Allworx® Verge™ IP Phone Series
Quick Start Guide

Models: Allworx Verge 9304
Allworx Verge 9308
Allworx Verge 9312

<u>Important Note</u> for Rev 2 phones - See table below for minimum software requirements.

The Allworx Verge IP phone series has a high-resolution, color LCD that provides information about the call, identifies the programmable buttons and soft key names, and displays instructions to perform features or update configurations. Additionally, the Verge IP phone series uses:

- Function buttons - physical buttons to control call management such as Presence, Headset, Transfer, etc. Icons identify each button:

	Contacts		Mute		Audio Route - Headset		Intercom		Transfer
	Speakerphone		More soft keys available		Presence		Messages - Voicemail		Hold

- Soft keys - located under the Verge IP phone screen. The soft keys are specialized actions that change depending on the current screen.
- Programmable buttons - display on the Verge IP phone screen and are a short cut to features available on the phone.

Minimum Software Requirements

The Allworx Verge IP phone series requires the following minimum software versions:

Product/Resource	Version (or later)	Product/Resource	Version (or later)
Allworx System Software	• 8.2 (Models 9308/9312), 8.4 (Model 9304) • 8.5.24.x, 9.0.10.x,or 9.1.2.x (Models 9312 Rev 2, 9308 Rev2, 9304 Rev 2)	**Reach for Android, Reach for iOS, Interact Professional**	3.0

Setting up the Verge IP Phone

1. Unpack the Verge IP phone and accessories, and inspect for missing items.

| **Included**: | • Verge IP phone and stand
• Handset with cord | **Not included**: | • Ethernet Cable
• (Optional) Headset with cord
• (Optional) Verge 9318Ex | | • (Optional) *Bluetooth*® Headset (Verge 9312 only)
• (Optional) Wall Mount Kit (catalog number 8400146)
• (Optional) Power Supply (catalog number 8400006) |

2. Determine the Verge IP phone location: Desktop or Wall Mount.Verify all Verge IP phone connections are unplugged, and remove the handset from the hook.

3. (Wall Mount only) Attach the wall mounting plate (not included - must meet TIA-570-B, Section 5, standard. Available from a local telephone company or local retailer) to the wall and attach the Verge IP phone wall mount unit (catalog number 8400146) to the mounting plate.

Caution:	If using a standard telephone wall mount plate, DO NOT connect to the RJ-11 jack. This connection is for analog phones and may cause damage to the Verge IP phone, which voids the warranty.
Caution:	The wall mount supports one Verge IP phone or the Verge 9312 IP phone and one Verge 9318Ex-WE expander.

4. Connect the cables to the jacks on the back of the Verge IP phone using one of the options below:

Caution:	Do not connect the Verge IP phone to an analog phone line. This may cause damage to the Verge IP phone, which voids the warranty.
Caution:	Unit is to be connected only to Ethernet networks without routing to the outside plant.

- **Desktop** - Thread all cables through the phone stand to the phone jack to connect.
- **Wall Mount** - Use the wall mount cable guide to thread the network cables.

Cable	Position	Connections	Cable	Position	Connections
Optional: Power Supply: rated 24VDC, 400 mA or higher	⊖‒●‒⊕	Phone DC jack. Allworx recommends using a surge protector. Only required if the Ethernet cable does not provide PoE	Handset cord		Handset jack
Ethernet cable	Network	Network jack and Wall Ethernet jack **Power over Ethernet (PoE):** provides power to the Verge IP phone after connecting the Ethernet cable.	Optional: Headset cord		Headset jack
Optional: Ethernet cable	Computer	Computer jack and the computer			

5. Finish mounting the Verge IP phone.
   a. **Desktop** - align the Verge IP phone with one of the three available positions to connect the phone stand to the Verge IP phone and slide the phone stand to the right to secure.
   b. **Wall Mount** - align the Verge IP phone back to the wall mount unit and slide it to the right. All power and RJ-45 cable connections exit between the Verge IP phone and the wall, and then route to the network connection and/or a power connection.

6. Peel off all protective strips, i.e. LCD, handset, etc. If necessary, adjust the handset retainer clip to prevent the handset from slipping out of the cradle. Insert a coin in the retainer clip slot and turn the coin 180 degrees to adjust the retainer clip to the up or down position.

7. View the initialization progress on the Verge IP phone screen. A normal sequence takes approximately 2 minutes to complete and includes:

Allworx Logo ⇨ Black Screen ⇨ Initializing Network ⇨ Starting VLAN Discovery ⇨ Startup DHCP ⇨ Hardware/Phone Software Versions ⇨ Loading Configuration Files ⇨ Initialization Complete

Note: Verge IP phones with early versions of software will fail to boot if using an external DHCP server. This issue only affects phones on the LAN. Remote phones will boot successfully because the Verge IP phone requires the Boot Server IP and Plug and Play key for booting. Follow one of the options below as a work around, if this occurs:

Option 1: Manually configure the boot server IP on all the phones under **Settings** > **Admin** > **Network Settings**.

Option 2: *Use the Allworx server as the DHCP server for the phones to boot and upgrade software, and then revert to the external DHCP server. Refer to the Allworx System Software Administrator Guide for more information about configuring the DHCP server.*

If the Verge IP phone does not follow this sequence or displays an error, contact the Allworx Server Administrator. After the first initialization process, the Verge IP phone may suggest assigning the handset to a user. If this occurs, follow the on screen directions. Otherwise, the Verge IP phone displays a combination of the date, time, user presence, user name, extension, and programmable buttons.

Pairing a *Bluetooth*® Device

The Verge 9312 phone supports *Bluetooth* pairing to a headset or mobile device. Tap **Settings** > **Bluetooth** > **Select (**center navigation button) > **Enable** and follow the on screen instructions.

My Allworx Manager

Provides access to the business directory, conference scheduling page, company directory list, distribution lists, and features chart. To access, open a web browser window (e.g. Internet Explorer) and navigate to the server IP web page (http://*ServerLANAddress*). Enter the Allworx log in username and password. Click **Login**, and the *My Allworx Manager* home page displays. *ServerLANAddress* is the IP address or domain name of the Allworx server.

Regulatory Notices

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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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

This equipment is Hearing Aid Compatible (HAC).

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Important Note:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the product and your body.

Industry Canada Statement

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

This device complies with Industry Canada license-exempt RSS standard(2). Operation is subject to the following two conditions:

1. This device may not cause interference
2. This device must accept any interference, including interference that may cause undesired operation of the device

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioelèctrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radiation Exposure Statement:

This product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body.

Déclaration d'exposition aux radiations:

Le produit est conforme aux limites d'exposition pour les appareils portables RF pour le Etats-Unis et le Canada établies pour un environnement non contrôle. Le produit est sûr pour un fonctionnement tel que décrit dans ce manuel. La réduction aux expositions RF peut être augmentée si l'appareil peut être conservé aussi loin que possible du corps de l'utilisateur.

Warning:	For use only with: A Power over Ethernet (PoE) supply – This product adheres to IEEE 802.3af standard for Power over Ethernet (PoE), OR: An Allworx-approved Limited Power Source, 24 VDC, 400 mA or higher – The optional wall mount switching Power Supply has the following specifications: Input Voltage is 100-240VAC, 50/60Hz, 450mA. Output voltage is 24VDC @ 400mA or higher. UL Listed Limited Power Source. Output connector size is 5.5 mm x 2.5 mm (inner diameter) x 9.5 mm with center positive. **Do not** connect an analog or ISDN phone line.

Caution:	The ear piece region on the handset can attract and retain small objects.

User Guides

To view the user guide for the Verge IP phone series, visit: http://www.allworx.com.