

## FAQs for Allworx Verge IP Phone Users

### What are the Verge IP Phone Function Button symbols?

	Contacts. Scroll through the contacts directory, and then press <b>Select</b> to place a call.		Presence / DND. Scroll through the available options or press the <b>DND/END DND</b> soft key to change the setting.
	Mute. Toggles the microphone on or off to prevent the caller from hearing the conversation.		Messages. Access the message center. Lights solid red when new voicemail messages are available.
	Headset. Switches the phone audio to the headset.		Transfer. Send the active call to another number.
	Speaker phone. switches the phone audio to the speaker phone.		Intercom. Intercommunication system between two handsets - represents the old-fashioned wall intercom speaker.
	More. Displays additional soft keys to manage the call or listing.		Hold. Temporarily drop from the active call.

### What are the Select navigation button behaviors on the credentials screen?

Behavior	Description
Navigating between input fields	Toggle between input fields to enter the required information. <ul style="list-style-type: none"> <li>• Blue border: the input field of primary focus to enter credentials (such as an extension or PIN).</li> <li>• Gray border: the input field that is not the primary focus to enter credentials (such as automatically populated, already entered information, or waiting for user to get to that field).</li> </ul>
Navigating to the next screen	Move to the next feature screen after entering the required information in all input fields. The Verge IP phone submits the entered credentials for verification and moves to the next screen (same as the Done soft key) or displays an error message to re-enter the credential information.

### What is Sidetone for the headset or handset?

Sidetone is a low-amplitude feedback of the sound the microphone picks up (usually the callers voice) back to the ear piece in either the handset or the headset. It was originally introduced into telephony as a means of keeping people from shouting into the phone. To try disabling the Sidetone on the Verge IP phone, navigate to **Settings > Phone Preferences > Handset Sidetone** (or **Headset Sidetone**), and then select **Disabled**. The difference is subtle, but noticeable. It is your choice to have the sidetone option enabled or disabled; however, most users describe leaving the option as disabled as uncomfortable.

### How can I do a search in the Contacts list?

The Verge IP phone series enables users to search by first name, last name, or number in the Contacts list. Each keypad press refines the contacts displayed on the Verge IP phone screen. To search in the contacts list:

1. Press the **Contacts** () function button.
2. (Optional) Select a contact group to search.
  - a. Press the **More** function button, and then the **Groups** soft key.
  - b. Highlight and use the **Select** navigation button to check or uncheck the group type options. If selecting Favorites, only the contacts with favorite status show for the selected groups.
  - c. Press the **Save** soft key.
3. Use the keypad to enter any portion of the contact first name, last name, or number.
4. Press the **Call** soft key to place a call to the contact.

### How can I do a search while dialing a phone number?

The Verge IP phone series enables users to start dialing and searching for a contact in Cell Phone Dialing mode only. While entering a number in Cell Phone Dialing mode, the Verge IP phone displays contacts with matching first name, last name, and number. Use the up/down navigation buttons to highlight the contact, and then press the **Select** navigation button to place a call to the contact.

To place the Verge IP phone into Cell Phone Dialing mode, navigate to **Settings > Phone Preferences > Cell Phone Dialing**, and then select **Enabled**.

## While in Cell Phone Dialing mode, do I need to press the send (☎)soft key for 911 calls?

No, the Verge IP phone series does not require pressing the send soft key for emergency calls.

## How many Personal Contacts can I have?

The number of Personal Contacts each user can have depends on the amount of data that the user's Personal Contacts consume. This varies depending on whether or not the Personal Contacts have an associated image (images require more storage space than textual information). Approximate number of Personal Contacts (actual numbers may vary due to available storage space):

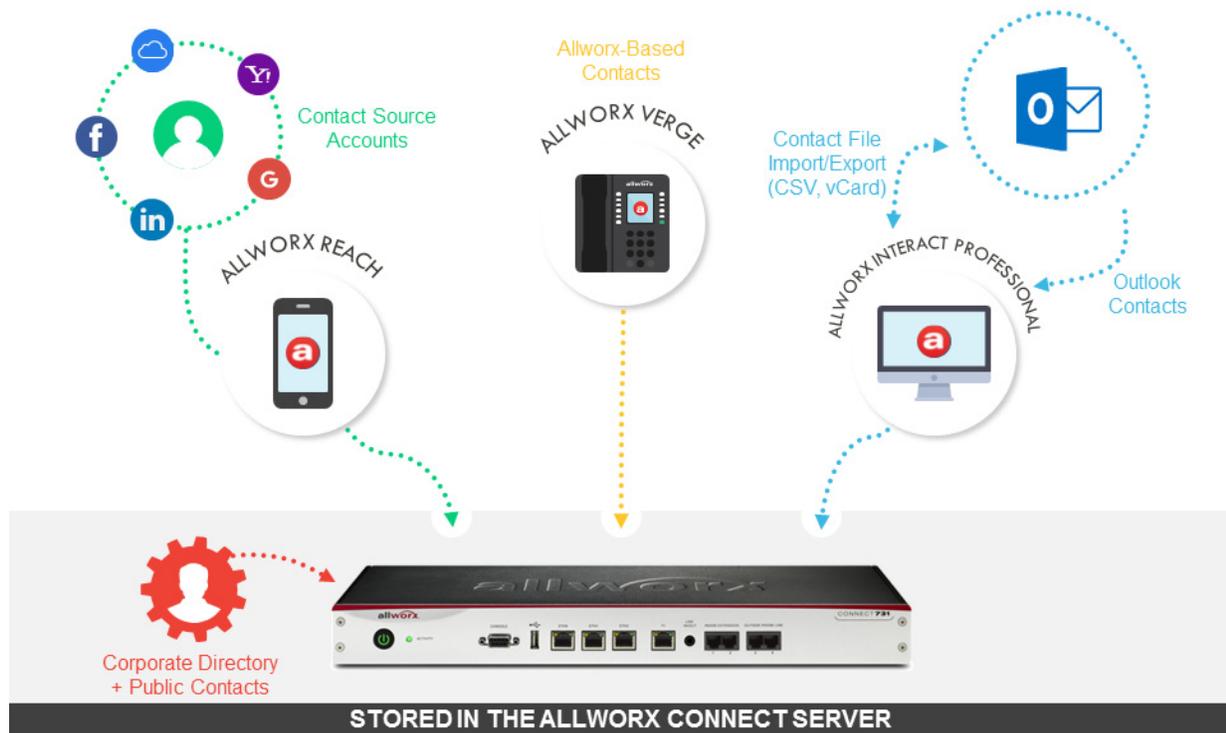
- 7,000 - NONE of the contacts have associated images.
- 800 - ALL of the contacts have associated images.

## How do I add my contact image (the image other users see with my contact information)?

Add your contact image using the Reach application (with or without a handset license) or the Interact Professional application. These user guides are available at [www.allworx.com](http://www.allworx.com).

## Where are the contacts stored?

Contacts exist on all clients (i.e. Verge IP phones, Reach application, and Interact applications - for shared accounts) as well as the Allworx server. The Allworx server is the authoritative source (clients sync to the Allworx server).



## Can the Allworx Server Administrator add to, edit, or limit my Personal Contacts?

No. The Allworx Server Administrator does not have access to your Personal Contacts.

## Can the Allworx Server Administrator delete my Personal Contacts?

Yes. The Allworx Server Administrator can delete your Personal Contacts stored on the Allworx server. If a Personal Contact is synced from a Reach device (i.e. iPad or Android Tablet Contact app) or an account (i.e. Gmail), the Reach device continues to store Personal Contacts in the contact app or the email account. If a Personal Contact is synced from the Interact Application (i.e. Outlook application), the Outlook application continues to store the Personal Contacts.

## Where are the Park Orbit and Park Set Monitoring programmable buttons?

The Allworx System Software Version 8.2 combined the Park Orbit and Park Set Monitoring programmable buttons and replaced the buttons with the Park Monitor programmable button on all Allworx phones.

The Park Monitor programmable button:

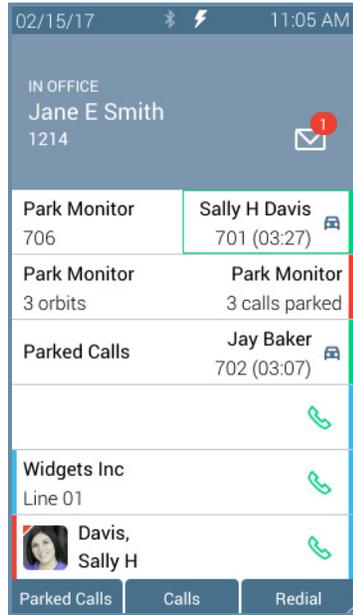
- enables watching calls assigned to a single parking orbit or multiple parking orbits.
- lights an LED indicator when a call is waiting in one of the assigned parking orbits.
- enables one-touch retrieval for programmable buttons assigned to a single parking orbit.

As before the Allworx Server Administrator assigns the parking orbit numbers to the programmable button as well as the reminder to ring the phone if the parked call is in the parking orbit longer than the specified time limit. Verge IP phone users with permissions can assign the Park programmable button to an available programmable buttons for customized functionality.

**Programmable Button examples:**

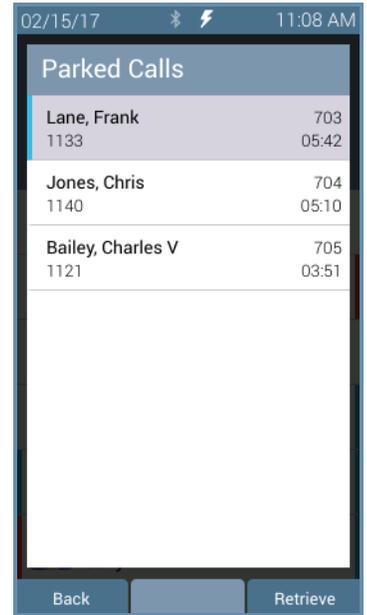
**Park Programmable Button Options**

- Single Orbit Monitor**  
No Call Parked
- Multiple Orbit Monitor**  
No Calls Parked
- Parked Calls**  
Press to retrieve a parked call. Label changes to Park during an active call.



- Single Orbit Monitor**  
User Parked Call
- Multiple Orbit Monitor**  
Calls Parked
- Single Orbit Monitor**  
Another user Parked Call

**Parked Call Listings**



**Press the Park Monitor programmable button:**

- If monitoring a single parking orbit, automatically connect to the parked call.
- If monitoring multiple parking orbits, view the Parked Calls screen. Highlight and select the parked call to retrieve the call.

# FAQs for Allworx Server Administrators

## How many Personal Contacts can be stored per Allworx system?

The Allworx server is a shared resource. Therefore, the number of contacts each user can have depends on the number of stored voicemail messages, recorded greetings, music-on-hold, etc. as well as whether or not the user's Personal Contacts have an associated image (images require more storage space than textual information). The more stored voicemail messages, recorded greetings, music-on-hold, etc., the less space available for contacts. Use the table below as a guide.

## Personal Contact Storage Capacity by Allworx Connect Server Model

	Maximum number of Personal Contacts <b>WITH</b> images per User (approximate)	Maximum number of Personal Contacts <b>WITHOUT</b> images per User (approximate)	Total number of Personal Contacts <b>WITH</b> images per Server (approximate)	Total number of Personal Contacts <b>WITHOUT</b> images per Server (approximate)
Connect 731	1,100	7,000	215,000	1,290,000
Connect 536/530	1,100	7,000	60,000	360,000
Connect 324/320	1,100	7,000	24,000	144,000

- The number of Personal Contacts that can be stored by each user is limited by the allocated flash storage available in the Verge IP phone. When reaching the maximum storage limit, the user receives a notification with options to manage the storage space.
- The number of Personal Contacts that can be stored in a Connect server is limited by its total available storage space. Therefore, storing many large files such as voicemail messages or music-on-hold reduces the storage available for Personal Contacts.

## What is the system storage capacity?

The Allworx system storage capacity depends on the server model. See the table above and the Allworx System Software Administrator Guide for more information.

## What is the individual user storage capacity?

A total of approximately 7 MiB for Personal Contacts. This number, coupled with some gross assumptions about the typical data consumption for a contact (both with and without an image) that drives any numerical data around the total number of contacts for users and servers provided in the chart above.

## How can the Allworx Server Administrator limit a specific user's capacity, size, and limits of Personal Contacts?

Currently, there are no controls to limit a user's capacity, size, and limits of the number of Personal Contacts.

## How can the Allworx Server Administrator access the Personal Contacts folder?

The Allworx System Software does not provide a folder that is visible to the Allworx Server Administrator. Personal Contacts are stored in the common database. Allworx Server Administrators cannot view or manage the user's Personal Contacts.

## How can the Allworx Server Administrator delete a user's Personal Contacts?

The Allworx Server Administrator can delete all of a user's Personal Contacts. To delete the Personal Contacts using the Allworx server web admin page, navigate to **Phone System > Users > <locate user> > more... > Delete Contacts**.

Additionally, the Allworx Server Administrator can delete the Personal Contacts for multiple users stored on the Allworx server. To delete the Personal Contacts using the Allworx server web admin page, navigate to **Phone System > Users > Bulk Edit** and select **Delete the contacts for the selected users**.

## The Allworx Server Administrator relocated two of the three Call Appearances to the left side of the Verge IP phone and deleted the third Call Appearance. Now the user cannot use the freed programmable buttons on the right.

The programmable buttons are not automatically available to the user to program. In the **Phone System > Handsets > View Configuration > Programmable Function Keys modify** page, the Allworx Server Administrator must check the **User Can Edit** box to enable the user to configure the programmable buttons.

Additionally, the default for the Verge IP phone series is to have three call appearances so that users can take advantage of the 4-way conferencing feature. Installing a Verge IP phone with only two call appearances limits the users to 3-way conferences.

## What is the Bluetooth requirement for the Verge 9312 IP phone?

The Verge 9312 IP phone uses *Bluetooth* version 4.0, class 1.