

Tips & Tricks



6 Allworx Message Center Shortcut Options

Press # in any menu to go back to the previous menu. Press * in any menu to replay the menu options. The following functions can be performed while listening to any voicemail message.

Options While Listening to Messages Function:

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

Call Extension Within Message Center

After logging into the Voicemail System, you now have the option of transferring to any internal extension. This can be done from the main menu by dialing * plus the extension.

Note: This feature does not have a prompt within the system.

Example: Mary calls her voicemail from home. She listens to three new messages and then decides she needs to leave a message for John. Mary enters *101 and is immediately transferred to John.

If she had been listening to a message, she would press *# to skip to the end of the message, then # to return to the previous menu, then dial *101 to be transferred to the extension.

Call Extension Within User's Voicemail

While listening to another user's voicemail greeting ("Hi, I am not here right now, please leave a message after the beep..."), you can transfer to any internal extension by dialing * plus the extension.

Example: Mary calls into work, reaches the Auto Attendant, then dials extension 101. She reaches John's extension, but he is not at his desk so his voicemail answers. Mary decides she would rather talk to Jim instead of leaving John a voicemail. She can dial *102 and be immediately transferred to Jim's extension.

In addition, Mary could have left John a message before transferring to Jim's extension. Mary's message for John would be sent first, and then she would be transferred to Jim.

This functionality is useful for someone who wants external callers to be able to transfer to someone else if necessary.

Example: When Mary is on the road she could record her voicemail greeting to say: "Hi this is Mary. I am traveling today. If you need to speak to someone immediately, please dial *100 to reach Jack, otherwise leave a message at the beep."

Note: It is recommended that Mary leave a long pause at the end of her greeting to allow the caller time to enter the extension before the beep.



Ask Allworx! Questions from our Authorized Resellers

Question: When Calling in to Message Center I am notified I have "X" new emails — How do I remove them?

Answer:

The emails are notifications of failed voicemail delivery to message aliases.

If you are sure that the aliasing is set up correctly, and don't wish to be notified of failed delivery, you can disable "notify sender of delivery delay".

This setting is found on the Servers > Email > Modify page.

To delete the emails that have already made it back to the users inbox on the Allworx, set up a pop3 account pointed at the LAN IP address of the Allworx server.

Be sure to type the users login name exactly as it appears under "**Login and Email Name**" on the **Business > Users page**. You will also need their password.

Set the account up to delete from server after download to remove the existing messages permanently. If you have more than one user to clean up, you can edit the user name and password for the account you have created.

Do you have a question? Just drop us a line at contact@allworx.com and we'll try to answer your question in an upcoming *Allworx Tips and Tricks* issue!