

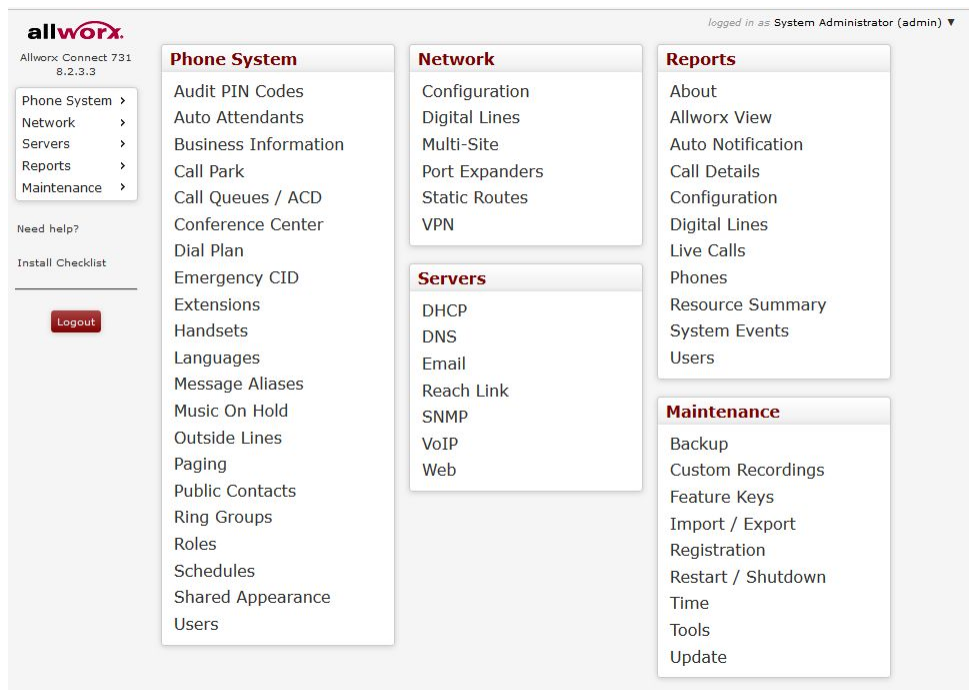
# Allworx Admin Training

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

# 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

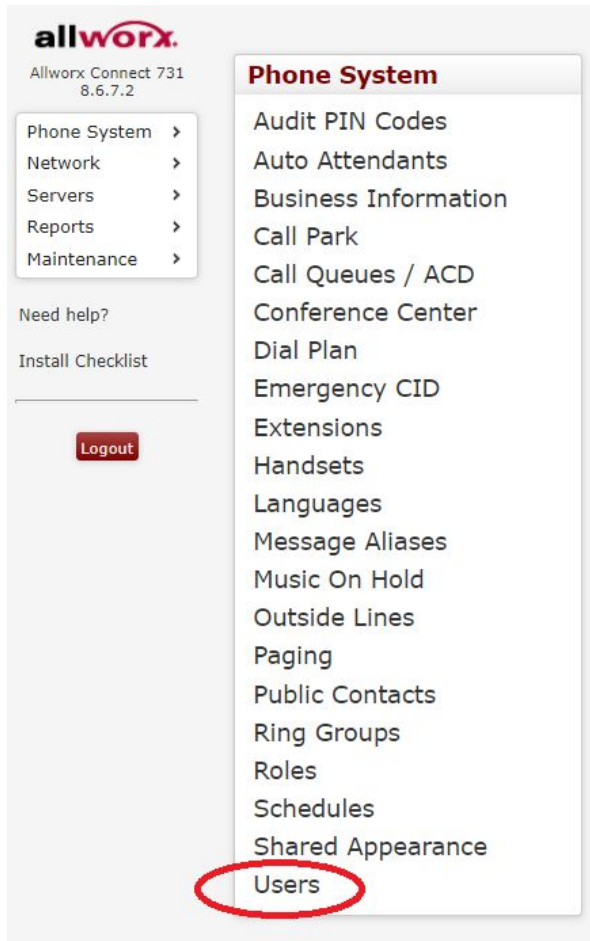
ANYONE can use it!

- 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

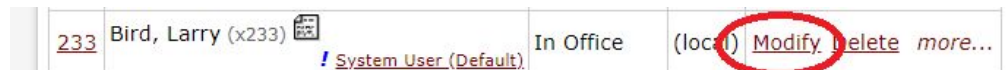
## User – Extension with Voicemail

### Add New User



## User – Extension with Voicemail

### Modify User



# Extensions - System



# Customize call routes for each presence setting

**Presence: In Office [ACTIVE]** [add new Call Route](#)

**Call Route for calls from all callers:**

*First connection attempt:*

- Bianca Anderson - Samsung Galaxy Nexus 36 (Login ID:5128) for 4 rings (Single (int), Double (ext))
- Bianca Anderson - iPad Air (Login ID:5118) for 4 rings (Single (int), Double (ext))
- Bianca Anderson (Login ID:5104) for 4 rings (Single (int), Double (ext))

*Finally:*

transfer to Voicemail for Bianca Anderson (BAnderson)

[Modify](#)

**Call Route for calls from all callers:**

- Modify Primary Route**
- Modify On Busy Route** (used if Primary Route connection attempt is busy)

**Call Route**

**First connection attempt** [add a destination](#) [delete this attempt](#)

Bianca Anderson - Samsung Galaxy Nexus 36 (Login ID:5128)	for	4	rings (	Single (int), Double (ext)
Bianca Anderson - iPad Air (Login ID:5118)	for	4	rings (	Single (int), Double (ext)
Bianca Anderson (Login ID:5104)	for	4	rings (	Single (int), Double (ext)

[add another connection attempt](#)

**Finally...**

- Hang up
- Transfer to Auto Attendant: 400 - Default Auto Attendant
- Transfer to Call Queue: Widget Sales
- Transfer to Voicemail for user: Bianca Anderson (BAnderson)
- Dial number: \_\_\_\_\_

[Update Call Route](#) [Start Over](#) [Cancel](#)

**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

**Presence: In Office [ACTIVE]** [add new Call Route](#)

**Call Route for calls from all callers:**

*First connection attempt:*  
Bianca Anderson - Samsung Galaxy Nexus S6 (Login ID:5128) for 4 rings (Single (int), Double (ext))  
Bianca Anderson - iPad Air (Login ID:5118) for 4 rings (Single (int), Double (ext))  
Bianca Anderson (Login ID:5104) for 4 rings (Single (int), Double (ext)) [Modify](#)

*Finally:*  
transfer to Voicemail for Bianca Anderson (BAnderson)

**Call Route for calls from:**

external - Caller ID number

internal - phones owned by

**TIP**

External calls are filtered using the number supplied by Caller ID. To filter a specific phone number, enter the number. To filter a range of numbers, enter the prefix followed by \*. For example:

- Enter 585-555-1212 to match calls from 585-555-1212
- Enter 585\* to match all calls from the 585 area code

**Call Route**

**First connection attempt** [add a destination](#) [delete this attempt](#)

Mary Ellis (Login ID:5103) for 4 rings (Single (int), Double (ext))

[add another connection attempt](#)

**Finally...**

Hang up

Transfer to Auto Attendant

Transfer to Call Queue

Transfer to Voicemail for user

Dial number

And there's more...

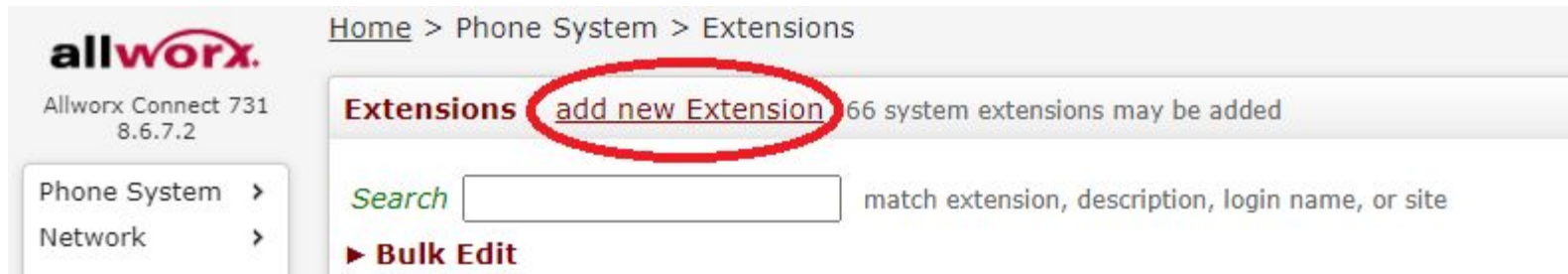
Create an *unlimited number of* customized call routes for incoming calls based on:

- 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.



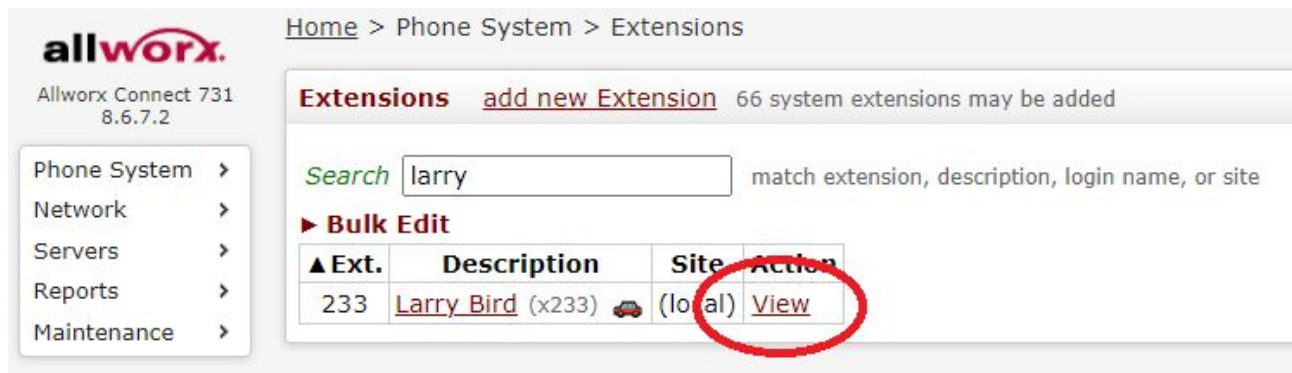
allworx.  
Allworx Connect 731  
8.6.7.2

Home > Phone System > Extensions

**Extensions** [add new Extension](#) 66 system extensions may be added

Search  match extension, description, login name, or site

► **Bulk Edit**



allworx.  
Allworx Connect 731  
8.6.7.2

Home > Phone System > Extensions

**Extensions** [add new Extension](#) 66 system extensions may be added

Search  match extension, description, login name, or site

► **Bulk Edit**

▲ Ext.	Description	Site	Action
233	<a href="#">Larry Bird</a> (x233) 🚗	(local)	<a href="#">View</a>

# Extension – Extension without Voicemail

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

Presence: In Office [ACTIVE] [add new Call Route](#)

On calls from all callers: [set the On Busy Route](#)

Primary Route	<i>First connection attempt:</i> Larry Bird - Reserved (User ID:*5173) for 4 rings (Single (int), Double (ext)) Larry Bird (User ID:*5104) for 4 rings (Single (int), Double (ext)) <i>Finally:</i> transfer to Voicemail for Larry Bird (x233)	<a href="#">modify</a>
---------------	---	------------------------

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

allworx. Home > Phone System > Extensions > Modify Call Route logged in as John 9200 (jyu)

Allworx Connect 731 8.6.7.2

Phone System >  
Network >  
Servers >  
Reports >  
Maintenance >

Need help?  
Install Checklist

Logout

### Call Route For Extension 233 - Larry Bird (x233)

**Primary Call Route**

On calls from all callers:

**First connection attempt** [add a destination](#) [delete this attempt](#)

Larry Bird - Reserved (User ID:*5173)	for 4 rings (Single (int), Double (ext))
Larry Bird (User ID:*5104)	for 4 rings (Single (int), Double (ext))

[add another connection attempt](#)

**Finally...**

Hang up

Transfer to Auto Attendant \*400 - Default Auto Attendant

Transfer to Call Queue Tech Support Queue

Transfer to Voicemail for user Larry Bird (x233)

Dial number

# Handsets - Phones



# Handsets – Phones

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

▼ **SIP Handsets** [reboot Allworx handsets](#) (310 handsets may be added to the system) [update Portal](#)

[add new Allworx Handset](#)  
[add new Allworx Reach Handset](#) (11 Allworx Reach handsets may be added to the system)  
[add new Allworx Interact Softphone](#) (2 Allworx Interact Softphone handsets may be added to the system)  
[add new Generic SIP Handset](#) (16 Generic SIP handsets may be added to the system)

Search

Show:  Allworx Handsets  Allworx Reach  Allworx Interact Softphones  Generic SIP Handsets

► **Bulk Edit**






Handset	Line	Owner	Caller ID	Identification	Action
<b>Allworx 9312</b> <a href="#">JOHN Remote PBX Station</a>			<a href="#">View</a> Configuration	<a href="#">Add Call Appearance</a>	<a href="#">Reboot</a> <a href="#">Replace</a>
MAC: 00-0A-DD-8F-8E-0C 66.214.250.114:5060 <a href="#">reboot pending</a> Rebooted on Feb 26, 2020 10:51 am Install Code: EQEDx=kSj55bAghU : 05/24/17					
Larry Bird	1	x233 (x233)	Larry Bird	User ID: *5104 expired Feb 26, 2020 02:51 pm	<a href="#">Modify</a> <a href="#">Delete</a> <a href="#">Ring</a>

# Handsets – Phones: Programmable Function Keys

- Programmable Function Keys- Modify
- Use the Dropdown Menu

**Programmable Function Keys** modify  Standard configuration (with PFK Pages)  Expander configuration (no PFK Pages)

Select a PFK column to View:

**Home Page**  **Left Page**  **Top Page**  **Right Page**  **Bottom Page** 

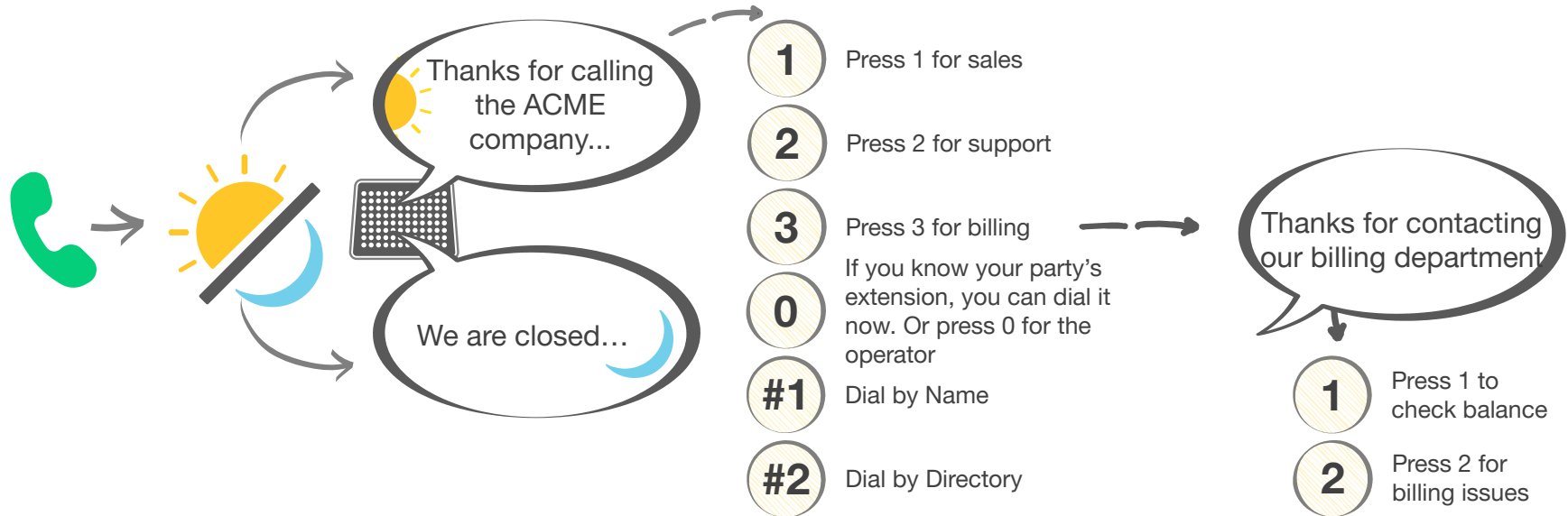
Left Right Left Right Left Right Left Right Left Right

Key	User Can Edit	Type
6	<input checked="" type="checkbox"/>	BLF John 9200 (User ID:*5103)
5	<input checked="" type="checkbox"/>	Park to Extension 101 - Sales Dept Parking Ring phone if caller remains parked for more than 120 seconds.
4	<input checked="" type="checkbox"/>	Contact *261 - Sales Dept Parking
3	<input type="checkbox"/>	Push To Talk John 9300 (User ID:*5112)
2	<input type="checkbox"/>	Call Appearance Larry Bird, Ring Type: AUTO
1	<input type="checkbox"/>	Call Appearance Larry Bird, Ring Type: AUTO

# Auto Attendants



# Auto Attendants are easy to set up and manage



*(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











# Auto Attendant


- Auto Attendant Features and Prompts
- Menu Shortcuts

**Menu Shortcuts** 

Auto Attendant **menu shortcuts** allow a caller to press a single digit to transfer to an extension or menu.

**Day Mode Menu Shortcuts**  

Digit	Extension
0	0 - Operator 
1	101 - Sales Dept Parking 
2	126 - Tech Support Queue 
3	117 - Accounting Dept 
4	not used 
5	not used 
6	not used 
7	not used 
8	*408 - Conference Center 
9	Menu - Dial-By-Name 






# Auto Attendant Greetings Recording

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

**Recording Manager**

Select the check boxes below to make the user a Recording Manager for the corresponding Auto Attendant or Call Queue:

<input type="checkbox"/>	Auto Attendants
<input checked="" type="checkbox"/>	*4301 - MAIN AA
<input checked="" type="checkbox"/>	*4302 - Auto Attendant 2
<input checked="" type="checkbox"/>	*4303 - Auto Attendant 3
<input checked="" type="checkbox"/>	*4304 - Auto Attendant 4
<input checked="" type="checkbox"/>	*4305 - Auto Attendant 5
<input checked="" type="checkbox"/>	*4306 - Auto Attendant 6
<input checked="" type="checkbox"/>	*4307 - Auto Attendant 7
<input checked="" type="checkbox"/>	*4308 - Auto Attendant 8
<input checked="" type="checkbox"/>	*4309 - Auto Attendant 9
<input checked="" type="checkbox"/>	*4310 - Auto Attendant 10



<input type="checkbox"/>	Call Queues
<input checked="" type="checkbox"/>	Tech Support Queue
<input type="checkbox"/>	Sales Queue
<input type="checkbox"/>	Queue
<input type="checkbox"/>	Queue
<input type="checkbox"/>	Queue
<input type="checkbox"/>	Sales Group
<input type="checkbox"/>	Queue 6
<input type="checkbox"/>	Queue 7
<input type="checkbox"/>	Queue 8
<input type="checkbox"/>	Queue 9 Test

# Music on Hold



# Music On Hold

- You can assign MoH file

## File Statistics

	Current Value
<b>Number of Music On Hold Files</b>	5
<b>Number of remaining files that can be loaded</b>	25
<b>Number of KBytes used</b>	14151
<b>Number of remaining KBytes that can be loaded</b>	241849

## Music On Hold Sources [modify](#)

Name	Size (KBytes)	Action
moh_1_hold2.snd	2778	<a href="#">Delete</a>
moh_2_snaidero.snd	756	<a href="#">Delete</a>
moh_3_snaidero.snd	756	<a href="#">Delete</a>
moh_10_Sales.snd	2778	<a href="#">Delete</a>
moh_29_support.snd	2778	<a href="#">Delete</a>
moh_supplied_louder.snd	2153	<a href="#">Delete</a>
moh_supplied.snd	2153	<a href="#">Delete</a>
None	0	<a href="#">Delete</a>
Line-In	0	<a href="#">Delete</a>

# Backup - Allworx OfficeSafe



# Backup – Allworx OfficeSafe

- Server Backup – Last Successful Backup

**Maintenance**

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

<b>Mode</b>	full
<b>Last Successful Backup</b>	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](#)



# Backup – Allworx OfficeSafe

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

**Backup**

Start Time  hrs.  min.

IP Address / Domain Name  (of PC running OfficeSafe) ←

TCP/IP Port  (of PC running OfficeSafe)

Frequency  ←

Mode

**TIP**  
For optimum system performance, the backup Mode is *incremental*. When set to  
- an existing backup is not fo  
- this is the first backup after  
- this is the first backup after  
- the OfficeSafe PC applicatio

been upgraded  
been restored  
All backup

Every Day



Thank you.  
Questions?