

# User Guide - Allworx Phones

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**Model 9112**



**Model 9102**



## Warranties and Specifications

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 not 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.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402.

Changes and Modification not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commissions rules.

The Power Supply is a plug-in Class 2 transformer. It is model no. WD482400400. Input voltage is 120VAC, 60Hz 16W. Output voltage is 24VDC 400mA. UL listed. Made in China.

This product adheres to the IEEE 802.3af standard for Power over Ethernet (PoE).

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**Congratulations! You're the new owner of an Allworx 9102 or 9112 VoIP phone. This phone will make it easy for you to place and receive calls when using the Allworx 10x system.**

## **Getting Started**

### ***What is in the box?***

Check out the contents of the box your phone came in. You should have:

- Allworx 9102 or 9112 phone (including base)
- Power supply
- Handset with cord
- This guide

You will also need:

- Ethernet cable to connect the phone to the network

### ***Connecting the Phone***

We've taken all the challenge out of connecting your phone properly. Follow these steps to connect:

1. Plug one end of the Ethernet cable into the Network jack on the back of the phone. Plug the other end into your Ethernet jack on the wall. **WARNING: DO NOT CONNECT TO AN ANALOG PHONE LINE.**
2. The phone contains an Ethernet switch. A computer can be connected to the network thru the phones PC port.
3. If you're using Power over Ethernet (PoE), the power to the phone was supplied when you connected the Ethernet cable. Skip this step.

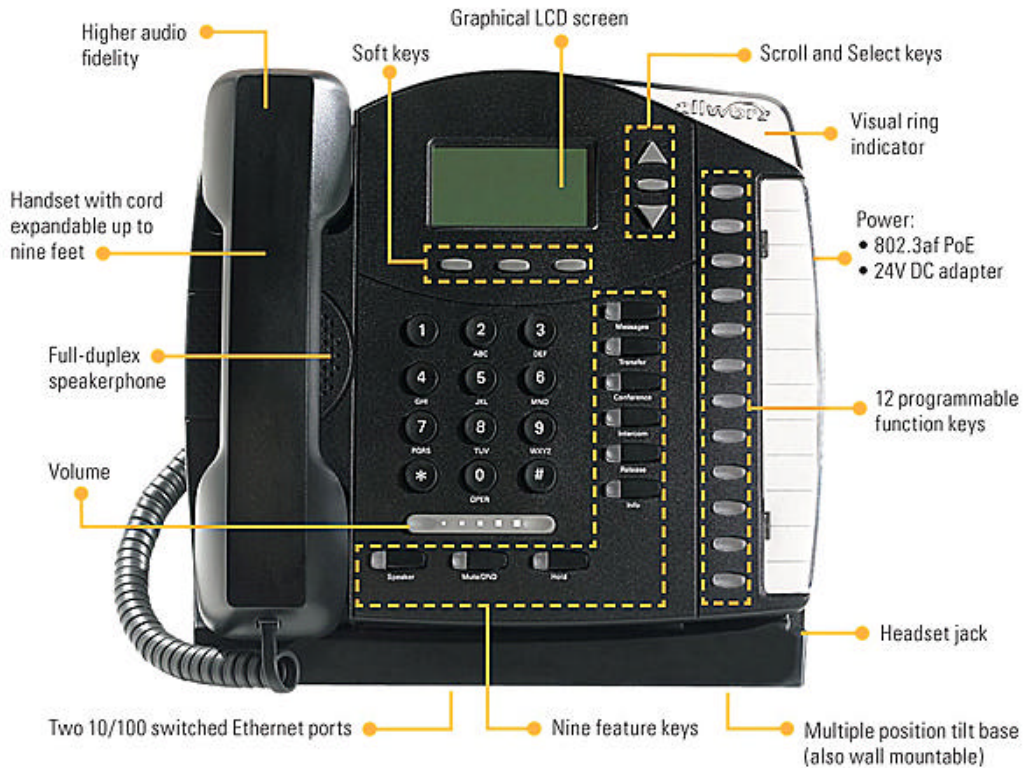
If you're not using PoE, connect the power cable into the phone, then plug the other end into an outlet. It's a good idea to use a surge suppressor.

4. After applying power, the phone will initialize itself. You can watch its progress on the phone's screen and a normal sequence would include:
  - a. Allworx Logo appears.
  - b. Starting network.
  - c. Loading configuration files.
  - d. Station Init complete.
  - e. After successful startup, the phone will display date, time, your user name etc.
  - f. If the phone does not follow this sequence or displays an error, contact your system administrator.

## Introduction to your Allworx Phone

Your new Allworx phone supports two modes of operation: PBX Mode and Key System Mode. Your system administrator has pre-configured the phone for one of these two modes. The programmable buttons on the phone function differently depending on the mode of the phone. This guide contains two sections, "PBX Mode" and "Key System Mode". Please refer to the section that describes your phone.

### Allworx 9112 VoIP phone



## Allworx 9102 VoIP phone



**Definitions:**

**Key System Mode** – Key System mode is directly associated with outside lines. Any conversation is always between a local person (connected to an external CO line) and a remote person at the other end of the telephone company's phone line. In a true key system there are no extensions or call routes.

**PBX Mode (Private Exchange Branch)** – A PBX type phone system is generally thought of as a private phone company. There are extension telephone numbers assigned to every telephone in the system. When a phone is taken off-hook, the dial tone is local and the user can dial other phones in the system. In addition, a user can dial '9' to access an outside line to place a call outside the system.

**Programmable Feature Keys (PFKs)** – These are the buttons that will be programmed by your System Administrator in the configuration that best suits your needs. The 9112 model has twelve programmable buttons; the 9102 model has two programmable buttons. The following definitions, describe (in order of how they appear in the Web Administration on the Server) how each button can be configured. Following the descriptions is a worksheet that should be filled out for each user.

**Line Appearance** – When defined as a Line Appearance button, the user has the ability to monitor a specific outside line (FXO/DID loops). With an incoming call, all the users monitoring that specific outside line will have their phones ring. Unless you use the Hold function, selecting another line appearance line means that you will hang up on the first Line Appearance call. This is typically a Key System function. Line Appearance has a Ring Type associated with it and must be specified.

**Ring Type** – Allworx phones can ring with different patterns and tones. Ring Types are associated with Line Appearance and Call Appearance and must be specified.

- No Ring
- Single Ring
- Double Ring
- Ring Type 1 – Single Ring Tone B
- Ring Type 2 – Double Ring Tone B
- Ring Type 3 – Single Ring Tone C
- Ring Type 4 – Double Ring C
- Ring Type 5 – Single Ring Tone D
- Ring Type 6 – Double Ring Tone D

**Direct Station Selection/Busy Lamp Field (DSS/BLF)** – When defined as a DSS/BLF button, you will have the ability to connect to another user's phone using the intercom channel and the ability to monitor the status of that user's phone. (Note: In order for this button to work in DSS/BLF mode, the System Administrator must select Key System Mode when configuring the buttons).

**Speed Dial/Busy Lamp Field** – When defined as a SD/BLF button, you will have the ability to ring another user's extension and the ability to monitor the status of that user's phone. (Note: In order for this button to work in SD/BLF mode, the System Administrator must select PBX Mode when configuring the buttons).

**Speed Dial** – When defined as a Speed Dial button, you will have the ability to ring another users extension without having to dial the extension number.

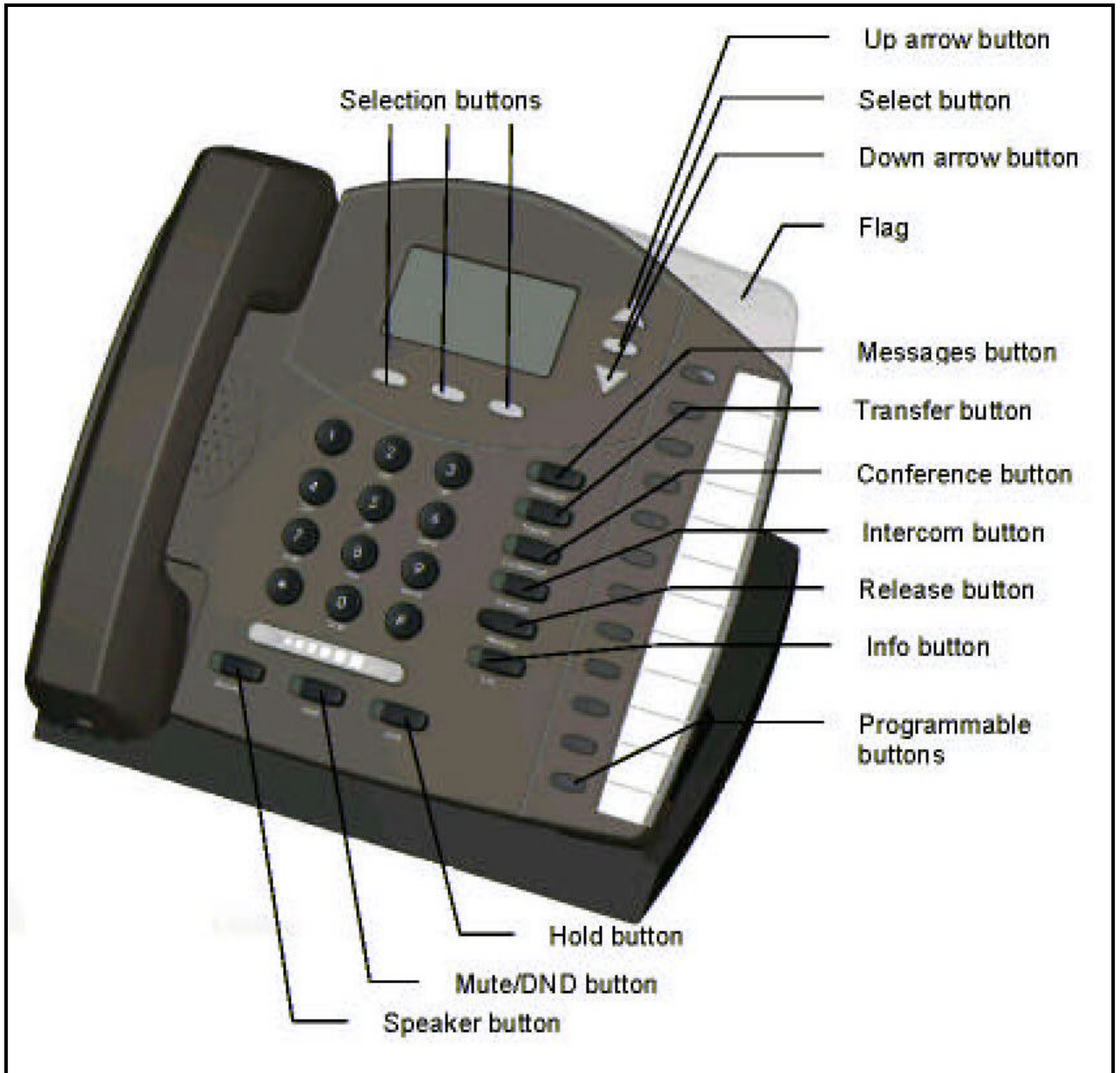
**Call Appearance** – When defined as a Call Appearance button, you will have the ability to receive calls targeted for your extension. You may have multiple buttons configured for Call Appearance, which you can manage individually. For example, each call can be put on hold or transferred to another extension. Call Appearance has a Ring Type associated with it. Please see the description above for the Ring Types.

**Function**– A programmable button can be defined as a Function with the choices being Centrex Flash, Headset, Personal Speed Dial and Redial. When defined as line flash you can directly flash an outside phone line to access services provided by your phone company such as call forwarding, conferencing etc.

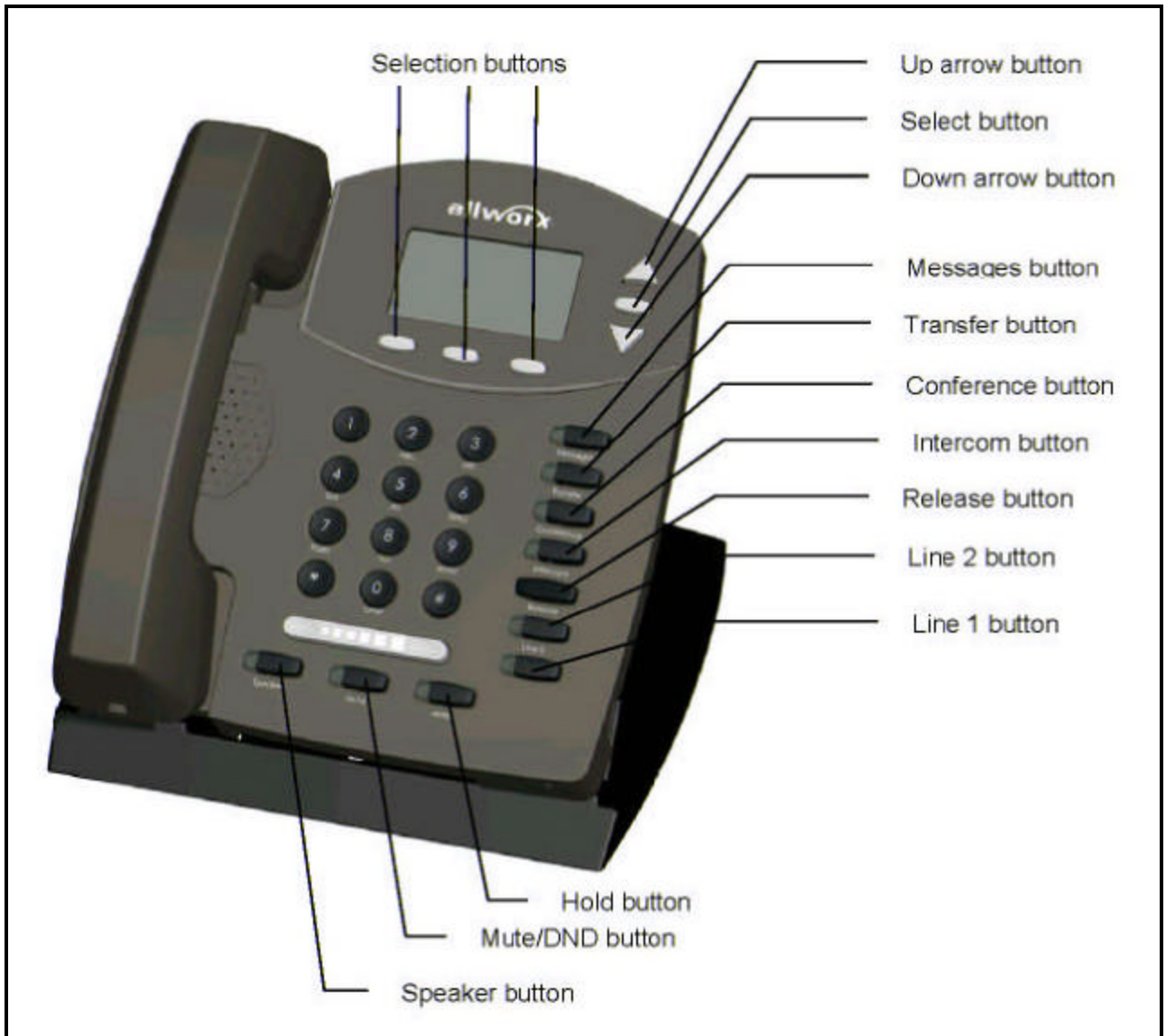
**Headset** – When defined as a Headset function, this button will allow you to transfer your conversation to a headset if connected.

**Personal Speed Dial** – When defined as a Personal Speed Dial function, this button will call your personal contacts such as home, a supplier or customer. The user, within the Configuration menu on the phone defines Personal Speed Dial numbers.

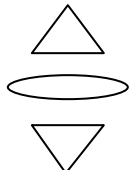
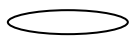
## Using the Buttons



**Allworx Phone 9112**



**Allworx Phone 9102**

Button	Light	Purpose	More Info
Keypad	None	Use the keypad to dial numbers.	<b>Place a call</b>
Messages	Solid red if new messages are present.	Access your voice mail.	<b>Voice Mail</b>
Transfer	Solid red until the call is transferred.	Transfer a call to another extension.	<b>Transfer a call</b>
Conference	Blinking green while making connections Solid red when in use.	Talk to more than one extension at a time.	<b>Place a conference call</b>
Intercom	Solid green when in use.	Use the phone as an intercom.	<b>Intercom</b>
Release	None	Release the call you are on currently.	<b>Release button</b>
Info	None	View information about other buttons.	<b>Info button</b>
Speaker	Solid green when in use.	Use the phone as a speaker phone or activates a headset.	<b>Speakerphone Headset</b>
Hold	Solid red if the call is on hold. Flashing red if the call is parked.	Place a call on hold or park a call.	<b>Place a call on Hold</b> <b>Park a call</b>
Mute/DND	Solid red when Mute. Solid amber in Do not Disturb mode.	Turn off the microphone or prevent incoming calls (do not disturb).	<b>Mute a call</b> <b>Prevent incoming calls</b>
Navigation	None	Use the up arrow to move up on the screen. Use the down arrow to move down. Use the button in the center to Select and Save settings.	
Softkey Selection	None	Use the buttons below the display to select a softkey	

### ***The Release button***

This button is used to hang-up an existing call or to abort a new call leg setup such as the middle of a transfer operation.

### ***The Info Button***

The Info button is only available on the Allworx 9112 phone. You can use it to get information about the other buttons on your phone. For example, you can use the Info button to determine the numbers that have been programmed for each speed-dial button.

To use the feature, press the Info button once and then any of the other buttons on the phone. A screen will be displayed with a brief description of the selected button. To exit the description screen, press the Info button a second time or let the screen time-out.

### ***Voice Mail***

If the **Messages** button is red, you have a new message in your voice mailbox. The number of new messages appears on the screen.

To listen to your voice mail, press **Messages**. You'll need to enter your password to access your messages.

### ***Mute a call***

During a call, you can use the **Mute/DND** button to turn off the microphone in the handset, speakerphone, or headset. The light on the **Mute/DND** button is red when the phone is muted.

### ***Transfer a call***

#### ***Blind Transfer***

1. Press **Transfer**. The current call is placed on hold.
2. At the dial tone, dial the extension where you want to transfer the call.
3. The call will be automatically transferred. If the recipient isn't there, the call will follow the recipient's call route.
4. If you want to cancel the transfer, press **Release**. To return to the caller press the button when the call is on hold.

If you want to talk to the new recipient of the call (that is, the person to whom you are transferring the call) before the call goes through:

#### ***Attended Transfer***

1. Press **Transfer**.
2. Select a second Call Appearance.
3. Dial the extension where you want to transfer the call.
4. Talk to the new recipient.
5. Press **Transfer** again. The two parties are now connected.
6. If you want to cancel the transfer, press **Release**. To return to the caller press the button when the call is on hold.

### ***Place a call on Hold***

If you're on a call and want to put it on hold, press **Hold** and put the handset on the hook. The button for the call will blink red briefly. When you're ready to talk again, pick up the handset and you'll automatically pick up the call on hold.

You can put more than one caller on hold. If you have more than one call on hold, then the calls will be displayed on the screen when you pick up the handset. When you pick up the handset you will automatically pick up the most recent call. To pick up a different call on hold, press the flashing button for the call or use the up and down buttons to display the call on the screen, then press **Select**.

If you have a call on hold and a new call comes in, you'll answer the new call when you lift the handset.

The caller will hear **Music on Hold** during the hold time, if available.

### ***Park a call (PBX Mode)***

A call may be parked by making an attended transfer to extension 700 – Do not blind transfer to 700, as the call will be disconnected.

- Press **Transfer**.
- Select a second call appearance
- Dial Extension 700.
- The parking location will be announced (701 – 709)
- Press **Transfer** again. The call is now parked in the announced position.
- To retrieve the parked call, dial the park location extension from any phone (i.e. 701)
- If you want to cancel the transfer, press **Release**. To return to the caller, press the appearance where the call is on hold.

### ***Park a call (Key System Mode)***

In Key System mode, a **Parked** call can be picked up by any phone. A **Parked** call can also be on Privacy Hold for that phone.

- To **Park** a call, answer the incoming call on a Line Appearance button. Depress the hold button, and the call will be parked. Any other phone that is monitoring the same outside line will be flashing red and can pick up the call.
- To perform a **Privacy Hold**, continue to depress the Hold button past the time it takes to Park the call) and the call will be on **Privacy Hold** for that particular phone. Any other phone that is monitoring the same outside line will be solid red and cannot pick up the call.
- If the hold button is held, it will toggle back and forth between **Park** and **Hold**.

### ***Prevent incoming calls (Do Not Disturb)***

1. With the handset on the hook, press Mute/DND. (DND stands for Do Not Disturb.)
2. The light on the Mute/DND button will appear amber.

3. With DND enabled, your phone will not ring and all calls targeted for you will follow the next step in your active call route.
4. Press Mute/DND second time to receive. The light will turn off.

### ***Placing and splitting a conference call***

After connecting to the first person you want on the conference call.

1. Press **Hold**.
2. Select another Call Appearance and call the second person you want on the conference call.
3. Press **Conference**.
4. Press the Call Appearance button where the first person is on hold.
5. All three callers are now available to each other. The **Conference** button is illuminated solid red.
6. Any party may exit the conference by hanging up and the remaining two parties will remain connected.
7. If you desire to have a sidebar with one of the parties, you may split the conference by:
  - a. The display will show the two parties involved in the conference, select the person you wish to put on hold using the navigation arrows, and press **Hold**.
  - b. You may now talk to the remaining party.
  - c. The call appearance button for the person on hold will be flashing, to have them re-join the conference, select the call appearance and press **Conference**; the three-way conference is then re-established.

### ***Speed dial***

You can program your frequently called numbers and call them with the touch of a button. When a speed-dial button is pressed, it acts exactly the same as picking up the handset and dialing the number.



- Your System Administrator programs other Allworx extensions as Speed Dial numbers if your programmable buttons are defined as Speed Dial/Busy Lamp Field. Once set up, press any speed dial button to call the number you are dialing.
- You can set up to 10 (0 – 9) Personal Speed Dial numbers using the **CONFIG** menu of the Allworx phone. These can be any numbers from long distance phone numbers to Credit Cards. Simply pick up the phone, select the **SPDIAL** Softkey and dial the digit that your number is mapped to.



- Programmable Buttons can be defined as speed dials.
- The first button defined as a speed dial will be mapped to the 0 entry in your personal directory, the second mapped to 1 and on through 9.

### ***Speakerphone***

Press **Speaker** for hands-free use of the phone.

If you're already using the handset, you can:

- Place the handset on the hook. When you are finished with the call, press **Speaker** to hang up.
- Place the handset on the desk. To switch back to using the handset, just press **Speaker**.

NOTE: If you're using a headset, you will use **Speaker** to activate it. You will not be able to use the speakerphone while using a headset. Refer to *How Do I Use a Headset*.

### ***Intercom***

1. You can press a programmed **DSS/BLF** button for another user's phone and you will automatically be connected via the intercom.

OR

Press **Intercom**. Dial the extension you want to talk to hands-free.

2. The light on the **Intercom** button turns solid green.
3. Start talking and the person you called will hear you over the speaker.
4. To receive an Intercom message, simply start talking when the Intercom button is lit green.

Press **Intercom** or **Speaker** to end the call.

### ***Headset***

1. Plug the cable for the headset into its receptacle.
2. Press **Speaker**. (You cannot use the speakerphone and headset at the same time.)
3. When you are finished with the call, press **Speaker** to hang up.



You can also program a **Button** to activate the headset instead of using the **Speaker** button. Your System Administrator can set it up for you.

## PBX Mode Operation

PBX mode fits best when calls are coming from repeat customers who wish to reach a specific person at an extension number. PBX mode works well for professional offices such as legal, medical, financial, engineering etc.

- Each person in the company has an extension and the calling party reaches them by dialing their extension number, which in turn arrives at their phone as a Call Appearance.
- Your phone is usually associated with your extension and calls that ring at your phone are for you (Call Appearances) rather than in a pool to be answered by any available person.
- Any user can monitor the status of other users with a Busy Lamp Field (BLF). They can also call the user directly using this same button (speed dial internal user).
- Your company will typically answer all calls with an Auto Attendant, but may also route calls to users for live answering by using a system extension route.
- In PBX mode as in Key mode, you can define any of the programmable buttons to be line appearances, personal speed dials or special functions like redial, headset or line flash.

### *Placing a call*

Unless configured otherwise, all outbound calls will require a 9 to be dialed to access an outside line.

You may place an outgoing call in several ways:

- With the handset on-hook, simply begin dialing, your phone will automatically go to speakerphone mode and your call will be dialed.
- Select the speakerphone button and when you have dial tone, dial the desired number.
- Press one of your call appearance buttons, this will also place the phone into speakerphone mode and you may dial the desired number.
- Lift the handset and dial the desired number using via the keypad or using a preprogrammed speed dial.

### *Answering a call*

Unless configured otherwise, incoming calls to your phone will ring the audible indicator, flash the Allworx visual indicator (only applies to the 9112) and also flash one of the call appearance keys.

An incoming call may be answered by:

- Lifting the **handset**.
- Pressing the **Speakerphone** button to put the phone in hands free mode.
- Pressing the **Call Appearance** button that is flashing with the incoming call.
- Or by pressing the **Headset** button if configured, putting the phone in headset mode.

### ***Answering a call when you are on the phone***

A second or third call directed to your phone (Call Appearance) can be answered by:

- Placing the first call on hold, then pressing the call appearance for the second caller.
- Placing the second call on hold and pressing the call appearance for the first caller can retrieve the first caller.

### ***Ending a call***

- If you're using the handset, place it back on the hook.
- If you're using the speakerphone, press **Speaker**. Make sure the handset is on the hook.
- If you're using a headset, press **Release**.
- You can also press another call button for another call to end your current call and prepare for a new call.
- Pressing the current call appearance button will end the call.
- End the call and start a new call by pressing the **Release** button.

### ***Redial a number***

- From the phone's screen, you can automatically dial the last number you called by selecting the softkey for **REDIAL**.
- Select the softkey that corresponds to **CALLS**, highlight the number and press the select navigation key.
- You can also program a programmable key to **REDIAL**. Your System Administrator can set it up for you.



### ***Missed Calls***

If you missed a call, a message appears on the phone screen. You can see whom the call was from:

1. Select the **Calls** softkey.
2. Use the **Up / Down** arrow buttons to see your missed calls.
3. Select the **Detail** softkey to adjust the amount of information shown for each call.
4. Select the **Dial** softkey, and the Selection button to call the number back.

### ***Ignore and Silence Softkeys***

- While the second call is ringing, you will have softkey options to silence or ignore the second caller.
- Ignoring the second call both silences the ringing and sends the second caller to the next leg of your extension route, typically to voicemail.
- Silencing the second call stops the audible ringing until you can place the first call on hold.

## Key System Mode Operation

Key mode will fit the best in a sales or retail environment where any available person will answer calls live. Examples are counter sales, car dealerships, travel agencies etc.

- All the phones in the system will be able to monitor and directly answer outside lines (line appearances) – calls that are coming into your company.
- You will be able to monitor the status of other users in your company via Busy Lamp Field (BLF) and you will be able to answer their calls for them by using Direct Station Select (DSS).
- You will be able to directly intercom other users in a hands free mode and then easily transfer calls to them again using the DSS capabilities.
- In key mode as in PBX mode you can define any of the programmable buttons to be call appearances, personal speed dials or special functions like redial, headset or line flash.

### *Place a call*

1. Lift the handset OR press **Speaker**.
2. Press the button to **select a line** and dial the number OR press a Direct Station Selection (Busy Lamp Field) button.
3. When calling an outside number, simply select a line and dial the number. Note: You do not have to dial 9.

### *Answer a call*

- Lifting the **handset**.
- Pressing the **Speakerphone** button to put the phone in hands free mode.
- Pressing the **Call Appearance** button that is flashing with the incoming call.
- Or by pressing the **Headset** button if configured, putting the phone in headset mode.
- If the phone is not ringing, pick up the handset and press the button for the blinking line where the call is waiting for you.
- You can also pick up a call by pressing the button that is configured to show a Busy Lamp Field for another user while the **lamp is blinking**. Once the other user picks up the phone and the button is solid red, you cannot pick up that call anymore.

### *Answering a call when you are on the phone*

A second or third call directed to your phone can be answered by:

- Placing the first call on hold, then pressing the Line Appearance for the second call.
- Placing the second call on hold and pressing the Line Appearance for the first caller can retrieve the first caller.

### ***End a call***

- If you're using the handset, place it back on the hook.
- If you're using the speakerphone, press **Speaker**. Make sure the handset is on the hook.
- If you're using a headset, press **Release**.
- You can also press a button for another line to end your current call and prepare for a new call.

### ***Redial a number***

- From the phone's screen, you can automatically dial the last number you called by selecting the softkey for **REDIAL**.
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- Ignoring the second call both silences the ringing and sends the second caller to the next leg of your extension route, typically to voicemail.
- Silencing the second call stops the audible ringing until you can place the first call on hold.

## Adjusting Your Phone

### *Volume*

You can adjust the volume of the incoming ring, handset speaker, the speakerphone, and the headset. The volume will be adjusted for the device that are currently using.

To adjust the volume:

1. You can adjust the incoming ring when a call comes in. To adjust other volumes, pick up the handset, turn on the speakerphone, or headset.
2. The screen shows the device for which you are adjusting the volume.
3. Press Volume Bar on the right to increase the volume.
4. Press Volume Bar on the left to decrease the volume.

### *Change the labels for lines*

Make sure you keep your lines labeled correctly (this is only available on the Allworx 9112 phone). To change a label, remove the paper from beneath the plastic label cover, update the numbers, and replace it under the cover. A word template can be obtained at our website ([www.allworx.com](http://www.allworx.com)).

### *Adjust the angle of the phone*

You can adjust the phone on its base so that it's easy to use and easy to read the screen.

1. Grasp the phone and the base separately.
2. Press the locking tab on the base.
3. Tilt the phone up or back in its base.

### *Adjust the contrast of the screen*

You can change the contrast of the screen to make it easily readable for you. To do this:

1. Select the softkey for **CONFIG**.
2. Use the arrow buttons to scroll to **Preferences** and press **Select**.
3. Select LCD Contrast.
4. Use the **Volume Bar** or **Up / Down** arrow buttons to increase or decrease the contrast.
5. Press **Select** to save the contrast setting.

## Advanced Topics

Depending on the configuration of your Allworx system, you may be able to see information about the configuration of your phone. In some instances, you can make changes. Please check with your System Administrator before making any changes.

### **CONFIG Menu**

You can view / change the following by selecting **CONFIG** on the screen:

- Personal Speed Dial
- Preferences
- Reboot Phone
- Clear Call History
- Network Settings
- Current Status / Info
- Statistics
- Save Settings
- Set Factory Defaults

### **Changing Preferences**

1. Press the **CONFIG** Softkey button.
2. Press the **Up** or **Down** scroll button to select **Preferences**. Press the **Select** button.
3. Select from the following list using the **Up** or **Down** scroll buttons to make the changes:
  - a. LCD Contrast
  - b. Call History Size
  - c. Clock Mode
  - d. Hold Reminder Mode
  - e. Redial Memory
  - f. Audible Dialing
  - g. Call Timer Display
  - h. Intercom Auto Answer
  - i. On Hook Dialing
  - j. Visual Ringing
4. Press the **Select** button.
5. Make the change you want and press the **Select** button.
6. **Exit** and say **Yes** to save settings when prompted. The user is then prompted to save changes on exit from the **Config** menu.

### ***Reboot the phone***

**WARNING:** Do not reboot your phone unless instructed by your System Administrator.

1. Select the softkey that corresponds to **CONFIG** on the screen.
2. Highlight **Reboot Phone**.
3. Press **Select**.
4. If you have any unsaved changes, you'll be asked if you want to save them before rebooting. Select the Softkey that corresponds to **YES** to save the changes *OR* select **NO** to lose the changes.

### ***Clear Call History***

The Allworx phone retains the history of your calls up to 99 calls. You can clear your call history.

1. Select the softkey that corresponds to **CONFIG** on the screen.
2. Scroll down and highlight **Clear Call History**.
3. Press **Select**.
4. Select the softkey that corresponds to **YES** to clear call history *OR* select **NO** to cancel.

### ***Check the network settings***

**WARNING:** Do not make any changes to your network settings unless instructed by your System Administrator.

1. Select the softkey that corresponds to **CONFIG** on the screen.
2. Scroll down and highlight **Network Settings**.
3. Press **Select**.
4. You can see if DHCP is enabled or disabled.
5. You can change the boot server IP. Highlight **Edit Boot Server IP** and press **Select**.
6. If DHCP is disabled, you can change the Phone IP, the Netmask IP, and the Gateway IP. To make any changes, highlight the selection and press **Select**.
7. You can see if VLAN is enabled or disabled.
8. If VLAN option is enabled, you can change Remote Plug 'n' Play, Edit Boot Server IP, Phone VLAN Settings, and PC VLAN Settings. Within Phone VLAN Settings and PC VLAN Settings, you will be required to enter VLAN ID and VLAN Priority.
9. You can activate **Remote Plug 'n' Play** by entering the key (obtained from your System Administrator)
10. When finished, select the softkey for **EXIT**.

### ***Check the current status***

1. Select the softkey that corresponds to **CONFIG** on the screen.
2. Highlight Current Status/Info.
3. Press **Select**.
4. You can see the following information:
  - DHCP Lease Time (if DHCP is enabled)
  - Boot Server IP
  - Phone IP
  - Subnet IP
  - Gateway IP
  - Boot Configuration success or failure
  - MAC Address
  - Model Name
  - Software Version
  - LAN Connection Info
  - PC Connection status

Use the up and down arrow buttons to move through the list.

When finished, press the **Softkey** that corresponds to **EXIT**.

### ***Check statistics***

1. Select the softkey that corresponds to **CONFIG** on the screen.
2. Highlight **Statistics**.
3. Press **Select**.
4. You can see the following information:
  - Audio Packet Stats
    - RCV
    - XMT
    - Missed
    - Avg Jitter
    - Min Delay
    - Max Delay
  - SIP Call Stats
    - Incoming OK
    - Outgoing OK
    - Bad Address

- Refused Busy

Use the up and down arrow buttons to move through the list.

When finished, select the softkey that corresponds to **EXIT**.

### ***Save changes to your settings***

Normally, the user is prompted to save the changes they have made. However, they may manually want to save the changes.

1. Select the softkey that corresponds to **CONFIG** on the screen.
2. Highlight Save Settings.
3. Press **Select**.
4. Select the **Softkey** that corresponds to **YES** to save any changes *OR* select **NO** to cancel saving the changes.
5. Press the **Exit** button on the screen.

### ***Reset the phone to its factory defaults***

**WARNING:** Do not reset your phone to its factory defaults unless instructed by your System Administrator.

1. Select the softkey that corresponds to **CONFIG** on the screen.
2. Highlight Set Factory Defaults.
3. Press **Select**.
4. Select the softkey that corresponds to **YES** to restore the factory defaults *OR* select **NO** to keep the Configuration as is.
5. Phone automatically reboots.

## Wall mounting your phone (Optional)

Your phone is wall mountable and requires a wall mounting plate. The mounting plates are available from your local telephone company or your local retailer.

**If using a standard telephone wall mounting plate, DO NOT make any connection to the RJ 11 jack. This connection is intended for an analog phone and may cause damage to the Allworx phone, voiding your warranty.**

The mounting plate, similar to the one shown below, has mounting studs to receive the telephone base and is positioned to secure the Allworx telephone flush to wall surface.

Collapse the Allworx phone base to the horizontal position and mount the phone over the mounting plate studs. All power and RJ 45 cable connections should exit between the phone body and the phone base and then be routed to the network connection and/or a power connection.

