# 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<sup>™</sup>. 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 6.8 or greater.
- Allworx Server with the Call Assistant Software Feature Key installed.
- Allworx phone with firmware 1.8 or greater. This version of the phone firmware is automatically downloaded to the Allworx phones with upgrades to 6.8 software.
- Microsoft Windows XP Workstation (32-bit), Windows Vista (32-bit), or Windows 2000.
- TAPI-compliant application (e.g. Microsoft Outlook: 2000, 2003, or 2007)

Note: 64-bit Operating Systems and Server Operating Systems not officially supported.

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.

### 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.

Phone and Modem Options	? 🛛
Dialing Rules Modems Advance	ed
The list below displays the location from which you Locations:	he locations you have specified. Select the are dialing.
Location	Area Code
O Home	585
	w <u>E</u> dit <u>D</u> elete
	OK Cancel Apply

### 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.

hone and Moder	n Options	? 🛛
Dialing Rules Mod	ems Advanced	
The follo Providers: Microsoft H.323 T Microsoft Hulticas NDIS Proxy TAPI TAPI Kernel-Mode Unimodem 5 Servi	wing telephony providers are ins elephony Service Provider ne TSP t Conference TAPI Service Prov Service Provider Service Provider ce Provider	talled on this computer:
	Add Rem	ove Configure

The Add Provider dialog box is displayed:

Add Provider	? 🛛
Select the provider you wish to inst <u>T</u> elephony providers:	tall from the list below, and click Add.
Allworx TSP Microsoft® Windows(TM) Remote	Service Provider
	Add Cancel

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.

Configure Allw	orx Teleph	ony Service Provider	×
Username	johnvk		
Password	******		
Server Info	,		1
IP Addres	s	192.168.22.254	
Plug-N	-Play Key		
Debug			7
Version: 2.0	.2.0	Test Configuration	J
0	к	Cancel	

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.

it Location	?
ieneral Area Code Rules Calling Card	
Location name: Home	
Specify the location from which you will be dialing.	Arra andai
United States	Area <u>c</u> ode:
When dialing from this location, use the following rules: To access an outside line for local calls, dial:	9
When dialing from this location, use the following rules:	
To access an outside line for long-distance calls, dial:	9
I lee this carrier code to make long-distance calls:	
Use this carrier code to make international calls:	
To disable call <u>w</u> aiting, dial:	~
Dial using: <ul> <li><u>T</u>one</li> <li><u>P</u>ulse</li> </ul>	
OK Cance	Apply

### 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...
- <u>Or</u>
- Press the phone icon a on the Outlook toolbar

The New Call dialog box will open:

New Call			
Number to d	ial		1
Contact:	O'Five, Joe Q	~	Open Contact
Number:	(585) 555-1505	~	Dialing Properties
0	Create new Journal E	intry when star	ting new call
Call status: (	Dn hook		
Start Call	End Call Dialing	Options	Close

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.

<u>N</u> ame	Phone number		
		~	Add
Name	Number	~	Delete
QA Phone	(585) 555-1505		
QA Phone 2	(585) 555-1506	1	
Settings for phone nu	mber formatting and dialing		
Settings for phone nu	mber formatting and dialing gountry code to local phon	e numbers	
iettings for phone nu Automatically add Dialing <u>P</u> roperties	mber formatting and dialing gountry code to local phon	e numbers	
iettings for phone nu Automatically add Dialing <u>P</u> roperties Connect using line	mber formatting and dialing country code to local phon )	e numbers	

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)



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.