



## **Guide to New Features Release 4.6**



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## Feature Keys

After version 4.6 is installed on your Allworx system, users on client computers may see a message asking you to call for a key. These types of keys are available:

- **Client key** which enables the Message Center Software (*new*)
- **VoIP key** which enables the Remote Allworx (site-to-site), Remote SIP Phone, SIP Gateways, and SIP Proxies (*new*)
- **VPN key** which enables the Virtual Private Network

Call Customer Support at 866-ALLWORX, extension 200 and ask for the type of key you need.

## Remote Allworx

For businesses with several locations, it makes sense to have an Allworx system at each site. You can now network the Allworx systems together site-to-site so that a caller connected to their local Allworx system can dial an extension at a remote Allworx.



### You'll need this much time

Setting up one Allworx to talk to another one will take less than **30** minutes.



### Gather This Information

You'll need the following information:

- **IP Address** on your local Allworx
- **IP Address** on the remote Allworx you want to connect to.

You can find this information by expanding **Network** and clicking **Addresses** on each Allworx. Make a note of each WAN TCP/IP Address.



### Before You Begin

- Determine the identical Login ID and password that will be used on both the local and remote Allworx systems.

## How to Set up a Remote Allworx

1. Expand **Phone System** and click **Outside Lines**.

Home > Phone System > Outside Lines

**Phone System**

**Analog Outside (CO) Lines** Scan For

Outside (CO) Line	Type	Port	Action
01	FXO	01	<a href="#">Modify</a> <a href="#">Delete</a>
02	FXO	02	<a href="#">Modify</a> <a href="#">Delete</a>
03	FXO	03	<a href="#">Modify</a> <a href="#">Delete</a>
04	FXO	04	<a href="#">Modify</a> <a href="#">Delete</a>
05	FXO	05	<a href="#">Modify</a> <a href="#">Delete</a>
06	FXO	06	<a href="#">Modify</a> <a href="#">Delete</a>
07	FXO	07	<a href="#">Modify</a> <a href="#">Delete</a>

**Direct Inward Dial Blocks**

Block	Action
	<a href="#">New DID Block</a>

**Direct Inward Dial Routing Plans**

No Routing Plans have been defined. New Routing Plans can be created when a new DID Block is added, or an existing DID Block is modified.

**SIP Gateways**

Gateway	Action
	<a href="#">New SIP Gateway</a>

**Remote Allworx**

Remote Allworx	Action
	<a href="#">New Remote Allworx</a>

**SIP Proxies**

Proxy	Action
	<a href="#">New SIP Proxy</a>

*Outside Lines page*

2. Click **New Remote Allworx**.

Home > Maintenance > Program > New Remote Allworx

**Maintenance**

**Remote Allworx**

Description

Login ID

Password

Remote IP Address  (Port: 5060)

Remote Extension Range

**TIP**

This Allworx (Local) and the Remote Allworx must share the same Login ID and Password in order to communicate. Each Local/Remote Allworx pair must use a unique Login ID. More information including examples is available [here](#).

*Remote Allworx page*

3. Enter:

- **Description** -- Make sure the description is unique for each remote Allworx.
- **Login ID** and **Password** – Each connection you make must have a Login ID and Password that is different from any other pair. You'll use this Login ID and Password when logging into either Allworx in the pair.

For example, the Login ID and Password for a connecting Site A to Site B could be ConnectAtoB and PasswordAtoB on both Allworx systems. If you also connect Site A to Site C, the Login ID and Password for that pair could be ConnectAtoC and PasswordAtoC on both of those Allworx systems.

- Enter the **IP address** for the remote Allworx.

4. Select a range of **extensions**. When selecting a range, **###** is the remote extension.
5. Click **Program**.
6. On each remote Allworx, repeat steps 2 – 5.
7. Verify that each site is connected by checking that each Remote Allworx is registered on the Outside Lines page.

NOTE: The following features are not available when using a remote Allworx setup:

- Call to Operator
- Leave user at 1## a voicemail
- Leave system ext. 2## a voicemail
- Enable/Disable Do Not Disturb
- Cancel Call Forwarding
- Forward calls to ext. 1## or 2##
- Answer ringing ext. 1## or 2##

## Sample Setup: 2 Sites

Let's say you want to connect two Allworx systems, Site A and Site B. The System Administrator at each site would follow these steps (for detailed instructions, see *How to Set Up a Remote Allworx*).

It's best to obtain the IP address for each site to be connected before starting. In this sample, the IP addresses are as follows:

- Site A: IP address 64.65.105.2
- Site B: IP address 64.65.105.1

The extensions you select for each site are used by the site to call the remote site. You can select any range from 600-0#### to 609-9#### -- the extensions you select don't need to match the extensions selected by the site being called.

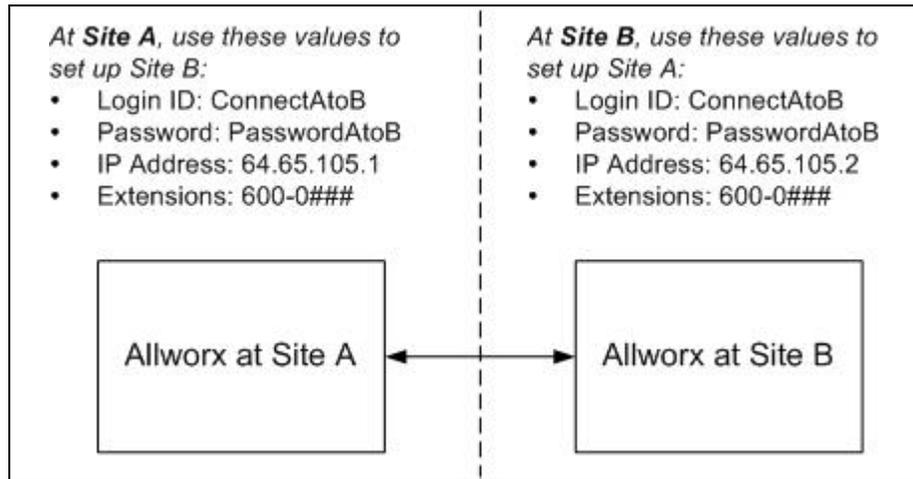
NOTE: Check the online help for additional information.

### At Site A:

1. Expand **Phone System** and click **Outside Lines**.
2. Click **New Remote Allworx**.
3. Enter:
  - Description: Site B
  - Login ID: ConnectAtoB
  - Password: PasswordAtoB
  - IP address: 64.65.105.1 (IP address for Site B)
  - Extensions: 600-0####
4. Click **Program**.

### At Site B:

1. Expand **Phone System** and click **Outside Lines**.
2. Click **New Remote Allworx**.
3. Enter:
  - Description: Site A
  - Login ID: ConnectAtoB
  - Password: PasswordAtoB
  - IP address: 64.65.105.2 (IP address for Site A)
  - Extensions: 600-0####
4. Click **Program**.



NOTE: Check the online help for additional information.

## Sample Setup: 3 Sites

If you are connecting **three or more Allworx systems**, you must set up each system to be remotely connected to each other.

In this sample, the IP addresses are as follows:

- Site A: IP address 64.65.105.2
- Site B: IP address 64.65.105.1
- Site C: IP address 64.65.105.3

The extensions you select for each site are used by the site to call the remote site. You can select any range from 600-0#### to 609-9#### -- the extensions you select don't need to match the extensions selected by the site being called.

NOTE: Check the online help for additional information.

### At Site A:

Set up Site B:

1. Expand **Phone System** and click **Outside Lines**.
2. Click **New Remote Allworx**.
3. Enter:
  - Description: Site B
  - Login ID: ConnectAtoB
  - Password: PasswordAtoB
  - IP address: 64.65.105.1 (IP address for Site B)
  - Extensions: 600-0####
4. Click **Program**.

Then set up Site C:

1. Expand **Phone System** and click **Outside Lines**.
2. Click **New Remote Allworx**.
3. Enter:
  - **Description:** Site C
  - **Login ID:** ConnectAtoC
  - **Password:** PasswordAtoC
  - **IP address:** 64.65.105.3 (IP address for Site C)
  - **Extensions:** 600-0####
4. Click **Program**.

**At Site B:**

Set up Site A:

1. Expand **Phone System** and click **Outside Lines**.
2. Click **New Remote Allworx**.
3. Enter:
  - Description: Site A
  - Login ID: ConnectAtoB
  - Password: PasswordAtoB
  - IP address: 64.65.105.2 (IP address for Site A)
  - Extensions: 601-0###
4. Click **Program**.

Then set up Site C:

1. Expand **Phone System** and click **Outside Lines**.
2. Click **New Remote Allworx**.
3. Enter:
  - **Description:** Site C
  - **Login ID:** ConnectBtoC
  - **Password:** PasswordBtoC
  - **IP address:** 64.65.105.3 (IP address for Site C)
  - **Extensions:** 601-0###
4. Click **Program**.

**At Site C:**

Set up Site A:

1. Expand **Phone System** and click **Outside Lines**.
2. Click **New Remote Allworx**.
3. Enter:
  - Description: Site A
  - Login ID: ConnectAtoC
  - Password: PasswordAtoC
  - IP address: 64.65.105.2 (IP address for Site A)
  - Extensions: 602-0###
4. Click **Program**.

Then set up Site B:

1. Expand Phone System and click Outside Lines.
2. Click **New Remote Allworx**.
3. Enter:
  - **Description:** Site B
  - **Login ID:** ConnectBtoC
  - **Password:** PasswordBtoC
  - **IP address:** 64.65.105.1 (IP address for Site B)
  - **Extensions:** 602-0###
4. Click **Program**.

<p><b>At Site A, use these values to set up Site B:</b></p> <ul style="list-style-type: none"><li>• Login ID: ConnectAtoB</li><li>• Password: PasswordAtoB</li><li>• IP Address: 64.65.105.1</li><li>• Extensions: 600-0###</li></ul>	<p><b>At Site B, use these values to set up Site A:</b></p> <ul style="list-style-type: none"><li>• Login ID: ConnectAtoB</li><li>• Password: PasswordAtoB</li><li>• IP Address: 64.65.105.2</li><li>• Extensions: 601-0###</li></ul>
<p><b>At Site A, use these values to set up Site C:</b></p> <ul style="list-style-type: none"><li>• Login ID: ConnectAtoC</li><li>• Password: PasswordAtoC</li><li>• IP Address: 64.65.105.3</li><li>• Extensions: 600-0###</li></ul>	<p><b>At Site B, use these values to set up Site C:</b></p> <ul style="list-style-type: none"><li>• Login ID: ConnectBtoC</li><li>• Password: PasswordBtoC</li><li>• IP Address: 64.65.105.3</li><li>• Extensions: 601-0###</li></ul>

```
graph TD; A[Allworx at Site A] <--> B[Allworx at Site B]; C[Allworx at Site C] --> A; C --> B;
```

**At Site C, use these values to set up Site A:**

- Login ID: ConnectAtoC
- Password: PasswordAtoC
- IP Address: 64.65.105.2
- Extensions: 602-0###

**At Site C, use these values to set up Site B:**

- Login ID: ConnectBtoC
- Password: PasswordBtoC
- IP Address: 64.65.105.1
- Extensions: 602-0###

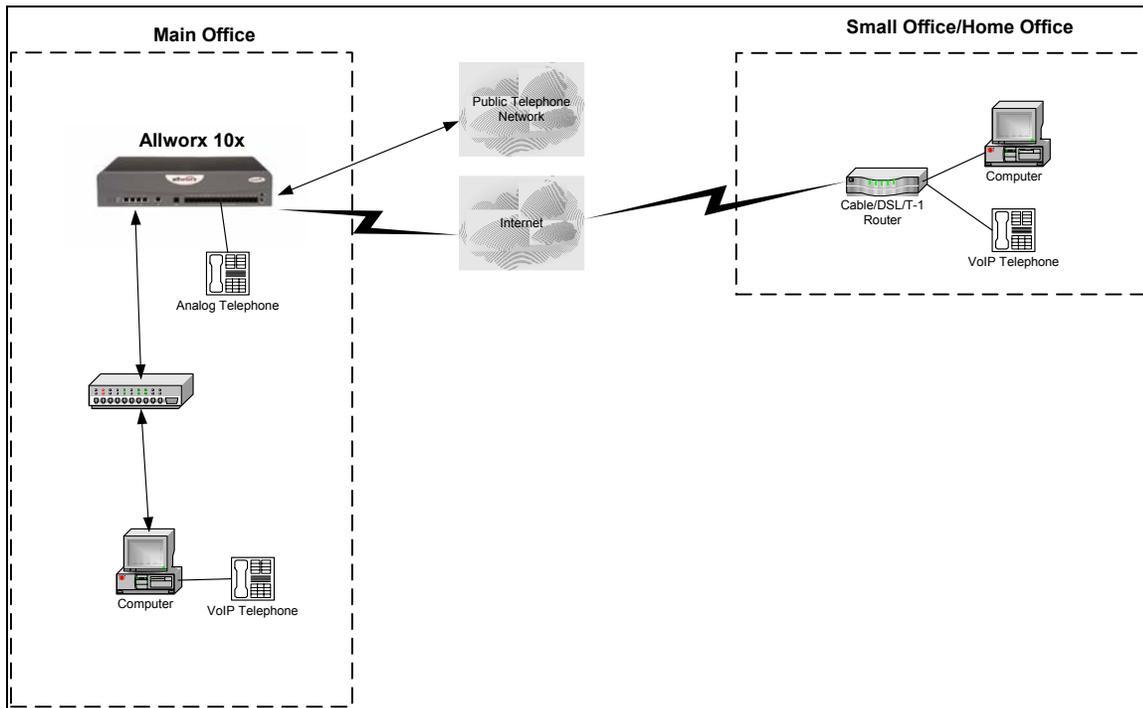
Remember, each site must also set up your local Allworx as a remote system using the Login ID and Password you agreed to.

## Remote Office SIP Phone

Many businesses have discovered that it is beneficial to have workers who are not physically located in the main office. The workers may be located in a remote formal rented office space or in a personal home office. Instead of installing a traditional phone connection in each location, they make use of a Voice over Internet Protocol (VoIP) software-based phone connected to the worker's personal computer. Prior to release 4.6, a Virtual Private Network (VPN) was needed for each computer in order to transport VoIP calls. With this release, there is no need for a VPN in order for a remote worker to use a VoIP phone. (Workers who already have a VPN installed to protect confidential correspondence and files may continue to use it with their VoIP phone.)

NOTE: Currently only Cisco phones are supported.

NOTE: The instructions provided here are for setting up one remote phone. To set up more than one phone, contact Allworx Customer Support.



*Main Office to Small Office/Home Office configuration*



### You'll need this much time

Setting up a Remote SIP Phone will take about **30** minutes.



### Gather This Information

You'll need the following information:

- **IP Address:** You can find this by expanding **Network** and clicking **Addresses**. Make a note of the WAN TCP/IP Address.



### Before You Begin

Make sure:

- Allworx 4.6 Server software is installed.
- The firmware of your phone is the latest version:
  - Cisco phone models 7940 and 7960 sets require firmware POS3-06-3-00.
  - Cisco phone model 7905G requires firmware CP7905010100SIP030807A.
  - Cisco phone model 7912G requires firmware CP7912010100SIP030807A.
- Each phone operates within a DHCP-enabled environment.
- Configure and test a Cisco phone on the main office Allworx system before sending it to the remote location. This will verify that the correct software is loaded, and the phone and server registration account data match.
- Phones may be located behind a firewall.

Setting up a remote SIP phone consists of these procedures:

- Prepare the phone.
- Set up the user and handset (IP Phone) in Allworx *OR* set up a new handset (IP Phone) in Allworx.
- Obtain the new phone's User ID.
- Verify the Allworx firewall is open for SIP support.
- Configure the remote SIP Phone.
- Verify the phone registration.
- Test the SIP phone.

## How to Prepare the Phone

1. Plug in the power cord for the phone.
2. Connect the Ethernet cable from the phone to your Allworx server.
3. Expand **Phone System** and click **Handsets**.

SIP Handsets					
Handset	Line	Owner	Caller ID	Identification	Action
					<a href="#">New SIP Handset</a>
0003e30cd46d	1			MAC: 00-03-E3-0C-D4-6D	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
0003e30cd46d (L2)	2			MAC: 00-03-E3-0C-D4-6D	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>

*Handsets page*

4. When a phone is connected to the Allworx server, handsets will automatically be set up as plug-and-play phones. These will appear on the list of handsets with “MAC” addresses in the Identification field. If any of these appear on your list, remove them by clicking **Delete**.
5. If you have a Cisco 7940 or Cisco 7960 phone:
  - a. Press **Services**, then select **Network Configuration**.
    - Change **Alternate TFTP** to **Yes**.
    - Check that the value for **Dynamic TFTP Server** is **0.0.0.0**.
  - b. Save your changes.
6. If you have a **Cisco 7905** or **Cisco 7912** phone:
  - a. Press **Settings**, then select **Network Configuration**.
    - Change **TFTP Enabled** to **No**.
  - b. Save your changes.

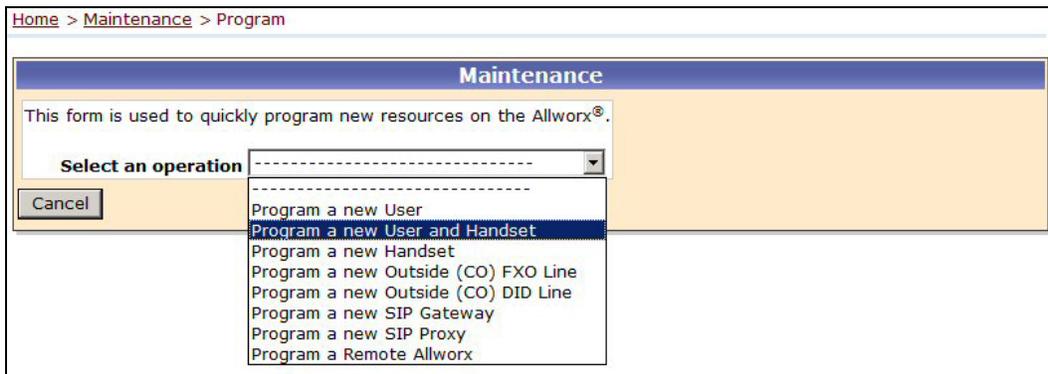
## How to Set Up the User and Handset (SIP Phone)

Follow these instructions to set up the user and handset at the same time. If the user is already set up, continue on to *How to Set Up the Handset*.

After you complete this procedure:

- The user will be assigned an Allworx user name (system identifier for voicemail, email, calendar, etc.).
- The user will also be assigned a 100-series extension.
- A SIP phone is setup with the 100-series extension.

1. Expand **Maintenance** and click **Program**.



*Program page*

2. Select **Program New User and Handset**.

Home > Maintenance > Program > New User and Handset

**Maintenance**

**New User**

**Login Name**  (must start with a letter; use only letters and digits)

**Full Name**

**Password**  (at least 4 characters)

**Extension**

**New Handset**

**Description**

**Caller ID**

**Handset Type**

**Select the handset type:**

Analog Phone     **SIP Phone**

All ports in use

**Model**  **Number of Lines**

**Phone must authenticate (register)**

**Login ID**

**Password**

**Phone can plug-n-play**

**MAC Address**

**Allworx DHCP Server assigns IP Address**

**IP Address**

**SIP Protocol Port**

New User and Handset page

## 3. Enter:

- **Login Name** – remember, this must start with a letter and contain only letters, numbers, and underscores
- **Full Name** – type the user's first name, middle name or initial, and last name
- **Password** – type a default password that the user can later change
- **Primary Extension**

4. Enter:
  - **Description**
  - **Caller ID** – this will appear in the display when the user makes a call
5. Make sure that **SIP Phone** is selected as the type of handset.
6. Select the model that matches the user's handset. When you select a model, the corresponding number of call appearances (virtual handsets) will be created on the Handsets page. For example, choosing the Cisco 7960 handset will result in six rows being created in the Handsets page.
7. Make sure that **Phone must authenticate (register)** is selected. Enter the user's Login ID and Password.
8. Click **Program**.

## How to Set Up the Handset (SIP Phone) Only

If the user is already set up, you can just set up the phone. (If you followed the previous procedure to set up both the user and SIP Phone, then skip this procedure and continue on.)

1. Expand **Phone System** and click **Handsets**.

[Home](#) > [Phone System](#) > Handsets

Phone System					
Analog Handsets			Scan For New		
Handset	Owner	Caller ID	Port	Action	
08			08	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
09			09	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
10			10	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
11			11	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
12			12	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
13			13	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
14			14	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
15			15	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>
16			16	<a href="#">Modify</a>	<a href="#">Delete</a> <a href="#">Ring</a>

SIP Handsets					
Handset	Line	Owner	Caller ID	Identification	Action
					<a href="#">New SIP Handset</a>

Handsets page

2. Click **New SIP Handset**.

Home > Maintenance > Program > New Handset

Maintenance

New Handset

**Description**

**Caller ID**

**Extension**

Handset Type

**Select the handset type:**

Analog Phone     **SIP Phone**

All ports in use

**Model**  **Number of Lines**

**Phone must authenticate (register)**

**Login ID**

**Password**

**Phone can plug-n-play**

**MAC Address**

**Allworx DHCP Server assigns IP Address**

**IP Address**

**SIP Protocol Port**

*New Handset page*

3. Enter:
  - **Description**
  - **Caller ID** – this will appear in the display when the user makes a call
4. Make sure that **SIP Phone** is selected as the type of handset.
5. Select the model that matches the user's handset. When you select a model, the corresponding number of call appearances (virtual handsets) will be created in the Handsets page. For example, choosing the Cisco 7960 handset will result in six rows being created in the Handsets page.
6. Make sure that **Phone must authenticate (register)** is selected. Enter the user's Login ID and Password.
7. Click **Program**.

## How to Obtain the New Phone's User ID

1. Expand **Phone System** and click **Handsets**.

Home > [Phone System](#) > Handsets

Phone System				
Analog Handsets			Scan For New	
Handset	Owner	Caller ID	Port	Action
08			08	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
09			09	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
10			10	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
11			11	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
12			12	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
13			13	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
14			14	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
15			15	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
16			16	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>

SIP Handsets				
Handset	Line Owner	Caller ID	Identification	Action
				<a href="#">New SIP Handset</a>
Lesley's SIP phone	1	admin	Lesley Smith User ID: 5102 Login ID: LSmith (never registered)	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>

*Handsets page*

2. Write down the User ID that appears in the Identification column for the SIP phone you just set up. You will need this later after you plug in and set up the SIP phone.
  - Note that the Identification states that the User ID has “never registered.” After you program the SIP phone, this will change to showing an expiration date and time. NOTE: When the phone’s registration expires, the “registration expired” appears as the status.
  - NOTE: If you followed the procedure *How to Set Up the Handset (IP Phone) Only*, the Owner of the handset is “admin.” To assign a user to this handset (required if you want the message wait lamp to reflect voicemail presence/absence). Click **Modify** for the handset and select the user.

## How to Verify the Allworx Firewall is Open for SIP Support

The new SIP Phone must register themselves automatically with the Allworx server before calls can be made. You will need to verify that the Allworx firewall permits SIP traffic (SIP port 5060) so that the registration can occur.

1. Expand **Network** and click **Security**.

[Home](#) > [Network](#) > [Security](#)

Security		
	Current Value	Action
<b>Allworx Network Mode</b>	NAT/Firewall	<a href="#">Modify</a>
<b>DNS (53,4069)</b>	n/a	
<b>FTP (20,21)</b>	n/a	
<b>HTTP (80)</b>	n/a	
<b>POP3 (110)</b>	n/a	
<b>PPTP (1723)</b>	n/a	
<b>SIP (5060)</b>	n/a	
<b>SMTP (25)</b>	n/a	
<b>SNTP (4068)</b>	n/a	
<b>LAN Addresses and Ports exposed through Firewall</b>		

*Network Security page*

The Allworx Network Mode should be one of the following:

- NAT/Firewall
- NAT/Firewall with DMZ
- NAT/Firewall with Stealth DMZ

If it is not, follow these instructions:

2. Click **Modify**.

Home > Network > Modify Network Security

Allworx Network Mode NAT/Firewall

LAN Addresses exposed through firewall:

IP Address	Protocol	Local Port #	Global Port #
	TCP		

(To add more entries, fill the empty entries on this page, then click Update. When you return to this page there will be 4 new empty entries.)

Allworx Services (ports) exposed through DMZ:

- DNS (53,4069)
- FTP (20,21)
- HTTP (80)
- POP3 (110)
- PPTP (1723)
- SIP (5060)
- SMTP (25)
- SNTP (4068)

Update Start Over Cancel

*Modify Network Security page*

## 3. Select one of the following:

- NAT/Firewall which exposes all ports to the Internet
- NAT/Firewall with DMZ (make sure that **SIP (5060)** is selected as an exposed port)
- NAT/Firewall with Stealth DMZ (make sure that **SIP (5060)** is selected as an exposed port)

4. Click **Update**.5. Expand **Maintenance** and click **Restart**.

Home > Maintenance > Restart

**Maintenance**

Restart Options

To restart the Allworx, select an option from the list then click on "Restart".

- Normal restart**
- Restart with factory defaults restored**
- Restart with disk wipe (all user settings and files erased, factory defaults restored)**
- Enter Safe Mode after restart**

Restart

*Restart page*6. Select **Normal** restart.7. Click **Restart**.

## How to Configure the Remote SIP Phone

Configure the new SIP phone in your office. After it is configured, you can move it to the remote location.

1. If you have a **Cisco 7940** or **Cisco 7960** phone, follow these instructions.
  - a. Press **Settings**.
  - b. Select **Unlock Configuration**. Enter **cisco** as the password.
  - c. Press **Settings**, then select **SIP Configuration**.
  - d. Make sure the SIP configuration settings are as shown below. Make changes, if necessary, and save your changes.

Item	Setting
Messages URI	404
Preferred Cedec	G711ulaw
Out-of-Band DTMF	Out_always
Register with Proxy	Yes
Register Expires	600
TFTP Directory	Leave as is
Phone Label	Leave as is
Enable VAD	No
Voice Control Port	5060
Start Media Port	Leave as is
End Media Port	Leave as is
Backup Proxy	Leave as is
Backup Proxy Port	Leave as is
Emergency Proxy	Leave as is
Emergency Proxy Port	Leave as is
Outbound Proxy	Use the WAN TCP/IP Address that you noted earlier
Outbound Proxy Port	5060
NAT Enabled	No

- e. Press **Settings**, then select **SIP Configuration**. Select the first Line to be configured. (The Cisco 7940 has 2 lines. The Cisco 7960 has 6 lines.)
- f. Make sure the Line settings is as shown below. Make changes, if necessary, and save your changes.

Item	Setting
Name	Enter the User ID you noted earlier.
Short Name	Enter the name or number you want to appear on the display.
Authentication Name	Enter the Login ID you chose earlier.
Authentication Password	Enter the Password you chose for the Login ID.
Display Name	Leave as is.
Proxy Address	Enter the WAN TCP/IP address of the Allworx server.
Proxy Port	5060

- g. Repeat steps e – f for each line.

2. If you have a **Cisco 7905** or **Cisco 7912** phone, follow these instructions.
  - a. Press **Services**.
  - b. Press **\*\*#** (asterisk, asterisk, pound sign) to unlock the configuration. Enter **admin** as the password on the keypad.
  - c. Press **Services**, then select **Network Configuration**.
  - d. Make sure the network configuration settings are as shown below. Make changes, if necessary, and save your changes.

Item	Setting
SIP Proxy	Use the WAN TCP/IP Address that you noted earlier
User ID	Enter the User ID you noted earlier.
Password	Enter the Password you chose for the Login ID.
Use Login ID	Yes
Login ID	Enter the Login ID you chose earlier.
Local SIP Port	5060
Local RTP Port	Leave as is.
Backup Proxy Timeout	Leave as is.
Outbound Proxy	Use the WAN TCP/IP Address that you noted earlier
Register Expires	600
Register with Proxy	Yes
NAT WAN IP Address	Leave as is.

## How to Verify the Phone Registration

After the phone has been configured, it will automatically initiate registration to the remote Allworx server. Verify that the registration was successful.

1. Expand **Phone System** and click **Handsets**.

SIP Handsets					
Handset	Line	Owner	Caller ID	Identification	Action
					<a href="#">New SIP Handset</a>
7940	1	admin	7940	User ID: 5100 Login ID: test (expires: MAY 18, 2004 09:57 AM) 192.168.181.58:5060	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
7940 (L2)	2	admin	7940	User ID: 5101 Login ID: test (expires: MAY 18, 2004 09:57 AM) 192.168.181.58:5060	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
Jane Doe	1	Jane	Jane Doe	MAC: 00-0A-DD-80-00-16	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
0003e30cd46d	1			MAC: 00-03-E3-0C-D4-6D	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>
0003e30cd46d (L2)	2			MAC: 00-03-E3-0C-D4-6D	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>

*Handsets page*

2. The handsets that you set up should appear with a User ID, Login ID, an expiration date, and the IP address of the registered remote phone in the Identification field.
3. Using the configured SIP phone, dial 400 to reach the Allworx Auto Attendant. Make sure to try the call on each line. If the call goes through, the phone is properly registered.
4. If your remote IP phone is behind a firewall, then consult the documentation that came with your firewall for instructions.
  - Map the UDP port 5060 to the IP address of the phone.
  - If you have a Cisco 7940 phone, also map ports 16384 and 16386 to the IP address of the phone. If your firewall uses a range instead of individual ports, use the range 16384 – 16387.
  - If you have a Cisco 7960 phone, also map ports 16384, 16386, 16388, 16390, 16392, and 16394 to the IP address of the phone. If your firewall uses a range instead of individual ports, use the range 16384 – 16395.

5. If you have a **Cisco 7940** or **Cisco 7960** phone, follow these instructions to change the Line Settings.
  - a. Press **Settings**, then select **Network Configuration**.
  - b. Make sure the **Default Router 1** is set to the local IP address of the network setup of the router.
  - c. Press **Settings**, then select **SIP Configuration**.
  - d. Make sure that the **Start Media Port** is the same as the Start port for the UDP protocol of your router (16384).
  - e. Leave the **End Media Port** at the default settings on the phone.
  - f. Make sure **VOIP Control Port** is set to 5060.
  - g. Make sure **NAT Enabled** is set to Yes.
  - h. The NAT Address is set to the WAN Address of the router/firewall.
  - i. Save your changes.
  - j. Verify that the phone is working for both inbound and outbound calls.

## **How to Test the SIP Phone**

A remote SIP phone has the same capabilities as a local phone. Its features can be used in exactly the same way:

- Dial 400 and the call will be routed to the Allworx Auto Attendant.
- Dial an extension and the call will be routed to the user of the extension.

If a problem persists, call Customer Support 866-ALLWORX, extension 200.

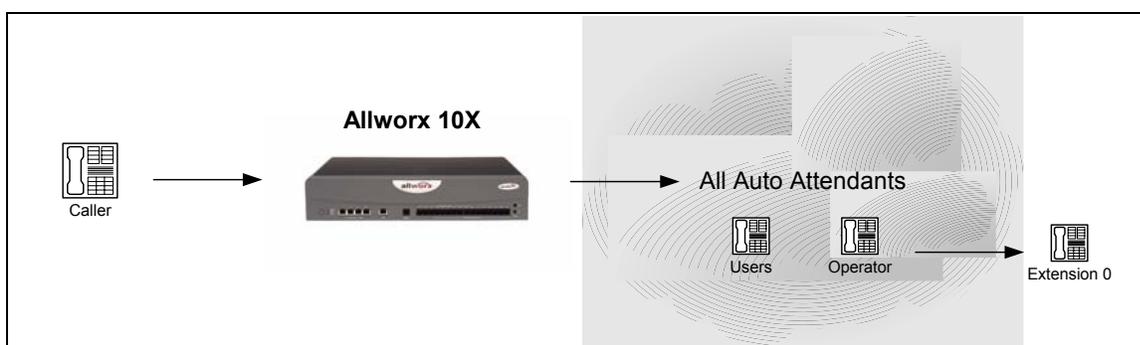
## Auto Attendant

There are two new features available for Auto Attendants:

- Selecting an operator extension for each Auto Attendant
- Setting up shortcuts for Auto Attendants

### Selecting an Operator Extension

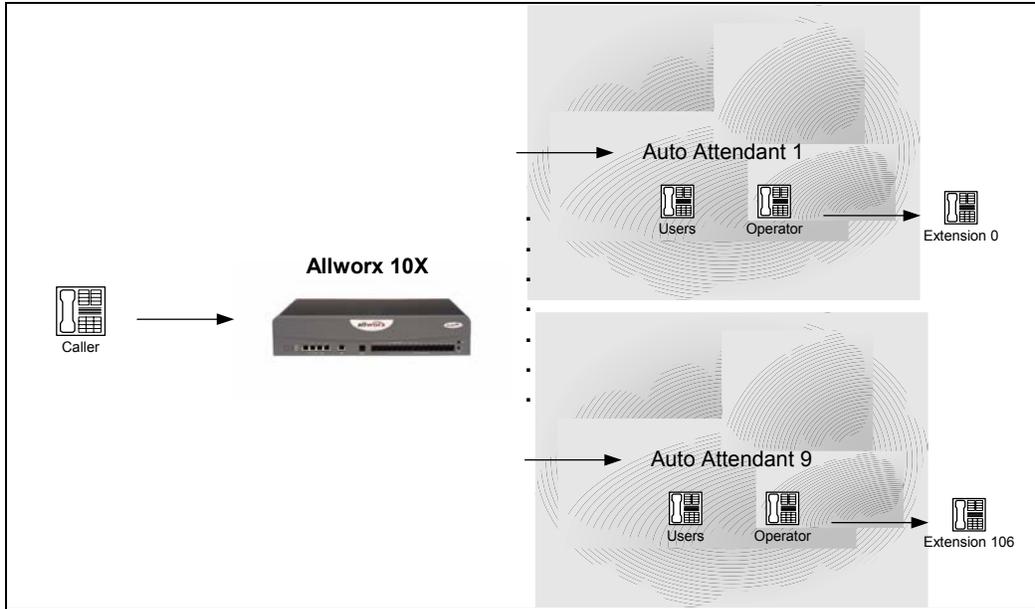
You can set up 9 Auto Attendants on your Allworx system with their own Prompts and Features. Prior to release 4.6, when a caller dialed 0 after listening to any Auto Attendant message, the call was directed to the system operator.



*Before release 4.6*

In release 4.6, you can now designate the extension that should be dialed when the caller dials 0 during each Auto Attendant message. For example, the Auto Attendants could be set up as follows:

- Callers who dial 0 while listening to Auto Attendant 1 would be directed to the system operator.
- Callers who dial 0 while listening to Auto Attendant 9 would be directed to Sales at extension 106.



After release 4.6



### You'll need this much time

Setting up operator extensions for Auto Attendants will take less than **10 minutes**.



### Gather This Information

You'll need the following information:

- **User extension** or **system extension** to be called when the caller dials 0.



### Before You Begin

- Make sure the person at the extension you're designating as the operator is ready to receive calls.

## How to Set up an Operator Extension for an Auto Attendant

1. Expand **Phone System** and click **Auto Attendants**.

Home > Phone System > Auto Attendants

**Phone System**

The table below displays the current settings for the Auto Attendants' Prompts, Features, and Operator Extensions. You can also [manage the content](#) of the Auto Attendants' Greetings and Messages.

Auto Attendants										
Attendant	PROMPTS					FEATURES			Operator Extension	Action
	Name	Ext.	Dial	End	Repeat	Name	Ext.	Speed		
431 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	<a href="#">Modify</a>
432 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
433 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
434 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
435 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
436 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
437 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
438 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
439 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	

Auto Attendant Menu Shortcuts map a single digit entered by the caller to an extension.

Auto Attendant - Menu Shortcuts									
Attendant	DIGIT								Action
	1	2	3	4	5	6	7	8	
431 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
432 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
433 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
434 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
435 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
436 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
437 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
438 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>
439 - Auto Attendant	---	---	---	---	---	---	---	---	<a href="#">Modify</a>

Auto Attendants page

- Review the list of Auto Attendants and the Prompts, Features, and Operator Extension associated with each. Click **Modify** to change any Auto Attendant.

Home > Phone System > Auto Attendants > Modify

**Phone System**

The Allworx® allows you to selectively enable certain prompts and features for each Auto Attendant. This is useful if you have recorded your own custom greetings or messages and no longer wish to play the default Allworx prompts.

**Prompts:** (the prompt will be played if its box is checked below)

Name "Press #1 to dial by name."  
 Ext. "Press #2 for a listing of all users and their extensions."  
 Dial "If you know your party's extension you may dial it now."  
 End "Press 9, or hang up, to end your call."  
 Repeat "Press \* to listen to these choices again."

**TIP**

You may find it helpful to make some changes, then dial the Auto Attendant to test the effect of the new settings.

**Features:** (the feature will be enabled if its box is checked below)

Name entering #1 plays Dial By Name menu  
 Ext. entering #2 plays list of users and extensions  
 Speed entering 350-399 transfers to speed dial numbers

**Operator Extension** - defines the extension dialed when the caller dials 0 in the attendant main menu

Attendant	PROMPTS				FEATURES			Operator Extension
	Name	Ext.	Dial	End	Repeat	Name	Ext.	
431 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
432 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
433 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
434 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
435 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
436 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
437 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
438 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						
439 Auto Attendant	<input checked="" type="checkbox"/>	0 - Operator						

*Modify Auto Attendants page*

- Select an **Operator Extension** that will be dialed if the caller dials 0 during the Auto Attendant announcement. (Remember, you can select any extension to be the Operator Extension.)
- You can also make any changes desired to the **Prompts** and **Features**.
- Click **Update**.

## Shortcuts for Auto Attendants

You can now use shortcuts with the Auto-Attendants so a caller can transfer to an extension using a single digit. The shortcut can direct the caller to a user extension, a system extension, or another Auto Attendant. You can set up 8 different shortcuts for each Auto Attendant.

NOTE: Check the online help for additional information.



### You'll need this much time

Setting up shortcuts for Auto Attendants one will take less than **15 minutes**.



### Gather This Information

You'll need the following information:

- **User extension, system extension, or Auto Attendant** to be called as a result of using the shortcut



### Before You Begin

- Determine which Auto Attendants will use the shortcuts.

### How to Set up a Shortcut for an Auto Attendant

1. Expand **Phone System** and click **Auto Attendants**.

Home > Phone\_System > Auto Attendants

**Phone System**

The table below displays the current settings for the Auto Attendants' Prompts, Features, and Operator Extensions. You can also [manage the content](#) of the Auto Attendants' Greetings and Messages.

Auto Attendants										
Attendant	PROMPTS				FEATURES			Operator Extension	Action	
	Name	Ext.	Dial	End Repeat	Name	Ext.	Speed			
431 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
432 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
433 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
434 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
435 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	Modify
436 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
437 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
438 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	
439 - Auto Attendant	play	play	play	play	play	allowed	allowed	---	0	

Auto Attendant Menu Shortcuts map a single digit entered by the caller to an extension.

Auto Attendant - Menu Shortcuts									
Attendant	DIGIT								Action
	1	2	3	4	5	6	7	8	
431 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
432 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
433 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
434 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
435 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
436 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
437 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
438 - Auto Attendant	---	---	---	---	---	---	---	---	Modify
439 - Auto Attendant	---	---	---	---	---	---	---	---	Modify

Auto Attendants page

2. Click **Modify** in the Menu Shortcuts next to the Auto Attendant for which you want to set up a shortcut.

Home > Phone\_System > Auto Attendants > Modify Menu Shortcuts

**Phone System**

Auto Attendant **menu shortcuts** allow a caller to press a single digit to transfer to an extension. You can define shortcuts for digits 1 through 8. A shortcut can transfer to an internal user, system extension, or to another Auto Attendant.

Menu Shortcuts	
Digit	Extension
1	not used
2	not used
3	not used
4	not used
5	not used
6	not used
7	not used
8	not used

Modify Menu Shortcuts page

3. Select the extension for each digit you want to assign.
4. Click **Update**.
5. Repeat steps 2 – 4 to set up shortcuts for each Auto Attendant.

### **Sample Setup: Set up an Auto Attendant Shortcut**

Let's say you have two Auto Attendants set up:

- Auto Attendant 431 which answers for your entire company
- Auto Attendant 432 which answers for Customer Support

You want to set up a shortcut for Auto Attendant 431 so the caller can quickly reach Auto Attendant 432. You also want to set up two shortcuts for Auto Attendant 432 so the caller can quickly reach Customer Support (extension 200) and the other Auto Attendant (431).

NOTE: Check the online help for additional information.

#### **Auto Attendant for the company:**

1. Expand **Phone System** and click **Auto Attendants**.
2. Click **Modify** next to the Auto Attendant 431.
3. For digit 1, select extension 432 for the Customer Support Auto Attendant.
4. Click **Update**.
5. Record a custom message for Auto Attendant 431 that includes "Press 1 for Customer Service."

#### **Auto Attendant for Customer Service:**

1. Expand **Phone System** and click **Auto Attendants**.
2. Click **Modify** next to the Auto Attendant 432.
3. For digit 1, select extension 431 for the company Auto Attendant.  
For digit 2, select extension 200 for Customer Support.
4. Click **Update**.
5. Record a custom message for the Auto Attendant that includes "Press 1 to speak to a customer service representative. Press 2 for the main company operator."