

Allworx[®]

My Allworx Manager User Guide

Allworx System Software Version 8.3

Version: B

Updated March 1, 2018



Allworx[®] My Allworx Manager User Guide

Version 8.3



Copyright

Documentation

©2017 Allworx Corp, a Windstream company. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise without the prior written permission of Allworx Corp.

Software

Software in this product is Copyright 2017 Allworx Corp, a Windstream company, or its vendors. All rights are reserved. The software is protected by United States of America copyright laws and international treaty provisions applicable worldwide. Under such laws, the licensee is entitled to use the copy of the software incorporated with the instrument as intended in the operation of the product in which it is embedded. The software may not be copied, decompiled, reverse-engineered, disassembled, or otherwise reduced to human-perceivable form. This is not the sale of the software or any copy of the software; all right, title, ownership of the software remains with Allworx or its vendors.

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

Allworx servers and IP phones:

Operating:

Temperature

+5° to 40° C / +41° to +104° F
5 to 90% (non-condensing)

Relative Humidity

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

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

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

Allworx® View™
 Allworx® View™ ACD
 Allworx® OfficeSafe™
 Allworx® Migrate™

Revision History

Revision	Date	Description
A	7-DEC-2017	New Release
B	1-MAR-2018	Clarified Call Queues > Call Statistics > Settings Table > view agents / hide agents > force logout - feature waits until wrap up session is complete.

Contents

1 - Introduction	1
1.1 - Equipment Requirements	1
1.2 - Optional Equipment	1
1.3 - Prerequisites	2
2 - My Allworx Manager	3
2.1 - Access My Allworx Manager	3
2.2 - My Account	4
2.3 - My Call Details	4
2.4 - My Conferences	5
2.5 - My Extension	8
2.5.1 - Follow-Me-Anywhere Routing	10
2.5.2 - Hot Desk Routing	10
2.6 - My Presence	10
2.7 - My Products	11
2.8 - My Reach Link	11
2.9 - Directory	12
2.10 - Distribution Lists	13
2.11 - Call Queues	13
2.11.1 - Queue Statistics	14
2.11.2 - Queue and ACD Queue Statistic Settings	17
2.12 - Phone Functions	18

Chapter 1 Introduction

The Allworx phone system enables users to manage voicemails in the Allworx Message Center and customize the personal phone system configurations using My Allworx Manager.

1.1 Equipment Requirements

The table below is a complete list of equipment and requirements necessary to perform all operations identified in this User's Guide.

Equipment	Requirements
PC	<ul style="list-style-type: none"> Running OS (with latest service pack). <ul style="list-style-type: none"> Windows 7 32-bit SP1 Windows 7 64-bit SP1 Windows 8 32-bit Windows 8 64-bit Windows 8.1 32-bit Windows 8.1 64-bit Windows 10 32-bit Windows 10 64-bit RAM minimum: 2 GB. Monitor resolution: 1024 x 768 (XGA). Browser. <ul style="list-style-type: none"> Internet Explorer 11 and later. Microsoft Edge Google Chrome (Latest Release). Mozilla Firefox (Latest Release). Allworx username and password.
Phone	Allworx PIN code.
Phone User's Guide	Guides specific to using the Allworx phone. Each guide is model specific. The guides are available at: www.allworx.com .

1.2 Optional Equipment

The table below is a list of optional equipment to perform operations identified in this User's Guide.

Equipment	Minimum Requirements
Reach for Android Application	<ul style="list-style-type: none"> Android device running OS 4.0 or later. Allworx server running server software 7.5 or later Reach feature key Reach license Allworx server IP Address Allworx username and password

Equipment	Minimum Requirements
Reach for iOS Application	<ul style="list-style-type: none"> • iOS device running OS 5.0 or later. • Allworx server running server software 7.5 or later • Reach feature key • Reach license • Allworx server IP Address • Allworx username and password
Reach Link	<ul style="list-style-type: none"> • Allworx Connect series server running Server Software 8.0 • Reach Link feature key • Reach 2.0 application
Reach for Android User Guide	This guide is specific to using the Reach application with an Android device. The guide is available at: www.allworx.com .
Reach for iOS User Guide	This guide is specific to using the Reach application with an Apple device. The guide is available at: www.allworx.com .
Interact and Interact Professional User Guide	This guide is specific to using the Interact and Interact Professional application. The guide is available at: www.allworx.com .
View User Guide	This guide is specific to using the View application. The guide is available at: www.allworx.com .
9102/0112 Phone User guide 9202 Phone Guide 9202E Phone User Guide 9204/9204G Phone User Guide 9212/9212L Phone User Guide 9224 Phone User Guide Verge 9300 IP Phone Series User Guide	Each guide is specific to the Allworx IP Phone listed. The guides are available at: www.allworx.com .

1.3 Prerequisites

Some sections of this document includes a Prerequisites table:

Access Permissions	Identifies features that require the Allworx Administrator to enable access on the Allworx server web administration page.
Requires Feature Enabling	Identifies an Allworx add-on feature that requires a Feature Key on the Allworx server for users to access.

Chapter 2 My Allworx Manager

The Allworx system provides access to Allworx system information and to configure personal settings.

Note: Some tabs on the My Allworx Manager page may require permission to access. Contact the Allworx administrator to obtain permission.

2.1 Access My Allworx Manager

My Allworx Manager supports the following web browsers:

- Microsoft Internet Explorer 11 or later
- Microsoft Edge (Latest version)
- Google Chrome (Latest version)
- Mozilla Firefox (Latest version)

To access features and configuration settings:

1. Open a web browser and enter the Allworx server URL:

Server	URL*
6x, 6x 12, 48x	http://192.168.2.254
Allworx Connect servers**	https://192.168.2.254

* If the address above does not work, contact the Allworx administrator as the server IP address may have changed.
 ** Entering a URL of http://192.168.2.254 redirects to https://192.168.2.254:8443, if HTTP is disabled on the server.

2. Enter the username and password. Click the **Login** button. The application opens on the Directory page.
3. Select a tab in the left column:

My Account	page 4
My Call Details	page 4
My Conferences	page 5
My Extension	page 8
My Presence	page 10
My Products	page 11
My Reach Link	page 11
Directory	page 12
Distribution Lists	page 13
Call Queues	page 13
Phone Functions	page 18

2.2 My Account

Enables users to change the assigned Allworx Password or PIN.

Users enter the Allworx password or PIN to access:

Password Access	PIN Access
My Allworx Manager	Hot Desk
Reach	Visual and Audio Message Center
Interact Professional	ACD Queues

Prerequisites	
Access Permissions	None
Requires feature enabling	No

To access the My Account settings:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Account** tab.
3. Update the settings:

Password	
Current Password	Enter the password used to log in to My Allworx Manager in the field provided.
New Password	Enter a new password in the field provided.
Confirm New Password	Re-enter the new password in the field provided.
Save New Password	Click to keep the updated password. If the newly entered passwords do not match, an error message displays. Re-enter a new and confirmed password.
PIN	
Current Password	Enter the password used to log in to My Allworx Manager in the field provided.
New PIN	Enter a new PIN in the field provided.
Confirm New PIN	Re-enter the new PIN in the field provided.
Save New PIN	Click to keep the updated PIN. If the newly entered PINs do not match, an error message displays. Re-enter a new and confirmed PIN.

2.3 My Call Details

The My Call Details tab displays a list of recent calls and the information detailing each call.

To view the My Call Details:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Call Details** tab. The page displays the calls in the current month.

Prerequisites	
Access Permissions	None
Requires feature enabling	No

To change the displayed month, click:

previous	Enables viewing the phone activity one chronological month back.
most recent	Returns the viewing screen to the current month.
next	Enables viewing the phone activity one chronological month ahead.

2.4 My Conferences

The My Conferences tab enables reserving conference bridges on the Allworx server.

There are two conference call types:

Prerequisites	
Access Permissions	Yes
Requires feature enabling	Yes

Scheduled Conference	Planned conference call using the scheduling feature in My Allworx Manager.
Unscheduled Conference	Unplanned conference call using the scheduling feature in My Allworx Manager.

If the logged in user is the Creator or Moderator of a conference call, the conference call information displays on the page.

Topic	Description
Conference Description	Explain the purpose of the conference.
State	<p>Active – A scheduled conference available for attendees to join. It remains active until reaching the duration and all attendees have exited.</p> <p>Queued – A conference waiting for the scheduled start time.</p> <p>Expired – A conference past the scheduled duration with no attendees in the conference.</p> <p>Canceled – A conference ended by either the Creator or Moderator.</p> <p>Enabled – An unscheduled conference that the Allworx administrator has made available for all callers to access.</p> <p>Disabled – An unscheduled conference that the Allworx administrator has restricted access to any callers.</p>
Date and Time	When the conference is taking place. This field does not display for unscheduled conferences. If this is a recurring conference, the frequency of the conference displays.
Conference ID	Identifier with unique numerals for attendees to confirm on the Allworx system the correct conference.
Conference Password	Restrict access to the conference. Attendees provide a numeric PIN code.
Creator	Identify the user that scheduled the conference. The Creator can modify, delete, end the conference, view statistics, and disconnect participants.
Moderator	Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences.
NOTE: The Allworx system automatically deletes all expired or canceled conferences older than 30 days the next time the Allworx administrator reboots the server.	

The Allworx system designates specific conference IDs and passwords for unscheduled conferences.

Contact the Allworx administrator to verify the password of the unscheduled conference call has not been changed.

Server	Conference ID	Password
6x, 6x12, 48x, and Allworx Connect servers	480	480
48x and Allworx Connect 731 server	481	481
48x and Allworx Connect 731 server	482	482
48x and Allworx Connect 731 server	483	483

To manage conferences:

1. Log in to the My Allworx Manager application using the Allworx username and password. When using My Conferences for the first time, a message displays "You are not the creator or moderator of any conferences."
2. Click the **My Conference** tab. The My Conferences page displays, and then click:

add conference	<p>Enables adding a new conference call to the schedule.</p> <ul style="list-style-type: none"> • The Allworx 6x and 6x12 servers support one (1) active conference at a time; the 48x supports up to four (4) active conferences at the same time. • The Available times box on the right side of the page displays the available periods for scheduling a conference to avoid any conflicts with previously scheduled conferences. • A list of any conflicting conferences display below the add conference dialog box. <p>1. Update the conference information:</p> <table border="1"> <thead> <tr> <th>Topic</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Description</td> <td>Enter the purpose of the conference in the field provided.</td> </tr> <tr> <td>Password</td> <td>Restrict access to the conference. Enter a password (one to 10 digits) for users to enter when dialing into the conference.</td> </tr> <tr> <td>Moderator</td> <td>Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences. Click the drop-down arrow to select the moderator.</td> </tr> <tr> <td>Start Date</td> <td>Click in the field provided and a calendar displays. Click the date to schedule the conference.</td> </tr> <tr> <td>Start Time</td> <td>Click the drop-down arrows to select the start time (local time).</td> </tr> <tr> <td>Duration</td> <td>Click the drop-down arrow and select the meeting length.</td> </tr> <tr> <td>Pre-join time</td> <td>Click the drop-down arrow and select the amount of time prior to the meeting scheduled start time for users to dial into the conference.</td> </tr> <tr> <td>Repeat every</td> <td>For recurring meetings, select an option from the drop-down menu.</td> </tr> </tbody> </table> <p>2. Click Add Conference to schedule the call or Cancel to ignore the request.</p>	Topic	Description	Description	Enter the purpose of the conference in the field provided.	Password	Restrict access to the conference. Enter a password (one to 10 digits) for users to enter when dialing into the conference.	Moderator	Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences. Click the drop-down arrow to select the moderator.	Start Date	Click in the field provided and a calendar displays. Click the date to schedule the conference.	Start Time	Click the drop-down arrows to select the start time (local time).	Duration	Click the drop-down arrow and select the meeting length.	Pre-join time	Click the drop-down arrow and select the amount of time prior to the meeting scheduled start time for users to dial into the conference.	Repeat every	For recurring meetings, select an option from the drop-down menu.
Topic	Description																		
Description	Enter the purpose of the conference in the field provided.																		
Password	Restrict access to the conference. Enter a password (one to 10 digits) for users to enter when dialing into the conference.																		
Moderator	Assigned user to modify, delete, end the conference, view statistics, and disconnect participants. A user can be a Moderator without having permission to create conferences. Click the drop-down arrow to select the moderator.																		
Start Date	Click in the field provided and a calendar displays. Click the date to schedule the conference.																		
Start Time	Click the drop-down arrows to select the start time (local time).																		
Duration	Click the drop-down arrow and select the meeting length.																		
Pre-join time	Click the drop-down arrow and select the amount of time prior to the meeting scheduled start time for users to dial into the conference.																		
Repeat every	For recurring meetings, select an option from the drop-down menu.																		
refresh page	Redisplay the viewing screen with updates to the conference calls.																		
modify	Change the current conference settings. See add conference to more details. Click Modify conference to save the changes or Cancel to ignore the request.																		

delete	Remove the selected conference from the schedule. Click Delete Conference to remove the call from the schedule or Cancel to ignore the request.
---------------	---

Callers can access the Conference Center by using one of the following methods:

Access Method	Dial
Internal or remote phone	Extension 408 ¹
Outside line	Dial the extension while in the Auto Attendant or have another user transfer the incoming call to extension 408 ¹

¹ Extensions may vary per system. Please check the phone functions tab of the My Allworx Manager page or consult with the Allworx administrator.

When the caller arrives to the Conference Center, a welcome message plays. If the caller hears a busy signal when calling the conference extension, it is possible that the Allworx administrator has not purchased or implemented the Conference Center feature. Contact the Allworx administrator for more information.

After entering the Conference Center, the Allworx system prompts callers to enter the Conference ID number and password.

- If the Conference ID number is valid and there are available seats (Allworx 6x, 6x 12 and 48x servers limit 8 attendees per conference and Connect servers limit 30 attendees per conference), the Allworx system prompts for a conference call password.
- If the password is valid, the Allworx system places the caller into the conference. Any callers on the conference call hear a "ding" to signal the entrance of a new caller and a "dong" if a caller leaves the conference.

Automatic conference call termination:

Scheduled conferences last the full duration and automatically extend while users are still in the conference. However, once a conference has gone beyond the scheduled end time it is subject to automatic termination.

Server Type	Automatic Termination Description
Allworx 6x Allworx 6x12 Allworx Connect 300 series Allworx Connect 500 series	<ul style="list-style-type: none"> • A scheduled or unscheduled conference currently in use automatically terminates when another scheduled conference begins. • An unscheduled conference does not terminate conferences in session. The servers listed in the left column only enable one active conference at a time.

Server Type	Automatic Termination Description
Allworx 48x Allworx Connect 731	<p>When using all conferences call bridges, the Allworx system terminates the unscheduled conference with the oldest start time first.</p> <ul style="list-style-type: none"> If none of the unscheduled conferences are in use (i.e., all in-use conferences are scheduled conferences), the Allworx system terminates the conference farthest past the scheduled duration. Initiation of an unscheduled conference does not terminate conferences in session. <p>Note: Conferences terminate automatically when all four (4) available conferences are in use, whether scheduled or unscheduled and another scheduled conference begins.</p>

2.5 My Extension

The My Extension tab displays the path of incoming calls to an extension, such as to a user's phone or other phones, voicemail inbox, or external numbers (see ["Follow-Me-Anywhere Routing" on page 10](#)).

Prerequisites	
Access Permissions	Yes
Requires feature enabling	No

The Allworx administrator can provide permission for individual users to modify the call routes. The most common routing to a personal extension is to ring the user's phone. If there is no answer, the call forwards to voicemail. Other special purpose routing is available in the Allworx system.

Option	Description
Presence-Specific Routing	Follow an alternate call route when the user specifies a Presence, i.e., another extension, voicemail, etc.
Multiple Destinations	Ring multiple phones at the same time.
Multiple Connection Attempts	Ring a series of phones if no one answers the primary phone.
On-Busy Routing	Ring an alternate phone when the line is busy.
Follow-Me-Anywhere	Forward the call to a cell phone or home phone
Caller ID Based Routing	Separate call route that is dependent on the Caller ID of the incoming call.

To configure the Basic Routing:

Note:	The Shared Call Appearance feature does not support the call forwarding (45 + <extension>) function. Therefore, when creating a call route, to do not include a Shared Call Appearance extension.
Note:	The call forwarding function only supports extensions assigned to a physical phone.

The building blocks of a call route are the Connection Attempts, Destinations, and Finally route. In a typical call route (ring phone, forward to voicemail), there is one Connection Attempt. The Destination is the phone of the primary extension and the Finally route is the voicemail inbox.

1. Log in to the My Allworx Manager application using the Allworx username and password.

2. Click the **My Extension** tab. The My Extension page displays.
3. Locate the presence to update and click:

add new Call Route	<p>Enables creating a call route specific to the user. To update the call route:</p> <ol style="list-style-type: none"> 1. Locate the Call Route Selection section and check the box or boxes to add the new route to the selected presence. 2. Use the Caller ID of the incoming call to a User extension to determine the call route. 				
	<table border="1"> <tr> <td style="padding: 2px;">external - Caller ID Number</td> <td style="padding: 2px;">enter the phone number with area code in the text box. Use the asterisk as a wild card.</td> </tr> <tr> <td style="padding: 2px;">internal - phones owned by</td> <td style="padding: 2px;">select an extension from the drop-down list</td> </tr> </table>	external - Caller ID Number	enter the phone number with area code in the text box. Use the asterisk as a wild card.	internal - phones owned by	select an extension from the drop-down list
external - Caller ID Number	enter the phone number with area code in the text box. Use the asterisk as a wild card.				
internal - phones owned by	select an extension from the drop-down list				
add new Call Route (con't)	<ol style="list-style-type: none"> 3. Locate the Call Route section. <table border="1"> <tr> <td style="padding: 2px;">add a connection attempt</td> <td> <p>Enables forwarding the call to another extension. To setup the connection attempt:</p> <ol style="list-style-type: none"> 1. Locate the location line {no selection} select an available location* from the drop-down list. <ul style="list-style-type: none"> • For Follow-Me Anywhere**: Enter 9 or 78¹+PIN (to gain an outside connection) followed by the phone number in the text box that appears to the right. Examples: 9+1+aaa-xxx-nnnn, 9+1+xxx-nnnn, 78+ PIN+1+aaa-xxx-nnnn, 78+PIN+xxx-nnnn 2. (optional) Locate the number of rings and select an option from the drop-down list. Click the ring style and select an option. 3. (optional) Click add a destination and repeat steps 1 and 2 to ring multiple phones simultaneously. 4. (optional) Click add another connection attempt and repeat steps 1 and 2 to forward the call to another phone, if alternate phones should ring when the phone(s) in the First connection attempt are not answered. Continue to repeating step 4, as required. 5. Locate the Finally... box, and select an option for the call if the user or any of the connection attempts do not answer. <ul style="list-style-type: none"> • Hang up • Transfer to Auto Attendant - select an option from the drop-down list. • Transfer to Call Queue - select an option from the drop-down list. • Transfer to Voicemail for user - select an option from the drop-down list. • Dial number - enter a new number to forward the call. 6. Click Add Call Route to save the changes, Start Over to reset the page to the last saved settings, or Cancel to ignore the request. <p>To delete any of the connection attempts, click delete this attempt.</p> </td> </tr> </table>	add a connection attempt	<p>Enables forwarding the call to another extension. To setup the connection attempt:</p> <ol style="list-style-type: none"> 1. Locate the location line {no selection} select an available location* from the drop-down list. <ul style="list-style-type: none"> • For Follow-Me Anywhere**: Enter 9 or 78¹+PIN (to gain an outside connection) followed by the phone number in the text box that appears to the right. Examples: 9+1+aaa-xxx-nnnn, 9+1+xxx-nnnn, 78+ PIN+1+aaa-xxx-nnnn, 78+PIN+xxx-nnnn 2. (optional) Locate the number of rings and select an option from the drop-down list. Click the ring style and select an option. 3. (optional) Click add a destination and repeat steps 1 and 2 to ring multiple phones simultaneously. 4. (optional) Click add another connection attempt and repeat steps 1 and 2 to forward the call to another phone, if alternate phones should ring when the phone(s) in the First connection attempt are not answered. Continue to repeating step 4, as required. 5. Locate the Finally... box, and select an option for the call if the user or any of the connection attempts do not answer. <ul style="list-style-type: none"> • Hang up • Transfer to Auto Attendant - select an option from the drop-down list. • Transfer to Call Queue - select an option from the drop-down list. • Transfer to Voicemail for user - select an option from the drop-down list. • Dial number - enter a new number to forward the call. 6. Click Add Call Route to save the changes, Start Over to reset the page to the last saved settings, or Cancel to ignore the request. <p>To delete any of the connection attempts, click delete this attempt.</p>		
add a connection attempt	<p>Enables forwarding the call to another extension. To setup the connection attempt:</p> <ol style="list-style-type: none"> 1. Locate the location line {no selection} select an available location* from the drop-down list. <ul style="list-style-type: none"> • For Follow-Me Anywhere**: Enter 9 or 78¹+PIN (to gain an outside connection) followed by the phone number in the text box that appears to the right. Examples: 9+1+aaa-xxx-nnnn, 9+1+xxx-nnnn, 78+ PIN+1+aaa-xxx-nnnn, 78+PIN+xxx-nnnn 2. (optional) Locate the number of rings and select an option from the drop-down list. Click the ring style and select an option. 3. (optional) Click add a destination and repeat steps 1 and 2 to ring multiple phones simultaneously. 4. (optional) Click add another connection attempt and repeat steps 1 and 2 to forward the call to another phone, if alternate phones should ring when the phone(s) in the First connection attempt are not answered. Continue to repeating step 4, as required. 5. Locate the Finally... box, and select an option for the call if the user or any of the connection attempts do not answer. <ul style="list-style-type: none"> • Hang up • Transfer to Auto Attendant - select an option from the drop-down list. • Transfer to Call Queue - select an option from the drop-down list. • Transfer to Voicemail for user - select an option from the drop-down list. • Dial number - enter a new number to forward the call. 6. Click Add Call Route to save the changes, Start Over to reset the page to the last saved settings, or Cancel to ignore the request. <p>To delete any of the connection attempts, click delete this attempt.</p>				

modify	Enables changing the current settings. See add a connection attempt for more information. Step 2 above changes to:	
	Modify Primary Route	Enables updating the current settings of the call route.
	Modify On Busy Route	Enable updating the current settings so that callers do not hear a busy signal. The Allworx system ignores additional call attempts when configuring the busy route to use a call route instead of treating a busy as no answer.
Click Update Call Route to save the changes, Start Over to reset the page to the last saved settings, or Cancel to ignore the request.		
NOTE: Create and save the primary call route (Update Call Route button) before creating or modifying the On Busy Route.		

2.5.1 Follow-Me-Anywhere Routing

Note:	When an outside phone answers the call, the default is for the recipient to hear a prompt requesting to press 1 on the numeric keypad to accept the call. The Allworx administrator can configure user extensions so that Follow Me calls require a Message Center PIN to accept the call. See the Allworx administrator for more information.
--------------	--

Forward calls to other phones outside of the Allworx System such as cell or home phones. If the recipient does not answer the call, the Allworx system directs the call back to follow the rest of the configured call route.

In following the remainder of the call route, the Allworx system may direct unanswered Follow Me calls to the Finally route, which enables callers to leave messages in the default voicemail inbox. If users prefer to have callers leave a message in the personal phone voicemail, use the Finally route to direct calls to the cell or home phone by entering the phone number into the Dial number text box. Do not use the Follow Me features.

2.5.2 Hot Desk Routing

If the user logs in to a shared phone as a Hot Desk user, the call route includes "Hot Desk" as a destination. If the user intends to continue logging into phones using Hot Desking, do not modify these entries.

2.6 My Presence

The My Presence tab controls the routing of incoming calls to your extension and displays the presence status to other users in My Allworx Manager in the Directory tab. The Allworx system automatically routes call based on the Presence status and the configured Call Routes.

To change the presence using other Allworx products refer to the guides listed in ["Optional Equipment" on page 1](#).

Prerequisites	
Access Permissions	None
Requires feature enabling	No

To manage the Presence setting:

Note:	On the My Presence tab, users can also set up any presence-specific voicemail inbox to prevent callers from leaving messages. "Announce Only Call Handling" on page 9 for more information.
--------------	---

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Presence** tab. The My Extension page displays.
3. Choose the appropriate presence and then click the radio button. To prevent callers from leaving a message, check the box next to the presence.
4. Click **Update** to save the changes.

2.7 My Products

The My Products tab displays Allworx product license eligibility and the setup information for advanced Allworx products.

Prerequisites	
Access Permissions	Yes
Requires feature enabling	Yes

To view the advanced Allworx product setup link:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Products** tab and locate the advanced product. Click the **setup link** to see the instructions for configuring the product.

2.8 My Reach Link

The Reach Link feature key enables keeping a Reach call connected as the device data network changes and notifies Reach users with a visual and audio indication when the device changes networks during an active call. When there is a network interruption, the Reach Link feature places the other participant in the call on hold and provides a notification that Reach is trying to reconnect the Reach call.

Prerequisites	
Access Permissions	Yes
Requires feature enabling	Reach
Reach application	Reach 2.0 (minimum)

Users with Reach enabled with assigned permissions can manage the Reach Link settings via My Allworx Manager:

- configure the Final Action to enable voicemail when attempting to recover lost Reach calls,
- set up and define Fallback Phones, including associated descriptions, to dial when the connection to an Reach device is lost during an active call, and

- define the number of times a Fallback Phone rings before performing the Final Action.

To manage the My Reach Link feature:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **My Reach Link** tab.
3. Update the settings:

Allow voicemail when attempting to recover lost Reach calls	Check the box to enable.
Fallback Phones	Identifies the phone number to dial when the Reach device data connection is lost and unrecoverable.
Active	Click the radio button to select the fallback number.
Description	Enter a name in the field provided.
Number to Dial	Enter a number in the field provided.
Number of Rings.	Select an available option from the drop-down list.

5. Click **Update** to save the changes.

2.9 Directory

The Directory tab displays a listing of Allworx users in the business directory including extensions and presence status.

Prerequisites	
Access Permissions	None
Requires feature enabling	No

To manage the directory:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click the **Directory** tab, and then:

Search	Enter the filter criteria in the field provided. The users matching the criteria display on the page.
Last, First Middle/ First Middle Last	Arranges the sort order by the name order selected.
Name	Click up on the up or down arrow to sort the names in ascending or descending order, respectively.
Description	Click up on the up or down arrow to sort the extension description in ascending or descending order, respectively.

2.10 Distribution Lists

The Distribution Lists page displays a listing of all company email distribution lists or users configured on the Allworx system.

Click the Email Alias to send an email to the configured alias.

Prerequisites	
Access Permissions	None
Requires feature enabling	No

2.11 Call Queues

The “Ring-All” distribution option rings all phones logged into the queue simultaneously.

If there are any callers pending in the queue, all available phones ring according to the configured behavior. Caller ID information during inbound ringing and statistics related to specific agents are not available for this mode of operation.

Prerequisites	
Access Permissions	Yes
Requires feature enabling	No

Automated Call Distribution Queues are queues that use any of the other available distribution features, and directs each call to a specific agent.

ACD Call Distribution Features

Feature	Description
Linear Priority	Distributes calls based on a prioritized list of agents. The queue supervisor sets the priority by assigning a unique ranking to each agent. As each call comes in, it goes to the available agent with the highest priority ranking.
	Distributes calls in a circular manner to the logged-in agents, and evenly distributes the calls so that the agents have the opportunity to answer approximately the same number of calls.
Sequential Round-Robin	When a call gets to the front of the queue, the next agent on the list receives it. After the last agent on the list receives a call, the distribution option returns to the top of the list. If the agent in line to receive the next call is currently busy with another call, the call goes to the next agent on the list. The busy agent that missed the call moves down on the list of agents to receive the next call when they are available. When agents log in, they are put at the bottom of the list.
Fairness-Longest Idle	Distributes calls to logged-in agents that are idle for the longest time. The objective is to evenly distribute the calls so that all agents spend approximately the same amount of time on calls.
	The fairness feature maintains a list of all available agents. When a call gets to the front of the queue, the next agent on the list receives it. The feature places agents at the top of the list after logging in. After completing a call, the agent moves to the bottom of the list.

The Allworx system provides default greeting and periodic status messages to callers for all queues. Customize these messages by recording new messages directly into the Allworx system or by transferring audio files to the Allworx system. A user with Recording Manager Permission or assigned

Allworx System or Phone administrator role can manage greetings and messages for Auto Attendants and Call Queues. See ["To manage the greetings:" on page 7](#) for more information.

2.11.1 Queue Statistics

All Allworx system users can view the call queue statistics. The statistics are available for queues determined by whether the queue is a Ring All queue or an ACD queue. Monitor, track, and analyze queue activity in three ways:

- View via My Allworx Manager
- Export to XLS file from My Allworx Manager
- Stream to an external device connected to the LAN port of the server

To see the queue statistics:

1. Log in to the My Allworx Manager application using the Allworx username and password.
2. Click **Call Queues** tab and locate the call queue.

Statistic	Description
Standard Queue Statistics (Ring All and ACD)	
Calls Received	Number of calls placed into the queue.
Collection Period	Elapsed time for capturing statistics. This is the time since the last queue reset or last reboot of the Allworx server.
Average Time to Service	Total wait time of all calls waiting for service divided by the number of such calls.
Calls Serviced	Total number of calls requiring service.
Abandoned (short)	Number of calls in the queue when the caller hung up within 10 seconds.
Abandoned (long)	Number of calls in the queue when the caller hung up after 10 seconds.
Exit Key Pressed	Number of calls when the caller pressed an exit key to leave the queue.
Timed Out	Number of calls when the caller waited the maximum time before the Allworx system removed the call from the queue.
Total Wait Time	Total time for all calls in the queue before receiving service.
Longest Wait Time	Longest period of time any single call waited in the queue.
Maximum Calls in Queue	Highest number of calls waiting in the queue at one time.
ACD Queue Statistics	
Call Volume	Average number of calls handled per hour during all periods with at least one logged-in agent.
Total Agent Time	Total amount of time the agents spend on active calls.
Total Call Time	Total Wait Time plus the total Agent Time.
Caller Efficiency	Total Agent Time divided by the total Wait Time.

Statistic	Description
Average Agent Time	Total Agent Time divided by the number of calls serviced.
Average Call Time	Total Call Time divided by the number of calls serviced.
Call Volume	Average number of calls handled per hour during all periods with at least one logged-in agent.
ACD Agent Queue Statistics	
Serviced Calls	Number of calls serviced by the agent.
Missed Calls	Number of calls directed to the agent but not answered. The agent was logged out.
Total Service Time	Total time spent servicing calls excluding ringing time.
Average Service Time	Total Service Time divided by Serviced Calls
Average Answer Time	Average number of seconds to answer a call.
Longest Answer Time	Maximum number of seconds to answer a call.
Total Time logged into Queue	Total amount of time the logged-in agent was in the queue.
Load Factor	Total Service Time plus wrap-up allowance divided by the total logged in time. The wrap-up allowance is the queue wrap-up time multiplied by the number of serviced calls for this queue.

For each ACD queue these statistics are available for each logged-in agent, and listed by Agent (user login name) and reset individually, for each agent. The queue supervisor can view these statistics using the **view agents** link.

To reset the statistics:

The queue supervisor has the ability to reset the queue statistics. Select one of the available options:

Reset All Queue Stats	Restarts the statistics for all queues but does not reset the agent statistics.
Reset queue stats	Restarts the statistics for the current queues but does not reset the agent statistics.
Reset Stats per agent	Restarts the agent statistics.

To manage the Call Queue Statistics settings:

- Log in to the My Allworx Manager application using the Allworx username and password.
- Click the **Call Queues** tab. The Call Queues Statistics page displays, and then click:

help	Displays a list of definitions associated with the call queue statistics. Click close to hide.
Refresh Stats	Click to update the current displayed information.
Export XLS Report	<p>Creates a report and saves it in a readable format. Any Allworx system user can export all queue statistics to an XML-based spreadsheet file (supported by Excel 2003 or later). Select a radio button option:</p> <ul style="list-style-type: none"> Click the Open with radio button to launch XML based spreadsheet program). Click the Save File radio button to save the spreadsheet file to the PC (default file name is cqr.xls). <p>See "Queue and ACD Queue Statistic Settings" on page 17 for more information.</p>

Reset All Queue Stats	Restarts all statistics in all queues at 0. Click OK to perform the request or Cancel to disregard the request.
view agents/ hide agents	Displays or hides the agents, status, and statistics specific to the queue, respectively. Additional options:
reset all agent stats	Restarts the statistics for all agents in the queue at 0.
reset agent stats	Restarts the statistics for the selected agent in the queue at 0.
force logout	Manually logs the agent out of the queue after the wrap up period is complete.
view administration / hide administration	Adjust or hide the queue settings, respectively.
Maximum Rings before agent is set to unavailable	Enter a value (number of rings) agents have to answer a call. If the agent does not answer the call before the maximum number of rings, the Allworx system sets the agent to unavailable (No Answer), and the call returns to the front of the queue for the next available agent. NOTE: the Allworx system does not log out agents for not answering calls from an ACD queue even while on another call.
Wrap-up time	Enter a value (seconds) the agent has available after ending a call before the Allworx system makes the agent available to receive subsequent ACD queue calls. Agents can dismiss/end the wrap up time from the phone. Reboot the agents phones to apply changes to wrap up time.
Wait Time Yellow Alarm Threshold	Enter a value (seconds) to trigger the Queue Alarm PFK for yellow alarm levels.
Wait Time Red Alarm Threshold	Enter a value (seconds) to trigger the Queue Alarm PFK for alarm levels
When no agents are logged in	Select the option for callers entering the queue: <ul style="list-style-type: none"> • Force callers to leave queue immediately • Allow callers to wait in queue
When calls are received with all agents busy	Select the option for callers when agents are unavailable: <ul style="list-style-type: none"> • Allow callers to enter queue • Don't answer, treat as if caller left queue
When all agents are in No Answer state	Select the option for callers entering the queue: <ul style="list-style-type: none"> • Force callers to leave queue immediately • Allow callers to wait in queue
Last Agent in queue	Select the option for the last agent: <ul style="list-style-type: none"> • Is allowed to logout of queue • Is NOT allowed to logout of queue NOTE: If the last agent servicing a queue does not pick up a call within the maximum number of rings, the Allworx system sets the agent to unavailable (No Answer). Queue Supervisors can log any agent out, regardless of this setting.
Distribute calls to busy handsets	Select to enable or disable distributing calls to agent phones that are currently busy with non-ACD calls. A busy phone is an agent phone any active call.

view administration / hide administration (con't)	Play greeting before call distribution	Select enabled for calls to wait for the greeting message to complete if an agent is available or disabled to distribute calls immediately upon entering the queue. In either case, the messages play until the agent picks up the call.
	Queue Priority	Select a priority number. A lower number indicates a higher priority. When an agent is logged into more than one queue, the next call comes from the highest priority queue where calls are waiting. For example, if the VIP Queue has priority 0 and the Support Queue has priority 3, the agent always gets calls from the VIP Queue first. The only time a call from the Support Queue goes to the agent is if the VIP Queue has no calls. Queues that have the same priority function the same way as previous releases.
	Agents	Assigns or unassigns agents to the queue. Click show to view and assign agents to the call queue. Also sets the order of linear priority distribution mode. <ul style="list-style-type: none"> • Fairness - Longest Idle or Sequential Round Robin - Check the box next to the username to set the user as an agent in the queue. • Linear Priority - Use the fields to assign agent priority. Enter a number starting at one for the highest priority. The lower the number, the higher the priority. Do not duplicate values.
Click Update to save the changes or Cancel to disregard the request.		

2.11.2 Queue and ACD Queue Statistic Settings

Statistic	Description
Queue Statistics	
ID	Queue number (0 through 9).
Name	Queue description.
Average Time to Service	Total wait time of all calls waiting for service divided by the number of such calls.
Collection Period	Elapsed time for capturing statistics. This is the time since the last queue reset or last reboot of the Allworx server.
Collection Period	Elapsed time for capturing statistics. This is the time since the last queue reset or last reboot of the Allworx server.
Calls Serviced	Total number of calls requiring service.
Abandoned (short)	Number of calls in the queue when the caller hung up within 10 seconds.
Abandoned (long)	Number of calls in the queue when the caller hung up after 10 seconds.
Abandoned (total)	Total number of calls when the caller hung up.
Exit Key Pressed	Number of calls when the caller pressed an exit key to leave the queue.
Timed Out	Number of calls when the caller waited the maximum time before the Allworx system removed the call from the queue.
UTC Start Time	Time stamp (in seconds) of when the collection of statistics started.
UTC Report Time	Time stamp (in seconds) for creating the collection of statistics.

Statistic	Description
Total Wait Time	Total time for all calls in the queue before receiving service.
Longest Wait Time	Longest period of time any single call waited in the queue.
Maximum Calls in Queue	Highest number of calls waiting in the queue at one time.
Average Hold Time before abandoned	Total wait time of all Abandoned (long) calls divided by the number of such calls.
Total Agent Time	Total amount of active call time handled by the agents.
Total Time logged into Queue	Total amount of time the logged-in agent was in the queue.

Agent Queue Statistics

ID	Queue number (0 through 9).
Name	Agent username.
Serviced Calls	Number of calls serviced by the agent.
Missed Calls	Number of calls directed to the agent but not answered. The agent was logged out.
Total Service Time	Total time spent servicing calls excluding ringing time.
Longest Answer Time	Maximum number of seconds to answer a call.
Logged in Time	Total amount of time the logged-in agent was in the queue.
Total Time to Answer	Total time the agent took to answer all serviced calls.

2.12 Phone Functions

The Phone Functions tab displays Allworx system dialing instructions of default extensions and calling features on Allworx phones.

If the instructions do not match the extensions, the Allworx administrator has changed the Allworx system extension settings.

Click **show** to toggle between Allworx IP Phones and Analog Phones.

Prerequisites	
Access Permissions	None
Requires feature enabling	No



1-866-ALLWORX • 585-421-3850

www.allworx.com

Version B Updated: March 1, 2018