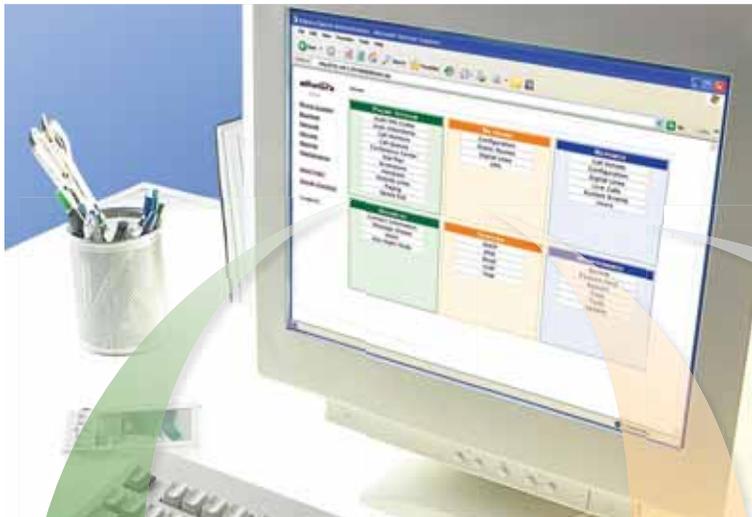


## System Administration

We take the stress out of your system administrator's job with easy-to-use software and plenty of power to customize the phone and data network. This web-based tool is included with each Allworx system and is designed to be managed by an Allworx Authorized Reseller. It allows those resellers remote or on-site administration, and saves you time and money.



*"I was so impressed after we started using the Allworx fully integrated IP phone system and communications platform that I decided to become a reseller."*

*Jeff Donelson, President of Atlanta Network Technology Group*

### Phone System

- Audit PIN Codes.** Manage Audit PIN Codes restricting external calls.
- Auto Attendants.** Manage Auto Attendant greetings and messages.
- Call Monitors.** Define names for monitors which enable incoming calls to directly ring groups of phones.
- Call Queues.** Manage the behavior of multiple call queues.
- Conference Center.** See details and manage conferences (scheduled and unscheduled) – modify, end, or delete.
- Dial Plan.** Define how the system routes outbound calls.
- Extensions.** Add, modify, or delete extensions that callers can dial.
- Handsets.** Manage analog phones, SIP phones, fax machines, etc.
- Outside Lines.** Manage CO lines, trunk lines, DID lines, SIP gateways, SIP proxies, or remote Allworx.

### Network

- Configuration.** Manage the system Network configuration. Configure the Network Mode as a LAN host, standard router, NAT/firewall, or NAT/firewall with stealth DMZ. Other network configurations available here include LAN and WAN addresses and subnet masks, firewall, network Gateway, Host Name and fully qualified Domain Name (DNS).
- Static Routes.** Display the system's Network Static Routes.
- Digital Lines.** Manage the system's T1/PRI settings (Allworx 24x only).
- VPN.** Manage the system's Virtual Private Network settings.

- Paging.** Manage multiple paging zones: add/remove handsets from up to 10 zones.
- Speed Dial.** Manage company or system-wide Speed Dial numbers used from any phone.

### Reports

- Call Details.** Display or export Call Details report and start or stop call logging. The Call Details report contains the start time, duration, caller, and destination of every call placed on the system.
- Configuration.** Display report of system configuration settings.
- Digital Lines.** Display state of system's T1/PRI settings (Allworx 24x only).
- Live Calls.** Display current live calls in a new window, with either manual or auto refresh.
- System Events.** Display system events, with useful information for Allworx Customer Support.
- Users.** Display information about all system users, such as total number of messages and folders, storage space used, and information about the number of emails and voicemails in the user's inbox.

# System Administration

Continued from front

### Business

**Contact Information.** Display or modify business contact information (name, address, phone number, etc.).

**Message Aliases.** Manage email and voicemail aliases used to facilitate message distribution to internal users and external email addresses.

**Users.** Add, modify, or delete system user information; display a list of system users with their primary extension and login names.

**Day-Night Mode.** Shows when system changes from Day to Night Mode. Modify the daily and holiday business hours for both day and night modes. The Auto Attendant then selects an appropriate greeting to play when it answers a call. System extensions can follow different routes based on open and closed hours.

### Servers

**DHCP.** Manage the DHCP server, including TCP/IP addresses.

**DNS.** Manage the DNS server, including mode of operation, external primary and secondary DNS servers, explicit mapping of hostnames to TCP/IP addresses and DNS cache.

**Email.** Manage the email server, including SMTP and POP3 email servers, and email queue.

**VOIP.** Manage VoIP server settings to control communication with local and remote IP phones.

**Web.** Manage web server settings to control the HTTP server (internal and external websites).

### Maintenance

**Backup.** Manage OfficeSafe™ settings, including backup frequency and PC settings.

**Feature Keys.** Manage Feature Keys to enable additional capabilities, such as VPN.

**Restart.** Initiate restart; options include normal restart, restart with factory defaults restored, or restart in safe mode.

**Time.** Manage time settings, including automatic update, time zone and Daylight Savings Time.

**Tools.** Display network diagnostic and advanced troubleshooting tools.

**Update.** Display the system update settings, including instructions for updating the system to a new version.

## Administration checklist

The Allworx Install Checklist walks you through a recommended set of steps in a standard Allworx installation. The checklist can be completed in multiple sessions, so if you're interrupted the Allworx saves your progress and you can resume later from the same point.

The checklist opens in a web browser window and is linked to the System Administration software, allowing you to click through to the proper screen to complete the current action. For example, step #2 reads "Set time on server", and the clickable link next to it opens a browser window with the Maintenance->Time screen. Set the server time, check off step #2, and move on. It's easy! Several steps are optional, depending on your specific equipment, and others are directions to check the phone system by placing inbound and outbound calls, training employees and so on.

The checklist ensures that you take all the steps necessary to get your Allworx system up and running, and makes it easy for you to keep track of your progress.

[x] all checked		
<input type="checkbox"/>	1 Update server to latest firmware release, if required.	Maintenance / Update
<input type="checkbox"/>	2 Set time on server.	Maintenance / Time
<input type="checkbox"/>	3 Program Digital Lines: If connected to T1 interface(s), configure the system to match the settings obtained from the service provider.	Network / Digital Lines
<input type="checkbox"/>	4 Program Network configuration: set the Network Mode, LAN and WAN interface settings, Gateway, server Host Name and Domain Name, and Firewall settings	Network / Configuration
<input type="checkbox"/>	5 Enable/Disable DHCP server.	Servers / DHCP
<input type="checkbox"/>	6 Set DNS server addresses.	Servers / DNS
<input type="checkbox"/>	7 Verify/Enter any feature keys that are required.	Maintenance / Feature Keys
<input type="checkbox"/>	8 Enable VPN, if required.	Network / VPN
<input type="checkbox"/>	9 Restart server for settings to take effect.	Maintenance / Restart
Note: After restarting the server, close this window, then open it again after		

For more detailed information, call 1-866-ALLWORX and request the Allworx System Product Specification Sheet.