allworx™ 10x

User’s Guide

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1 Welcome to Allworx™

The Allworx 10x is an integrated business productivity and communications solution comprising telephone features, networking capabilities and group collaboration tools. The Allworx User's Guide provides you with the information and instructions needed to:

- Set up and manage your personal contact list
- Benefit from the features of the All-in-One™ inbox, the Allworx unified messaging capability
- Share documents with others in your organization
- Use the various features of your telephone handset

Key features of the December 2002 release include:

System	Key Features
All-in-One™ Unified Messaging	Provides access to and management of voice and email messages from a common message center. ▪ Play voicemail messages from your email inbox ▪ Listen to email messages over the telephone
Network	Supports local area networking among your peers and internet access. ▪ Intranet web server ▪ External Internet web server ▪ Internet access ▪ Secured remote access using the Allworx virtual private network (VPN)
Telephone	Fully featured PBX capabilities. ▪ Call control functions ▪ 3-way conferencing ▪ Call hunt groups ▪ Auto Attendant ▪ Voicemail ▪ Caller ID display (Name and number) ▪ Distinctive ringing

2 Getting Started

Welcome to Allworx. This section provides information about:

- PC requirements for users and system administrators
- Installing the Allworx Communication Center software
- Making the first connection to the Allworx server
- Tasks and Reminders List

2.1 User PC Requirements

The Allworx features and functions are controlled through a PC client application called the Allworx Communication Center. The Allworx Communication Center provides a window through which you interact with the Allworx system. Your PC must have the Allworx Communication Center installed to access collaboration features such as calendar, email, scheduling and contact management. Check with your system administrator to be sure your PC meets the requirements listed in the following sections.

2.1.1 Operating System

Be sure your PC has one of the following Microsoft® operating environments:

- Windows XP Home and Professional
- Windows 2000

2.1.2 Hardware

Your PC should also meet the following minimum requirements:

- 64 MB of RAM
- 25 MB of available hard disk space
- A 10/100 BaseT network interface card (NIC) connected to the Allworx server over a local area network
- Speaker(s) and sound card
- Keyboard, mouse and monitor
- CD drive

2.1.3 Browser Software

The Allworx system supports the following browsers:

- Internet Explorer 5.5 or greater
- Netscape 6.2 or greater
- Opera 7.0.3 or greater
- Mozilla 1.3 or greater

2.2 Installing the Allworx Communication Center Software

Each Allworx system comes with an Allworx Communication Center software CD (part number 6000140). Contact your system administrator to obtain this CD. The Allworx Communication Center is designed to run only on Windows PCs.

> *Note: A copy of the Allworx Communication Center software is also stored on the Allworx website in the event the CD is lost or damaged. Contact your System Administrator if you need to access the Allworx website for the software.*

To install the Allworx Communication Center software from the CD:

1. Remove the CD from its protective case and insert it in the PC's CD drive.
2. The Install Wizard will automatically start. Follow the instructions on the screen to complete the installation.

   Note: If the Install Wizard does not automatically start, open My Computer on the PC desktop, and double-click on the CD drive icon. Locate the file named "Setup.exe" and double-click on it to start the Install Wizard.

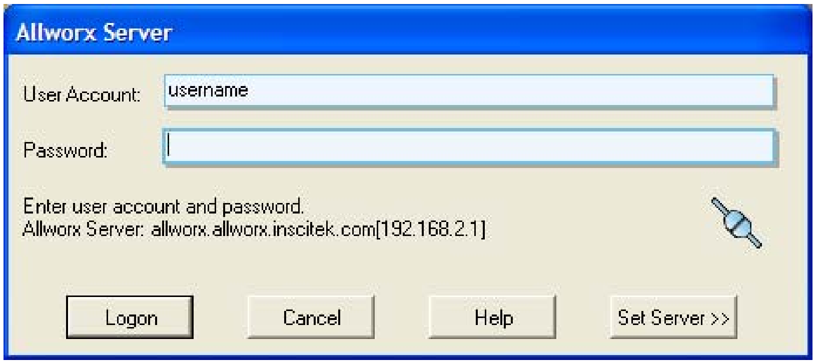
   When the Setup Type window appears, the Wizard offers the options for Typical or Custom installations. Select Typical to ensure only the Allworx Communication Center is installed.

   When the installation is complete, the Allworx shortcut icon will appear on the desktop.

2.3 Logging On to the Allworx Communication Center

You will need your logon ID and password to access the Allworx Communication Center. This information is on the Welcome Message you may have received previously. Contact your System Administrator if you do not have your logon information.

1. Double-click on the Allworx icon on the desktop. The logon dialog box will appear (Figure 2-1).



Allworx Server

User Account: username

Password:

Enter user account and password.
Allworx Server: allworx.allworx.inscitek.com[192.168.2.1]

Figure 2-1 – Logon Dialog Box

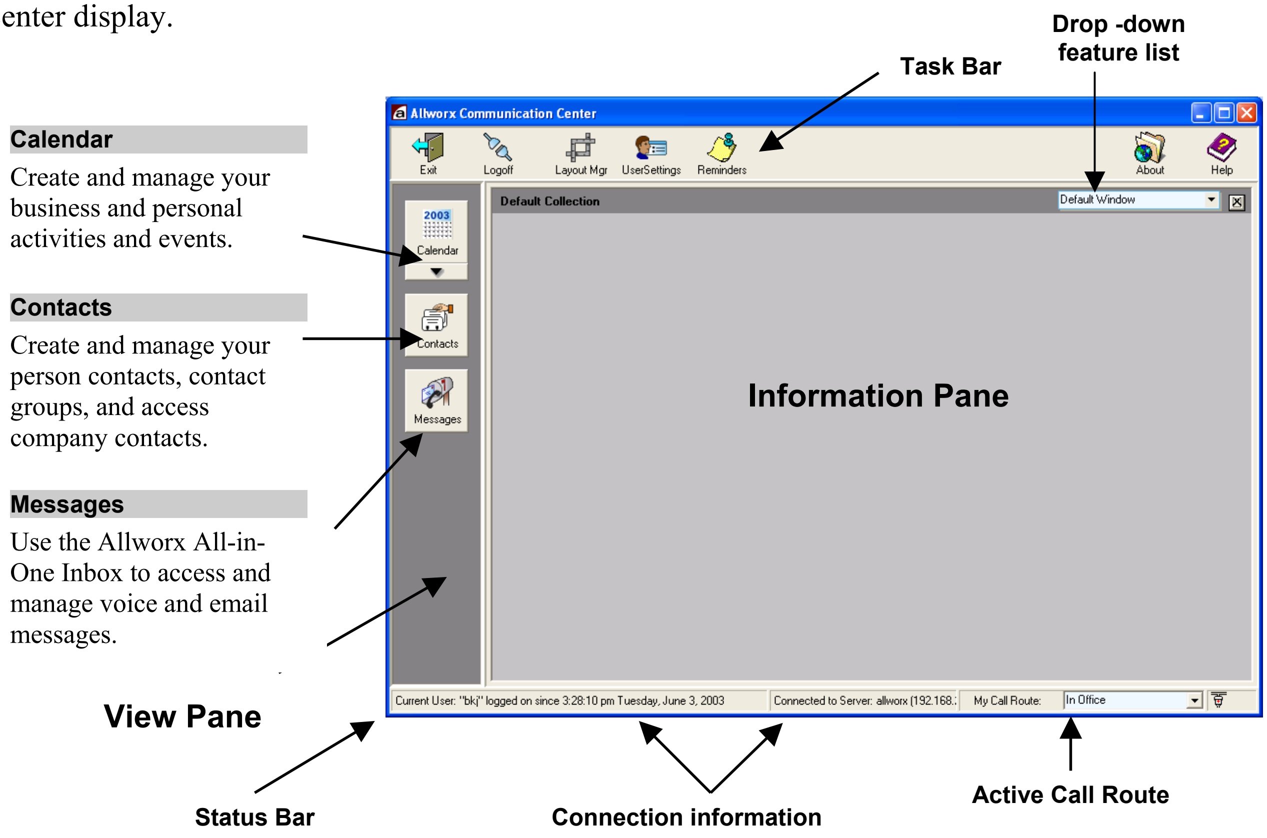
Notes: If the Logon dialog box does not appear and an error is message is displayed, check the network connection to the Allworx server or contact your System Administrator.

If the Allworx Communication Center was previously opened, click on the Allworx icon in your PC's Task bar at the bottom of the Windows screen to log in again.

2. Once you have logged on with the password assigned by your System Administrator, you may want to change it. Refer to Section 3 to change your password.
3. Immediately after logging on the Tasks and Reminders window may appear. Refer to Section 2.5

2.4 Allworx Communication Center Overview

The Allworx Communication Center helps you quickly locate and activate the various features and functions of the Allworx system. Figure 2-2 is an example of the Allworx Communication Center display.


Drop -down feature list
Task Bar
Allworx Communication Center
Exit
Logoff
Layout Mgr
UserSettings
Reminders
About
Help
Default Collection
Default Window
2003
Calendar
Contacts
Messages
Information Pane
View Pane
Status Bar
Connection information
Active Call Route

Current User: "bkj" logged on since 3:28:10 pm Tuesday, June 3, 2003 | Connected to Server: allworx (192.168.: | My Call Route: In Office

Calendar

Create and manage your business and personal activities and events.

Contacts

Create and manage your person contacts, contact groups, and access company contacts.

Messages

Use the Allworx All-in-One Inbox to access and manage voice and email messages.

Figure 2-2 – The Allworx Communication Center

View Pane

The View pane provides single-click access to the Contacts and Calendar functions of the Allworx system.

Information Pane

The Information pane provides the details of the function you selected in the View pane. For example, it will display your list of contacts.

Task Bar

The Task bar provides single-click access to commonly used functions.

The Exit button is used to close the Allworx Communication Center window and application.

The Logoff button is used to close the Allworx Communication Center and log off. The Allworx Communication Center will remain active. It can be opened again by double- or right- clicking on the Allworx icon in your PC's Windows Task bar. You will need to login again next time you open the Allworx Communication Center.

The Layout Manager button is used to create multiple information areas as shown in Figure 2-3. You can arrange your Information pane layout in four different ways - single window, double window horizontally split, double window vertically split, or triple window.

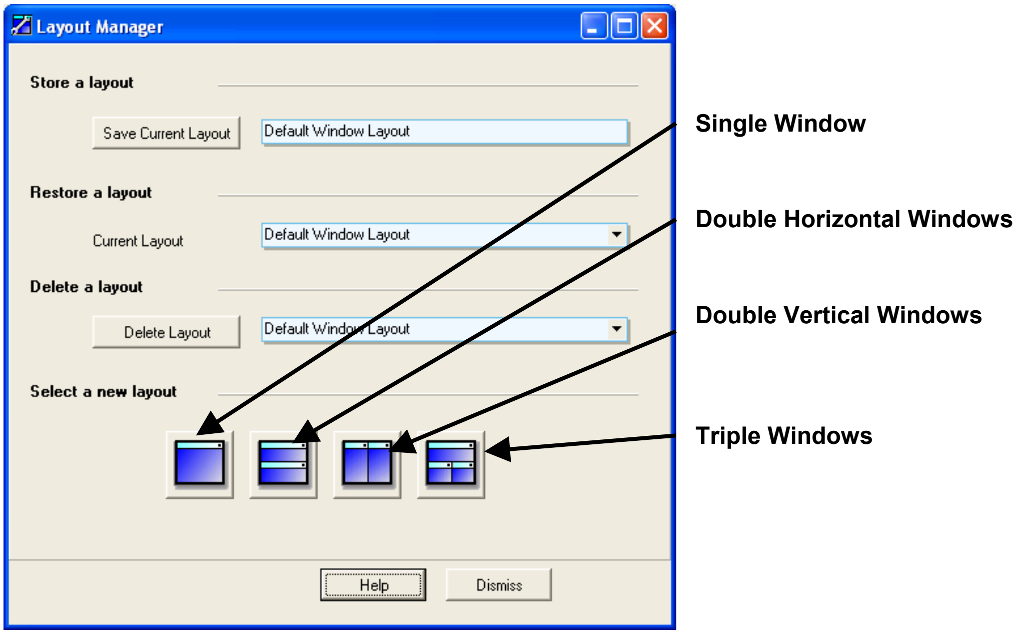

Layout Manager
Store a layout
Save Current Layout
Default Window Layout
Restore a layout
Current Layout
Default Window Layout
Delete a layout
Delete Layout
Default Window Layout
Select a new layout
Help
Dismiss
Single Window
Double Horizontal Windows
Double Vertical Windows
Triple Windows

Figure 2-3 – The Allworx Communication Center Layout Manager

To create your preferred Information pane layout:

1. Click on the picture in the Layout Manager dialog box of the Information pane layout you want. The Layout Manager dialog box will close automatically.
2. Click on the icon in the View pane of the desired function to select the function to display in each window. Or make your selection from the drop-down feature list in the upper right corner of the Allworx Communication Center. Repeat this for each window.
3. Set each window to the size you prefer by moving the dividing line(s) up or down, or left or right depending on the layout. Place your mouse pointer on the line. When the pointer changes to a double arrow click and drag the line to the desired location. Release the mouse when the window is the right size.
4. To save the Information pane layout, click the Layout Manager button again. Highlight the contents of the Store a Layout field and type in a name for your new layout. Click Save Current Layout to save the new layout.

To restore a particular layout, click the Layout Manager button. Open the pull-down menu in the Restore a Layout section of the dialog box. Highlight the layout you wish to use and click. The dialog box will close and the new layout will appear in the Allworx Communication Center.

To delete a particular layout, click the Layout Manager button. Click the Browse button in the Delete a Layout section of the dialog box. Select the location and file name of the desired layout. Click Delete Layout. Close the Layout Manager dialog box.

The User Settings button is used to enter and modify your user information including password, business and home addresses, business and home telephone numbers and email, and telephone features. User Settings are discussed in Section 3.

The Reminders button provides a list of reminders of calendar events for which you have been scheduled. You can also add your reminders by clicking the Add Reminder button.

The About button displays information about the Allworx Communication Center software such as version number.

The Help button provides a brief introduction to the features and functions of the Allworx Communication Center.

Status Bar

The Status bar provides current information about the following Allworx operations:

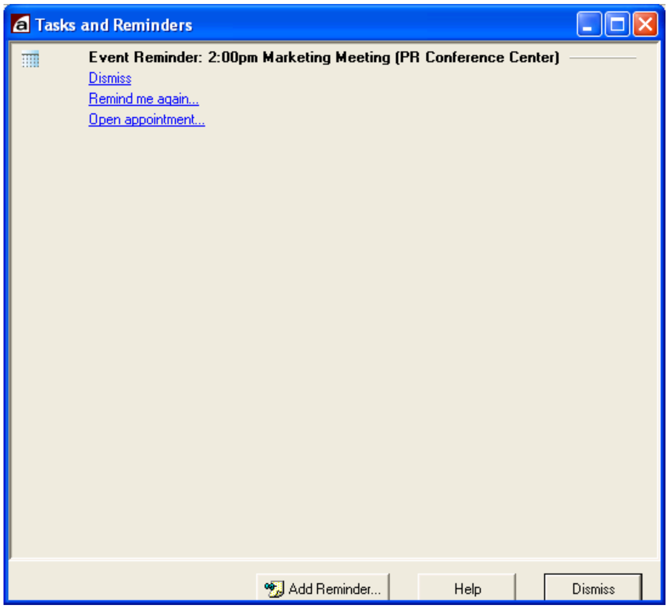
The Current User field indicates your user name and the date and time when you last logged on.

The Connection Status field indicates the name of the Allworx server to which your PC is connected.

The My Presence field indicates your current location (e.g., In Office, At Home, etc.), which determines how your incoming calls will be handled as explained in Section 4.

2.5 Tasks and Reminders

The Allworx system provides reminders for various scheduled and personal activities. Each time you login, the Tasks and Reminders window may appear if reminders have been triggered. You can also check your tasks and reminders by clicking the Reminders icon on the Allworx Communication Center Task bar. You will receive reminders for events scheduled by others through the Allworx Calendar (Section 9). You can also create your own reminders for personal activities.



Event Reminder: 2:00pm Marketing Meeting (PR Conference Center)

Figure 2-4 – Tasks and Reminders Window

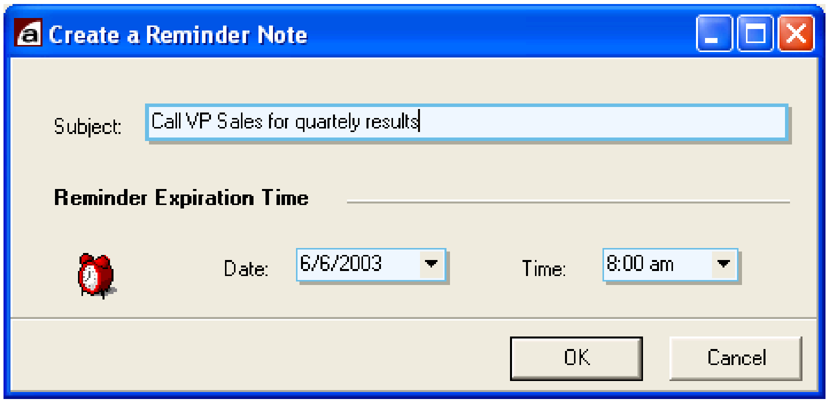
To create a new reminder, click the Add Reminder button. The window in Figure 2-5 will appear. Enter the Subject of the reminder, and the date and time at which the reminder is to expire (i.e., when the reminder should be activated and appear in the Tasks and Reminders List). Click OK to save the reminder.

When a reminder is presented, you can:

Dismiss – The reminder will be permanently deleted.

Remind me again… - Set a later time at which the reminder will reappear.

Open Appointment… - Display the details of the event.


Create a Reminder Note
Reminder Expiration Time
OK
Cancel

Subject: Call VP Sales for quartely results

Date: 6/6/2003

Time: 8:00 am

Figure 2-5 – New Reminder Dialog Box

3 Creating and Updating Your Personal Information

The Allworx system allows you to manage your system identification information, personal information, and a variety of system features.

This section provides information about:

- Displaying and changing your system identification
- Displaying and changing system features
- Displaying and changing your personal information

Click the User Settings button on the Allworx Communication Center task bar. The Update System User Settings for *Allworx User (Login ID)* dialog box will appear (Figure 3-1).

The **System User Info** tab allows you to update your identification information and certain Allworx system features.

Identification

You can change your Full Name, Display Name and Password.

The Full Name field includes first, last and middle names. Enter the name directly in the field. Or, click the down arrow to fill in the Full Name form, including prefix (Mr., Mrs., etc.) and suffix (Jr., II, etc.).

The Login Name field becomes part of the Allworx email name (e.g., jwb@yourcompany.com).

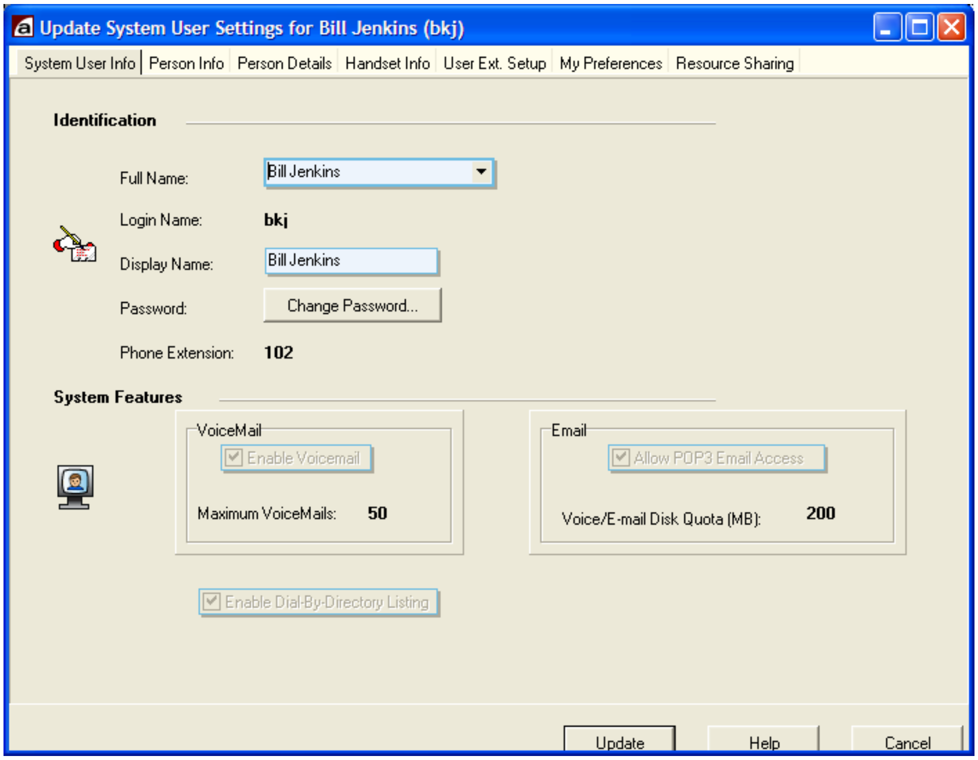
The Display Name field is used for Caller ID. It is automatically filled in as the Full Name field is entered, but can be changed.

The Password must comprise at least 4 alphanumeric characters, and cannot have special characters (?, /, etc.).

Click Change Password to change your password. The Password Reset dialog box will appear.

1. Enter the password in the New Password field.
2. Enter the new password again in the Verify New Password field. Type it exactly the same as in the New Password field.
3. Click the Apply button. If the password is not accepted, an error message will appear. Repeat the Password Reset at step 1. If the password is accepted, the Password Reset dialog box will close.

The Phone Extension is the extension number assigned to you by the System Administrator.



Update System User Settings for Bill Jenkins (bkj)
System User Info
Person Info
Person Details
Handset Info
User Ext. Setup
My Preferences
Resource Sharing
Update
Help
Cancel

Identification

Full Name: Bill Jenkins

Login Name: bkj

Display Name: Bill Jenkins

Password: Change Password...

Phone Extension: 102

System Features

VoiceMail

☑ Enable Voicemail

Maximum VoiceMails: 50

Email

☑ Allow POP3 Email Access

Voice/E-mail Disk Quota (MB): 200

☑ Enable Dial-By-Directory Listing

Figure 3-1 – User Settings – System User Information Dialog Box

System Features

The System Features section of the dialog box has been setup by your System Administrator giving you permission for one or more of the following features. Contact your System Administrator if you have questions about your access to these features.

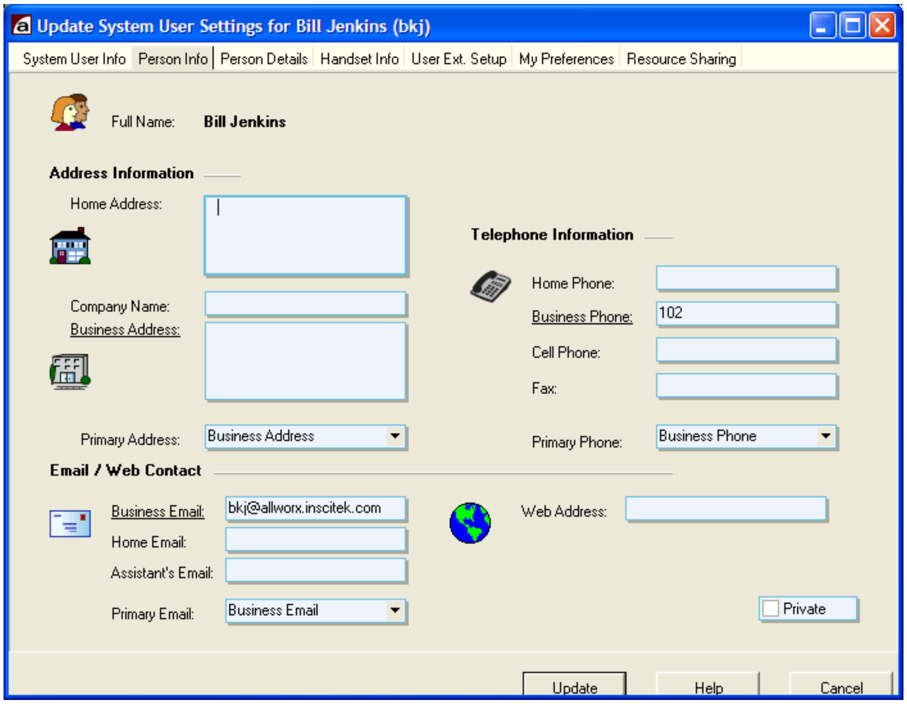
Voicemail – If Enable Voicemail is checked you have access to voicemail services. Note the maximum number of voicemail messages you have been allocated.

Enable Dial-by-Directory – If this box is checked, your name will be played in the Allworx auto-attendant directory (...John Smith extension 114...).

Email – If Allow POP3 Email Access is checked, you have the ability to receive external email in your Allworx Inbox. Note the amount of disk space allocated to you for both voicemail and email messages.

The **Person Info** tab (Figure 3-2) allows you to enter more information about yourself or update existing information. Your System Administrator may have filled in some of this information previously.

> The Primary Address, Primary Phone, and Primary Email fields represent information that will be visible throughout the Allworx system.
>
> Click the Private box if the information in this form is to be confidential.
>
> Click the Update button to save new or changed information.



Update System User Settings for Bill Jenkins (bkj)

Full Name: Bill Jenkins

Business Phone: 102

Primary Address: Business Address

Primary Phone: Business Phone

Business Email: bkj@allworx.inscitek.com

Primary Email: Business Email

☐ Private

System User Info
Person Info
Person Details
Handset Info
User Ext. Setup
My Preferences
Resource Sharing
Address Information
Home Address:
Company Name:
Business Address:
Telephone Information
Home Phone:
Cell Phone:
Fax:
Email / Web Contact
Home Email:
Assistant's Email:
Web Address:
Update
Help
Cancel

Figure 3-2 – User Settings – Person Information Dialog Box

The **Person Details** tab (Figure 3-3) allows you to enter still more information about yourself. Your System Administrator may have filled in some of this information previously.

> Click the down arrow next to the Birthday and Anniversary fields to display a calendar. Click the left and right arrows to change the month display. Click the date desired.
>
> The Notes field can contain any other information about the user. You can also paste information into the field from other applications such as Microsoft Word.
>
> Click the Update button to save the information.

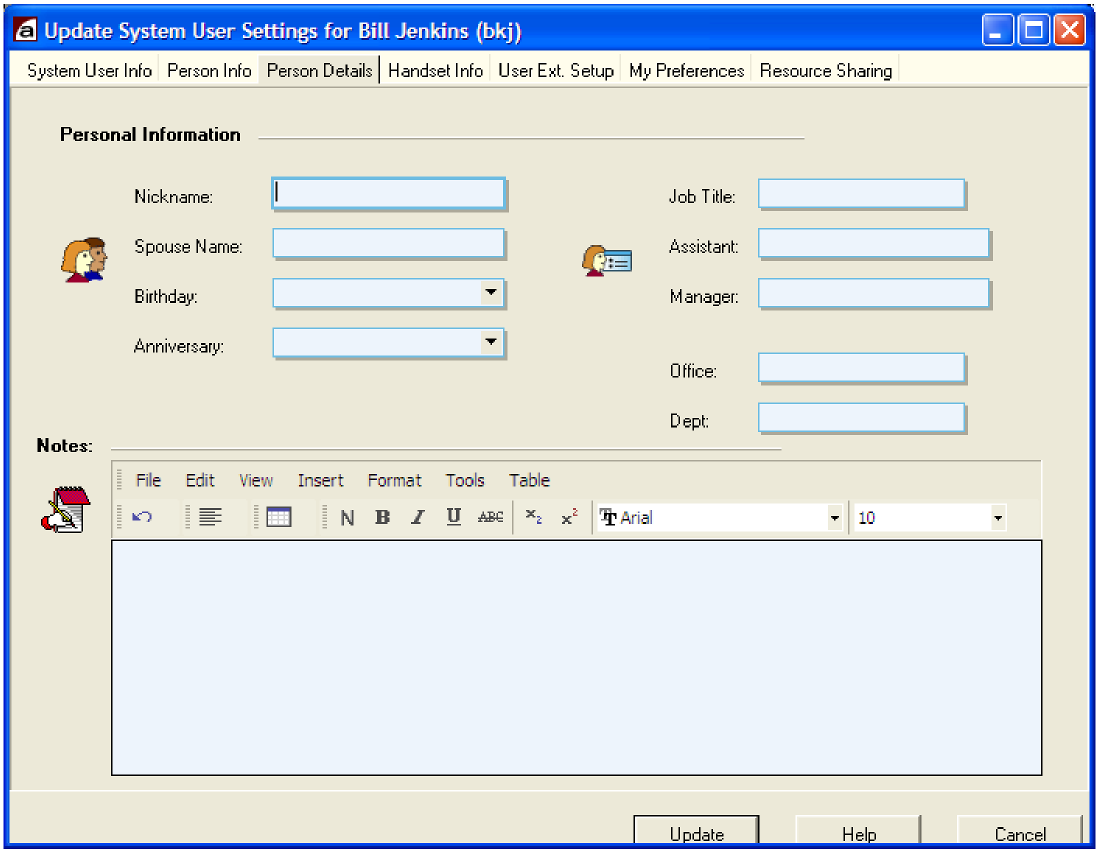

Update System User Settings for Bill Jenkins (bkj)
System User Info
Person Info
Person Details
Handset Info
User Ext. Setup
My Preferences
Resource Sharing
Personal Information
Nickname:
Spouse Name:
Birthday:
Anniversary:
Job Title:
Assistant:
Manager:
Office:
Dept:
Notes:
File
Edit
View
Insert
Format
Tools
Table
N
B
I
U
ABC
Arial
10
Update
Help
Cancel

Figure 3-3 – User Settings – Person Details Dialog Box

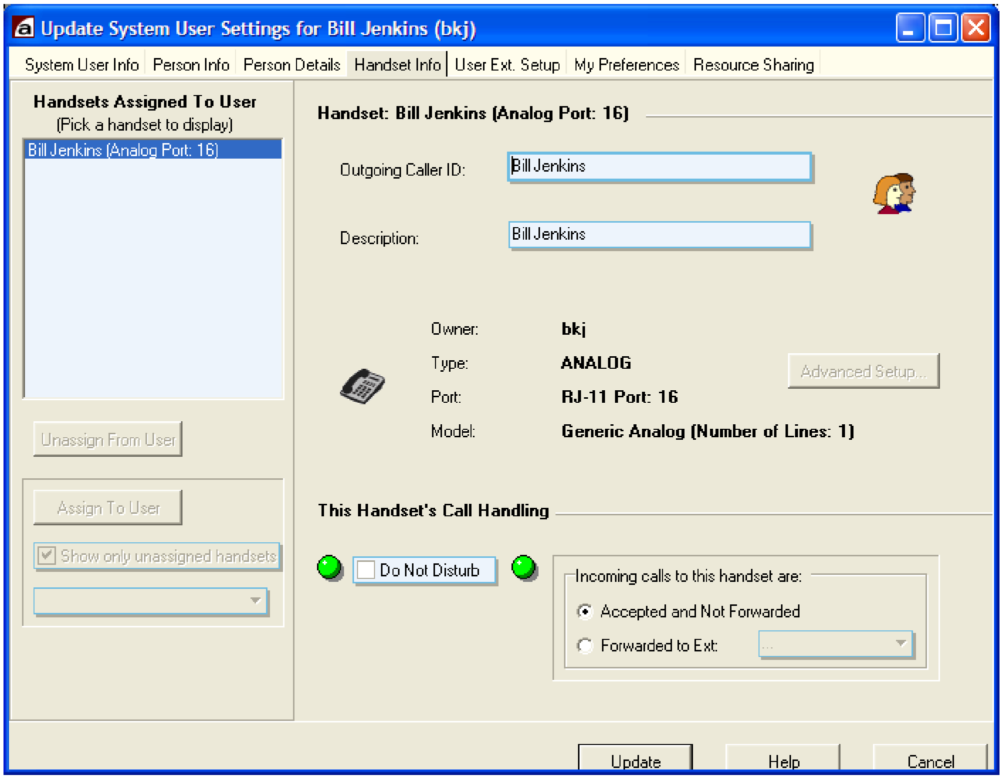
4 Creating and Updating Your Telephone Handset Information

You can enter and update features of the physical telephones, referred to as handsets in the Allworx system. This section provides information about:

- Modifying handset features
- Creating and updating presence profiles and call routes

4.1 Handset Features

The **Handset Info** tab (Figure 4-1) allows you to change certain features and settings of any handsets assigned to you.



Update System User Settings for Bill Jenkins (bkj)

Handsets Assigned To User
(Pick a handset to display)
Bill Jenkins (Analog Port: 16)

☑ Show only unassigned handsets

Handset: Bill Jenkins (Analog Port: 16)

Outgoing Caller ID: Bill Jenkins

Description: Bill Jenkins

Owner: bkj
Type: ANALOG
Port: RJ-11 Port: 16
Model: Generic Analog (Number of Lines: 1)

This Handset's Call Handling

☐ Do Not Disturb

Incoming calls to this handset are:
● Accepted and Not Forwarded
○ Forwarded to Ext:

System User Info
Person Info
Person Details
Handset Info
User Ext. Setup
My Preferences
Resource Sharing
Unassign From User
Assign To User
Advanced Setup...
Update
Help
Cancel

Figure 4-1 – User Settings – Handset Info Dialog Box

Handsets Assigned to User

This section of the window provides a list of handsets that have been assigned to you. Select a handset in the left pane to show its associated information in the right pane.

Phone: (description)

The description reflects the name of the handset assigned by the System Administrator and the associated analog port or TCP/IP address.

The Outgoing CallerID and Phone Description are automatically filled in by the Allworx or may have been completed by the System Administrator. However, you can change the entries in these fields. Place your mouse pointer in a field and click to change the entry.

The Outgoing CallerID field will appear on handsets within your organization that have display capabilities.

Note: The Outgoing CallerID is not passed to the telephone company and will not appear on telephones outside your organization.

The Phone Description field can be any meaningful description such as Line 2, Marketing Fax Machine, etc.

This Handset's Call Handling

The Handset Call Handling features may have been set by the System Administrator. However, you can now make changes. These features apply specifically to the handset for which they are defined as indicated by the Phone Description**.**

To activate Do Not Disturb, check the box. Incoming callers will hear a ring tone, but the handset will not actually ring. Calls to this handset will be routed as defined in User Extension Setup.

To activate call forwarding, click the Forward to Ext. button. Open the pull-down menu and click the desired extension.

Advanced Setup

Advanced Setup features may have been assigned to your handset. You cannot change these features. Contact your System Administrator for information about these features.

Item	Description
Allow Making Calls	Indicates whether calls can be made from this handset to internal handsets or outside numbers.
Outside Calls Do Not Require 8 + PINCode	May require users to enter an authorization code to place outside calls. The PIN code must always begin with 8, followed by 5 digits.
When calling outside	Indicates the telephone company lines and the order in which they are used for calling outside.
Enable Receiving Calls	Indicates whether incoming calls are permitted on this handset. If not enabled, callers will hear ring tones and the call will be handled according to the designated call route.

<table>
<tr><td>Second Call Handling</td><td>Supports the following options for how a second incoming call should be handled:
<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Busy</td><td>The caller hears a busy signal and the On the Busy Call Route is followed.</td></tr>
<tr><td>Not Busy</td><td>(Only applies to analog handsets.) The caller hears a ring signal and the Primary Route is followed.</td></tr>
<tr><td>Call Waiting</td><td>The call recipient receives a beep tone every 16 seconds while the second incoming call is active. The Primary Route is followed.</td></tr>
</table>
</td></tr>
<tr><td>Enable Message Waiting Stutter Dial Tone</td><td>Provides an audio indicator to the user that a message is waiting.</td></tr>
<tr><td>Enable Message Waiting Light*</td><td>Provides a visual indicator to the user that a message is waiting. If the handset does not support this feature, be sure this feature is disabled.</td></tr>
<tr><td>Enable Caller ID Display*</td><td>Click this box to present the incoming caller's ID on the handset's display. If the handset does not support this feature, be sure this feature is disabled.</td></tr>
<tr><td>Handset Caller ID Type</td><td>Select the caller ID code format from the pull-down menu. Refer to the manufacturer's documentation provided with the handset.</td></tr>
</table>

*Applies to handsets that support this feature.

4.2 Creating and Managing Presence Profiles

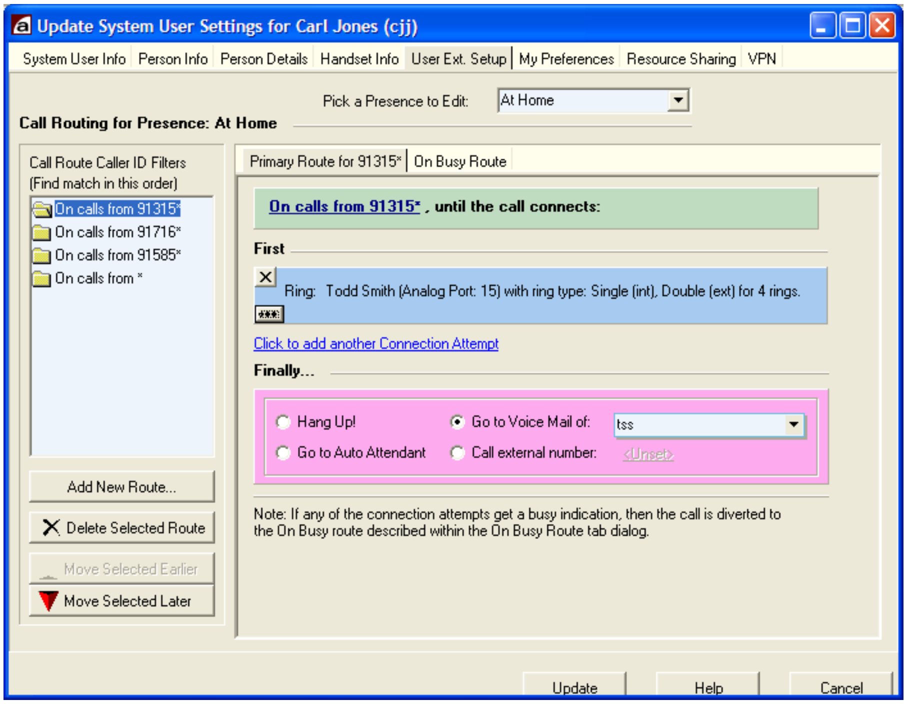
Allworx allows you to set up inbound call handling plans to accommodate a variety of scenarios. This high degree of flexibility will meet the needs of multi-location organizations, remote management situations, frequent travelers or telecommuters. Calls can be routed and terminated in a variety of ways depending on your active Presence profile. A different call route and termination arrangement can be configured for any or all of the following presence profiles.

- At a Meeting
- At Home
- Away
- In Office
- On Business Trip
- On Vacation
- Busy

The marketing manager may set her presence profile to "At a Meeting," so her calls are first be routed to the main receptionist. If the receptionist does not answer or his handset is busy, the call is then routed to the manager's voicemail. Or, when she changes her presence profile to "On a Business Trip," her calls might be directly routed to her cell phone.

A presence profile is made up of one or more Caller ID Filters and their associated Call Routes. The caller ID information of each incoming call is compared to the caller ID filters in the order defined. When the caller ID information matches a filter, the associated call route and termination plan is applied.

For example, the regional sales manager, Carl Jones, sometimes does his paper work at home and wants calls from his western New York territory (area codes 315, 716 and 585) routed to the assistant sales manager, Todd Smith, who is in the office. All other calls should terminate directly to Carl's voicemail. Figure 4-2 shows the caller ID filters in the left pane of the window. Caller ID filter 91315* is highlighted, and the associated Primary Route is shown in the right pane of the window. (91 is an internal prefix attached to the caller ID filter).


Update System User Settings for Carl Jones (cjj)
System User Info
Person Info
Person Details
Handset Info
User Ext. Setup
My Preferences
Resource Sharing
VPN
Primary Route for 91315*
On Busy Route
Add New Route...
Delete Selected Route
Move Selected Earlier
Move Selected Later
Update
Help
Cancel

Pick a Presence to Edit: At Home

Call Routing for Presence: At Home

Call Route Caller ID Filters
(Find match in this order)

- On calls from 91315*
- On calls from 91716*
- On calls from 91585*
- On calls from *

On calls from 91315*, until the call connects:

First

Ring: Todd Smith (Analog Port: 15) with ring type: Single (int), Double (ext) for 4 rings.

Click to add another Connection Attempt

Finally...

○ Hang Up! ● Go to Voice Mail of: tss
○ Go to Auto Attendant ○ Call external number: <Unset>

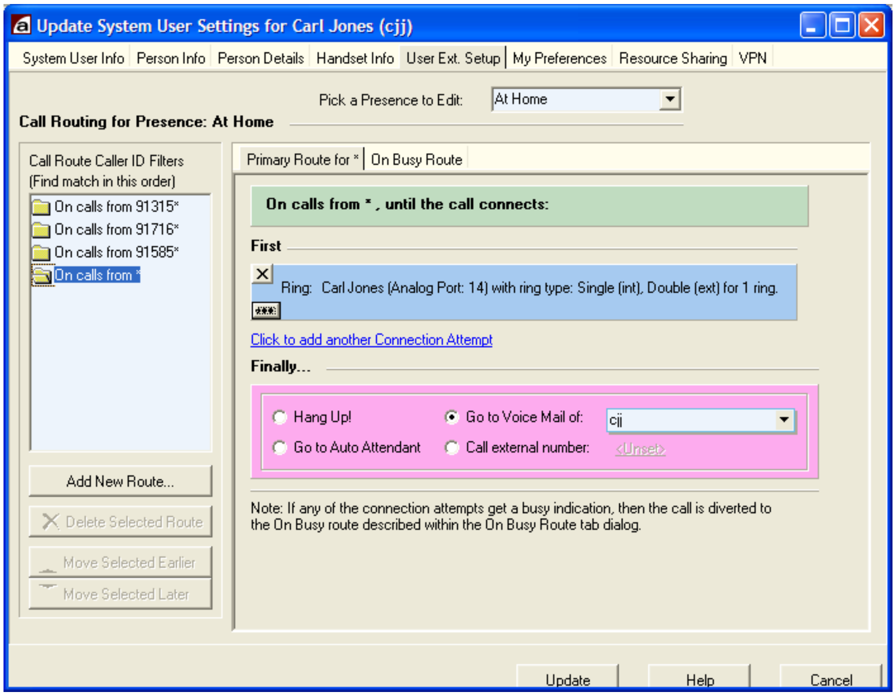
Note: If any of the connection attempts get a busy indication, then the call is diverted to the On Busy route described within the On Busy Route tab dialog.

Figure 4-2 – Primary Call Route for Caller ID Filter 315*

Figure 4-3 shows the caller ID filter for all other calls outside the western New York territory. All calls are routed directly to Carl's voicemail after the handset rings one time.

In addition to the Primary Route, you can also define an On Busy Route to a caller ID filter. If any of the handsets or extensions in the Primary Route ring busy, the call is directed according to this secondary route.

Lastly, you can set up a Presence profile even if you don't have a handset, but have an extension (for example, voicemail boxes only). Consider the telecommuter who has calls directed to a headquarters office. The call may first come to an administrative assistant, but route to the user's voicemail if that line is busy or not answered.


Update System User Settings for Carl Jones (cjj)
System User Info
Person Info
Person Details
Handset Info
User Ext. Setup
My Preferences
Resource Sharing
VPN
Primary Route for *
On Busy Route
Add New Route...
Delete Selected Route
Move Selected Earlier
Move Selected Later
Click to add another Connection Attempt
Update
Help
Cancel

Pick a Presence to Edit: At Home

Call Routing for Presence: At Home

Call Route Caller ID Filters
(Find match in this order)

- On calls from 91315*
- On calls from 91716*
- On calls from 91585*
- On calls from *

On calls from * , until the call connects:

First

Ring: Carl Jones (Analog Port: 14) with ring type: Single (int), Double (ext) for 1 ring.

Finally...

○ Hang Up! ● Go to Voice Mail of: cjj

○ Go to Auto Attendant ○ Call external number: <Unset>

Note: If any of the connection attempts get a busy indication, then the call is diverted to the On Busy route described within the On Busy Route tab dialog.

Figure 4-3 – Primary Call Route for Caller ID Filter *

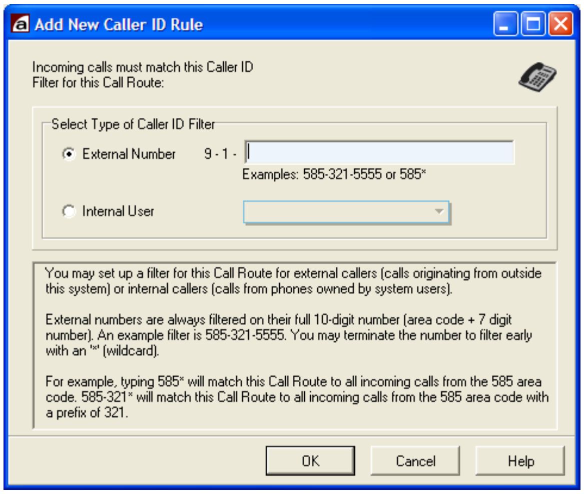
4.2.1 Creating Caller ID Filters

Creating Caller ID filters is the first step in building a Presence profile.

1. Click the User Settings button in the Task bar of the Allworx Communication Center. The dialog window will display several tabs in the Update User Settings dialog box.
2. Click the User Ext. Setup tab. The dialog box like the one in Figure 4-2 will be displayed.
3. Open the Pick a Presence to Edit pull-down menu and select a presence. The presence you select will contain the caller ID filters defined in the following steps. Call routing plans will be added in the following section.

4. Define the first Caller ID filter for the selected Presence profile. The default is all calls will receive the subsequent call route treatment. However, you can specify other Caller ID filters. To add a new filter:

   Click Add New Route. The window in Figure 4-4 is displayed.


Add New Caller ID Rule

Incoming calls must match this Caller ID
Filter for this Call Route:

Select Type of Caller ID Filter

● External Number 9 - 1 -

Examples: 585-321-5555 or 585*

○ Internal User

You may set up a filter for this Call Route for external callers (calls originating from outside this system) or internal callers (calls from phones owned by system users).

External numbers are always filtered on their full 10-digit number (area code + 7 digit number). An example filter is 585-321-5555. You may terminate the number to filter early with an "*" (wildcard).

For example, typing 585* will match this Call Route to all incoming calls from the 585 area code. 585-321* will match this Call Route to all incoming calls from the 585 area code with a prefix of 321.

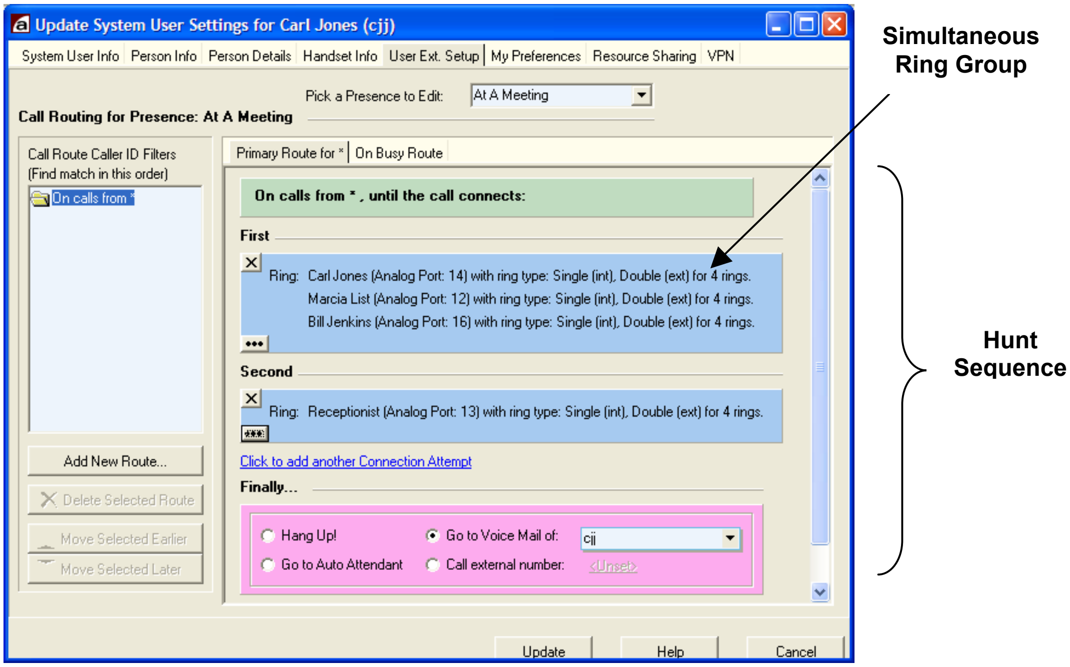
Figure 4-4 –Add New Caller ID Rule Dialog Box

   Enter the Caller ID pattern for an External inbound call. For example, type 585* to choose all calls from the 585 area code. Or, click Internal User and choose an extension from the pull-down menu. For example, you may want to route all calls from your assistant to your cell phone for your On Business Trip Presence profile. Your assistant wouldn't need to remember your cellular number, just your internal extension.

5. Add as many Caller ID filters as you need for each Presence profile.
6. To remove a Caller ID filter, highlight the filter name, then click Delete Selected Route.
7. You can change the order of the Caller ID filters using the Move Selected… up and down arrows.
8. To create another Presence profile, open the pull-down menu and Pick a Presence to Edit. Repeat steps 1-7. You can create up to seven different Presence profiles.

4.2.2 Configuring Call Routes

The second step in creating a Presence profile is configuring the Primary or On Busy call routes for each Caller ID filter. Call routes can include simultaneous ring groups and hunt sequences, configurations common to many multi-line businesses (Figure 4-5). The steps below enable you set up call routes that meet the varying needs of your organization.

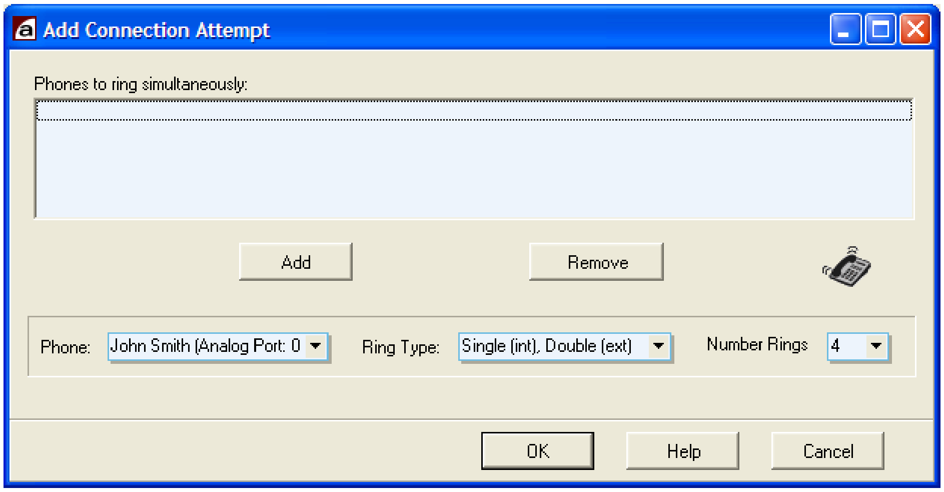

Update System User Settings for Carl Jones (cjj)
System User Info
Person Info
Person Details
Handset Info
User Ext. Setup
My Preferences
Resource Sharing
VPN
Pick a Presence to Edit:
At A Meeting
Call Routing for Presence: At A Meeting
Call Route Caller ID Filters (Find match in this order)
On calls from *
Add New Route...
Delete Selected Route
Move Selected Earlier
Move Selected Later
Primary Route for *
On Busy Route
On calls from * , until the call connects:
First
Second
Click to add another Connection Attempt
Finally...
Hang Up!
Go to Voice Mail of:
cjj
Go to Auto Attendant
Call external number:
<Unset>
Update
Help
Cancel
Simultaneous Ring Group
Hunt Sequence

Ring: Carl Jones (Analog Port: 14) with ring type: Single (int), Double (ext) for 4 rings.
Marcia List (Analog Port: 12) with ring type: Single (int), Double (ext) for 4 rings.
Bill Jenkins (Analog Port: 16) with ring type: Single (int), Double (ext) for 4 rings.

Ring: Receptionist (Analog Port: 13) with ring type: Single (int), Double (ext) for 4 rings.

○ Hang Up!
● Go to Voice Mail of: cjj
○ Go to Auto Attendant
○ Call external number: <Unset>

Figure 4-5 – Ring Group and Hunt Sequence Call Route Example


Add Connection Attempt
Phones to ring simultaneously:
Add
Remove
Phone:
Ring Type:
Number Rings
OK
Help
Cancel

Phone: John Smith (Analog Port: 0
Ring Type: Single (int), Double (ext)
Number Rings 4

Figure 4-6 – Add Connection Attempt Dialog Box

To set up a Primary Call routing for a caller ID filter:

1. Be sure you have selected the correct Presence to Edit.
2. Highlight the Caller ID filter for which you want to configure the Primary call route.
3. Click No Connection Attempts Defined! Click to add. The Add Connection Attempt dialog box will appear (Figure 4-6).

4. Open the pull-down menu and highlight the first handset to which the incoming call will be directed. Click Add. Repeat this if more than one handset is to ring on the first attempt.

   You can also specify the number of rings and the type of ring for each handset.

Ring Type	Description
Default	One standard ring for internal calls. Two standard rings for external calls. *Note: Some SIP phones may not support these ring types.*
Double (int), Single (ext)	Two standard rings for internal calls. One standard ring for external calls. *Note: Some SIP phones may not support these ring types.*
Single	One standard ring
Double	Two standard rings
Double	One short and one long ring (· –)
Double	One long and one short ring (– ·)
Triple	Three standard rings
Triple	Two short and one long ring (· · –)
Triple	One short, one long, and one short ring (· – ·)
Triple	One long ring and two short rings (– · ·)

   Click OK to save the first connection attempt telephone list.

5. If there is to be another connection attempt after the first has completed its sequence, click Click to add another connection attempt. Repeat Step 4 above.

   Repeat Steps 4 and 5 until all connection attempts have been defined.

   Click the X in the call attempt box to delete a call attempt.

6. Lastly, specify the action to take when the group has been exhausted. Click the appropriate button.

   If Voice Mail is chosen, open the pull-down menu and select the user.

   If Call External Number is chosen, select the format that is appropriate for the user and enter the external number.

   Note: You can enter any domestic or international dialing plan, but no more than 31 digits. Enter asterisks between digits as needed to provide pauses to accommodate your telephone system. Each asterisk provides a 1-second delay.

7. Click Update to save the call route configuration.

Your active Presence profile (My Presence) will appear in the Allworx Communication Center status bar at the bottom of the window (Figure 2-2). Open the pull-down menu to change your call route as your presence changes.

If Second Call Handling has been defined as Busy (Advanced set up – check with your System Adminstrator) for any handset in the Primary call route, you can now define an On Busy Route. This route will be followed in the event any of those handsets in the Primary route rings busy.

1. Be sure you have selected the correct Presence to Edit.
2. Highlight the Caller ID filter for which you want to configure the On Busy call route.
3. Repeat steps 1-7 above.

5 Using the Features of Your Handset

The Allworx system supports standard analog handsets and more advanced internet protocol (IP) handsets. The Allworx handset features may operate differently depending on the type of handset and manufacturer. Check with your System Administrator if you are not sure about your handset.

This section provides information about making and receiving telephone calls, and about the call handling features of the Allworx system.

5.1 Making and Receiving Telephone Calls

5.1.1 Dialing External Phone Numbers

To dial an outside telephone number, lift your handset, listen for a dial tone, press 9, and dial the external telephone number.

Note: You may hear silence for about two seconds as the phone number is sent to your local telephone company.

If you receive a busy signal after dialing, this can occur because either there is no available outside line or the called number is busy.

5.1.2 Call Blocking and Restrictive Dialing

Your System Administrator may have established rules for blocking outbound calls and restricting certain dialing patterns. Contact your System Administrator for more information.

5.1.3 Caller ID Display

The Allworx system will provide Caller ID information to your handset if this information is available from your local telephone company. Caller ID information may be stored on your handset and used for dialing back incoming callers. Contact your System Administrator for more information.

5.2 Allworx Call Handling Feature Operations for Analog Handsets

Feature	Description	Operation
Call Forwarding	Sends an incoming call to another handset if your handset is busy or not answered. *Note: If the handset to which calls have been forwarded is not answered, the call will be routed to voicemail for the user assigned to the forwarded handset.*	1. Dial 45. 2. Enter the extension number to which all calls will be forwarded (100-299). 3. Hang up the handset. Dial 450 to turn off the feature.
Do Not Disturb	Automatically sends incoming calls for your extension to your voicemail without ringing your handset.	1. Pick up your handset. 2. Dial 420 to turn on the feature. 3. Dial 421 to turn off the feature.
Call Park and Retrieve	Allows a call to be put on hold then picked up at any extension.	1. Press the flash button. 2. Dial 700. Listen to the prompt carefully. It will say the number of the extension where the call is parked. 3. Hang up the handset. 4. Tell the call recipient the parked number. You can use the Paging to Audio feature if this is activated. 5. The recipient picks up another handset, dials the parked number (701-709), then speaks to the caller.
Blind Call Transfer	Allows a call to be transferred to another extension without talking to the recipient.	1. Press the flash button. Listen for the dial tone. 2. Dial the number to which the call will be transferred. 3. Hang up the handset immediately.

Continued

Feature	Description	Operation
Attended Call Transfer	Allows a call to be transferred to another extension, and talk to the recipient before completing the transfer.	1. Press the flash button. Listen for the dial tone. 2. Dial the number to which the call will be transferred. 3. Talk with the recipient. 4. Hang up the handset.
Call Pickup	Allows you to answer a call ringing at another extension.	1. Pick up your handset. 2. Dial 7 and the number of the ringing extension.
Consultation	Allows you to interrupt the current call to talk with a third party.	1. Press the flash button. Listen for the dial tone. 2. Dial the third party and have your conversation. 3. Press the flash button when finished to disconnect the third party and return to the original call.
Call Waiting	Allows you to take a second call while you are currently on a call.	1. If another calls comes in while you are talking, you will hear a chirp ring tone. 2. Press the flash button to answer the new call. The first caller is put on hold. 3. Press the flash button again to return to the first call. Repeat this to switch between callers. 4. Hang up the handset to disconnect the active party. If the other party is still on the call, you will hear a chirp ring. Pick up the handset to talk with the other party. Hang up to disconnect.

Continued

Feature	Description	Operation
Paging to Audio (Intercom)	Allows you to make general announcements over your organization's public address or intercom system.	1. Pick up your handset. 2. Dial 402. 3. Announce your message. Hang up the handset.
Three-way Conference	Allows you to include a third person in a conversation.	1. Establish the first conversation. 2. Press the flash button. 3. Dial *33. 4. Dial the telephone number of the third party. 5. After speaking with the new party, press the flash button to add them to the conversation. 6. To disconnect only the third party, press the flash button again. Hang up to disconnect all parties.
Line on Hold Reminder	Indicates that you currently have a call on hold.	You will hear a chirp-ring every minute while a call is on hold and the receiver is on-hook.

5.3 Allworx Call Handling Feature Operations for IP Handsets

The Allworx call handling feature descriptions for IP handsets are the same as for analog handsets. However, the features may operate differently for various IP handset models depending on the manufacturer of the handset. Consult the user's guide for your particular handset or contact your System Administrator for more information. Consult the Allworx website (www.allworx.com) for the current list of Allworx qualified handsets.

6 Managing Your Contacts

The Allworx Contact manager allows you to create and update your own list of important contacts, and see key organization contacts that are maintained by the System Administrator. This section provides information about:

- Displaying the organization's commonly used contact list and your personal contact list.
- Creating and maintaining your personal contacts, including
  - People contacts
  - Business contacts (companies and organizations)
  - Personal distribution lists or contact groups
- Key features and functions of the Allworx Contact manager

6.1 The Allworx Contact Manager

The Allworx contact manager provides a view of all contacts, the functions needed to display, update and delete contacts, and the ability to add new contacts. Click the Allworx Communication Center Contact button in the View pane (Figure 6-1).

Task Bar

The Task bar provides the ability to add new contacts and contact groups, delete contacts, open a contact to see more detail or update the information, import contact information from a file, export your contact list to an Excel document, and print contact information.

Menu Bar

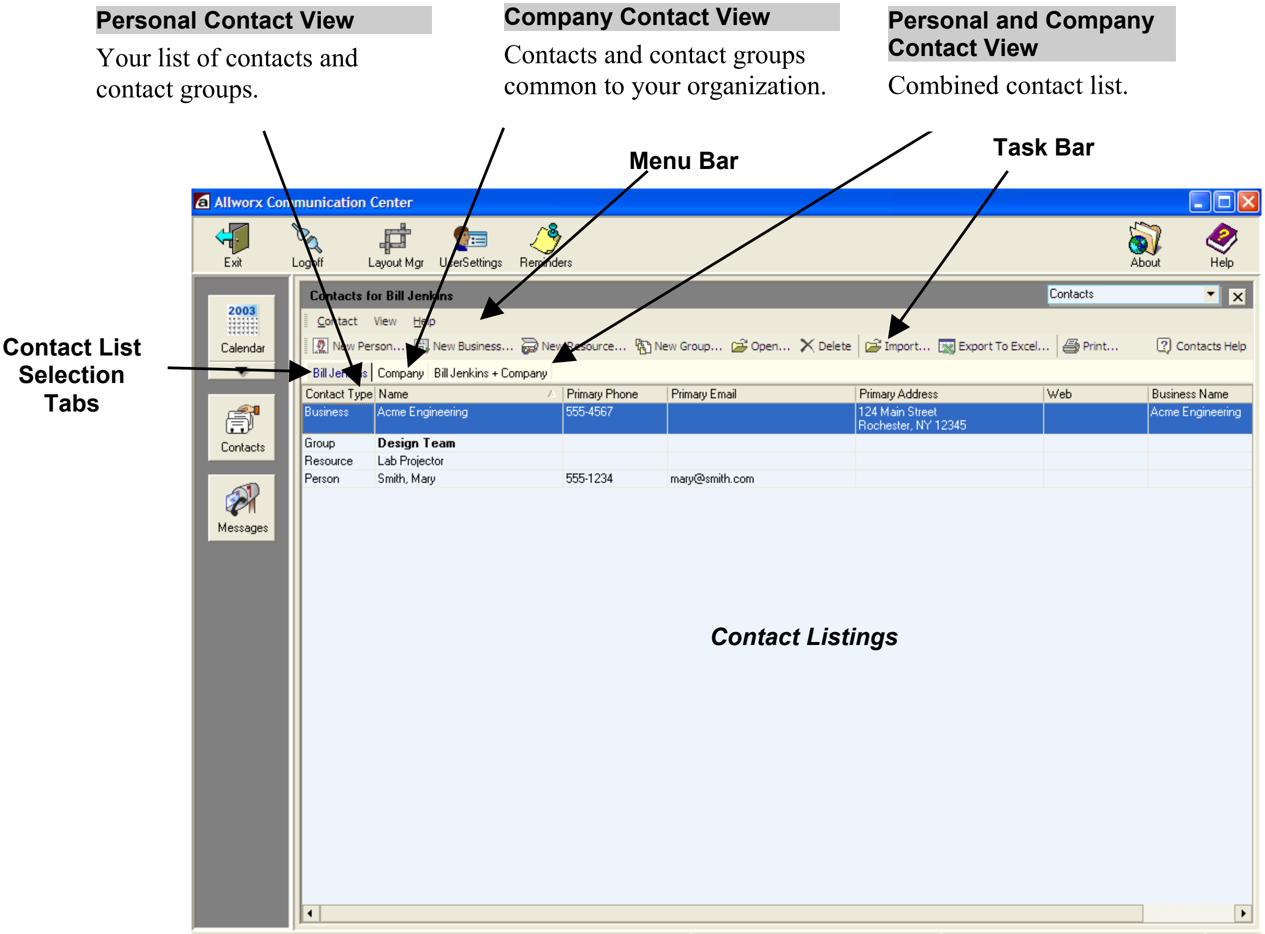
The Contact pull-down menu provides the same functions as those displayed on the Task bar. The View pull-down menu allows you to select which columns of contact information to display in the Information pane.

Contact List Tabs

There are three *lists* of contacts that may be displayed using the **Contact Selection** Tabs under the Menu bar. The first list comprises your personal contacts and contact groups and is identified by your user name on the tab below the Task bar. The second list comprises Company contacts that your System Administrator creates and maintains. These are individual contacts and contact groups that are commonly used within your organization, for example suppliers, customers, or emergency contacts.

Note: Only the System Administrator can change Company contacts and groups.

The third list combines both personal and Company contacts. Click on the tab to select the list you need.



Personal Contact View
Your list of contacts and contact groups.

Company Contact View
Contacts and contact groups common to your organization.

Personal and Company Contact View
Combined contact list.

Menu Bar

Task Bar

Contact List Selection Tabs

Contact Listings

Allworx Communication Center
Exit
Logoff
Layout Mgr
UserSettings
Reminders
About
Help
2003
Calendar
Contacts
Messages
Contacts for Bill Jenkins
Contacts
Contact
View
Help
New Person...
New Business...
New Resource...
New Group...
Open...
Delete
Import...
Export To Excel...
Print...
Contacts Help
Bill Jenkins
Company
Bill Jenkins + Company

Contact Type	Name	Primary Phone	Primary Email	Primary Address	Web	Business Name
Business	Acme Engineering	555-4567		124 Main Street Rochester, NY 12345		Acme Engineering
Group	**Design Team**					
Resource	Lab Projector					
Person	Smith, Mary	555-1234	mary@smith.com			

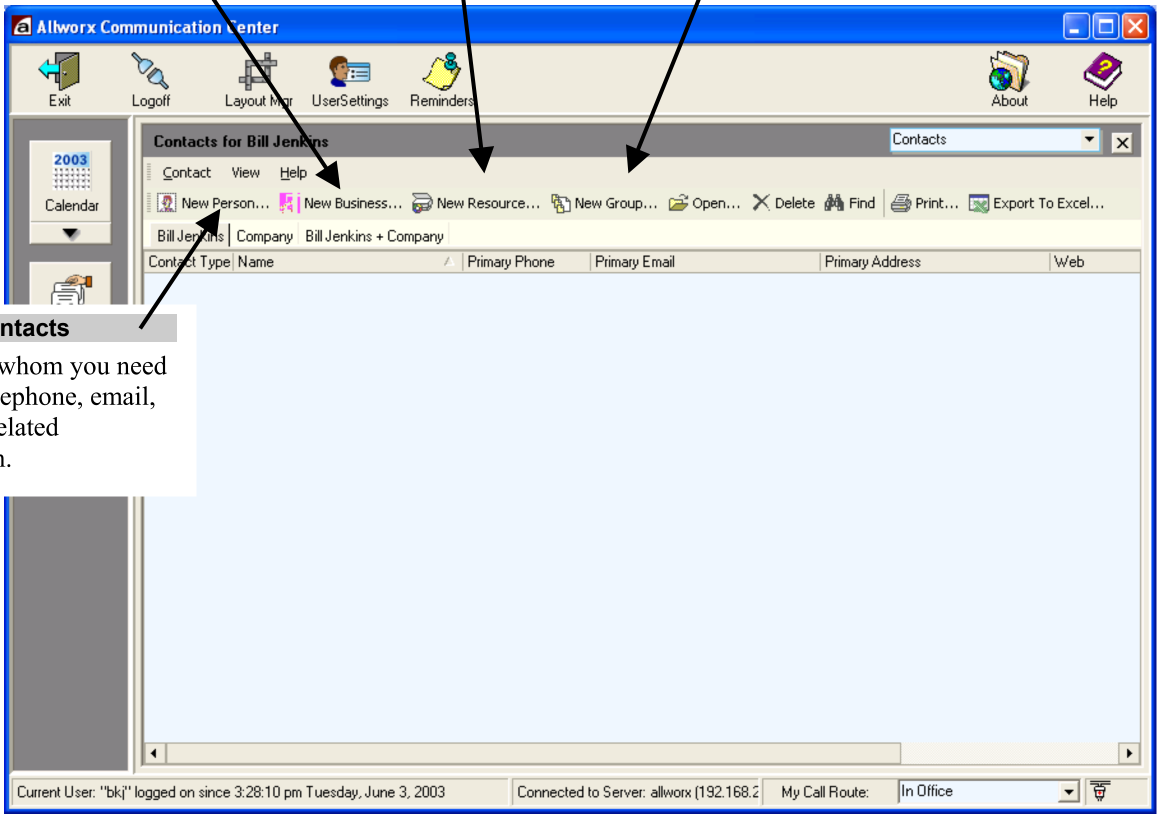
Current User: "bkj" logged on since 4:10:43 pm Wednesday, June 18, 2003
Connected to Server: allworx (192.168.2.1)
My Call Route: Away

Figure 6-1 The Allworx Contact Manager

6.2 Adding a New Contact

New contacts can be added by clicking on New Person, New Business, New Resource, or New Group on the Task bar (Figure 6-2).

New Person – Click on the New Person button to enter information about a new individual contact. Select the tab at the top of the dialog box to enter **Person Info** and **Person Details**. The Primary Address, Primary Phone, and Primary Email will appear in the Contact Screen list when the contact is saved. You can choose from any of the available options for these by selecting the desired entry from the pull-down menu associated with the field. Check the Private box if this contact is not to be viewed by others in your organization. After completing your entries and selections, click the Add button to save the new contact and close the window.


Allworx Communication Center
Exit
Logoff
Layout Mgr
UserSettings
Reminders
About
Help
2003
Calendar
Contacts for Bill Jenkins
Contacts
Contact
View
Help
New Person...
New Business...
New Resource...
New Group...
Open...
Delete
Find
Print...
Export To Excel...
Bill Jenkins
Company
Bill Jenkins + Company
Contact Type
Name
Primary Phone
Primary Email
Primary Address
Web
Current User: "bkj" logged on since 3:28:10 pm Tuesday, June 3, 2003
Connected to Server: allworx (192.168.2
My Call Route:
In Office

Business Contacts

Companies and organizations for which you need address, telephone, web site and key contact information. These contacts can be inserted into your email addresses.

Resource Contacts

Commonly used items such as conference rooms, projectors, or laboratory equipment for which you need to determine location.

Contact Groups

Groups of related person, business or resource contacts.

Person Contacts

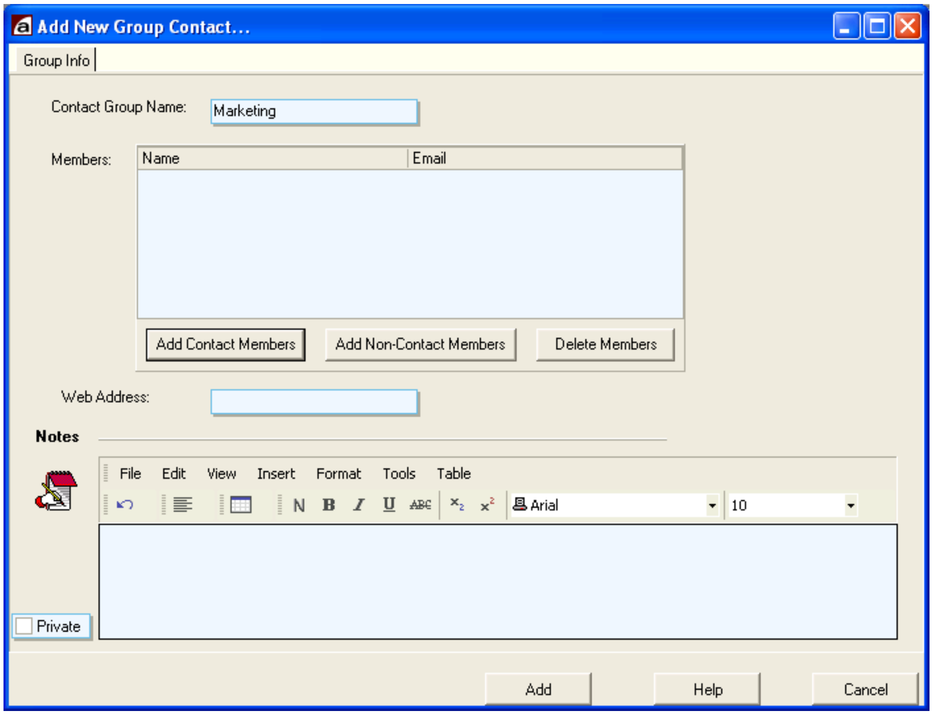
People for whom you need address, telephone, email, and other related information.

Figure 6-2 – Add New Contacts Buttons

New Business - Click on the New Business button to enter information about a new business contact. Note that the business Contact Name will appear in the *Assistant's Name* column in the Allworx Contact Manager. After completing the Business Info fields, click the Add button to save the new contact and close the New Business Info window.

New Resource - Click on the New Resource button to enter information about a new resource. Resources are commonly used items or facilities that are shared within your organization. Contact name, telephone, and email may represent the person in your organization responsible for managing the resource. After completing the Resource Info fields, click the Add button to save the new contact and close the Resource Info window.

New Group - Click on the New Group button to enter information about a new contact group The Add New Group Contact dialog box will appear (Figure 6-3). Contact groups are lists of people, businesses, resources or other groups that are related, for example, by function or location. Enter the name of the new contact group in the first field.

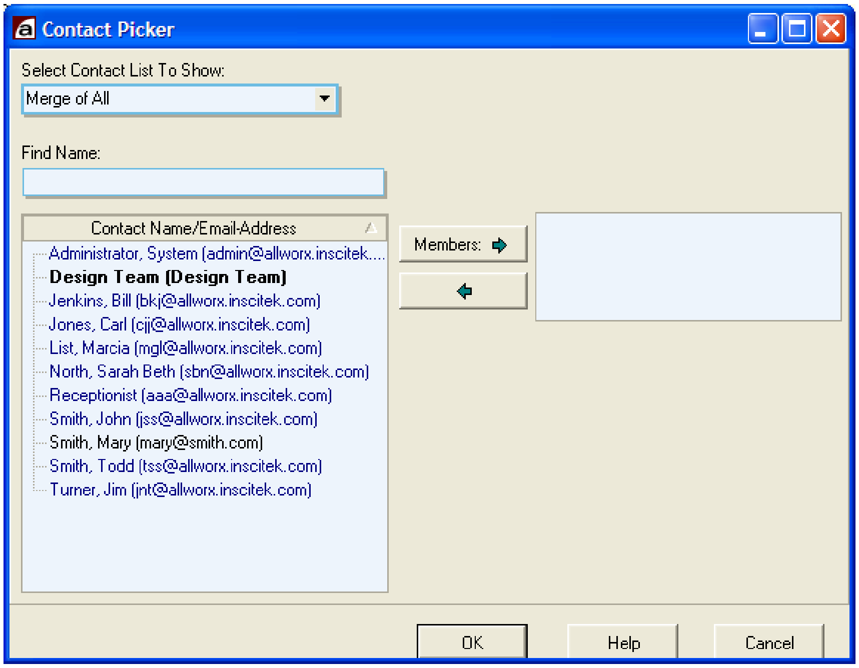

Contact Group Name: Marketing

Add New Group Contact...
Group Info
Members:
Name
Email
Add Contact Members
Add Non-Contact Members
Delete Members
Web Address:
Notes
File
Edit
View
Insert
Format
Tools
Table
Arial
10
Private
Add
Help
Cancel

Figure 6-3 – The Add Contact Group Members Dialog Box

To add members from your Allworx contact list to your contact group, click the Add Contact Members button. The Contact Picker dialog box in Figure 6-4 will appear.

> Highlight the entries in the left pane you wish to include in your contact group and click the Members → button. If you wish to remove members, highlight the entry in the right pane and click the ← button.
>
> To find a name that does not appear in the left pane, begin keying the last name in the Find Name field. As you type, new contacts will appear that match the letters. Or, click and drag the scroll bar to display more contacts.
>
> When you have completed adding contacts, click OK to save the contact group and close the window.


Contact Picker
Find Name:
Contact Name/Email-Address
Members:
OK
Help
Cancel

Select Contact List To Show: Merge of All

- Administrator, System (admin@allworx.inscitek....
- **Design Team (Design Team)**
- Jenkins, Bill (bkj@allworx.inscitek.com)
- Jones, Carl (cjj@allworx.inscitek.com)
- List, Marcia (mgl@allworx.inscitek.com)
- North, Sarah Beth (sbn@allworx.inscitek.com)
- Receptionist (aaa@allworx.inscitek.com)
- Smith, John (jss@allworx.inscitek.com)
- Smith, Mary (mary@smith.com)
- Smith, Todd (tss@allworx.inscitek.com)
- Turner, Jim (jnt@allworx.inscitek.com)

Figure 6-4 –Contact Picker Dialog Box

To add members that are *not* currently in your Allworx contact list, click the Add Non-Contact Members button. Enter the information in the dialog box (Figure 6-5) and click OK to save and add the contact to the group. The window will close automatically.

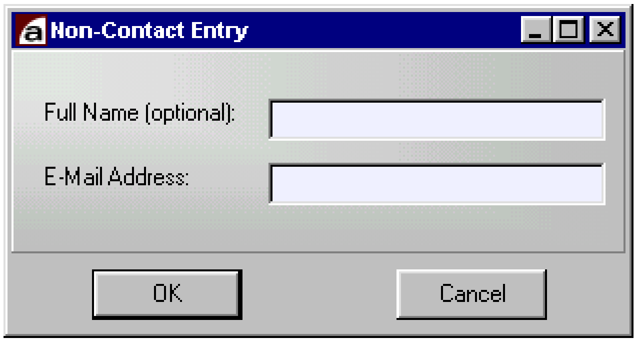

Non-Contact Entry
Full Name (optional):
E-Mail Address:
OK
Cancel

Figure 6-5 – Non-Contact Dialog Box

You can remove members by highlighting one or more entries and clicking the Delete button on the Add New Group Contact window.

When you have finished creating your contact group, press the Add button to save the contact group and close the Add New Group Contact window.

6.3 Updating Contact Information

To update a contact, highlight the entry in the Contact Manager window and click the Open button (or just double-click on the entry). When you have finished making changes, click Update to save the contact information and close the window.

6.4 Deleting Contact Information

To delete a contact, highlight the entry in the Contact Manager window and click the Delete button on the Task bar.

6.5 Contact Features

6.5.1 Searching Contacts

To search for a particular entry in the contact list:

1. Place your mouse pointer in any field of any contact entry in the list display.
2. Click once in the field.
3. Type the first few letters of the column-specific information for which you are searching. For example, if your are in the Name column, type the first few letters of the last contact's last name. Or, if you are in the email field, type the first few characters of the contact's email address. As you type, the Allworx Contact Manager will move to the entry that matches the characters you typed. The characters you typed will be highlighted in the resulting contact listing.

6.5.2 Selecting Contact Columns

You can choose which columns of information are to appear in your Contact Information pane using the View button on the Menu bar.

1. Click the View button, then move your pointer over the word Columns to display the Columns menu.
2. Highlight the column you wish to display or remove.
3. Click to check (select) or uncheck the column. The column will be added to or removed from the display. Repeat this process until all desired columns appear in the Information pane.
4. Click anywhere on the Information pane to close the View Columns menu and save your selections.

6.5.3 Column Control

You can change the position of the columns and change column width.

To change the *position* of a column:

1. Highlight the column heading.
2. Click and drag the column to its new location, moving either left or right.
3. Release the mouse when the column heading is in the desired location.

To change the *width* of a column:

1. Place the mouse pointer on the line separating it from the column to the right or left.
2. When the double arrow pointer appears, click and drag the line to the right or left.
3. Release the mouse when the column reaches the desired width.

6.5.4 Sorting Contacts

You can change the order of contacts displayed in the Contact Manager by clicking on the column heading. For example, names are normally shown in ascending (a-z) alphabetical order as indicated by the upward pointing triangle in the column heading. To reverse the alphabetical order (z-a), click on the column heading. The triangle now points downward.

6.5.5 Printing Contacts

To print contact listings:

1. Choose the contact list to be printed by clicking on the desired **Contact Selection** tab.
2. Click the Print button on the Task bar. Contacts will be printed in the order in which they are displayed.

Note: You may click the Print Preview button first to see how the actual printed output will appear.

7 All-in-One™ Inbox PC Message Center

The Allworx All-in-One inbox provides convenient access to email, voicemail and calendar messages from your PC or from your handset. This section provides instructions for accessing and managing messages from your PC. Section 8 provides instructions for accessing and managing messages from a telephone. Important benefits of a unified message center include:

- Eliminating time and energy spent retrieving messages from multiple points.
- Increasing your productivity.
- Reducing communications errors, confusion with contacts and other problems that arise when there are too many messages from too many sources.
- Reducing message redundancy.
- Increasing the potential for better customer response time.

7.1 The Allworx Message Center

The Allworx Message Center provides a view of all messages and the functions needed to manage messages. Click the Messages button in the Allworx Communication Center View pane (Figure 7-1).

The Allworx icon in your PC's Task bar will change to an "envelope" when a new message is received in your Allworx Inbox. New incoming messages are shown in bold type. Your inbox can include email, voicemail and calendar events messages as indicated by the icon to the left of each message.

To read a message, highlight the message and choose File and Open. Or, double-click on a message to open it. Once a message has been read the bold highlight is removed and the Allworx icon returns to normal.

To Reply to or Forward a message, highlight the message and click the appropriate command button.

If the Preview feature is turned on, you can do the following directly from the Allworx Messages Center:

- See the contents of the incoming message automatically.
- View message attachments
- Listen to your voice message directly from the Allworx Messages Center using the Play and Stop buttons and the playback progress control bar.
- Accept or decline calendar invitations.

Refer to Sections 7.3 – 7.5 for more information on reading and responding to different types of messages.

Task Bar

The Task bar mail features include:

Create New messages or message folders.

Delete unwanted messages.

Reply only to the sender.

Reply to All message recipients.

Forward the message.

Add a custom Signature to your messages. You can choose the font for your text and indicate whether the signature should be added automatically to new outgoing email messages.

Click the appropriate icon to Save and Print messages.

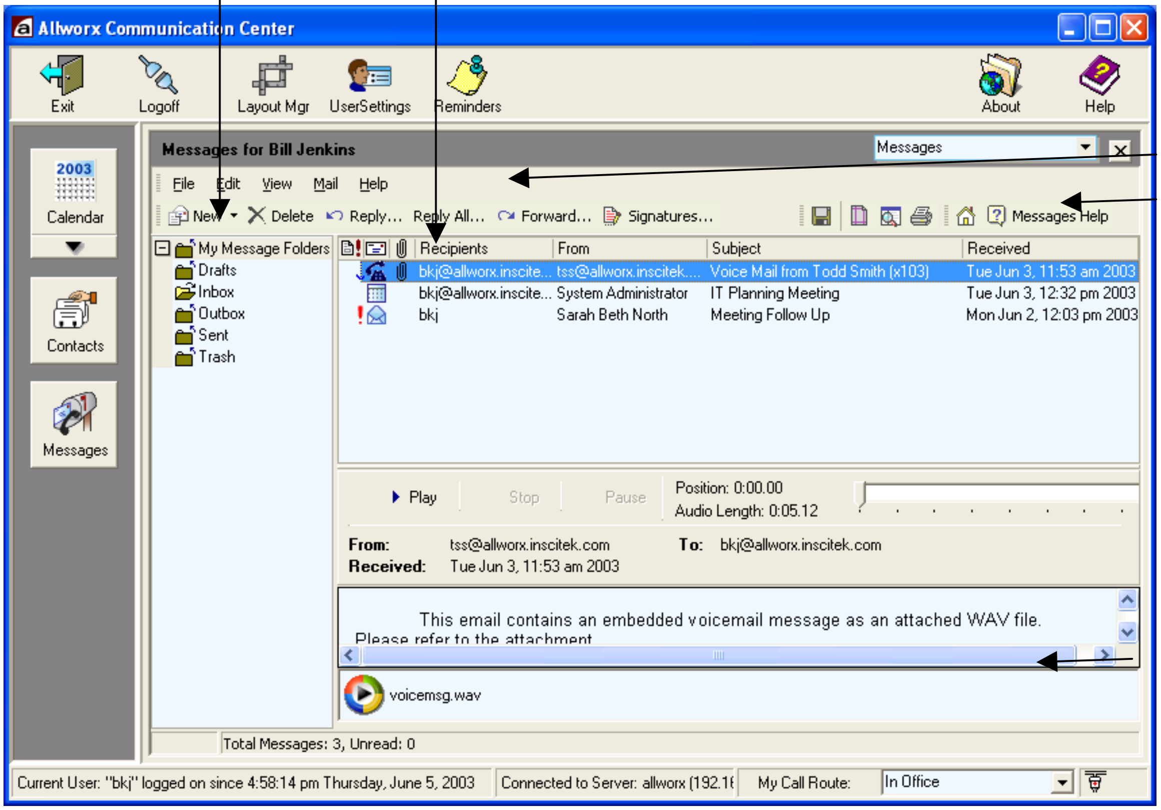
Click the Home icon to be automatically connected to the Allworx.com home page.

Message Folders

Organize and manage your messages

Message Display

Locate email, voicemail and calendar messages.


Allworx Communication Center
Exit
Logoff
Layout Mgr
UserSettings
Reminders
About
Help
Calendar
2003
Contacts
Messages
Messages for Bill Jenkins
Messages
File
Edit
View
Mail
Help
New
Delete
Reply...
Reply All...
Forward...
Signatures...
Messages Help
My Message Folders
Drafts
Inbox
Outbox
Sent
Trash
Play
Stop
Pause
voicemsg.wav

Recipients	From	Subject	Received
bkj@allworx.inscite...	tss@allworx.inscitek....	Voice Mail from Todd Smith (x103)	Tue Jun 3, 11:53 am 2003
bkj@allworx.inscite...	System Administrator	IT Planning Meeting	Tue Jun 3, 12:32 pm 2003
bkj	Sarah Beth North	Meeting Follow Up	Mon Jun 2, 12:03 pm 2003

Position: 0:00.00
Audio Length: 0:05.12

From: tss@allworx.inscitek.com **To:** bkj@allworx.inscitek.com
Received: Tue Jun 3, 11:53 am 2003

This email contains an embedded voicemail message as an attached WAV file.
Please refer to the attachment

Total Messages: 3, Unread: 0

Current User: "bkj" logged on since 4:58:14 pm Thursday, June 5, 2003 | Connected to Server: allworx (192.1 | My Call Route: In Office

Menu Bar

Task Bar

Preview Window

Preview the contents of your messages.

Figure 7-1 – Allworx Messages Center

Menu Bar

The File button is used to open, save and print messages and includes Page Setup and Print Preview functions.

The Edit button is used to select all messages.

The View button allows you to select and change mail message headers, select tool bar options, and collapse or expand the folder list display. You can also choose to display a Preview of messages. The Preview mode allows you to see the contents of a message including attachments, view Appointment Details then Accept or Decline invitations, and Play voicemail messages.

The Mail button provides the same functions as those displayed on the Task bar. It also provides the following features:

- Mark Message as Read/Unread – Applies bold face type to the message display as if it were a new message.
- Set Message Priority – Allows you to indicate message priority as high (! appears), normal, or low (↓ appears). Sort your messages in priority order by clicking the Priority icon at the top of the column.

Changing Column Width

To change the width of a Message Header column, place your mouse pointer on the line between two columns. When the double-arrow appears, click and drag the line to change the column width.

Message Folders

The Allworx Message system provides several standard message folders:

The Drafts folder stores messages that were started but not yet sent. These messages can be reopened, edited, and sent as needed.

The Inbox folder contains all incoming messages.

The Outbox folder contains messages that are in the process of being sent. Messages usually stay in this folder a very short time unless there is a network connection fault. It may also contain messages that you created while working offline. These messages will be sent next time you connect to the Allworx server.

The Sent folder contains messages that have been sent. You should review this folder periodically and delete unwanted messages to preserve Allworx server disk space.

The Trash folder contains messages that have been deleted. You should review this folder periodically and delete unwanted messages to preserve Allworx server disk space. Messages deleted from the Trash folder are permanently removed.

To move messages from one folder to another:

1. Highlight the message in the message display window.
2. Click and drag the message to the desired folder in the message folder list.

You can create additional folders within any of the standard Allworx message folders:

1. Highlight the folder into which the new folder will be placed.
2. Click the drop-down arrow next to New in the Task bar and select Mail Folder. Or, you can just right-click on the folder in which you want to place the new folder and select New Folder.
3. Type the name of the new folder.
4. Press Enter on your keyboard.

Click the + or - box to expand or contract the message folder display.

7.2 Creating and Sending New Email Messages

To create a new message, click New in Task bar. The Allworx Message box will appear (Figure 7-2).

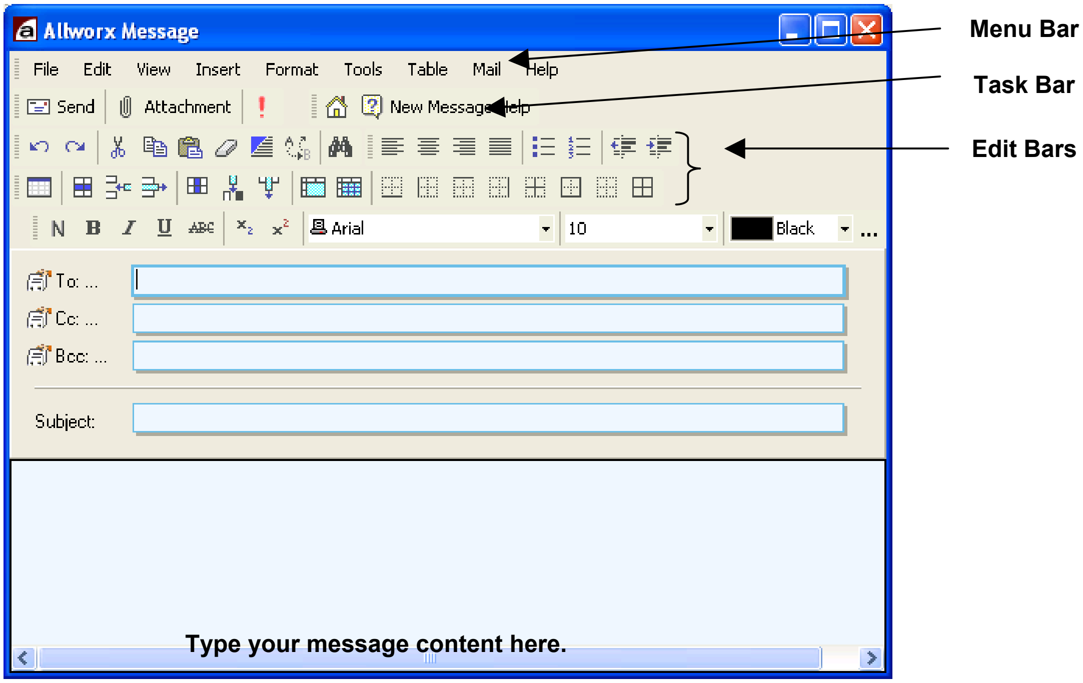

Allworx Message
File
Edit
View
Insert
Format
Tools
Table
Mail
Help
Send
Attachment
New Message
Help
N
B
I
U
ABC
Arial
10
Black
To: ...
Cc: ...
Bcc: ...
Subject:
Type your message content here.
Menu Bar
Task Bar
Edit Bars

Figure 7-2 – Allworx Email Message Window

1. Enter the names of the message recipients in the To, Cc and Bcc fields. Or, click the button to open the Contact Picker dialog box. Select the contacts in the left window then click the right-arrow button to place the contact in the appropriate recipient box.

   To remove a contact, highlight the name and click the left-arrow button.

   Use the Manually Entered tab to enter recipients who are not in any contact list.

   Click OK when you have completed your message's recipient lists.
2. Type the Subject of your message.
3. Type your message content using the various formatting and text editing features. The Allworx system provides very powerful text editing capabilities, similar to those found in Microsoft Word. These are shown in the Allworx Message Box Edit bar(s).
4. Click Attachments in the Task bar to include other documents with your message as needed.
5. Click Send in the Task bar when your message is ready.

Menu Bar

The File button is used to save and print messages and includes Page Setup and Print Preview functions. You can also open attachments.

The Edit button includes many text editing commands, including cut, copy and paste, find and replace, and undo and redo.

The View button allows you to select and change tool bar options, zoom in and out, and select various page layout options to simplify editing.

The Insert button allows you to embed files, pictures, symbols and links in your message.

The Format button is used to change the format of text, paragraphs, bullets and numbering.

The Tools button provides features to check spelling and a thesaurus.

The Table button is used to insert a table into the text of your message.

The Mail button provides the Send and Attachment functions as displayed on the Task bar.

The message is automatically saved in the Sent folder when you click the Send button.

7.3 Reading and Responding to Email Messages

To read a message, highlight the message and choose File and Open. Or, double-click on a message to open it. The Message display window indicates all message recipients, the message sender, date and time the message was received in your Allworx Inbox, subject, and message content. You can also read and manage your message in Preview mode.

Task Bar

The Task bar message functions allow you to:

Create a New message.

Delete the message.

Reply only to the sender.

Reply to All message recipients.

Forward the message.

Click the appropriate icon to Save and Print messages.

Click the Home icon to be automatically connected to the Allworx.com home page.

Menu Bar

The File button is used to open, save and print messages and includes Page Setup and Print Preview functions.

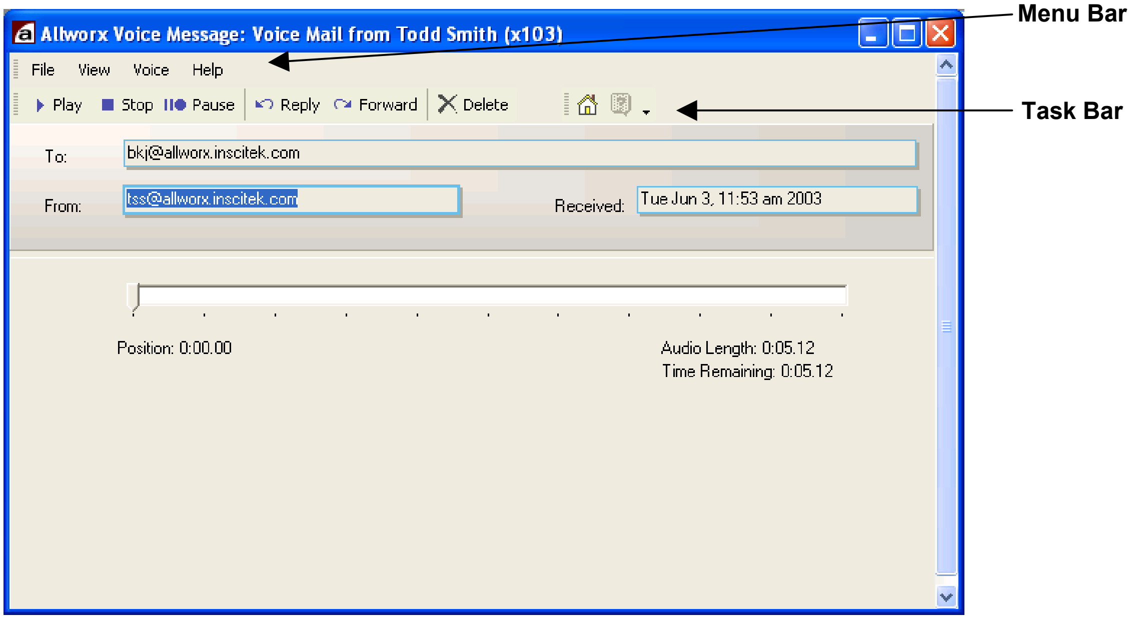
The Edit button is used to select and copy message content.

The View button allows you to select tool bar options.

The Mail button provides the same functions as those displayed on the Task bar.

7.4 Reading and Responding to Voicemail Messages

To play a voicemail message, highlight the message and choose File and Open. Or, double-click on a message to open it. The Voicemail Playback window (Figure 7-3) shows the message sender, date and time the message was received in your Allworx Inbox, and the length of the recorded message. You can also read and manage your message in Preview mode


Allworx Voice Message: Voice Mail from Todd Smith (x103)
File
View
Voice
Help
Play
Stop
Pause
Reply
Forward
Delete
Menu Bar
Task Bar

To: bkj@allworx.inscitek.com

From: tss@allworx.inscitek.com

Received: Tue Jun 3, 11:53 am 2003

Position: 0:00.00

Audio Length: 0:05.12

Time Remaining: 0:05.12

Figure 7-3 – Allworx Voice Message Window

Task Bar

The Task bar provides Play and resume, Stop and Pause functions. Other mail functions include:

Reply only to the sender.

Reply to All message recipients.

Forward the message.

Delete the message.

Click the Home icon to be automatically connected to the Allworx.com home page.

Menu Bar

The File button is used to save the message or exit the playback window.

The View button allows you to select tool bar options.

The Voice button provides the same functions as those displayed on the Task bar.

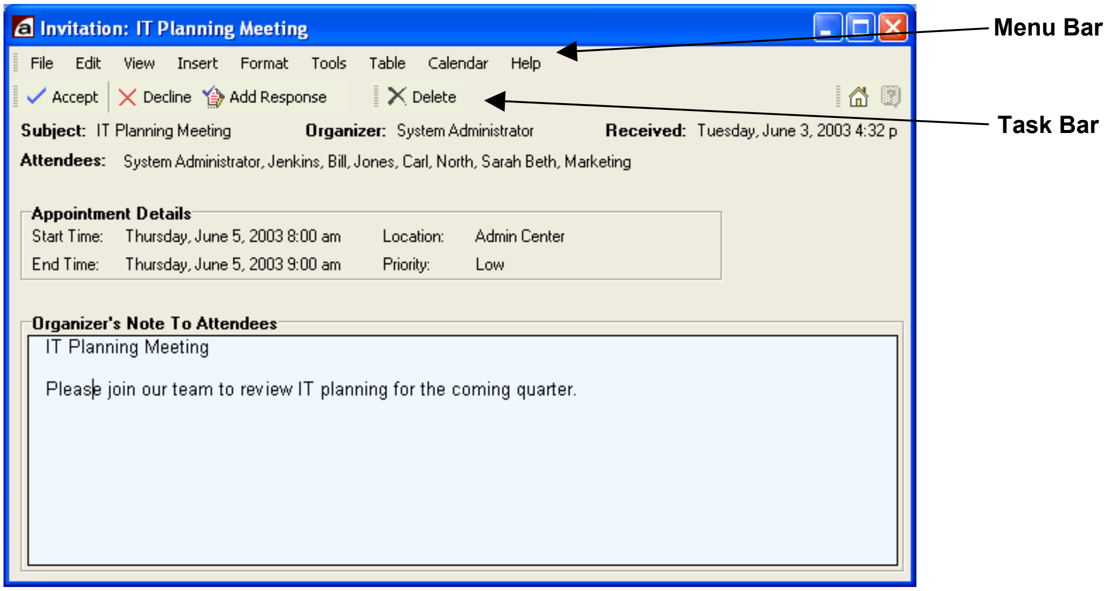
Click and drag the playback progress control bar to select a particular point at which to play the message.

7.5 Reading and Responding to Calendar Messages

To read a calendar message, highlight the message and choose File and Open. Or, double-click on a message to open it. The Message display window (Figure 7-4) shows the Subject of the appointment, the appointment Organizer, all invited Attendees, and the date and time the message was received in your Allworx Inbox. You can also read and manage your message in Preview mode

Appointment Details include Start and End dates and times, event Location, and event Priority.

The organizer may have also included a Note to Attendees.



Subject: IT Planning Meeting **Organizer:** System Administrator **Received:** Tuesday, June 3, 2003 4:32 p

Attendees: System Administrator, Jenkins, Bill, Jones, Carl, North, Sarah Beth, Marketing

Appointment Details

Start Time: Thursday, June 5, 2003 8:00 am Location: Admin Center

End Time: Thursday, June 5, 2003 9:00 am Priority: Low

Organizer's Note To Attendees

IT Planning Meeting

Please join our team to review IT planning for the coming quarter.

Figure 7-4 – Allworx Calendar Message Window

Task Bar

The Task bar message functions include:

Accept an appointment invitation.

Decline an appointment invitation.

Add Response when you Accept or Decline an appointment invitation. New Task and Menu bars are displayed. Click Remove Response to cancel.

Delete the message.

Click the Print icon to print the message.

Click the Home icon to be connected automatically to the Allworx.com home page.

Menu Bar

The File button is used to open, save and print messages, and includes Page Setup and Print Preview functions.

The Edit button is used to select, copy, and modify message content.

The View button allows you to change the layout of the message display, zoom in and out, and display vertical and horizontal rulers.

The Insert button allows you to add files, pictures, symbols, and links to your response message.

The Format button provides options for changing the appearance of text in your response message.

The Tools button includes options for spelling and grammar correction.

The Table button is used to insert a table into your response message.

The Calendar button provides the same functions as those displayed on the Task bar.

7.6 Using the Allworx Message Center Offline

You can create and send new messages while offline from the Allworx server. (Refer to Section 12 for information about working offline.) The messages will be stored in the Outbox folder until you reconnect to the Allworx server. Once you have reconnected and synchronized your PC, pending messages will be transmitted to the recipients.

While working offline, you cannot:

- Move messages from one message folder to another
- Create new message folders
- Delete messages

8 All-in-One™ Inbox Telephone Message Center

The Allworx All-in-One Inbox Telephone Message Center provides a convenient way to play and manage your voicemail and email messages over the telephone. This section provides information about:

- Creating and updating your outgoing voicemail message.
- Playing, replying to and managing your messages.

8.1 Logging in to the Allworx Message Center

1. From any activated handset within the organization, dial 6 followed by your extension number. If calling from outside the organization, be sure you call in through the Auto Attendant. You will hear the standard welcome greeting. Press 6 followed by your extension number.

   You will hear: *"Welcome to the Allworx Message Center. Please enter your password followed by the pound sign. Or press pound now to change users. Press star to listen to these choices again."*

2. Enter (or spell) your password using the handset keypad (see the table below), then press the # key. If you don't know your password, contact your System Administrator.

Keypad Number	Number and Letters	Keypad Number	Number and Letters	Keypad Number	Number and Letters
0	0	4	4GHI	8	8TUV
1	1	5	5JKL	9	9WXYZ
2	2ABC	6	6MNO		
3	3DEF	7	7PQRS		

8.2 Recording Your Name for the First Time

As a new user you will need to record your name as part of the your voicemail greeting. The Allworx Auto Attendant will not list your name until you have recorded it.

To record your name for the first time:

1. Log in to the Allworx Message Center (Section 8.1).
2. You will hear an announcement indicating the number of new and saved messages in your voicemail inbox and the following options:

Command	Function
3	To send a message
4	To change your Message Center system settings
9 or hang up	To end your call
*	To listen to these choices again

3. Press 4. The system will announce the following options:

Command	Function
1	To change your password
2	To change the recording of your name
3	To change your outgoing message recording
4	To change the maximum recording time for messages
*	To listen to these choices again

4. Press 2. Listen to the announcement and instructions, then record your name. Press the # key when you have finished. The system will replay your new name recording and offer the following options:

Command	Function
1	To save your name recording
2	To change your name recording
3	To review your name recording
#	To cancel changing your name recording
*	To listen to these choices again

5. Press 1 to save your new name recording, then hang up.

8.3 Changing Your Name Recording

To change an existing name recording:

1. Log in to the Allworx Message Center (Section 8.1).
2. You will hear an announcement indicating the number of new and saved messages in your voicemail inbox and the following options:

Command	Function
3	To send a message
4	To change your Message Center system settings
9 or hang up	To end your call
*	To listen to these choices again

3. Press 4. The system will announce the following options:

Command	Function
1	To change your password
2	To change the recording of your name
3	To change your outgoing message recording
4	To change the maximum recording time for messages
*	To listen to these choices again

4. Press 2. The system will play your current name recording for your review and offer the following options:

Command	Function
2	To change your name recording
3	To review your name recording
#	To return to the previous menu
*	To listen to these choices again

5. Press 2. Listen to the instructions and record your name. Press the # key when you have finished. The system will play your new name recording, then offer the following options:

Command	Function
1	To save your name recording
2	To change your name recording
3	To review your name recording
#	To cancel changing your name recording
*	To listen to these choices again

6. Press 1 to save your name recording.

8.4 Recording Your Outgoing Voicemail Message for the First Time

The Allworx system includes a standard message for each new user. Follow the steps below to record a new message.

1. Log in to the Allworx Message Center (Section 8.1).
2. You will hear an announcement indicating the number of new and saved messages in your voicemail inbox and the following options:

Command	Function
3	To send a message
4	To change your Message Center system settings
9 or hang up	To end your call
*	To listen to these choices again

3. Press 4. The system will announce the following options:

Command	Function
1	To change your password
2	To change the recording of your name
3	To change your outgoing message recording
4	To change the maximum recording time for messages
*	To listen to these choices again

4. Press 3. Listen to the announcement and instructions, then record your outgoing message recording. Press the # key when you have finished. The system will replay your new message recording, and offer the following options:

Command	Function
1	To save your outgoing message
2	To change your outgoing message
3	To review your outgoing message
#	To cancel changing outgoing message
*	To listen to these choices again

5. Press 1 to save your new message recording.

8.5 Changing Your Outgoing Voicemail Message

To change an existing outgoing message:

1. Log in to the Allworx Message Center (Section 8.1)
2. You will hear an announcement indicating the number of new and saved messages in your voicemail inbox and the following options:

Command	Function
3	To send a message
4	To change your Message Center system settings
9 or hang up	To end your call
*	To listen to these choices again

3. Press 4. The system will announce the following options:

Command	Function
1	To change your password
2	To change the recording of your name
3	To change your outgoing message recording
4	To change the maximum recording time for messages
*	To listen to these choices again

4. Press 3. The system will play your current message for review and offer the following options:

Command	Function
2	To change your outgoing message
3	To review your outgoing message
#	To return to the previous menu
*	To listen to these choices again

5. Press 2. Listen to the instructions and record your new message. Press the # key when you have finished. The system will offer the following options:

Command	Function
1	To save your outgoing message
2	To change your outgoing message
3	To review your outgoing message
#	To cancel changing your outgoing message
*	To listen to these choices again

Press 1 to save your new message recording.

8.6 Voicemail Message Playback

The Allworx system may turn on the message indicator on your handset when you have a new message. Check your handset's user's guide for more information or contact your System Administrator to determine if your handset supports these features.

1. Log in to Allworx Message Center (Section 8.1).
2. You will hear an announcement indicating the number of new and saved voicemail and email messages in your inbox. The system will then prompt with the following options:

Command	Function
1	To *listen* to voicemail messages
2	To *skip to* playing saved voicemail messages
3	To *send* a message
4	To *change* your Message Center system settings
5	To *listen* to email messages
6	To *skip to* playing saved email messages
9 or hang up	To *end* your call
*	To listen to these choices again

3. Press 1, 2, 5, or 6. The system will announce the time the message was received and play the message. For email you will hear the sender's name, message subject and content.

   After hearing the message select from the following options:

Command	Function
1	To *reply* to this message
2	To *forward* this message (voicemail messages only)
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 (while listening to the message)
8	To advance the message *forward* 10 seconds (while listening to the message)
9	To place a call to the sender of this message. (Only applies to messages sent by other Allworx users)
#	To return to the previous menu
*	To listen to these choices again

Notes: Messages are automatically saved unless you choose to delete them.

*To interrupt message playback and take an immediate action, press * followed by the command number. For example, to reply to a message before hearing the end of the message, press *1.*

8.7 Replying to a Message

You can reply to new or saved messages received from people inside or outside your organization as follows:

- A message reply to an internal user will be left as a voicemail message and sent as an email message with an audio attachment (.wav file).
- A reply to email from an external system will only include the .wav file attachment.
- You cannot reply to voicemail messages received from outside your organization (for example, a call from an outside line answered by your voicemail).

To reply to messages:

1. After playing the message, press 1 to reply.
2. Listen to the announcement and instructions then record your message. Press the # key when you have finished.
3. Select one of the following options for sending your reply:

Command	Function
1 or Hang up	To *send* to your message
2	To *review* your message
3	To *change* your message
#	To *cancel* sending your message
*	To listen to these choices again

8.8 Forwarding a Voicemail Message

You can forward new or saved voicemail messages received from people within or outside your organization. You cannot forward email messages. Voicemail messages may be forwarded to one or more people within or outside your organization.

Note: Messages to external contacts are forwarded as audio attachments (.wav files) to email messages. Therefore, the intended recipients' email addresses must be predefined in the Allworx system. Contact your System Administrator for more details.

1. After playing the message, press 2 to forward.
2. After the Allworx prompt, enter the first extension number to which you wish to forward the message. The system will play the selected user's name, and prompt for the next extension number. You can enter another extension number, press 9 to send your message to all voicemail users, or press the # key to finish entering forwarding extension numbers. Repeat this process until all extension numbers are entered.

3. When you have finished entering extension numbers, you will be prompted to record a message to precede the forwarded message. Record your message at the beep, then press the # key when you have finished.
4. Select one of the following options for sending your reply message:

Command	Function
1 or Hang up	To *send* to your message
2	To *review* your message
3	To *change* your message
#	To *cancel* sending your message
*	To listen to these choices again

8.9 Sending a Message

Messages can be recorded and sent to multiple users and Message Aliases.

Note: Message Aliases are predefined designations for voicemail distribution lists set up by the System Administrator, and are in range of 600-699. Refer to Section 8.10 for more information about Message Aliases.

To record and send a new message:

1. Log in to the Allworx Message Center (Section 8.1).
2. You will hear an announcement indicating the number of new and saved messages in your voicemail inbox and the following options:

Command	Function
3	To *send* a message
4	To *change* your *Message Center system settings*
9 or hang up	To *end* your call
*	To listen to these choices again

3. Press 3. The system will prompt you to enter the first extension number or Alias number to which you wish to send the message. You can also press 9 to send your message to all voicemail users.

4. Enter the first extension number. The system will confirm your entry, and prompt you to enter another.

5. Enter the next extension or Alias number. Repeat this process until all extension or Alias numbers have been entered. When the last number has been entered, press the # key to indicate you are ready to record your message.

6. You will be prompted to begin recording. When you have finished recording, press #.

7. You will be prompted to complete the process as follows:

Command	Function
1 or hang up	To *send* a message
2	To *review* your message
3	To *change* your message
#	To *cancel* sending your message
*	To listen to these choices again.

8. Press 1 or hang up to send your message.

8.10 Viewing Message Distribution Lists

Distribution lists allow you to leave the same voicemail or email message for a related group of contacts by entering just one number. A distribution list is identified by an Email Alias or Voicemail Alias number in the range 600-699. Message Aliases will be created by your System Administrator. You can view the list of available Message Aliases using your PC's browser.

1. Locate the browser application on your PC (Internet Explorer or Netscape).
2. Double-click on the browser icon to open a window.
3. In the Address field, type the following then press Enter or click Go:

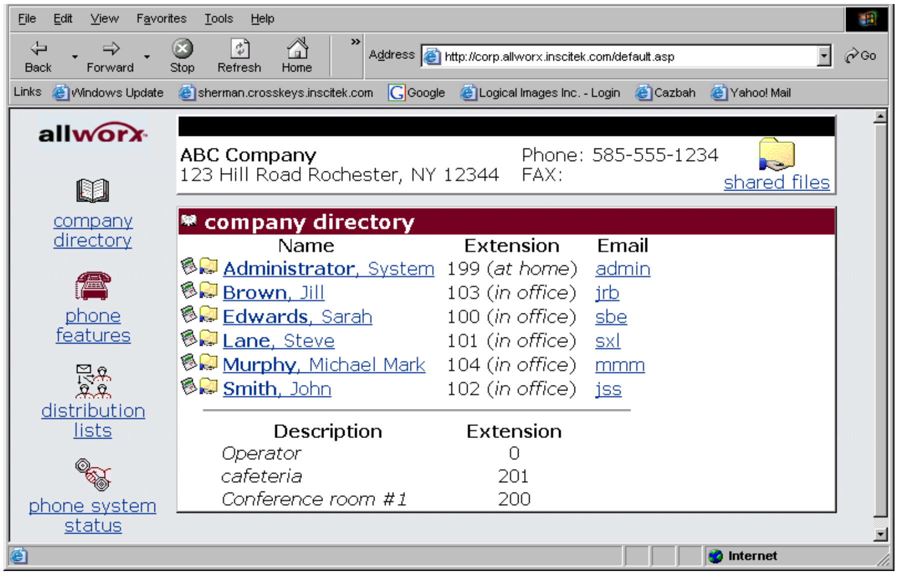
   http://corp.*yourcompanydomainname*/

   Note: Contact your System Administrator regarding your company's domain name.

   The Allworx User Home Page in Figure 8-1 will appear showing company directory and user listing information.
4. Click Distribution Lists. The window in Figure 8-2 will appear listing all available Distribution lists and their associated Message Aliases.

The Allworx system automatically distributes the message to the individuals in the group. Internal users receive voicemail messages; external members receive .wav files attached to an email message.

When sending, replying to, or forwarding a message, you can enter the voicemail alias number for distribution to all members of the list. To send email to the distribution list, click on the Email Alias. Your PC's default email application (e.g., Outlook Express) will open. Enter and send your message accordingly.


File Edit View Favorites Tools Help
Back
Forward
Stop
Refresh
Home
Address http://corp.allworx.inscitek.com/default.asp
Go
Links Windows Update sherman.crosskeys.inscitek.com Google Logical Images Inc. - Login Cazbah Yahoo! Mail
allworx
company directory
phone features
distribution lists
phone system status
Internet

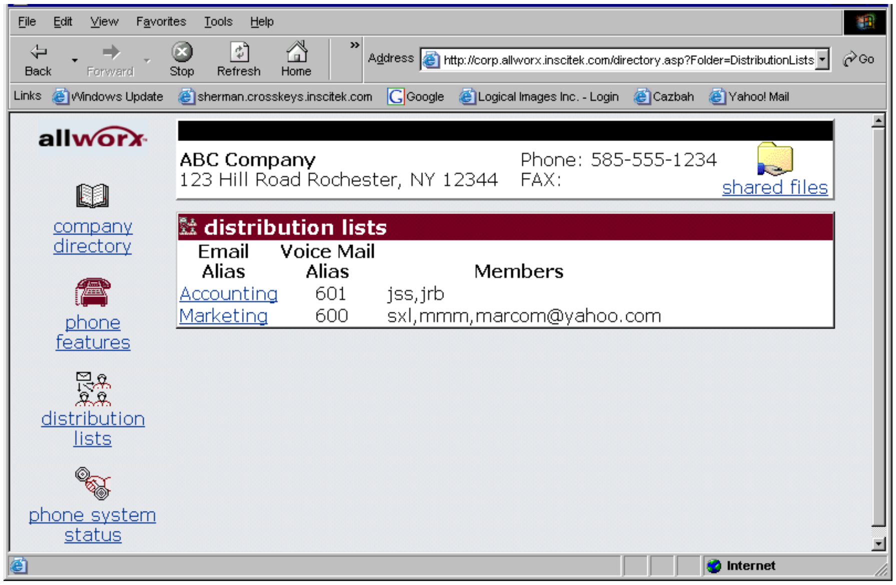
ABC Company
123 Hill Road Rochester, NY 12344
Phone: 585-555-1234
FAX:
shared files

company directory

Name	Extension	Email
Administrator, System	199 (*at home*)	admin
Brown, Jill	103 (*in office*)	jrb
Edwards, Sarah	100 (*in office*)	sbe
Lane, Steve	101 (*in office*)	sxl
Murphy, Michael Mark	104 (*in office*)	mmm
Smith, John	102 (*in office*)	jss

Description	Extension
Operator	0
cafeteria	201
Conference room #1	200

Figure 8-1 – Allworx User Homepage


File Edit View Favorites Tools Help
Back
Forward
Stop
Refresh
Home
Address http://corp.allworx.inscitek.com/directory.asp?Folder=DistributionLists
Go
Links Windows Update sherman.crosskeys.inscitek.com Google Logical Images Inc. - Login Cazbah Yahoo! Mail
allworx
company directory
phone features
distribution lists
phone system status
Internet

ABC Company
123 Hill Road Rochester, NY 12344
Phone: 585-555-1234
FAX:
shared files

distribution lists

Email Alias	Voice Mail Alias	Members
Accounting	601	jss,jrb
Marketing	600	sxl,mmm,marcom@yahoo.com

Figure 8-2 – Message Distribution Lists

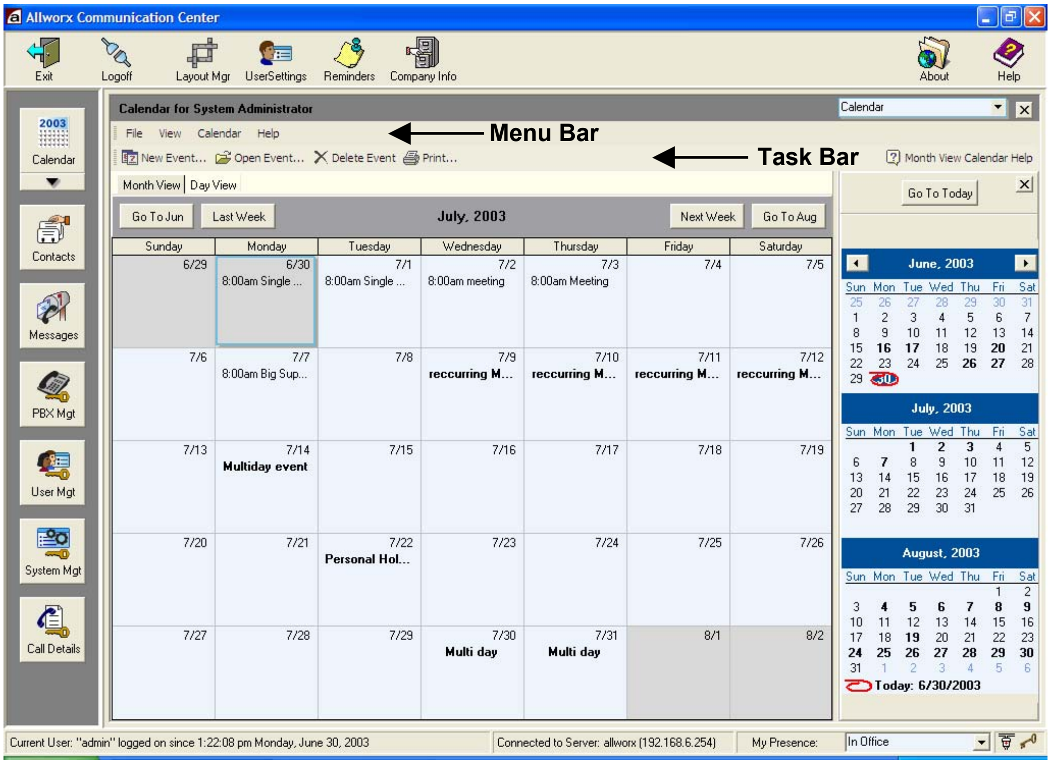
9 Managing Your Calendar

The Allworx Calendar allows you to setup, manage and track meetings and events on a daily or monthly basis. This section provides information about:

- Scheduling and updating events and activities
- Sharing calendars

9.1 Calendar Overview

To access the Allworx Calendar, click the Allworx Communication Center Calendar button in the View pane. Figure 9-1 illustrates the Month View of the Allworx Communication Center calendar. Use the buttons on either side of the month name to move forward or back in time.


Allworx Communication Center
Exit
Logoff
Layout Mgr
UserSettings
Reminders
Company Info
About
Help
Calendar
Contacts
Messages
PBX Mgt
User Mgt
System Mgt
Call Details
Calendar for System Administrator
Calendar
File
View
Calendar
Help
Menu Bar
New Event...
Open Event...
Delete Event
Print...
Task Bar
Month View Calendar Help
Month View
Day View
Go To Jun
Last Week
July, 2003
Next Week
Go To Aug
Go To Today
June, 2003
July, 2003
August, 2003

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6/29	6/30 8:00am Single ...	7/1 8:00am Single ...	7/2 8:00am meeting	7/3 8:00am Meeting	7/4	7/5
7/6	7/7 8:00am Big Sup...	7/8	7/9 reccurring M...	7/10 reccurring M...	7/11 reccurring M...	7/12 reccurring M...
7/13	7/14 Multiday event	7/15	7/16	7/17	7/18	7/19
7/20	7/21	7/22 Personal Hol...	7/23	7/24	7/25	7/26
7/27	7/28	7/29	7/30 Multi day	7/31 Multi day	8/1	8/2

Today: 6/30/2003

Current User: "admin" logged on since 1:22:08 pm Monday, June 30, 2003
Connected to Server: allworx (192.168.6.254)
My Presence: In Office

Figure 9-1 – Allworx Calendar Month Window

Task Bar

The Task bar provides the ability to create New events, Open and edit scheduled events, Delete events, and print the Calendar. The Help feature provides an overview of the Calendar features.

Menu Bar

The Menu bar provides the following capabilities:

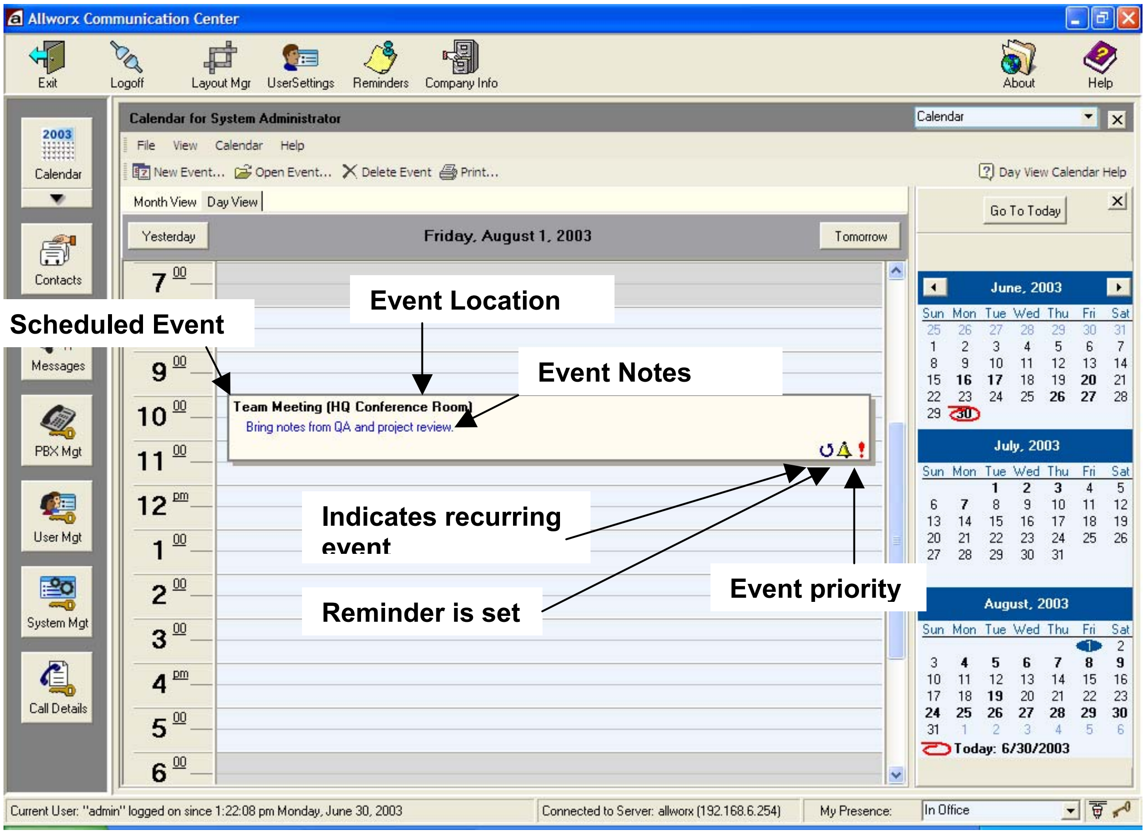
The File button is used to print the calendar and includes Page Setup and Print Preview functions.

The View button allows you to display week numbers in the calendar.

The Calendar button provides the same functions as those displayed on the Task bar.

The Help button provides an overview of the Calendar features.

The Calendar also provides a day-at-a-time view (Figure 9-2). Click the **Day View** tab to see the hours of the day. Use the scroll bar at the right of the Day View window to move forward or backward through the hours of the day. Click the Yesterday or Tomorrow to change the date accordingly. The day and date at the top of the window will change to reflect the selected day.


Allworx Communication Center
Exit
Logoff
Layout Mgr
UserSettings
Reminders
Company Info
About
Help
Calendar
Contacts
Messages
PBX Mgt
User Mgt
System Mgt
Call Details
Calendar for System Administrator
File
View
Calendar
Help
New Event...
Open Event...
Delete Event
Print...
Day View Calendar Help
Month View
Day View
Go To Today
Yesterday
Friday, August 1, 2003
Tomorrow
Scheduled Event
Event Location
Event Notes
Indicates recurring event
Reminder is set
Event priority
June, 2003
July, 2003
August, 2003
Today: 6/30/2003
My Presence:
In Office

Team Meeting (HQ Conference Room)
Bring notes from QA and project review.

Current User: "admin" logged on since 1:22:08 pm Monday, June 30, 2003

Connected to Server: allworx (192.168.6.254)

Figure 9-2 – Allworx Calendar Day View Window

9.2 Scheduling a New Event

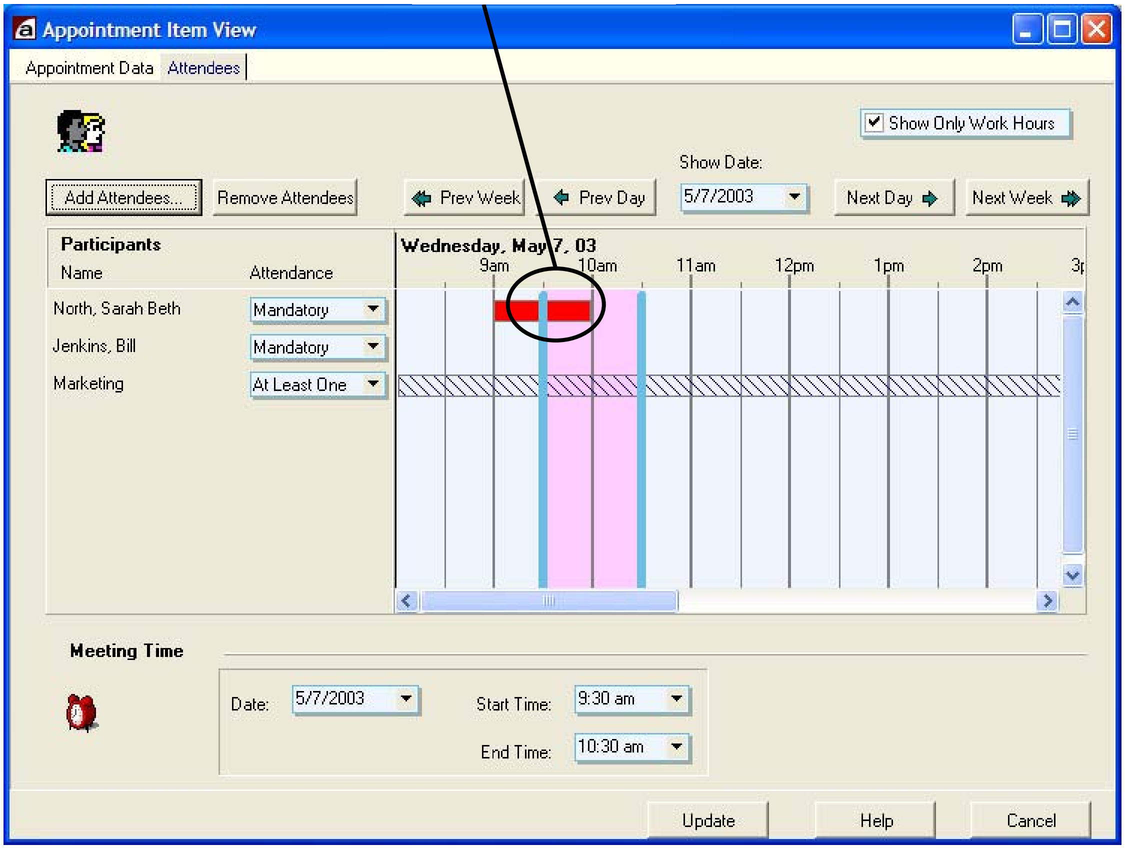
To create and schedule a new event:

1. Click New Event on the Task bar. The Appointment Item View window will appear, showing the Appointment Data dialog box.
2. Place your insertion point in the Subject field, and type the relevant subject of the event (for example, Sales Meeting, Customer Training, etc.).
3. Press Tab or place your insertion point in the Location field. Type the description of the location of the event, (for example, Main Conference Room, ABC Company address, etc.).
4. Open the pull-down menus and select the Meeting Type (Meeting, Multiday event or Occasion/Holiday) and Priority (High, Medium, or Low).
5. If the event is be recurring on a regular basis, click the Recurrence button. The Setup Meeting Recurrence dialog box will appear.
    a. Click the button that reflects the recurrence pattern (for example, Daily, Weekly, Monthly, etc.) of your event.
    b. Next, define the recurrence frequency. For example, if you clicked Daily, then you might indicate the event recurs every 3 days.
    c. Indicate the recurrence range, including the Starting and Ending dates for the event using the pull-down calendar for these fields.
    d. Finally, indicate the number of times the event should repeat during the date range indicated above.
6. Click the Reminder box to set an automatic reminder of the event. Then set the time at which a reminder is to occur in the recipients' reminder files in the Allworx Communications Center. For example, if the event is set for 9:00 and the reminder time is 10 minutes, the reminder will occur at 8:50.
7. Next, enter the Date, Start and End Times, and Travel To and Travel From Times using the pull-down calendar for these fields.
8. Enter any notes regarding the event, such as "Presentation of final sales numbers and forecasts." You can also paste text from other applications such as Microsoft Word. If the Notes are to be confidential, click the Private button to restrict access.
9. You can also Add Attachments using your PC's browser to locate and select the desired document(s).
10. Click the Attendees tab to include others in your event. The Attendees dialog box (Figure 9-3) allows you to add and remove contacts, and plan a meeting venue (date and time) that accommodates the schedules of your invited attendees. To limit the view to only work hours, click the Show Only Work Hours box. The time frame for the event defined above is shown in red.

11. Click the Add Attendees button to display the Contact Picker dialog box (Figure 9-4). You can choose from a merged list of all contacts, or separate lists of Personal or Company contacts using the pull-down menu. Or, you can begin typing the last name to find the desired contact. Contacts matching your keystrokes are highlighted as you type.
12. Once the desired contact name is highlighted, click Mandatory, Optional, or At Least One. The contact name will be added to the appropriate attendee list.

    To remove a contact from the attendee list, highlight the name and click the left arrow button. The name will be removed from the attendee list. Click OK when you have finished selecting your attendees. The Attendees dialog box will show the attendees' calendar information. Possible conflicts will be reflected as shown in Figure 9-3.
13. Click the Manually Entered tab in the Contact Picker to include attendees outside the organization. You must enter a valid email address. Once the desired contact name is entered, click Mandatory, Optional, or At Least One.
14. Click the Add button, when you are finished entering Appointment Data and Attendee information for the event. The Allworx Communication Center will appear showing the event on the scheduled day.

Schedule overlap



☑ Show Only Work Hours

Show Date: 5/7/2003

Wednesday, May 7, 03

Participants

Name	Attendance
North, Sarah Beth	Mandatory
Jenkins, Bill	Mandatory
Marketing	At Least One

Meeting Time

Date: 5/7/2003
Start Time: 9:30 am
End Time: 10:30 am

Figure 9-3 – Appointment Item Window – Attendees Dialog Box

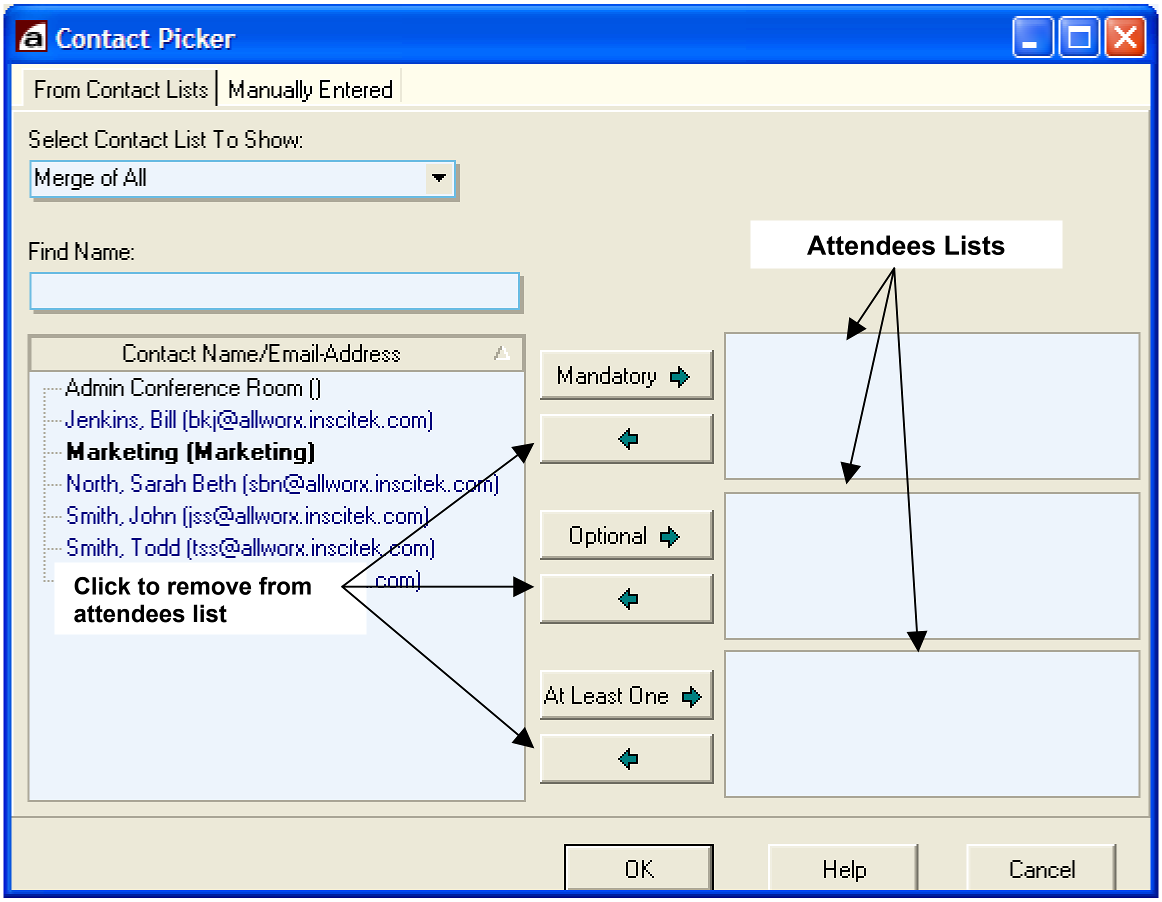

Contact Picker
From Contact Lists
Manually Entered
Select Contact List To Show:
Merge of All
Find Name:
Contact Name/Email-Address
Admin Conference Room ()
Jenkins, Bill (bkj@allworx.inscitek.com)
Marketing (Marketing)
North, Sarah Beth (sbn@allworx.inscitek.com)
Smith, John (jss@allworx.inscitek.com)
Smith, Todd (tss@allworx.inscitek.com)
Click to remove from attendees list
Attendees Lists
Mandatory
Optional
At Least One
OK
Help
Cancel

Figure 9-4 – Contact Picker Dialog Box

9.3 Updating an Existing Event

To update an event, double-click on the event in either the Month or Day view. The Appointment Item View window will appear. Make the changes to either the Appointment Data or Attendees. Click Update to save the changes. An update message will be sent to the attendees of the original event.

You can also change the Recurring information or Priority of the event directly from the Day View.

To change the Recurring information, place your mouse over the Recurring Event icon (Figure 9-2). Click when the finger pointer appears. The Setup Meeting Recurrence dialog box will appear. Make your changes and click Apply when you are finished.

To change the event priority, place your mouse over the Event Priority icon (Figure 9-2). Click when the finger pointer appears. A pull-down menu will appear from which you can select a new priority – high, medium, or low. The menu will close automatically after you make your selection.

9.4 Deleting an Event

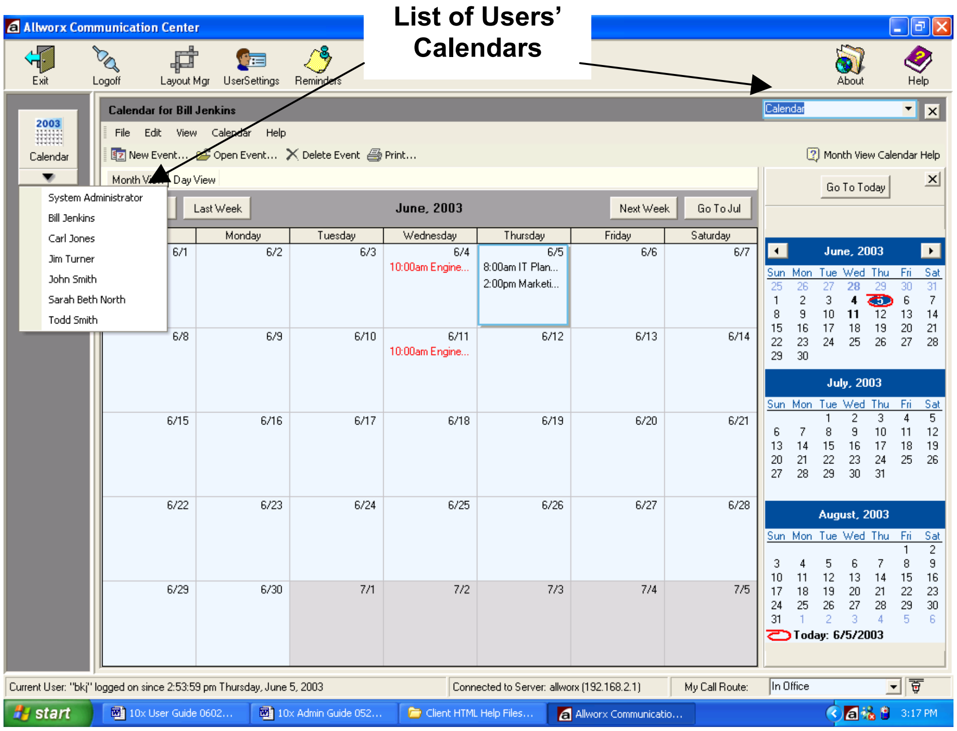
To delete an event, highlight the event in either the Month or Day view. Click Delete Event on the Task bar. A confirmation message will appear. Click OK to delete the event, or Cancel to keep it active.

9.5 Sharing Calendar Information

You can share your calendar with others in the organization, and they with you.

9.5.1 Viewing Other Users' Calendars

To see the calendars of others in your organization, click the down arrow on the Calendar icon in the View pane. Click on the user's name to open his or her calendar. Or, open the function pull-down menu on the right side of the Allworx Communication Center (Figure 9-5) and click on the user's name. Any events that have been marked Private will not be displayed. You will also be restricted from seeing calendars of those who have not given you "read" permission (see Section 9.5.2 below).


List of Users' Calendars

Allworx Communication Center
Exit
Logoff
Layout Mgr
UserSettings
Reminders
About
Help
2003
Calendar
System Administrator
Bill Jenkins
Carl Jones
Jim Turner
John Smith
Sarah Beth North
Todd Smith
Calendar for Bill Jenkins
Calendar
File Edit View Calendar Help
New Event... Open Event... Delete Event Print...
Month View Calendar Help
Month View Day View
Last Week
June, 2003
Next Week
Go To Jul
Go To Today
Monday Tuesday Wednesday Thursday Friday Saturday
10:00am Engine...
8:00am IT Plan...
2:00pm Marketi...
June, 2003
July, 2003
August, 2003
Today: 6/5/2003
Current User: "bkj" logged on since 2:53:59 pm Thursday, June 5, 2003
Connected to Server: allworx (192.168.2.1)
My Call Route:
In Office
start
3:17 PM

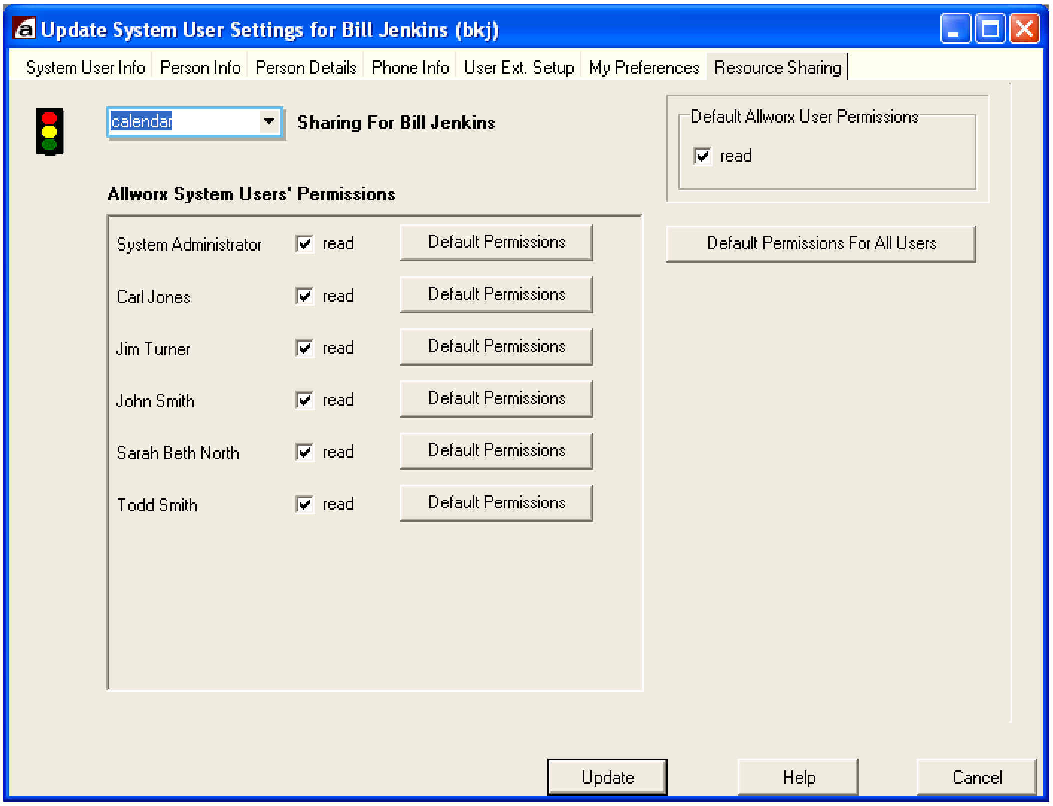
Figure 9-5 – Selecting Shared Calendars

9.5.2 Setting Up Viewing Permissions for Your Calendar

You can allow or restrict others in your organization from viewing (reading) your calendar. You can assign a default permission to all users, or assign permission to individual users. To define calendar viewing permissions:

1. Click the User Settings icon on the Allworx Communication Center Task bar.
2. Click the Resource Sharing tab. The window in Figure 9-6 will appear.
3. Set the Default Allworx User Permissions. Check the box to make read the default permission, giving all users unrestricted access to your calendar information. Uncheck the box to make restricted access the default for all users.

   To set the default permission for all users, click the Default Permissions for All Users button. The read boxes for all users will reflect the default permission.
4. To override the default permission for an individual, check or uncheck the associated read box. You can reset the default permission by clicking the Default Permissions button.
5. Click the Update button when you have finished to save the permission settings.


Update System User Settings for Bill Jenkins (bkj)
System User Info
Person Info
Person Details
Phone Info
User Ext. Setup
My Preferences
Resource Sharing
Default Permissions For All Users
Update
Help
Cancel

calendar

Sharing For Bill Jenkins

Default Allworx User Permissions

☑ read

Allworx System Users' Permissions

System Administrator	☑ read	Default Permissions
Carl Jones	☑ read	Default Permissions
Jim Turner	☑ read	Default Permissions
John Smith	☑ read	Default Permissions
Sarah Beth North	☑ read	Default Permissions
Todd Smith	☑ read	Default Permissions

Figure 9-6 – Resource Sharing – Permissions Dialog Box

10 Sharing Documents

The Allworx system automatically creates a folder in which users can store documents they intend to share.

10.1 Document Sharing through Your PC's Network Folder

1. Open the network folder on your PC's desktop.

   Note: This may be called Network Neighborhood or My Network Places depending on your Windows environment.
2. Locate and open the folder labeled Allworx.

   Note: Depending on your Windows environment, there may be additional folders to step through before reaching the Allworx folder (e.g., the Workgroup folder).
3. Locate and open the folder labeled Users.
4. You can now open any folder displayed to store and retrieve shared documents using the Windows features of your PC.

10.2 Document Sharing through a Browser

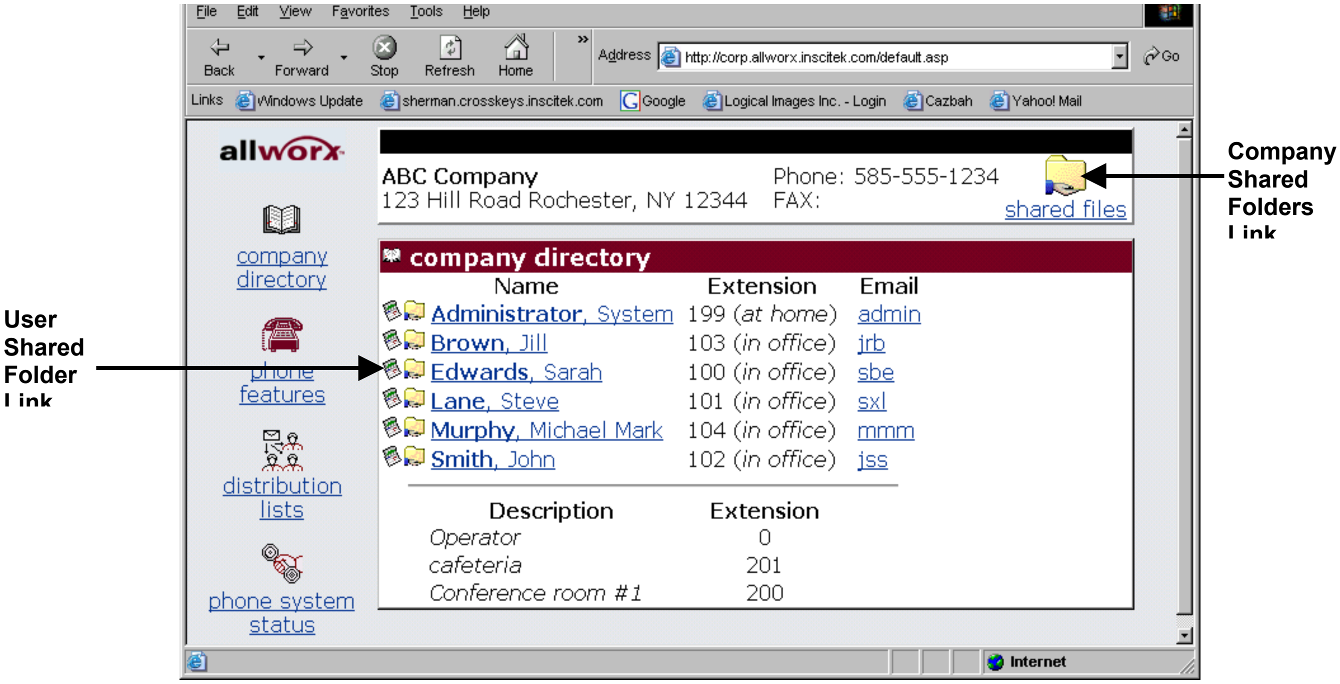
Shared documents can only be retrieved through a browser. Follow the steps in 9.1 above to place documents into shared folders.

1. Locate the browser application on your PC (Internet Explorer or Netscape).
2. Double-click on the browser icon to open a window.
3. In the Address field, type the following then press Enter or click Go:

   http://corp.*yourcompanydomainname*/

   Note: Contact your System Administrator if you do not know your company's domain name.

   The screen in Figure 10-1 will appear showing company directory information and user listing information.


File
Edit
View
Favorites
Tools
Help
Back
Forward
Stop
Refresh
Home
Address
http://corp.allworx.inscitek.com/default.asp
Go
Links
Windows Update
sherman.crosskeys.inscitek.com
Google
Logical Images Inc. - Login
Cazbah
Yahoo! Mail
allworx
company directory
phone features
distribution lists
phone system status
shared files
Internet
Company Shared Folders Link
User Shared Folder Link

ABC Company
123 Hill Road Rochester, NY 12344

Phone: 585-555-1234
FAX:

company directory

Name	Extension	Email
Administrator, System	199 (*at home*)	admin
Brown, Jill	103 (*in office*)	jrb
Edwards, Sarah	100 (*in office*)	sbe
Lane, Steve	101 (*in office*)	sxl
Murphy, Michael Mark	104 (*in office*)	mmm
Smith, John	102 (*in office*)	jss

Description	Extension
Operator	0
cafeteria	201
Conference room #1	200

Figure 10-1 – Company and User Directory Display Screen

4. To locate shared *company* documents, click on the Shared Files link in the upper right corner of the browser window. Shared company documents may include human resources policies, vacation schedules or other important notices.

   To locate shared *user* documents, click on the Shared Files icon next to the user's name. A window will appear displaying the available shared documents.

5. Identify the document you wish to open, then double-click on the document's icon. The application (for example, Microsoft Word) and the document will be launched automatically.

   Note: If you have trouble launching a document, contact your System Administrator and review your browser's settings or desktop applications.

11 Internet and Intranet Access

11.1 Internet Access

Your Allworx system may already be connected to the Internet through your organization's Internet Service Provider. Check with your System Administrator for more information.

To access the Internet:

1. Locate the browser application on your PC (Internet Explorer or Netscape).
2. Double-click on the browser icon to open a window.
3. You are now ready to "surf" the Internet.

11.2 Intranet Access

An intranet is a private network reserved for use by people who are authorized to use it, and who have the appropriate passwords for access. An intranet may be used by one organization or several organizations that need to communicate. The Allworx system includes an intranet through which you and others in your organization can share information.

To access your organization's Allworx intranet:

1. Locate the browser application on your PC (Internet Explorer or Netscape).
2. Double-click on the browser icon to open a window.
3. Enter the address of the your organization's Allworx Intranet in the Address field. You may need to contact your System Administrator for this information.

   http://corp.*yourcompanydomainname*/

4. You are now ready to search your organization's Intranet.

12 Remote Access to the Allworx Server

The Allworx system's virtual private network (VPN) feature provides secured remote access through the Allworx firewall to your organization's local area network. No special software is required on users' computers because Allworx uses the VPN features of Microsoft Windows 98, XP and 2000.

The Allworx VPN allows users access to the server regardless of location and without concern of compromising security. The System Administrator will enable VPN access for each user, and assign appropriate login user names and passwords.

This section provides information about:

- Configuring users' PCs for remote access
- Establishing remote connections

12.1 Setting Up Your Computer for Remote Access

12.1.1 Windows 2000

1. From your Windows screen open Network and Dialup Connections.
2. Double-click Make New Connection and click Next.
3. Select Connect to a private network through the Internet and click Next.
4. If you need to establish a dial up connection with your Internet Service Provider, click Automatically dial this initial connection, click a connection from the list, and click Next.

   Or, if you do not want to automatically dial an initial connection, click Do not dial the initial connection, and click Next.
5. Type your Allworx host name or the Allworx static WAN IP address of the computer or network to which you are connecting and click Next.
6. If you want this connection to be made available to all users on your network, click For all users and click Next.

   If you want to reserve the connection for your own use, click Only for myself and click Next.
7. Type a name for the connection and click Finish.
8. The Login window for this connection will appear. Click Properties.
9. Click on the Networking tab.

10. While Internet Protocol (TCP/IP) is highlighted in the window, click Properties.
11. Click Advanced…
12. Under the DNS server addresses, in order of use and click Add**…**
13. Type in the LAN IP address of the Allworx server and click Add.
14. Select Append these DNS suffixes (in order) and click Add**…**
15. Type in the Domain suffix of the Allworx server (such as "mycompany.com") and click Add.
16. Click OK (of the Advanced TCP/IP Settings window).
17. Click OK (of the Internet Protocol TCP/IP Properties window).
18. Click OK (of the VPN connection properties window).

Notes: To open Network and Dial-up Connections, click Start, point to Settings, and click Network and Dial-up Connections.

To make the connection available to all users, you must be logged on as System Administrator or as a member of the Administrator's group.

12.1.2 Windows XP Professional

1. Click Start and select View Network Connections, then Create a New Network Connection.
2. The New Connection Wizard will start. Click Next**.**
3. Select the Connect to the network at my workplace and click Next.
4. Select the appropriate device, such as the network interface card you will use to connect to the VPN and click Next.
5. Enter a unique Connection Name (such as *YourcompanyVPN*).
6. If you need to establish a connection with your ISP or some other network before tunneling to your destination computer or network, click Automatically dial this initial connection. Click a connection in the list and click Next.

   Or, if you do not want to automatically dial an initial connection, click Do not dial the initial connection and click Next.
7. Type your Allworx host name or the Allworx static WAN IP address of the computer or network to which you are connecting. Click Next.

8. If you want this connection to be made available to all users on your network, click Anyone's use and click Next.

   Or, if you want to reserve the connection for your own use, click My use only and click Next.

9. You may add a shortcut to the desktop with the newly created connection name if desired.
10. Click Finish.
11. The Login window for this connection will appear. Click Properties.
12. Click on the Networking tab.
13. While Internet Protocol (TCP/IP) is highlighted in the window, click Properties.
14. Click Advanced…
15. Click Add…under the DNS server addresses, in order of use
16. Type the LAN IP address of the Allworx server and click Add.
17. Select Append these DNS suffixes (in order) and click Add…
18. In the TCP/IP Domain Suffix dialog box, enter the Domain suffix for the Allworx server (such as "mycompany.com") and click Add.
19. Click OK to close the Advanced TCP/IP Settings window.
20. Click OK to close the Internet Protocol TCP/IP Properties window.
21. Click OK to close the VPN connection properties window.
22. Click Cancel to close the Login window.

12.1.3 Windows XP Home

1. Click Start. Select Settings and Control Panels.
2. Be sure your Control Panel is in the Category View mode. The right pane heading will read Pick a Category. If it does not, click Switch to Category View at the top of the left pane.
3. Click Network and Internet Connections.
4. Under Pick a task…, click Create a connection to the network at your workplace.
5. Select Virtual Private Network connection. Click Next.

6. If you need to establish a connection with your ISP or some other network before tunneling to your destination computer or network, click Automatically dial this initial connection. Click a connection in the list and click Next.

   Or, if you do not want to automatically dial an initial connection, click Do not dial the initial connection and click Next.

7. Enter a name for the connection (for example, server2atmycompany). Click Next.
8. Type your Allworx host name or the Allworx static WAN IP address of the computer or network to which you are connecting. Click Next.
9. To place a shortcut for the VPN connection on the user's desktop, click Add a shortcut to this connection to my desktop. Click Finish to close the new connection wizard.
10. The Login window for this connection will appear. Click Properties.
11. Click on the Networking tab.
12. While Internet Protocol (TCP/IP) is highlighted in the window, click Properties.
13. Click Advanced…
14. Click Add…under the DNS server addresses, in order of use
15. Type the LAN IP address of the Allworx server and click Add.
16. Select Append these DNS suffixes (in order) and click Add…
17. In the TCP/IP Domain Suffix dialog box, enter the Domain suffix for the Allworx server (such as "mycompany.com") and click Add.
18. Click OK to close the Advanced TCP/IP Settings window.
19. Click OK to close the Internet Protocol TCP/IP Properties window.
20. Click OK to close the VPN connection properties window.
21. When the Login window appears, enter the user's name and password, or click Cancel to close the window.

12.2 Establishing Remote Connections

Double-click on the VPN connection you created in the previous section. The connection icon will either be on your desktop, or located under Network Connections.

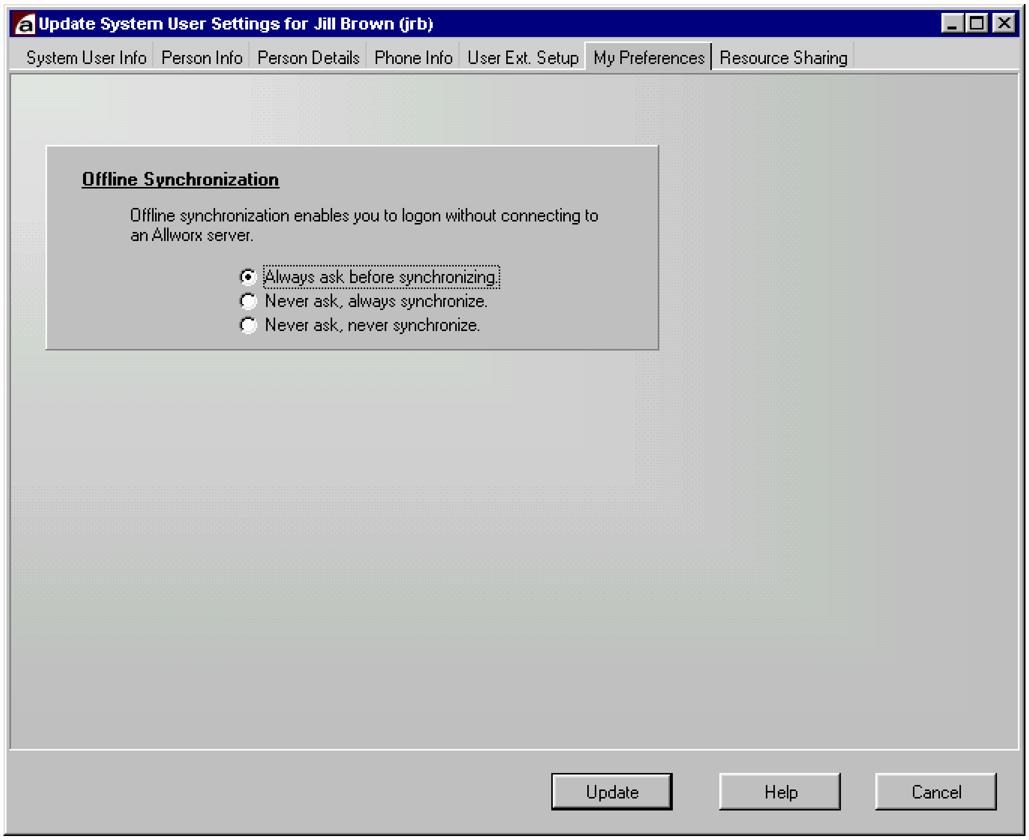
When the Login window appears, enter your Allworx user name password provided by the System Administrator. Click Dial or Connect.

13 Working Offline from the Allworx Server

The Allworx Communication Center can be used while you are disconnected from the Allworx network. For example, if you are using a laptop PC while traveling, you can update your calendar, or add new contacts. Then, when you return to your office, the new information can be synchronized with the Allworx server.

To prepare your PC to work offline:

1. Click User Settings on the Task bar of the Allworx Communication Center.
2. Click the My Preferences tab to define your preferences for Offline Synchronization. The window in Figure 13-1 will appear.


Update System User Settings for Jill Brown (jrb)
System User Info
Person Info
Person Details
Phone Info
User Ext. Setup
My Preferences
Resource Sharing
Update
Help
Cancel

Offline Synchronization

Offline synchronization enables you to logon without connecting to an Allworx server.

● Always ask before synchronizing.
○ Never ask, always synchronize.
○ Never ask, never synchronize.

Figure 13-1 – My Preferences Dialog Box for Office Synchronization

Click the selection that indicates your preference for synchronizing your PC with Allworx server information upon logging off from the Allworx Communication Center.

- Always ask before synchronizing: You will be asked if you wish to synchronize your PC with information stored on the server.
- Never ask, always synchronize: The systems will automatically synchronize information.
- Never ask, never synchronize: You will not be asked and synchronization will not take place.

Click the Update button to save the information.

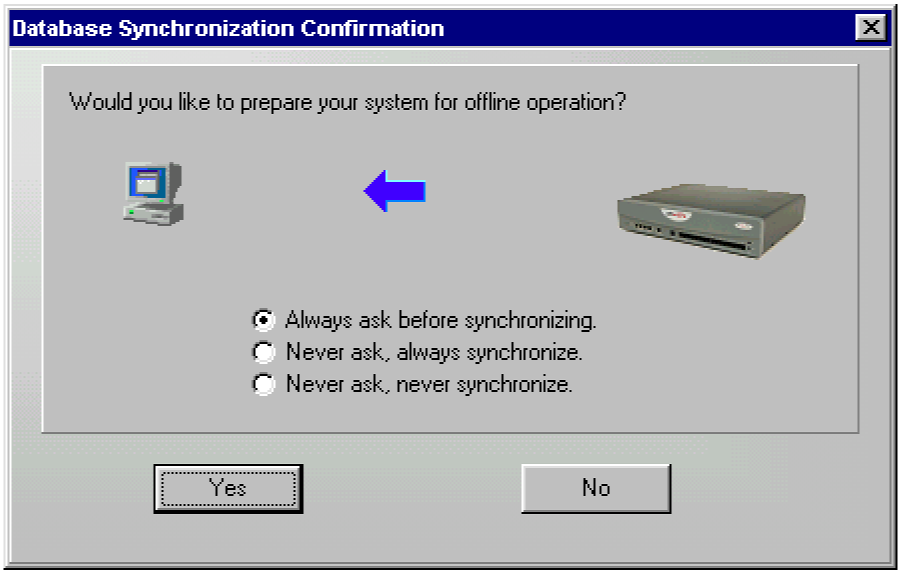
When you are preparing to leave the office:

1. Click Exit on the Allworx Communication Center Task bar.
2. Click Yes to exit the application.

   The window in Figure 13-2 will appear if you previously selected Always ask before synchronizing. Click Yes to begin synchronizing. Click No to just exit the application.

   If you selected Never ask, always synchronize, synchronizing will begin automatically.

   The Synchronization Progress dialog box is shown in Figure 13-3. All database information will be synchronized. The box will close automatically when the process is finished.

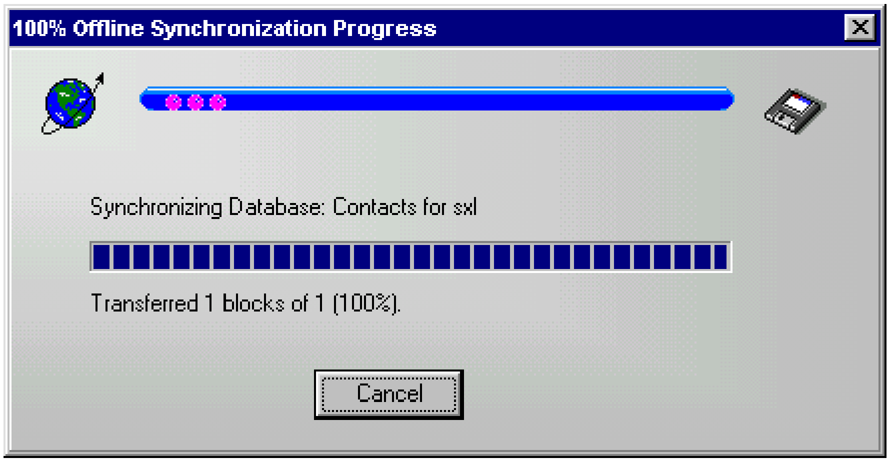


Database Synchronization Confirmation

Would you like to prepare your system for offline operation?

● Always ask before synchronizing.
○ Never ask, always synchronize.
○ Never ask, never synchronize.

Figure 13-2 – Database Synchronization Confirmation Box


100% Offline Synchronization Progress
Cancel

Synchronizing Database: Contacts for sxl

Transferred 1 blocks of 1 (100%).

Figure 13-3 –Synchronization Progress Window