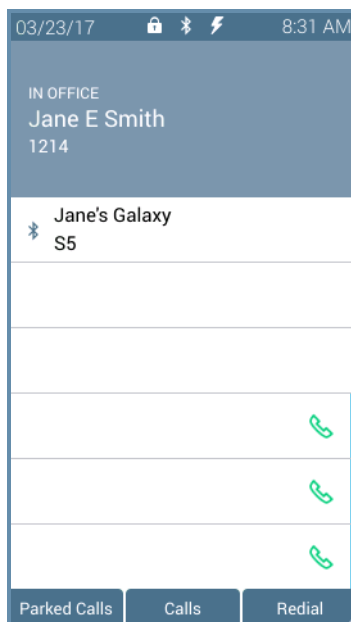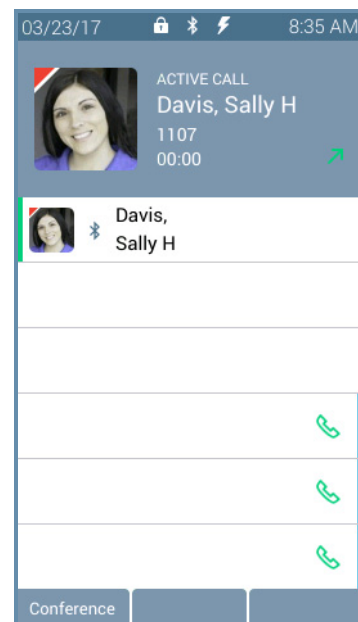
Bluetooth Programmable Button LED	
flashing green	incoming call or active call on hold.
solid green	active call.

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 71.

- 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   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 and hang up calls. The EHS feature enables Allworx users to remotely receive an indication for an incoming call and tap the headset call control button to: answer or terminate the call.

The Verge 9312 IP phone transmits signaling 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.

4.10 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.

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

For more information about using Reach Remote Control, see the Reach User Guide Version 3.0.

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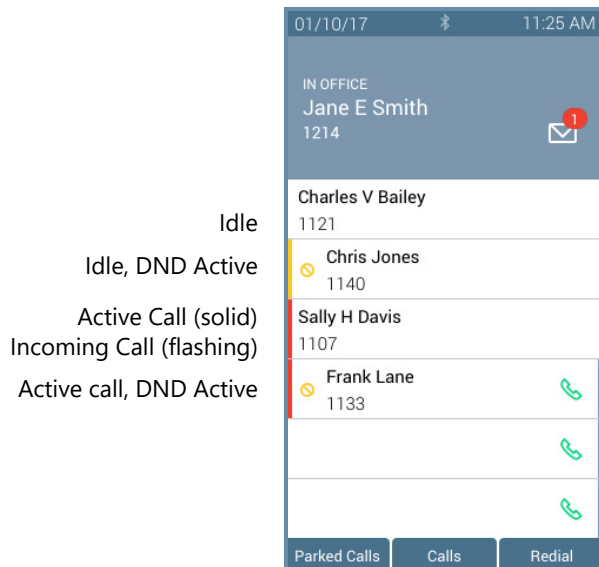
Busy Lamp Field Programmable Button LED	
off	Allworx user is idle.
solid amber	Allworx user is idle and has DND active.
solid red	Allworx user is on the phone.
flashing red	Allworx user has an incoming call.

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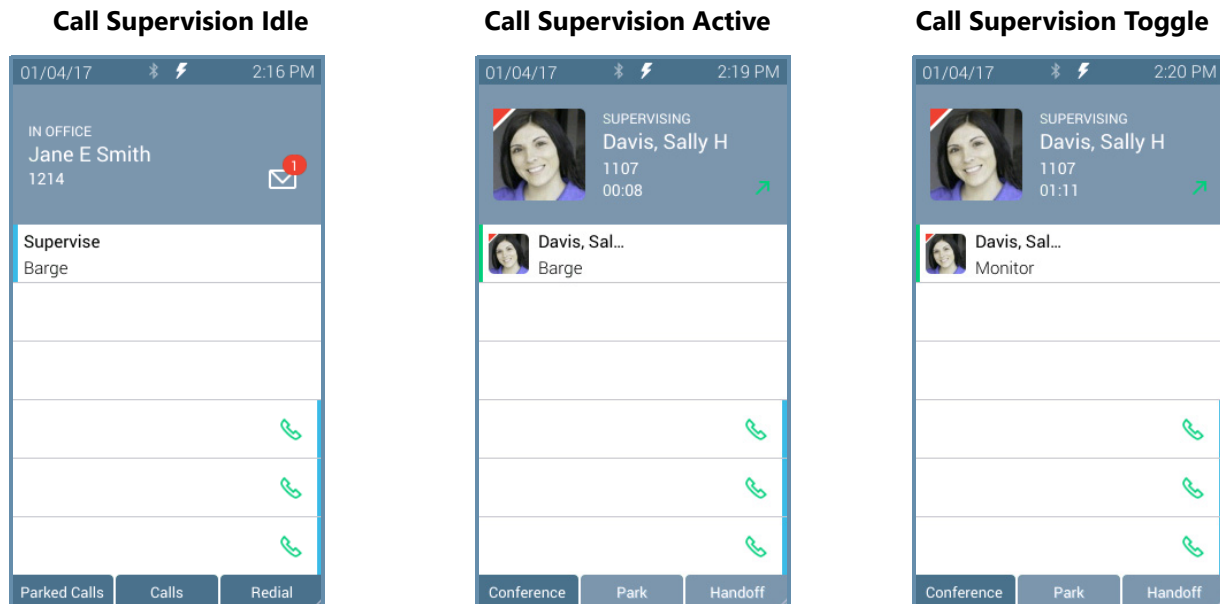
Call Supervision LED Button	
solid green	call supervision is active.
flashing green	call supervisor pressed the hold button to pause the feature.

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:

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 owner of the phone which placed the call.
• the station number originating the emergency call.
• the date/time of the call.

Emergency Call Idle

Emergency Call Idle
Press programmable button to view last alert.
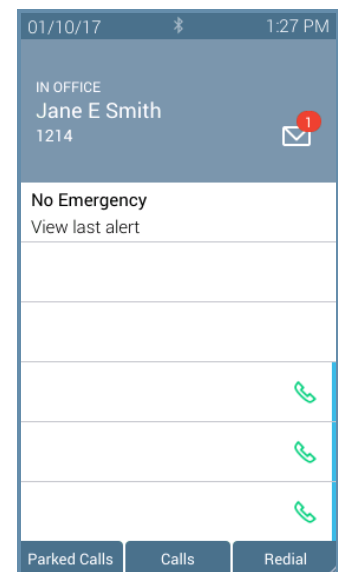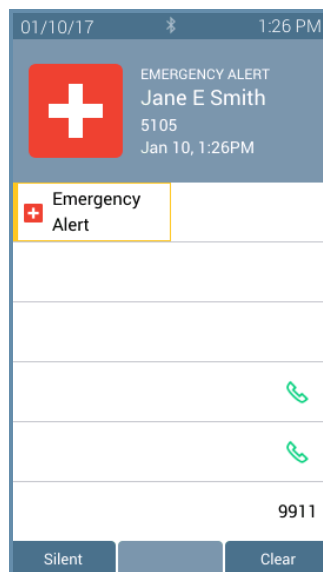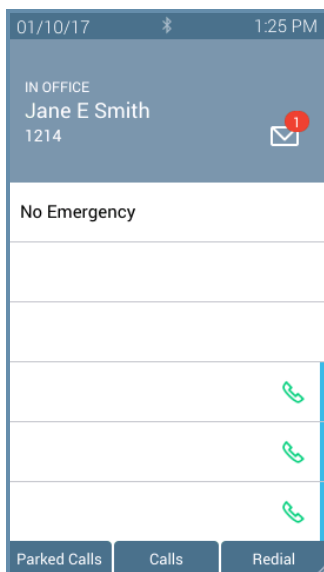
Emergency Programmable Button LED	
Alternating Red/Yellow	emergency alert in progress.

Soft Keys	
Silent	emergency alert remains active, the LED button continues to flash, but the audio stops.
Clear	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.

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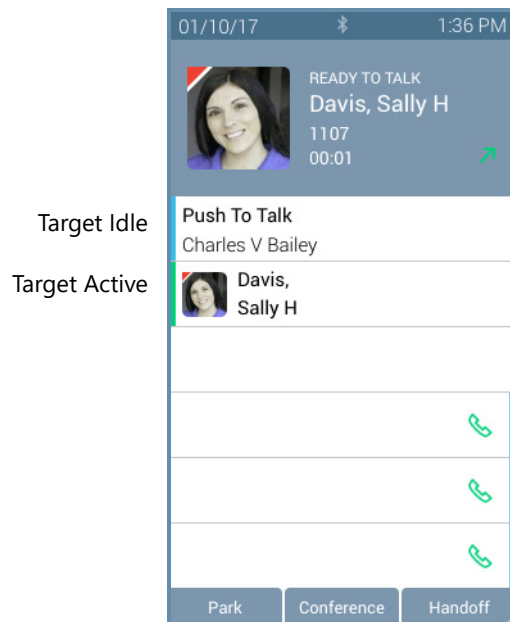
Push to Talk Programmable Button LED	
Green	Target phone extension is active during Push to Talk.

Soft Keys	
Park	place the call on the lowest available parking orbit. See "Park a Call/Park Monitor" on page 18 for more information.
Conference	create a conference call. See "Conference Call" on page 23 for more information.
Handoff	transition the call to a Reach device (if available). See "Call Handoff" on page 28 for more information.

4.16 Hot Desk

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

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

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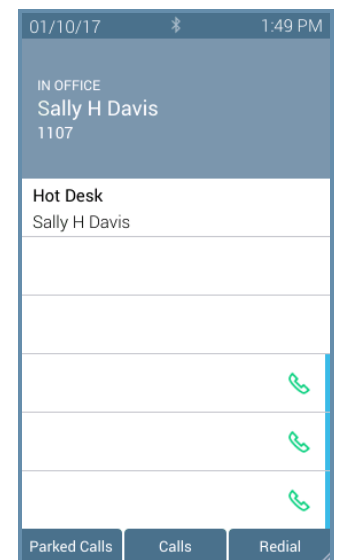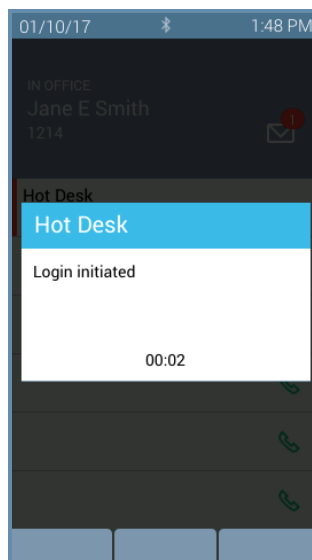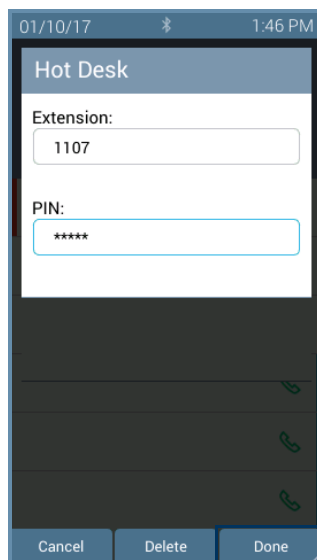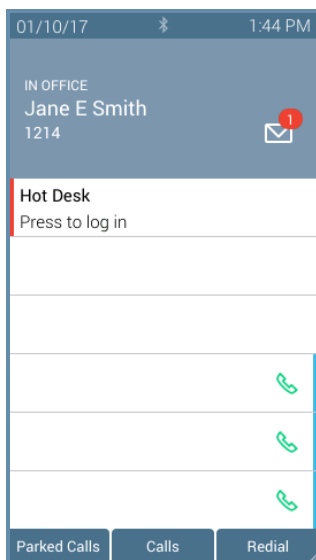
Hot Desk Programmable Button LED	
solid red	phone is available for Hot Desk log in.
not lit	Hot Desk feature is in use.

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.
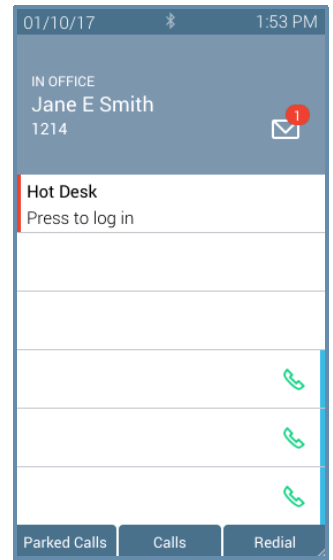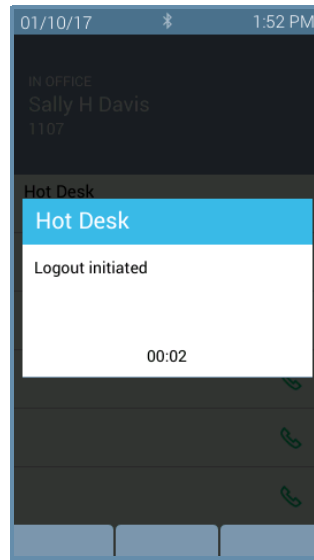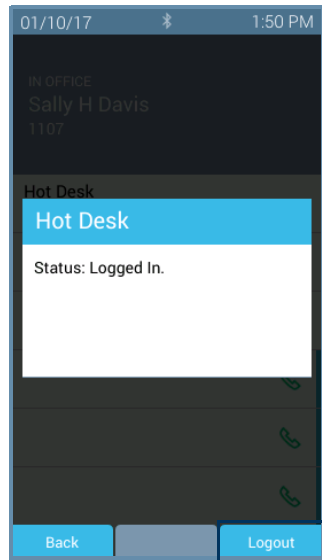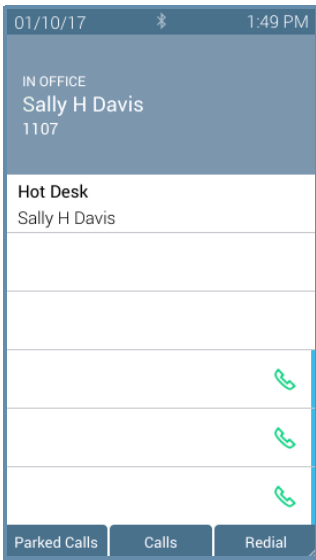
4.17 Schedule

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
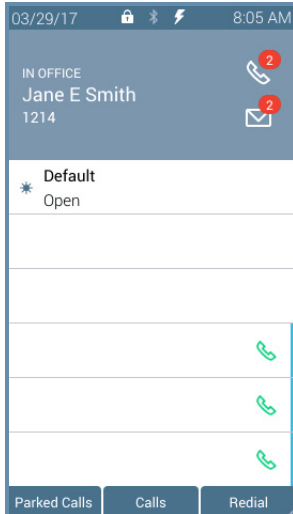
Schedule: Default
Mode: Night
Greeting: Closed
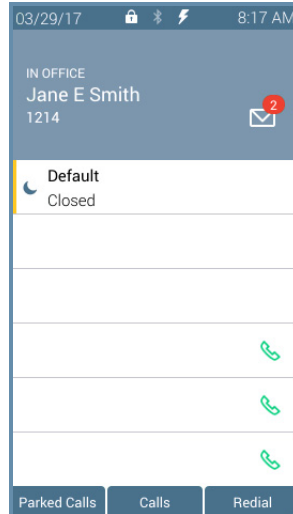
Schedule: Default
Mode: Day
Greeting: Weekend
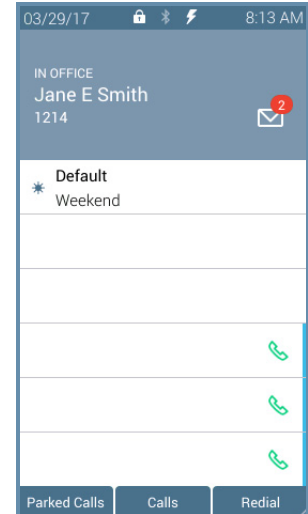
Schedule LED Programmable Button	
Solid amber	Night mode is active.

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.
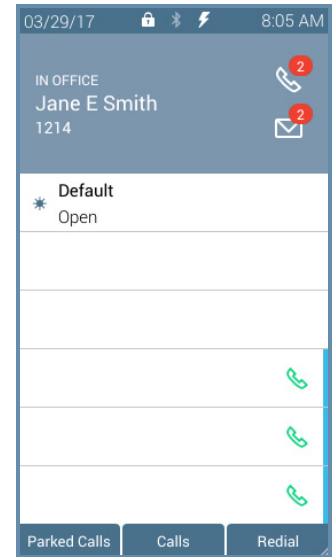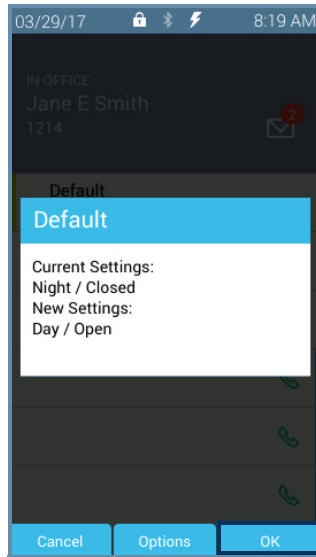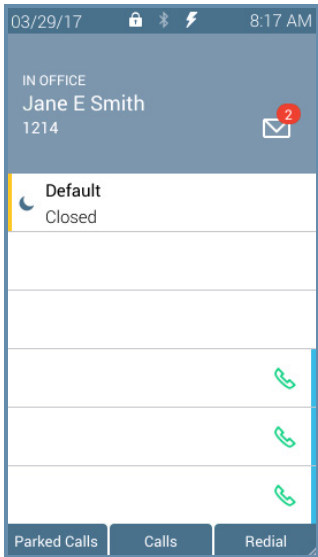
Option B

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.
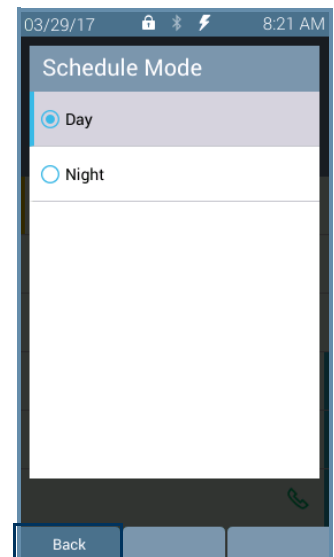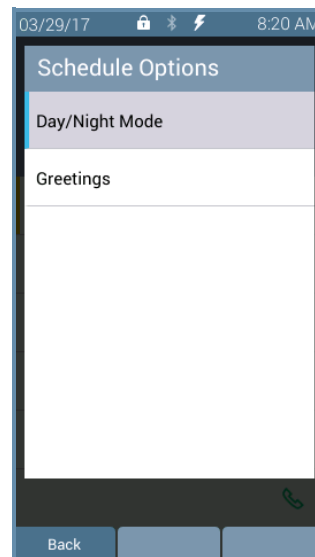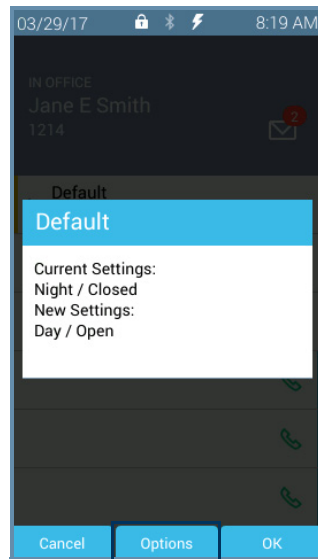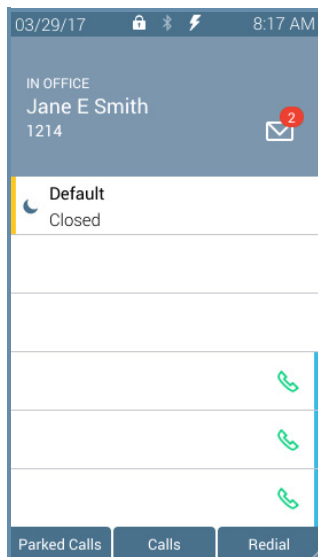
The Schedule Options screen displays. Highlight and select the **Greetings** option.

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

The Schedule Options screen displays. Press the **OK** soft key.
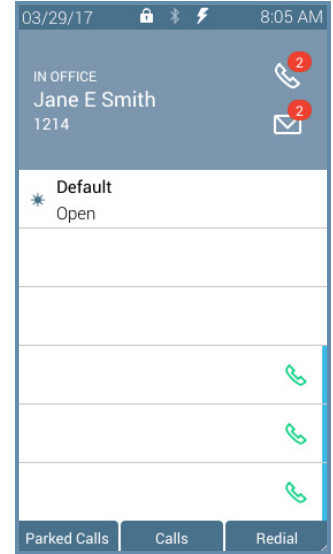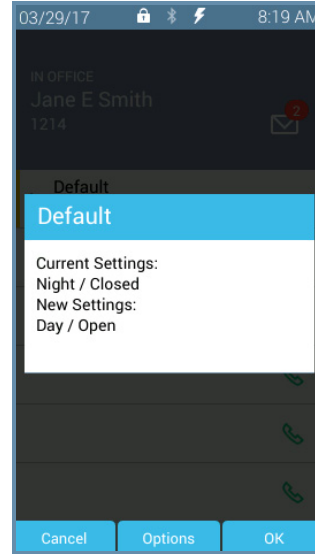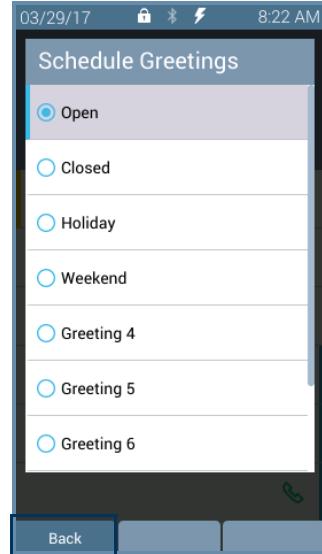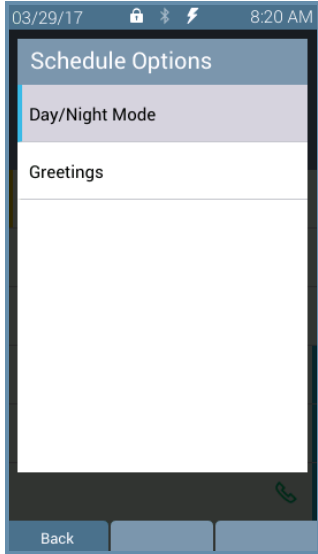
Chapter 5   Settings

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.

Note:	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.
Note:	To pair a *Bluetooth* smart phone requires a *Bluetooth* Appearance programmable button.
Note:	*Bluetooth* devices supporting only A2DP *Bluetooth* profiles (such as tablets) are not supported.
Note:	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.

Follow the steps above to access the *Bluetooth* setting. If available, the Verge IP phone displays a list of paired/connected *Bluetooth* devices, and an icon displays next to the connected device (if connected).

To pair and connect a *Bluetooth* mobile device:
1.   Do one of the following:

   •   Follow the steps in <u>"To access the setting options:" on page 65</u>. Open **Bluetooth**.
   •   Locate and press the *Bluetooth* programmable button.

2.   Press the **Turn on** soft key. A list of previously paired/connected devices displays. If necessary, press the **Scan** soft key to search for additional, unpaired *Bluetooth* devices.

3.   (Optional) Press the **Turn off** soft key to turn the Verge IP phone *Bluetooth* radio off.

4.   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 IP phone.

5.   Accept the request on the *Bluetooth* mobile device.

6.   Press the **Yes** soft key on the Verge 9312 IP phone.

Verge 9312 IP phone *Bluetooth* mobile device configuration 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.
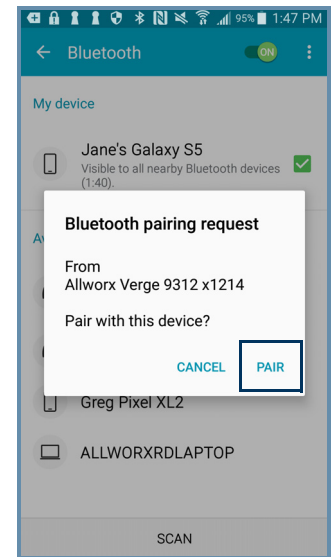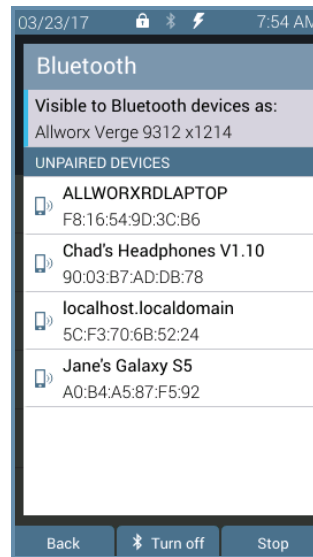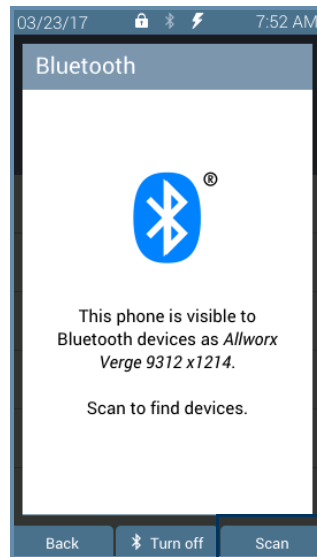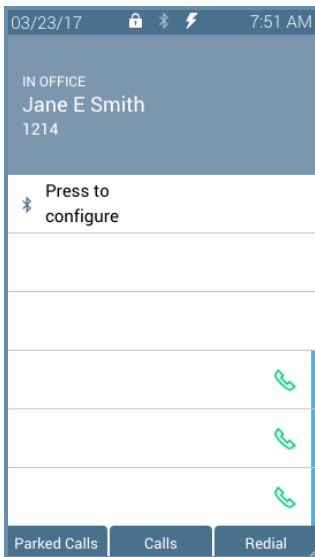
Press **Yes** to pair the devices.

Verge 9312 IP phone paired.

Android mobile device paired.
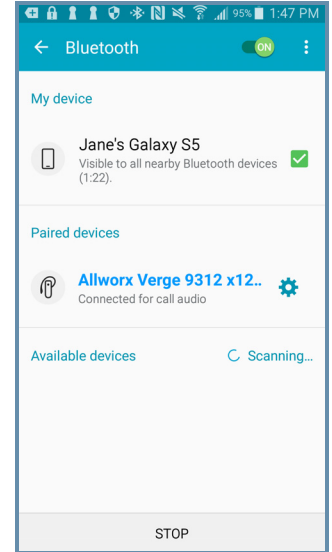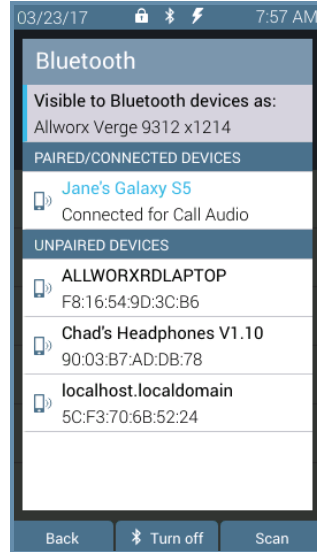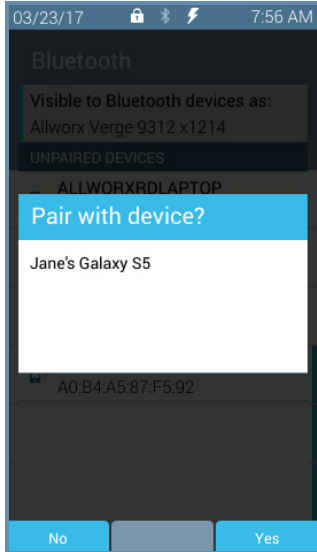
To pair and connect a *Bluetooth* headset:
1. Do one of the following:

   • Follow the steps in <u>"To access the setting options:" on page 65</u>. Open **Bluetooth**.

   • Locate and press the *Bluetooth* programmable button.

2. Press the **Turn on** soft key. A list of previously paired/connected devices displays. If necessary, press the **Scan** soft key to search for additional, unpaired *Bluetooth* devices.

3. (Optional) Press the **Turn off** soft key to turn the Verge IP phone *Bluetooth* radio off.

4. 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 IP phone.

5. Accept the request on the *Bluetooth* mobile device.

Verge 9312 IP phone *Bluetooth* headset example:
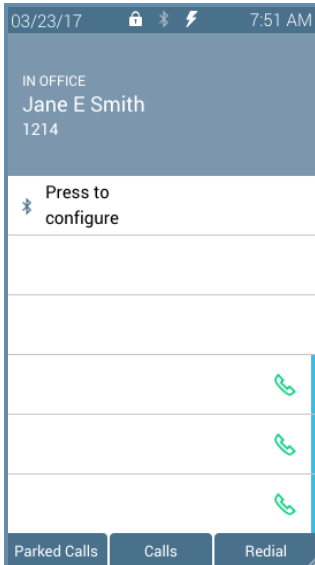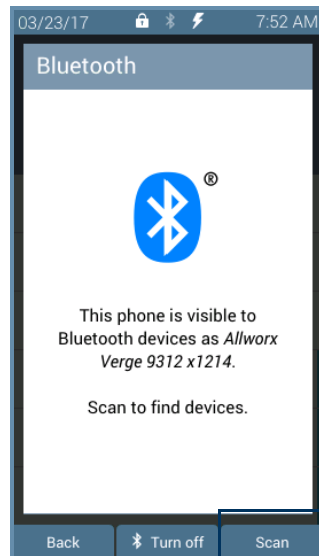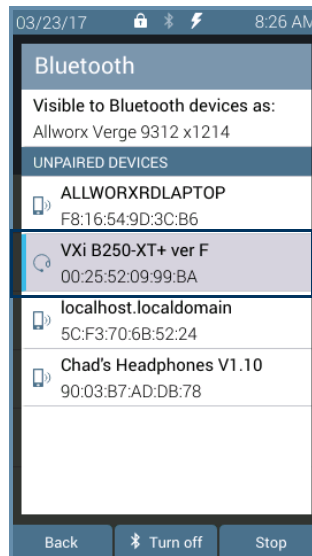
Press the *Bluetooth* Hands-Free programmable button.	Press the **Turn on** soft key, and then the **Scan** soft key.	Highlight and select the *Bluetooth* device.	**NOTE:** if selecting a headset, the *Bluetooth* headset uses the Headset Function Key.
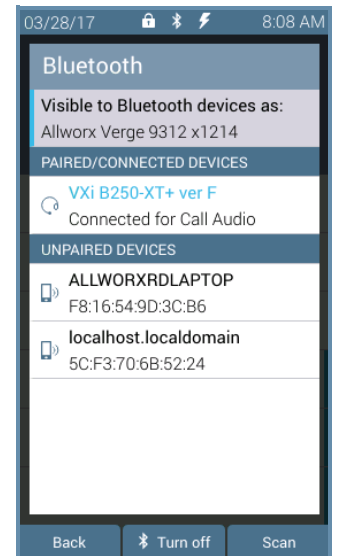
To disconnect a *Bluetooth* mobile device:
Unpair using the mobile device *Bluetooth* option. The Verge IP phone indicates the devices will no longer communicate. Follow the steps above to reconnect the *Bluetooth* mobile device.

To Forget a *Bluetooth* enabled device:
1. Follow the steps in "To access the setting options:" on page 65. Open **Bluetooth**. The device displays highlighted in the **PAIRED/CONNECTED DEVICES** section.

2. Highlight and select the device to forget, and then press the **Yes** soft key. The Verge 9312 phone is ready to scan for devices.

3. See the mobile device manual for instructions to **Forget** the Verge IP phone on the mobile device.

Verge 9312 IP phone *Bluetooth* Forget example:

Navigate to **Settings** >
Bluetooth.

Press the **Select** button.

Use the up/down navigation buttons to highlight and select a new *Bluetooth* device.
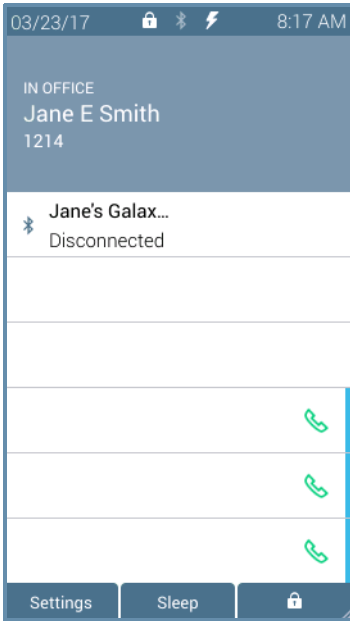
Press the **Yes** soft key.
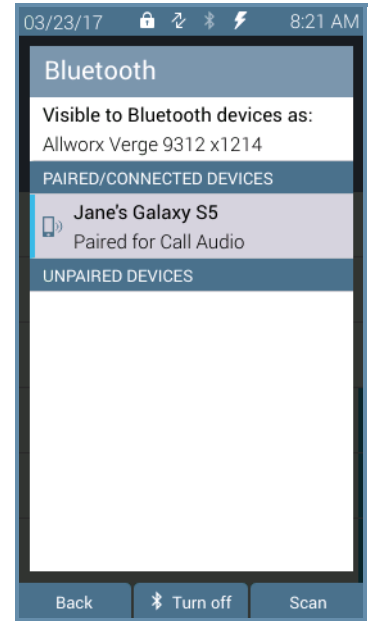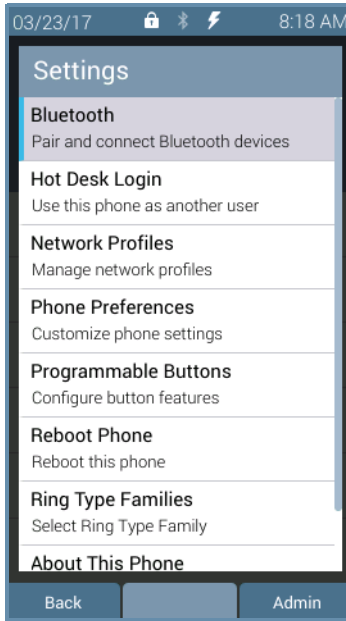
Verge 9312 phone is ready to scan for devices.
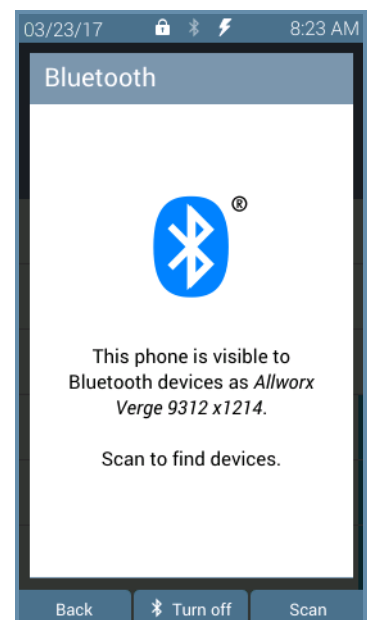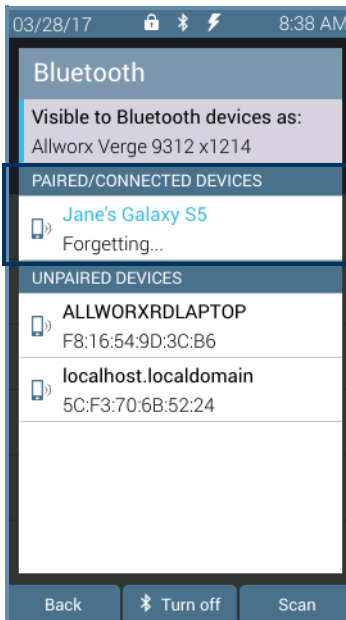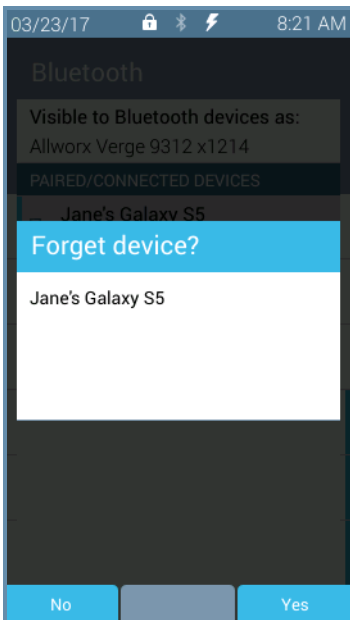
5.2 Hot Desk Login

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 to highlight the network profile setting to use, and then press one of the 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)

Setting	Description	Options
Auto Retrieve Calls	retrieve the on hold call automatically when taking handset off hook.	• Disabled (default) • Enabled
Caller ID Preference	(Calling Party Caller ID) display the call information the Verge IP phone using the Allworx TSP driver.	• DNIS Information • Calling Party Info (default)
Interact Caller ID Preference	(Calling Party Caller ID) display the call information in Interact/Interact Professional and applications using the Allworx TSP driver.	• Calling Party Info • DNIS Information (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 number dialed in the phone.	• Enabled (default) • Disabled
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)
DISPLAY		
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

Setting	Description	Options
Display Brightness	adjust the phone screen display contrast and brightness settings.	Adjust the slider bar to preferred brightness. (default: 50%)
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)
SOUNDS AND NOTIFICATIONS		
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.	Adjust the slider bar to preferred volume. (default: 50%)
Headset Sidetone	control the headset microphone feedback to the speaker.	• Disabled • Enabled (default)
Hold Reminder Mode	set the hold reminder functionality.	• No Reminder • On Hook • Timer (default) • On Hook and Timer
Hold Reminder Timeout	specifies a length of time a call is on hold 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%)

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

5.5   Programmable Buttons

Assign a feature (Contact, Park, Redial, Release, Hot Desk Login, or *Bluetooth* Hands-Free) 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 function functions and has the final control of all programmable buttons.

To manage the Programmable Buttons assignments:
1.   Follow the steps in "To access the setting options:" on page 65. 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

            • If the contact has one phone number, the programmable button displays the full contact name.
            • If the contact has multiple phone numbers, the programmable button displays the abbreviated Contact name and selected number label (i.e., work, mobile, etc).
            • If the Allworx user changes the select default number to dial, the programmable button updates to call updated the phone number.
      • Park
      • Redial
      • Release
      • Hot Desk Login
      • Bluetooth Hands-Free
      • None (this option 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 press the **Yes** soft key. This reboots the Verge IP phone, and then phone screen displays the updated programmable buttons.

Verge IP phone Programmable Button configuration examples:

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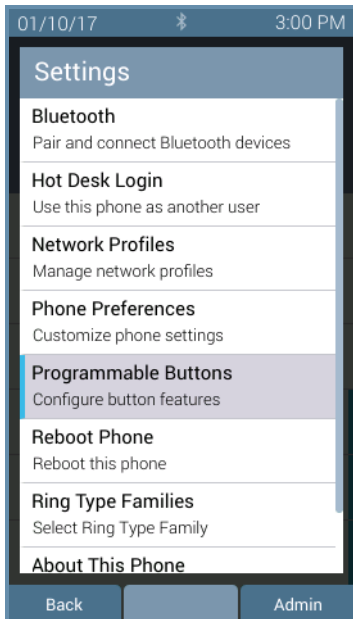
Press an available programmable button LED.
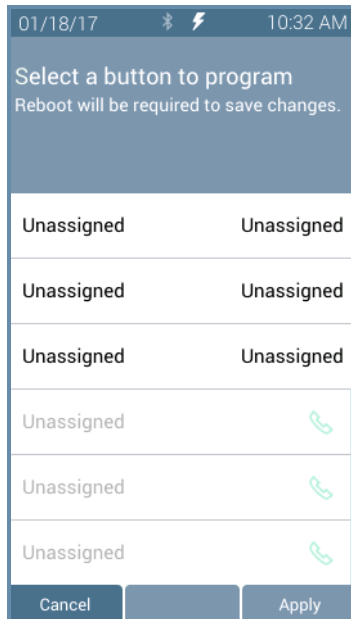
Select the programmable button type.
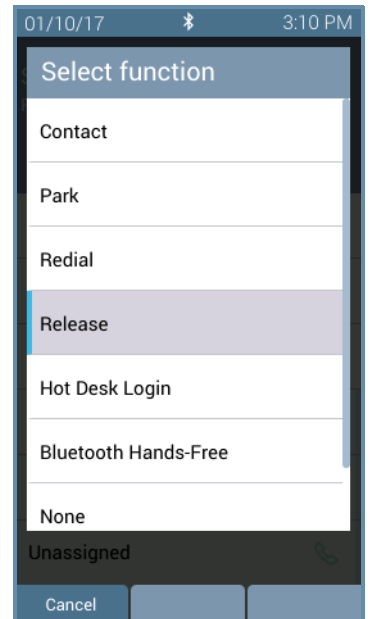
Press the **Apply** soft key.
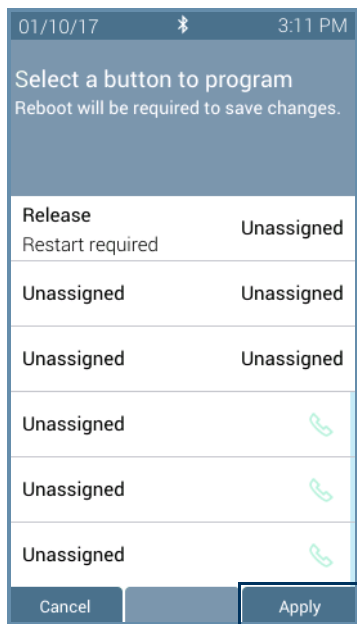
Press the **Yes** soft key.
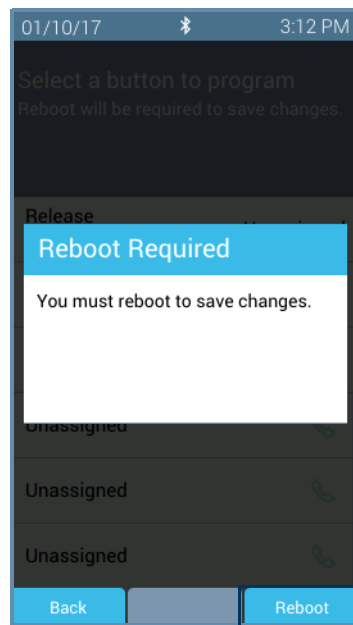
The Verge IP phone restarts with the updated programmable button.
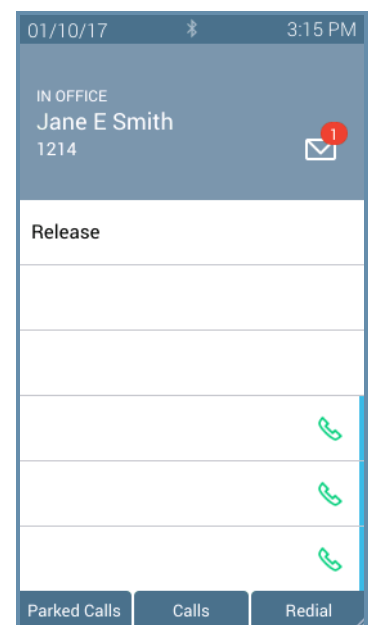
5.6   Reboot Phone

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 "To access the setting options:" on page 65. 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 "To access the setting options:" on page 65. Open **Ring Type Families**.

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

   Verge IP phone Ring Type Families selection example:

01/10/17	⚹	3:16 PM

   Ring Type Families

   ○ Family 1

   ○ Family 2

   ○ Family 3

   ○ Family 4

   ○ Family 5

   ◉ Family 6

   ○ Family 7

   ○ Family 8

Back	Test
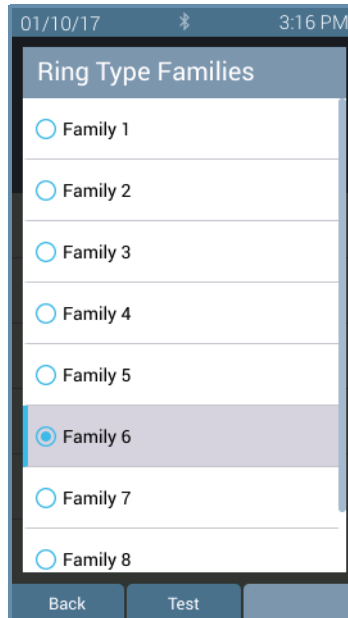
3. Press one of the following:

   • 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 - scroll 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 "To access the setting options:" on page 65 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 "To access the setting options:" on page 65. 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 Admins 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) • LAN Port • CPU Port

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, and

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.
	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
	Call Status - Incoming call		Call Status - Outgoing, no answer
	Call Status - Incoming, missed call		Appearance is idle
	User Contact has DND activated or only agent logged in the ACD Queue		Appearance is ringing (blinking) or appearance is active (solid)
	User Contact or appearance is active on another phone, agent not logged In, or Hot Desk log in is available		Allworx User Contact has Do Not Disturb activated.
	Schedule - Night Mode active.		Schedule - Day Mode active.
	Line Appearance - Call parked.		Messages button
	Shared Call Appearance - Shared Hold.		Shared Call Appearance - Bridged Hold.
	Manage Contact Status - Make contact a favorite		Manage Contact Status - Remove contact favorite
	Bluetooth - smart phone connected		*Bluetooth* - headset connected
	Soft Key - Cell Phone Dialing (if enabled)		Phone registration error. Contact Allworx Server Administrator.

Appendix B   Phone Keypad Presses

Enter the following characters into the contact text fields when 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).