

Allworx TSP Installation Guide



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1 Introduction

The Allworx Telephony Service Provider (Allworx TSP) is a TAPI-compliant driver for MS Windows™. This driver supports inbound and outbound calling, call transferring, call parking, and holding and un-holding calls with TAPI-compliant applications.

This document describes the process to set up and configure the Allworx TSP driver.

1.1 Important Installation Information

1. Review the latest Allworx Release Notes document. This can be found on the Allworx public website or Reseller portal at www.allworx.com. Follow the links to Support / Downloads / Documentation / Allworx TSP.
2. The Allworx Server must have the Call Assistant Software Feature Key installed.
3. The PC running the Allworx TSP driver and the configured Allworx phone must be on the same network.
4. Remote phones can utilize the Allworx TSP driver when the PC is connected to the Allworx phone.

1.2 System Requirements

- Allworx 24x, 10x or 6x server running software release 7.0 or higher.
- Allworx Server with the Call Assistant Software Feature Key installed.
- Allworx phone with firmware 2.0 or greater. A compatible version of the phone firmware is automatically downloaded to Allworx phones when they are attached to servers running software release 7.0 or higher.

Note: separate drivers exist for 32-bit and 64-bit Operating Systems

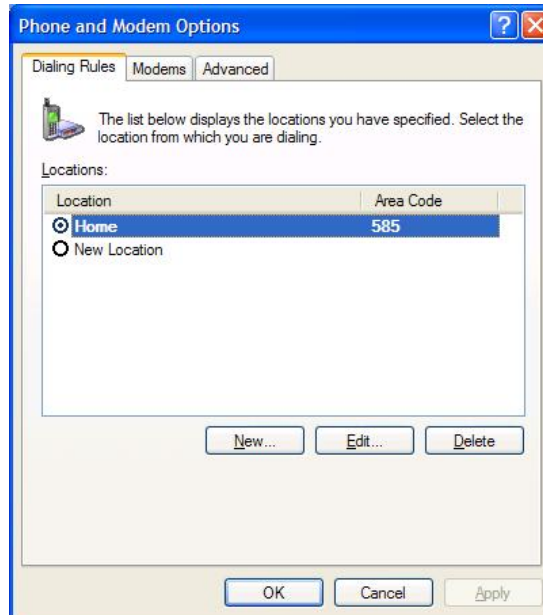
- 32-bit Operating Systems (installer AllworxTspSetup_x86):
 - Microsoft Windows XP Workstation, Windows Vista, or Windows 2000.
- 64-bit Operating Systems (installer AllworxTspSetup_x64):
 - Windows Vista, or Windows 7 Pro.
- TAPI-compliant application (e.g. Microsoft Outlook: 2003, 2007 or 2010)

Allworx technical support is limited to the support of the Allworx TSP driver to integrate with Microsoft Outlook. All other support of third party TAPI-compliant applications is the responsibility of the reseller and end-user customer. See the *Allworx TSP Application Notes* document for more information on using the Allworx TSP drivers with popular Windows applications.

2 Configuring the Allworx TSP driver

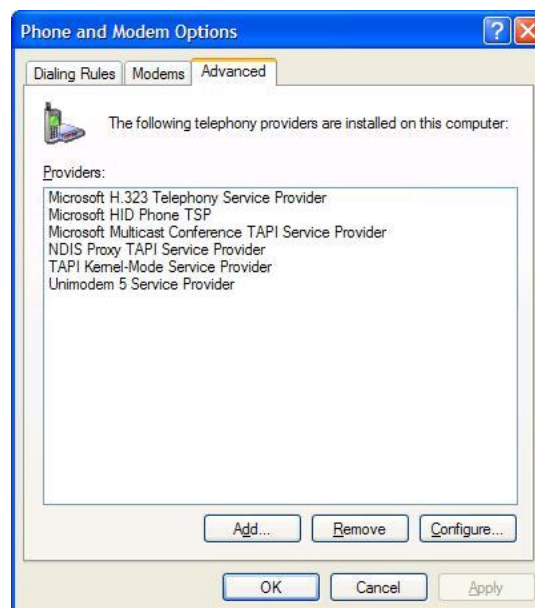
To install the Allworx TSP driver, run the file AllworxTspSetup.exe.

To configure the Allworx TSP driver, open Phone and Modem Options from the Windows Control Panel.

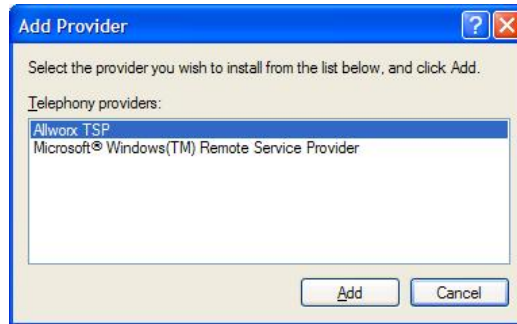


2.1 Add Allworx TSP driver

To add the Allworx TSP driver, select the Advanced tab from the Phone and Modem Options dialog box and then press the *Add...* button.



The Add Provider dialog box is displayed:



Select Allworx TSP and then press the *Add* button.

The Configuration dialog will immediately display upon adding Allworx TSP.

If the Allworx TSP driver has previously been added, then select Allworx TSP from the Phone and Modem Options dialog box Advanced tab and then press the *Configure...*

2.2 Configure Allworx TSP driver

The Allworx TSP driver on a given PC can be configured for only one user at a time and this user must be assigned to an Allworx phone. The user may have more than one phone.

Configure the Allworx TSP driver for the user's phone by entering the Allworx Username, Message Center password, and the LAN IP Address of the Allworx server.



For remote connections to the Allworx server, check the “Server is remote” checkbox and enter the server’s Plug-N-Play Key.

2.2.1 Additional Options

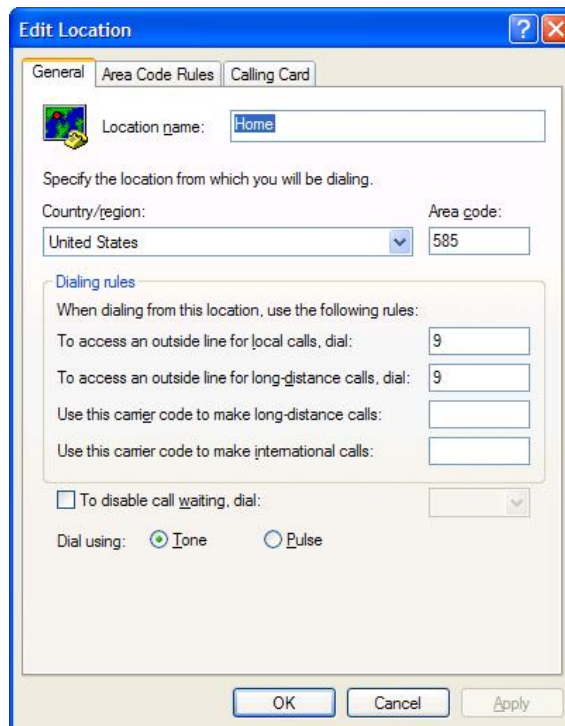
- Debug: used by Allworx technical support for troubleshooting
- Test Configuration: verifies an Allworx server is at the IP address, the user selected is assigned an Allworx phone and validates the username and password.

Press the Test Configuration button to verify the settings.

Press OK to store the configuration settings.

2.3 Dialing Rules Settings

Verify the dialing rules settings by selecting the *Edit...* button from the Dialing Rules tab on the Phone and Modem Options dialog box. These settings include country/region, area code, and outside line dialing access for local and long distance calls. For example, dialing an outside line may require either 9 or 78+PIN to be entered for the fields under the “Dialing rules” section.



2.4 Restart PC

The PC must be restarted after initial setup and subsequent changes to the Allworx TSP configuration.

3 Example: Using the Allworx TSP within Outlook

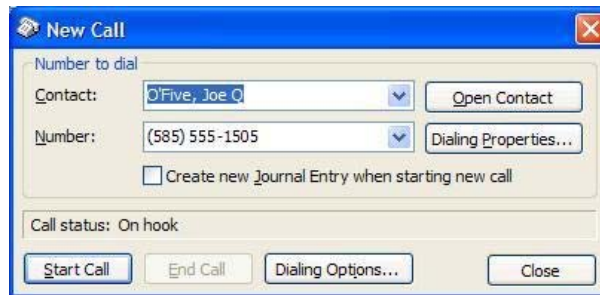
To place an outbound call using Outlook, select a contact from the Contacts pane and then either:

- Right mouse click on the contact and select Call Contact...

Or

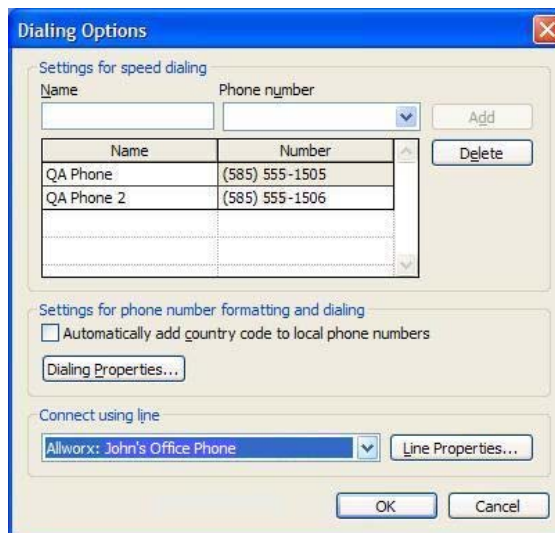
- Press the phone icon  on the Outlook toolbar

The New Call dialog box will open:



More than one connection line may be configured. Therefore, the user's phone may need to be selected on first use. To select user's phone or to change phones for users with multiple phones:

1. Press the *Dialing Options...* button from the New Call dialog box.



2. Select Allworx: <user's phone name> from the dropdown menu under "Connect using line". Each phone assigned to a user will have an entry in the dropdown.

On some systems this selection may not be visible when the dropdown menu is initially viewed and the ability to scroll through the selections may not be readily apparent. If Allworx: <user's phone name(s)> is not available, then check the network connections of the PC and phone(s) and check the Allworx TSP configuration (see sections 1.1 and 2.2)

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To configure or select the dialing rules, press the *Dialing Properties...* button on the Dialing Options dialog box. See section 2.3 above.

3. Press OK

Press *Start Call* button from the New Call dialog box to place a call from the user's phone to the selected contact.

Press the *End Call* button or use the phone to end the call.