



# **iAllworx Administrator's Guide**

## **Version 1.0**

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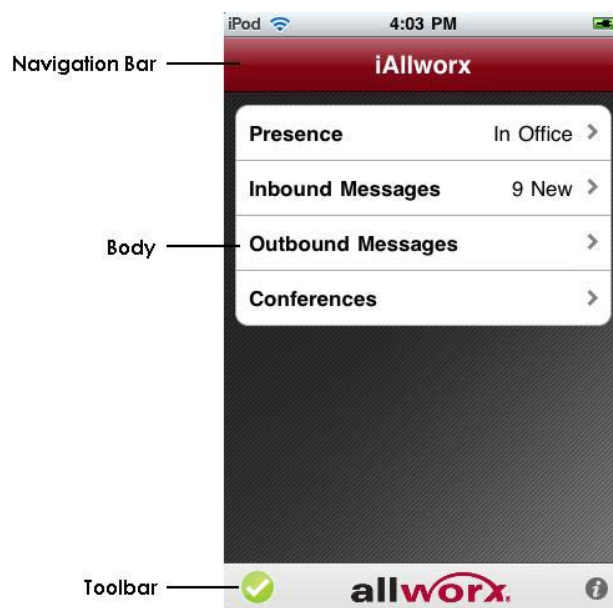


iAllworx is an iPhone, iPad, and iPod Touch application available at the Apple Store. You can manage the following Allworx system features:

- View and change presence
- Manage, send, forward, and reply to voicemails
- View your scheduled conferences calls

### Navigation in iAllworx

This is an example of iAllworx, configured and connected to an Allworx server.





The three sections of the iAllworx screen are:

- Navigation bar: provides icons to return to the previous screen, select options, or accept changes.

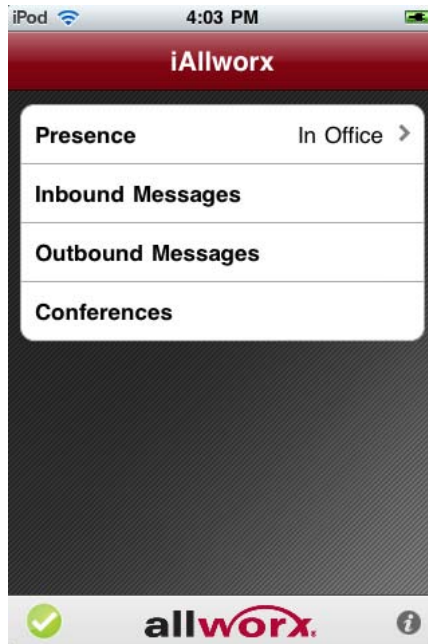


- Move back/Cancel: when an icon is available, it navigates to the previous screen. When it is labeled “Cancel”, it will return to the previous screen without saving any changes.

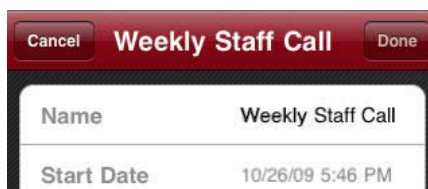


- Action/Done: when applicable, the Action icon  is displayed. The Action icon provides screen level options. When it is labeled “Done” it will accept changes and return to the previous screen.
- Body: the primary screen area.
  - The Details Indicator icon  is displayed for any selection where there are more options or if more information is available. It will navigate to a different screen.

- Inbound Messages, Outbound Messages and Conferences features are disabled (Details Indicator icon not included) when iAllworx is in demo mode. Contact your Allworx System Administrator to enable all features.




- Bold typeface indicates that a field can be modified. In the example below, the name of the Conference **Weekly Staff Call** is in boldface. You can rename this conference by tapping on this field.



- **Toolbar**



- The connection status is displayed on the left side of the toolbar. The connectivity states are:
  - ✗ Disconnected
  - ! Evaluation
  - ✓ Connected
  - ↻ SyncingTap the icon to go to the Status screen.
- Tap the Info Indicator icon  to go to the Preferences screen.

## Setup

Follow these steps to connect iAllworx to the Allworx server:

1. Tap the Info Indicator icon to go to the Preference screen.
2. Enter your iAllworx user's username and password. These login credentials are the same ones used for logging into the Allworx Message Center or My Allworx Manager page.
3. From the Action icon, select Apply My Changes.

iAllworx will attempt to connect to the Allworx server. If the connection is successful, then the Connection icon on the toolbar will display the "connected" status.

Tap "Cancel" to return to the root screen to start using the iAllworx features.

## Preferences

The preference screen provides the following configuration options:

- My Account – enter your Allworx voicemail account login credentials
  - Username
  - Password
  - Option to remember password
- My Server – Allworx server network connection information. Your Allworx System Administrator should provide the necessary settings:
  - Server Address (IP or domain name)
  - Mobile Link, IMAP and SMTP port settings
- My Network Usage – consult with your Allworx System Administrator if any changes need to be made to the following settings:
  - Auto Update: time interval to check for updates from the Allworx server (5, 10, 30, 60 seconds or never).
  - Message Prefetch: immediate download of the audio content of voicemail messages. If disabled, the audio is downloaded after the message is selected by the user. Disabling prefetch may be preferable if the iPhone, iPad, or iPod Touch's network connection is slow.
- General
  - Demo Mode: allows you to experience all of the iAllworx features without being connected to an Allworx server. When enabled, iAllworx is placed into a simulated environment with preexisting data. The Demo Mode inbound messages contain helpful hints on how to use iAllworx.
  - Show Logo On: will display the iAllworx or custom corporate logo: on light, medium or hard shake or startup only.
  - Version: iAllworx software version

## Status

The Status screen displays information on the connection state. It includes the following options:

- Import contacts from server
- Retrieve logo from server (when an updated custom logo is available)

## Presence

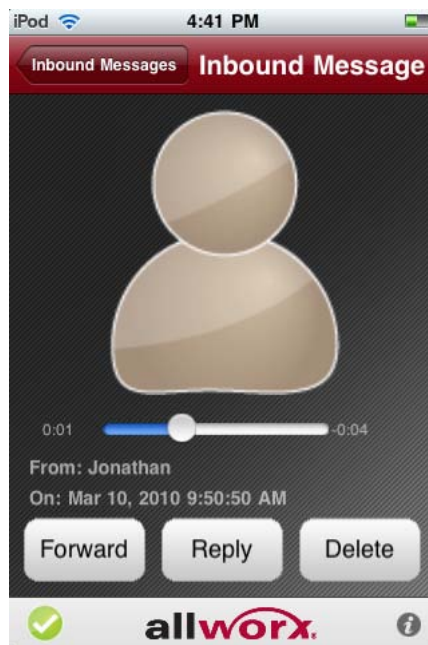
The root screen displays your current Allworx presence setting. Tap this selection to change your presence.

## Inbound Messages

The Inbound Messages option allows you to listen to voicemail messages. The root screen will display the number of new voicemail messages, if any. Tap this selection to view the list of voicemail messages.

- New messages are displayed with bold typeface.
- Tap the Action icon to delete all messages. Messages deleted from iAllworx are also deleted from the Allworx server.

Tap a voicemail selection to listen to the message. The image below shows an example of what the screen looks like when a voicemail is being played.



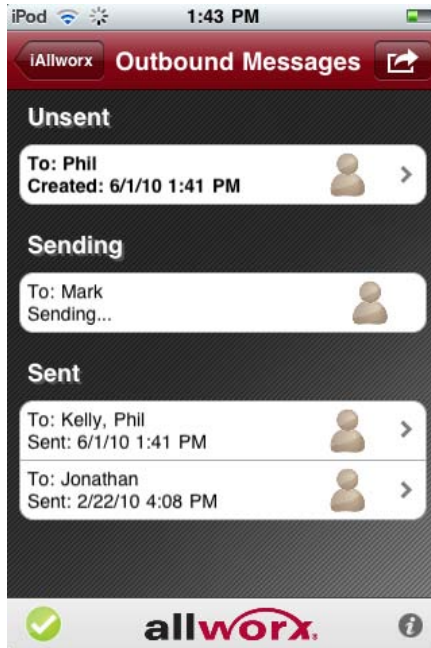
- The message will begin playing automatically.
- Tap the screen to pause or restart the message.
- The scroll bar can be used to fast-forward or rewind the message.

Options:

- Forward: will display the outbound message screen in order to send the message to another Allworx system user.
- Reply: is available for messages received from Allworx system users.
- Delete: removes the message from iAllworx as well as from the Allworx server.

### Outbound Messages

The Outbound Messages option allows you to send new messages and forward existing messages to Allworx system users. Tap the Outbound Messages selection to view the list of outbound voicemail messages.



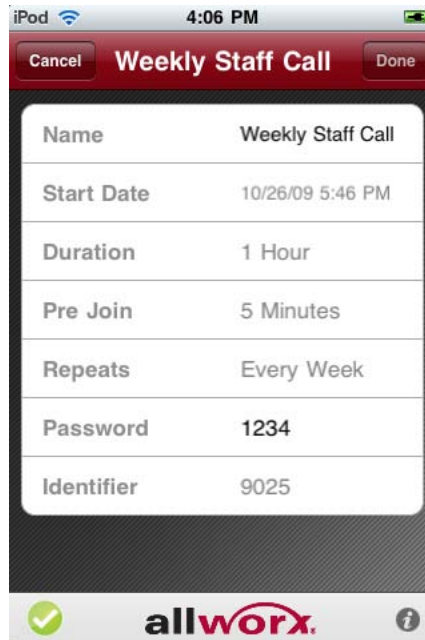
- All messages can be deleted from the Action icon.
- A new outbound message can be created from the Action icon.

Tap an outbound message to perform the following:

- Record a new message or playback a sent message
- Attach an inbound message
- Send new or forward an existing message
- Delete a message

## Conferences

The Conference option displays your conferences. Tap a conference to display the following details:



- Name – conference description
- Start Date – date and time of conference
- Duration – length of conference
- Pre Join – time participants can join prior to the conference start time
- Repeat – how often the conference repeats, if it is a recurring conference
- Password – used by callers to enter the conference
- Identifier – conference ID

You can modify the conference name and password.

## **Allworx System Administrator Information**

To experience all iAllworx features, the Mobile Link feature key must be installed on the Allworx server. Without this key, users can only view and change their presence.

### ***Configuring iAllworx with the Allworx server***

The Allworx server must be accessible from the iPhone's network connection.

If the Allworx server is in any NAT/Firewall mode and if the connection from iAllworx to the Internet is through the Allworx WAN port, the following network settings on the iAllworx Preference screen must match those for the Allworx server:

- Allworx Server public address or domain name
- Mobile Link (AMDS) Port Number (default: 8081)
- IMAP Port Number (default: 143)
- SMTP (Voicemail) Port Number (default: 25)

The default port settings on the Preference screen are the same as the default port settings on Allworx servers.

If the Allworx server is in NAT/Firewall mode and if IMAP and SMTP are set to non-standard ports, these ports will be blocked by the Allworx server firewall. To open these ports, the System Administrator must:

1. From the Admin page, navigate to Network / Configuration
2. Select the modify link
3. Under the Firewall section, enter the port number in the WAN Port # and LAN Port # fields
4. Leave the Protocol as TCP
5. Enter the server's WAN IP Address in the IP Address field
6. Save these changes and reboot the Allworx server

*To open these ports on an Allworx server in LAN Host mode, the System Administrator must configure whatever external firewalls are in place between the server's LAN and the Internet to forward connections on all of the ports listed above to the Allworx server. Alternative port numbers may be used as long as the same port numbers are used on both iAllworx and the Allworx server.*



### ***Changing the Corporate Logo***

The default logo can be replaced by a custom logo, if preferred. To change the logo:

1. Add the custom logo to the iPhone, iPad, or iPod Touch's photo library.
2. Log into iAllworx as the server's admin user.
3. Tap the Connection icon to go to the Status Screen. The button normally labeled 'Retrieve Logo' is now labeled 'Change Logo'.
4. Tap 'Choose Logo' to select the custom logo from the photo library. The default logo can be restored by tapping 'Clear Logo'.
5. Tap 'Done'. The custom logo is loaded onto the Allworx server.

The default logo will be replaced the next time users connect to the Allworx server. If the custom logo is updated, then users will need to manually update the logo by tapping the Retrieve button on the Status screen.