# Allworx Admin Training

Date

Today's Agenda

- **Allworx Basic Admin Training**

- **Phone System**
  - › Users – Extensions with Voicemail (Licensed)
  - › Extensions – System Extensions without Voicemail (non–Licensed)
  - › Handsets – Phones
  - › Auto Attendants
  - › Music on Hold

- **Tools**
  - › Backup using Allworx OfficeSafe

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Secure (HTTPS) Web Administration: Manage Allworx systems and network settings from anywhere
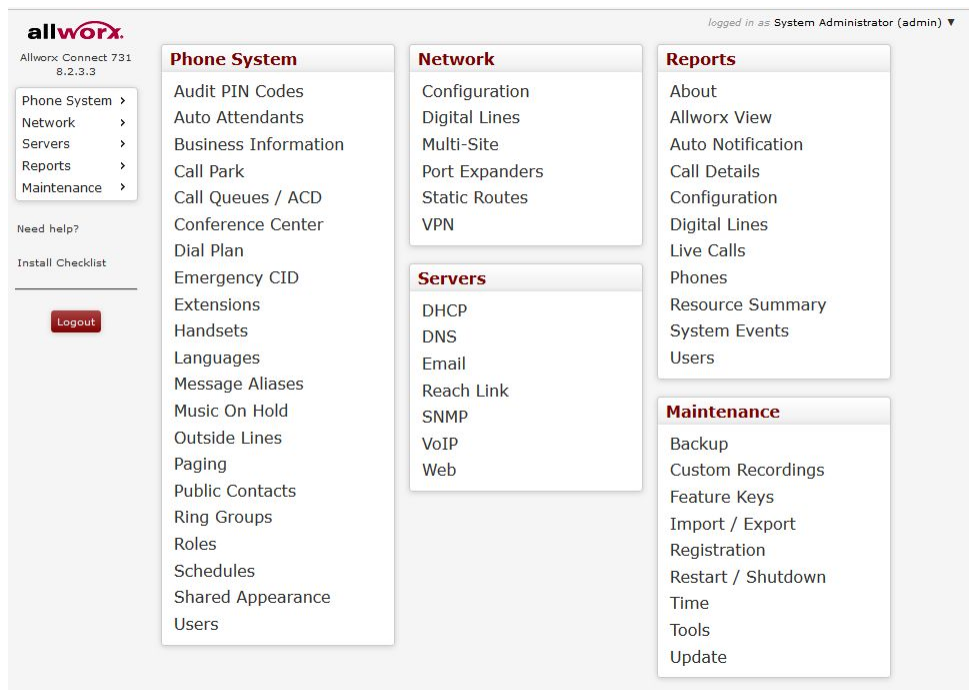
Easy to manage.

Manage Allworx systems from anywhere:

- Configure network settings and telephony
- Configure users, handsets, and extensions
- Download and install software feature keys
- Run server diagnostics
- View current server resource usage
- Assign Call Queue Supervisors
- Assign Recording Managers

Provide role-based access to Web Admin:

- System Administrator
- Network Administrator
- Phone Administrator
- Support Technician

ANYONE can use it!

- Customers can do simple adds/moves/changes on their own

User - Extension

User – Extension with Voicemail
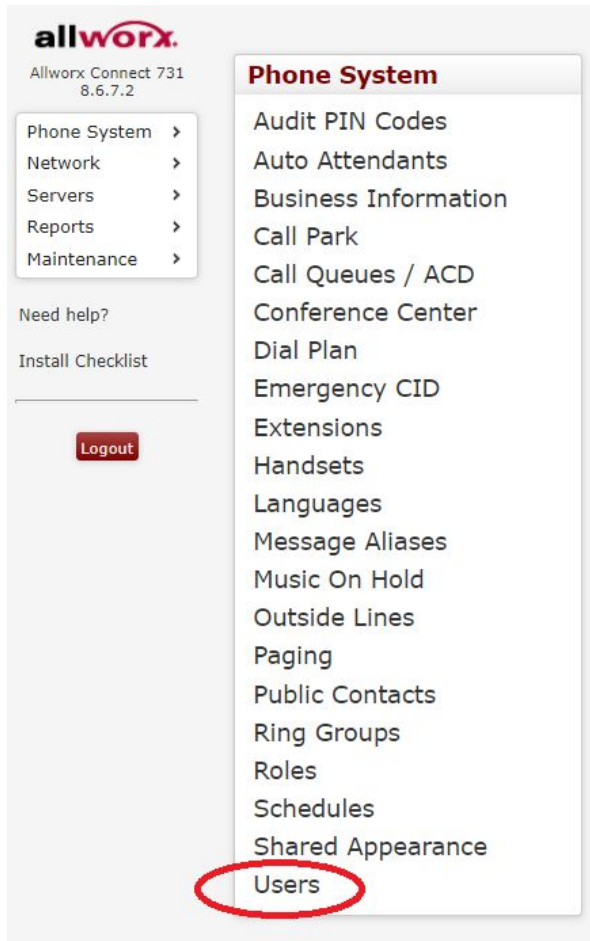
- This is where you modify User Permissions
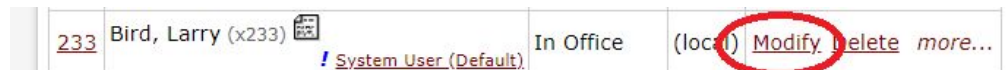- PIN- Voicemail
- Password – Login

User – Extension with Voicemail

Add New User

User – Extension with Voicemail

Modify User

Extensions - System

Customize call routes for each presence setting

Customized call routes mean unlimited flexibility.

End-users with permissions can modify their own call routes.

New incoming calls can be routed differently if the line is busy.

Add a destination: New incoming calls can ring multiple handsets, Reach devices, internal extensions, outside numbers ("Follow Me" calling), and Hot Desk handsets – all at the same time.

Add another connection attempt: If the call is not answered by the first connection attempt, you can add other destination numbers to re-route the incoming call.

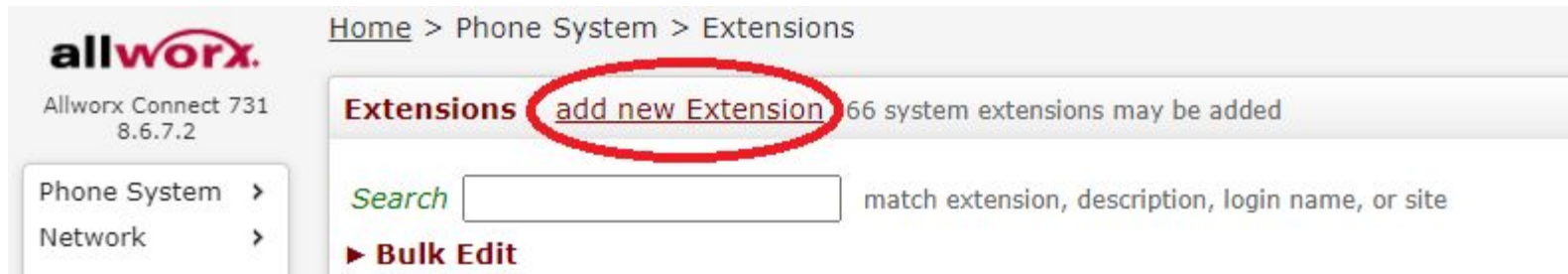# Add an unlimited number of customized call routes

And there's more…

Create an *unlimited number of* customized call routes for incoming calls based on:

- Specific outside phone numbers
- Specific area codes
- Specific internal extensions

Extension – Extension without Voicemail

- This is where you modify Extension Call Routes
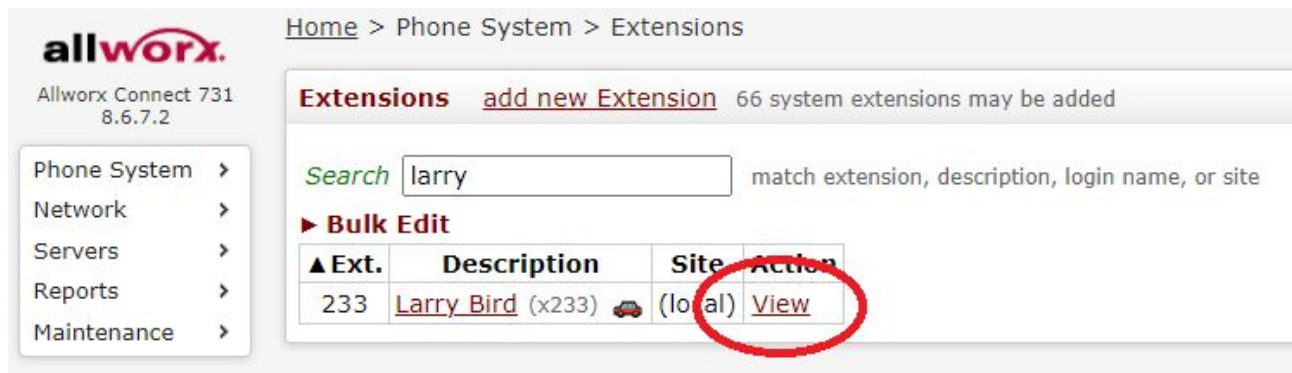- And ADD Extensions for Conference Room, Kitchen Phone, etc.

Extension – Extension without Voicemail

- Modify Extension Call Routes
- Add Connection a Destination – for more phones to ring simultaneously

- Modify Extension Call Routes
- Add Connection a Destination – for more phones to ring simultaneously
- Add Another Connect Attempt – for subsequent ring attempts

Handsets - Phones

Handsets – Phones

- Press View to Program Buttons (Programmable Function Keys)
- Press Modify to change Caller ID, Owner, etc.

Handsets – Phones: Programmable Function Keys

- Programmable Function Keys- Modify
- Use the Dropdown Menu

Auto Attendants

Auto Attendants are easy to set up and manage

Thanks for calling the ACME company...

We are closed…

1	Press 1 for sales
2	Press 2 for support
3	Press 3 for billing
0	If you know your party's extension, you can dial it now. Or press 0 for the operator
#1	Dial by Name
#2	Dial by Directory

Thanks for contacting our billing department

1	Press 1 to check balance
2	Press 2 for billing issues
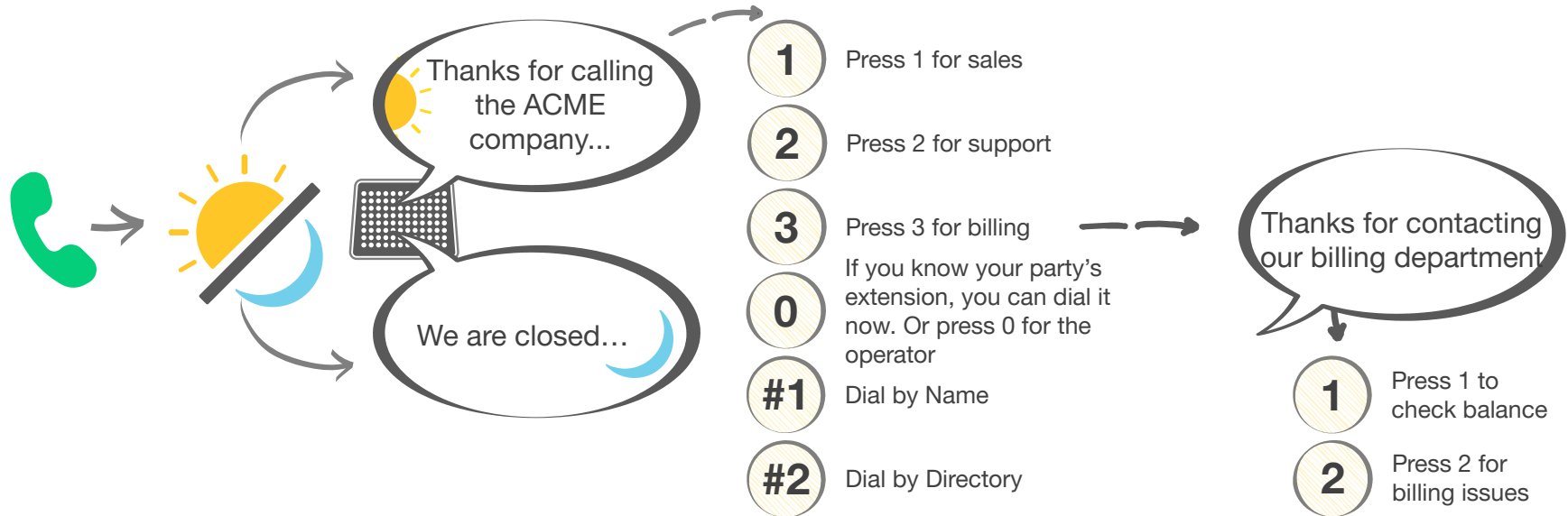
(An example for illustrative purposes only. This set-up is using 2 AAs)

Each AA supports:

Up to nine custom greetings
(e.g., "Thanks for calling the ACME company" or "We are closed…")

One custom message
(e.g., "Press 1 for sales, Press 2 for support, Press 3 for billing…")

Programmable schedules
that play different custom greetings based on the day/time of the week

Each AA can route to other AAs, call queues, users, or system extensions.

Capacity: Connect 731 supports 32 AAs and 16 AA ports (16 concurrent active calls allowed across all AAs); Connect 536 and 530 support 16 AAs and 8 AA ports; and Connect 324 and 320 support 9 AAs and 4 AA ports

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Auto Attendant

- Auto Attendant Features and Prompts
- Menu Shortcuts

Auto Attendant Greetings Recording

- All Greetings are recorded via Message Center (x404)
- User must have Recording Manager permission

Music on Hold

Music On Hold

- You can assign MoH file

Backup - Allworx OfficeSafe

Backup – Allworx OfficeSafe

- Server Backup – Last Successful Backup

Mode	full
Last Successful Backup	Thu Nov 12 2020, 12:11:42am

TIP
For optimum system performance, the recommended setting for the backup Mode is *incremental*. When set to *incremental*, full backups will automatically be performed when:

- an existing backup is not found on the PC running OfficeSafe
- this is the first backup after the Allworx server software has been upgraded
- this is the first backup after the Allworx server software has been restored
- the OfficeSafe PC application has been configured to force a full backup

Backup Now

Maintenance

Backup
Custom Recordings
Feature Keys
Import / Export
Notes
Registration
Restart / Shutdown
Time
Tools
Update

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Backup – Allworx OfficeSafe

- Select IP Address of the PC running OfficeSafe
- Select Port # (Default is 5001)
- Choose Frequency

Thank you.
Questions?