

Allworx[®]

iAllworx User Guide

Version 1.0

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Allworx® iAllworx User Guide Version 1.0



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1 Introduction

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

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

1.1 Setup

Consult with the Allworx Server Administrator for details on configuring iAllworx with the Allworx server. The Administrator's Guide includes network setup details.

To connect iAllworx to the Allworx server:

1. Tap the Info Indicator icon; the Preference screen displays.
2. Enter the Allworx username and password.
3. Tap the Action icon, and then select Apply My Changes.

iAllworx attempts to connect to the Allworx server. If the connection is successful, the Connection icon on the toolbar displays a "connected" status.

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

1.2 Status

The Status screen displays information on the connection state.

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

1.3 Navigation

The iAllworx application screen has three sections:

Section	Description
Navigation Bar	<p>Provides icons to return to the previous screen, select options, or accept changes.</p> <ul style="list-style-type: none"> • Move back: navigate to the previous screen. • Cancel: return to the previous screen without saving any changes. • Action (): provide screen level options. • Done: accept changes and return to the previous screen.
Body	<p>Primary screen area. Bolded features are available for modification.</p> <ul style="list-style-type: none"> • Details Indicator (): display for any selection where there is more options or information available. Navigates to another screen. • Inbound Messages, Outbound Messages, and Conferences: Disabled in Demo Mode. Contact the Allworx System Administrator to enable the features.
Toolbar	<ul style="list-style-type: none"> • Connection status displays on the left side of the tool bar. Tap the icon to go to the Status screen. Connectivity states: <ul style="list-style-type: none"> •  Disconnected •  Evaluation •  Connected •  Syncing •  Navigate to the Preferences screen.

2 Features

2.1 Preferences

The preference screen provides the following configuration options:

- My Account – enter the Allworx login credentials
 - Username, Password
 - Option to remember password
- My Server – Allworx server network connection information. Contact the Allworx Server Administrator for the necessary settings:
 - Server Address (IP or domain name)
 - Mobile Link, IMAP and SMTP port settings
- My Network Usage – consult with the Allworx Server Administrator for any changes 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 downloads after the user selects the message. Users may prefer to disable prefetch may be preferable if the network connection is slow.
- General
 - Demo Mode: enables users to experience all of the iAllworx features without a connection to an Allworx server. When enabled, iAllworx uses 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

2.2 Status

The Status screen displays information of the connection state and the following options:

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

2.3 Presence

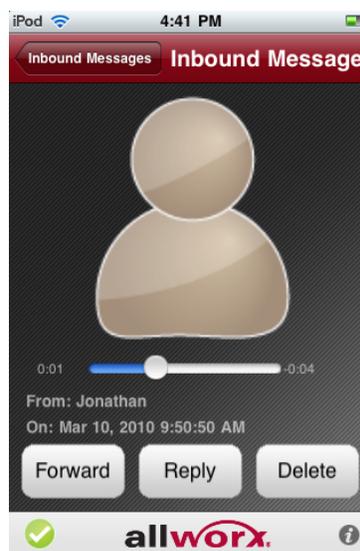
The home screen displays the user's current Allworx presence setting. Tap this selection to change the presence.

2.4 Inbound Messages

The Inbound Messages feature enables users to listen to voicemail messages. The home screen displays the number of new voicemail messages, if any. Tap this selection to view the list of voicemail messages.

- New messages display 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 the screen when playing a voicemail.



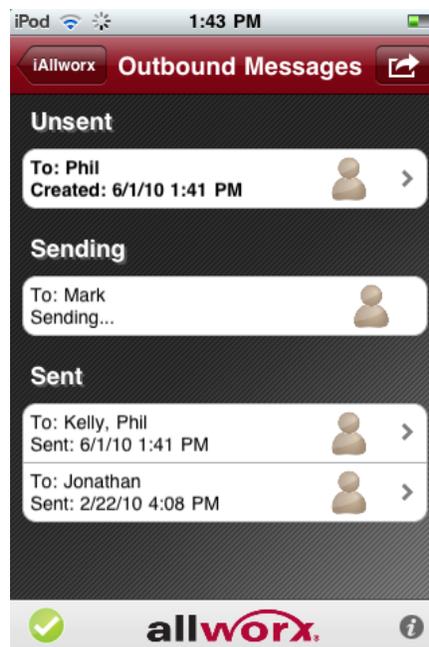
- The message begins playing automatically.
- Tap the screen to pause or restart the message.
- Use the scroll bar to fast-forward or rewind the message.

Options:

- Forward: displays the outbound message screen in order to send the message to another Allworx system user.
- Reply: send an answer to the caller. This option is available for messages received from Allworx system users.
- Delete: removes the message from iAllworx and the Allworx server.

2.5 Outbound Messages

The Outbound Messages feature enables users 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.



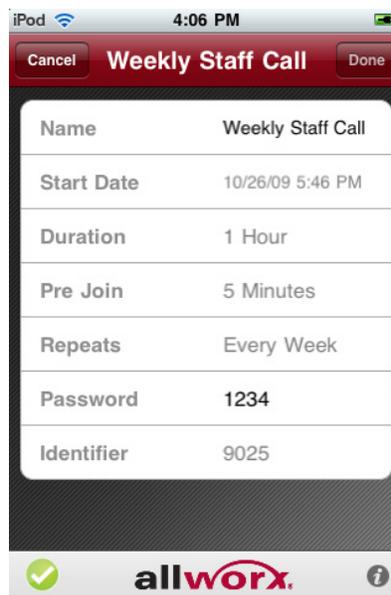
- Delete all messages using the Action icon.
- Create a new outbound message using the Action icon.

Tap an outbound message to do 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

2.6 Conferences

The Conference feature displays the conferences. Tap a conference to display the 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

Users can modify the conference name and password.



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