



Shiloh House/Family Resource Pavilion

Allworx Telephone Basics

Revised: 10/21/2016

- **Programmable Function Keys (PFK):** Each phone has 12 (or 24) buttons down the right side of the phone. These buttons are pre-programmed with specific functions and may be updated from time to time. Labels indicating what these functions are will be made available at www.shilohhouse.net. Please download, print, cut out, and insert into your phone based on the following scheme:

Link Name➔	FRP/Corporate	Littleton, Adams, Longmont, Sanctuary	Reception Phones
Who (Label Name)	Shiloh Staff (FRP-Shiloh)	Shiloh Staff (CM-Shiloh)	Extensions 200, 164, 301, 324, 501, 451, 601 (use respective label)
	JAC Staff (FRP-JAC)	LINK (CM-LINK)	
	Partner Staff (FRP-other)	Partner Staff (CM-other)	

- **To Place an Outgoing Call:** Lift handset or press SPEAKER; Press 9 and dial the number
- **To Place a Call on Hold:** Press the HOLD FK*
 - To retrieve the call – with the handset in place, press the PFK* of the call and then pick up handset to be on the call.
- **To Park a Call:** Press the PARK FK (the assigned park orbit will be displayed on the screen briefly).
 - Picking up a Parked Call: Must know Park Orbit
 - Press PARK FK – the list of parked calls will be displayed on the screen. Scroll to the park orbit/caller ID you wish to pick up, and once it is selected, press the SELECT key.
- **Direct Transfer a caller to another station:** Press TRANSFER FK; Dial the extension you are transferring to OR press the PFK for that extension/location OR use the company directory
 - **Blind Transfer:** Hang up
 - **Announced Transfer:** When target user answers, announce the call
 - If after announcing the call, the person at the extension does NOT want the call, press the CANCEL SK* and the call will come back to you
 - Call will be transferred when you hang up
- **Transfer a caller directly to someone’s voicemail:** Press TRANSFER FK→VMAIL SK → extension of the person you are transferring to OR press the PFK (if you have them) for that extension OR use the company directory
 - The screen will confirm CALL TRANSFERRED
- **Conference Calls**
 - **Three-Way Conference Call:** Three-way means you and two other callers. These other two callers can be via internal 3-digit extension or external 10-digit call, or combination of the two.
 - i. While on a call: Press CONF FK → **Select another line using an** unlit CALL 1 or CALL 2 button (PFK), and dial the phone number you want to connect to
 - ii. IMPORTANT: You MUST wait for the 3rd party to answer; Once the 3rd party answers – press the CONF FK; The parties will be connected
 - **Using the Conference Bridge:** This allows you to have up to 100 callers on one conference call, *but it must be scheduled online prior to the call.*
 - i. In your browser, go to www.shilohhouse.net

*PFK = Programmable FK (illuminating buttons down right side of handset)

*SK = SK (displayed in the LCD)

*FK = FK (fixed, black keys around number pad)



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- ii. Click the appropriate User Login link (onsite: connected to Shiloh's internet service; offsite: using another connection such as from home, cellular, or JAC/LINK/DA networks); see **User Login** below for details
 - iii. Once logged in, click the My Conferences link, then the add conference link.
 - iv. Once scheduled, send the Conference ID and password to your desired attendees.
 - v. **Accessing a Scheduled Conference Bridge: 720-213-1310 or dial x408 from your handset.**
- **Redial a Number:** Press the REDIAL SK on the phone's display → Select the CALLS SK → Use the up/down navigation arrows to highlight the desired call → Press the Select (√) button to dial the number
- **Company Directory:** Use the scroll and select keys (to the right of the display screen) to scroll through a directory of all users on the system → Press the Select (√) key to call that user. You may also use the **User Login** link (see below) to access an online, searchable Directory of all extensions across Shiloh House's phone system.
(Note: Shiloh will no longer be publishing a list of internal extensions. If you would like a printed listing of extensions, please access this online directory and print a copy.)
- **Ignore and Silence:** While a call is ringing, the SILENCE and IGNORE SK options appear.
- Pressing the IGNORE SK stops the audible ringing. However, the PFK that the call is coming in on will continue to flash until the call is answered or the caller hangs up.
 - Pressing the SILENCE SK stops the audible ringing. However, the information on the incoming call will still be displayed and the PFK that the call is coming in on will continue to flash until the call is answered or the caller hangs up.
- **“Spoof” Shiloh's Caller ID:** Call from remote phone (cell/home phone), and other party will only see Shiloh's caller ID. For directions, see below under Voicemail—“From Outside of the Office”
- **User Login:**
Username: x### (where ### is your phone extension; e.g. username for person using extension 189 would be “x189”);
Password: default password is 1234; when asked to change consider making it the same as your voicemail PIN so that it will be easy for you to remember.
To reset your password, open a support ticket on SHIC (Shiloh staff) or use the Contact Support link at www.shilohhouse.net.

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Voicemail Shortcuts (while listening to the message)

1 Reply to this message	5 Play the previous message	9 Call back the user who left the VM
2 Forward this message	6 Play the next message	# Skip to the end of the
3 Delete this message	7 Rewind the message 10 sec	
4 Replay this message	8 Fast forward the message 10 sec	

Accessing & Configuring Voicemail

- **From Inside of the Office:** If the MESSAGES button is red, you have a new message in your voicemail box. The number of new messages appears on the screen.
 - **Audio Only:** Pick up handset or press SPEAKER → Press the MESSAGES FK twice (*or dial *404* → Enter your PIN (followed by the # sign); Follow the prompts
 - **Visual Voicemail (displays msg info on LCD):** Press MESSAGES button once → Press OK SK → Enter PIN, Press OK SK; Caller ID information will be displayed about the message and you can use the scroll FKs to scroll through your messages and then use the select FK to select the message to listen to
- **From Outside of the Office:** Dial the remote voicemail number (“backdoor”): **720-213-1305** → Enter extension → Enter PIN (followed by #)
 - **Place External Call:** Once in your voicemail, to place an external call press 7 → 10-digit phone number (no ‘9’) of the person you want to call. This allows you to call clients, etc. using your cell phone, etc. without having your cell phone number disclosed via caller ID. The caller ID they see will be either the main FRP number or your DID, if you have one assigned.
- **To Record Your Name (Facility Directory):** Press the MESSAGES FK twice → Enter your PIN (followed by the # sign) → Enter option 4, then option 2; Listen to the prompts to complete
- **To Record Your Voicemail Greeting:** Press the MESSAGES FK twice → Enter your PIN (followed by the # sign) → Enter option 4, option 3 (manage your greetings), then option 0 (default greeting – the system will use the default greeting for all office settings); Listen to the prompts to complete
- **To Change your PIN** – default/first time PIN = 1234
 - Press the MESSAGES FK twice → Enter your current PIN (followed by the # sign); Enter option 4 when prompted, then option 5 when prompted (change your PIN); Listen to the prompts to complete. If you need our PIN reset, open a Support Ticket on SHIC (Shiloh Staff) or use the [Contact Support](http://www.shilohhouse.net) link at www.shilohhouse.net
- **Change your Presence setting:** Select the PRESENCE (presence) SK → Use the up/down navigation arrows to view the presence settings → Press the Select (√) button to change your presence. All inbound calls will follow the call route for this presence setting.
 - In Office – rings office phone, then voicemail
 - At a meeting - voicemail
 - On vacation - voicemail
 - On business trip - voicemail
 - At home - voicemail
 - Away – looks for hot desk, follow-me, then voicemail
 - Busy - voicemail

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