

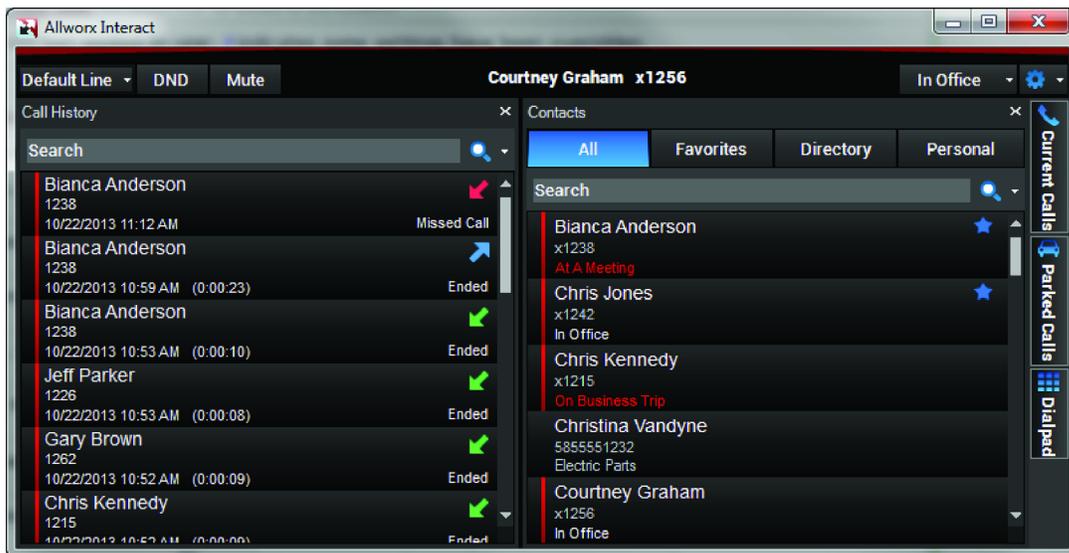
**Allworx[®] Interact and
Interact Professional User Guide**

Version 1.0

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Allworx[®] Interact and Interact Professional User Guide



Version 1.0



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1 Introduction

The Allworx Interact application enables users to control a handset with convenient access to call history and contacts from the Allworx directory. The Allworx Interact application also accesses personal directory contacts from the user's Microsoft® Outlook® application. The Allworx Interact application requires Allworx server software 7.5 or later.

- **Allworx Interact** - a free edition of the application is available to all Allworx users and enables users to Answer, Ignore, End, or place calls on Hold.
- **Allworx Interact Professional** - a licensed edition of the application that offers all of the Interact version features as well as Transfer, Park, Conference, and settings features. Contact the Allworx Server Administrator for an Allworx Interact Professional license (see the Allworx Server System Administrator's Guide).

Both Allworx Interact editions provide a user centric view of the Allworx business directory. Therefore, a user can place a call to another directory contact with multiple handsets without selecting an individual handset. The application works in conjunction with any Allworx handset and does not disconnect the call.

In either edition, the Allworx Interact application does not provide voicemail support such as voicemail indicators or the ability to retrieve a voicemail message.

The Allworx Interact application is compatible with:

- Windows® XP 32-bit SP3
- Windows XP 64-bit SP2
- Windows 7 32-bit SP1
- Windows 7 64-bit SP1
- Windows 8 32-bit
- Windows 8 64-bit
- Windows 8.1 32-bit
- Windows 8.1 64-bit



2 Setup

To use the Allworx Interact and Allworx Interact Professional applications, users must know their Allworx username and password as well as the Allworx server IP address. Contact the Allworx Server Administrator for this information.

2.1 Installation

Installing the Allworx Interact application requires Microsoft .NET Framework version 4.0 for operating systems Windows 7.0 and earlier.

To install the Allworx Interact Application:

1. Navigate to <http://get.allworx.com/interact/> for the downloadable version of the application.
2. Double-click the download installer. The Allworx Interact Setup Wizard dialog box opens. Click **Next** to proceed.
3. Accept the End-User License Agreement, and click **Next**.
4. Configure the application short cuts by checking the box.
 - **Desktop:** places a start up icon on the computer desktop. User double-clicks to activate application.
 - **Startup folder:** log in to the computer, and Allworx Interact automatically initiates.
5. Click **Next**. The Ready to Install dialog box opens. Click **Install** to start the installation.
6. Click the Launch Interact checkbox, and then click **Finish** to launch the application.

2.2 Log in

1. Launch the Allworx Interact application.
2. Enter the Allworx username and password. Enter the Allworx Server IP address. If the IP address is unknown, click the **Find Server IP** button.

Microsoft Windows XP operating system users with limited privileges that click the Find Server IP button, may experience a firewall exception, and the user receives an error message. Click **OK** to close the Windows Security Alert dialog window.

To add the Allworx Server IP, select an option:

- Ask the Network/System Administrator responsible for client PCs on the network the IP address of the server, and enter the IP address manually.
- Ask the Allworx Server Administrator to add a firewall exception on the workstation for the Allworx Interact application.

3. Click **Login**.

- **Allworx Interact:** The application icon is visible in the Windows System tray.
- **Allworx Interact Professional:** The application opens.

If an update is available, click **Yes** to update the Allworx Interact application or click **No** to continue.

If a user has multiple assigned handsets, the user sees a Handset Selection dialog box. Click the drop-down arrow to select an available phone from the list. Click **OK** to continue to log into the server.

4. Download the supporting documentation from <http://get.allworx.com/Interact>.
5. Place a test phone call. See “Manage Calls” on page 13 for more information.

3 Overview

The Allworx Interact edition does not use valuable computer screen space. If there is an incoming call, the user sees a small pop-up box open in the lower, right corner of the computer screen and can click **Answer** to accept the call or **Ignore** to stop the ringing of the incoming call and dismiss the dialog.

The Allworx Interact Professional edition enables users to view one or all windows. Each window has specific information:

- **Call History** provides the previous call information such as Caller ID name/number, date and time of call, and call status.
- **Contacts** provides both Allworx directory contacts and personal directory contacts from the user's Microsoft Outlook application.
- **Parked Calls** provides a view of the calls in the Parking Orbit.
- **Current Calls** provides a view of the active calls.
- **DialPad** enables the user to dial numbers from the PC.

3.1 System Tray

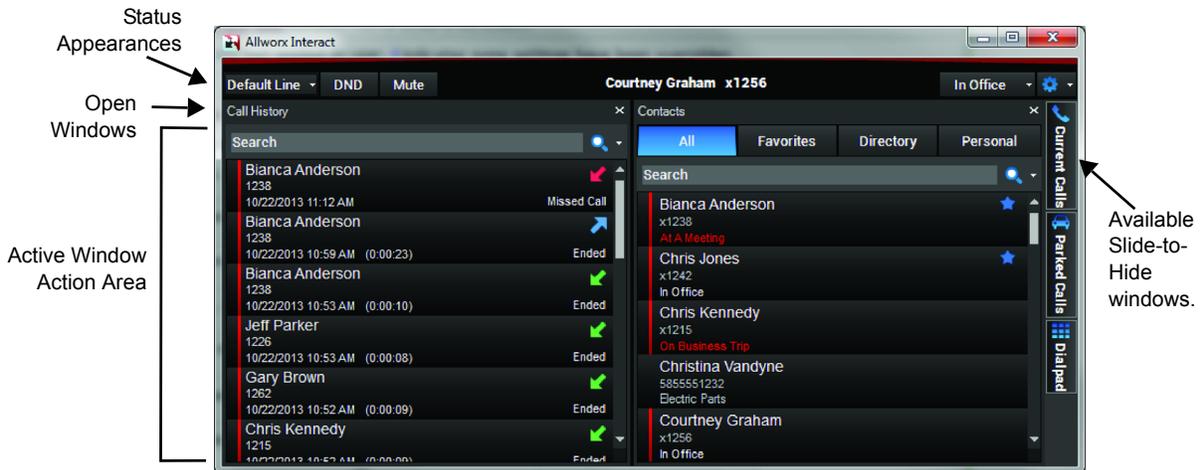
In both Allworx Interact editions, clicking the windows system tray (lower right corner) enables users to:

- **Show** - redisplay the incoming call pop-up screen (if an active call is available).
- **Logout User <username>...** - disconnects the Allworx user from the Allworx server.
- **Update** - upgrades the application to the latest available version (if upgrade is available).
- **Find out more...** - directs the user to the Allworx website to learn the benefits of upgrading and the available options.
- **About...** - application version level, copyright, and support contact information.
- **Exit** - logs out the current user and closes the application.

3.2 Layout

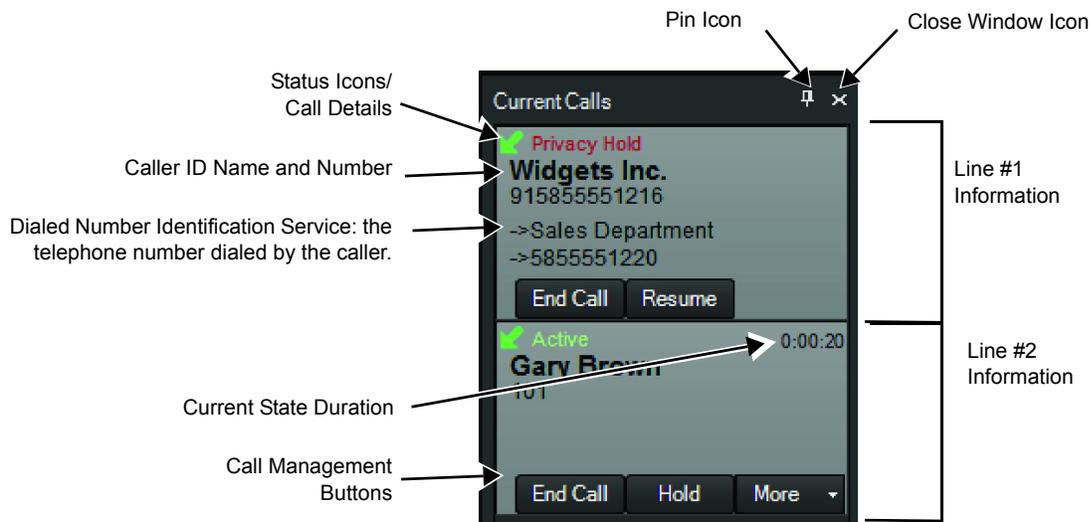
The Allworx Interact Professional edition offers six windows. Users can undock/dock each window and pin/unpin the slide-to-hide windows. Additionally, users can resize each window within the main application screen.

3.2.1 Main Screen



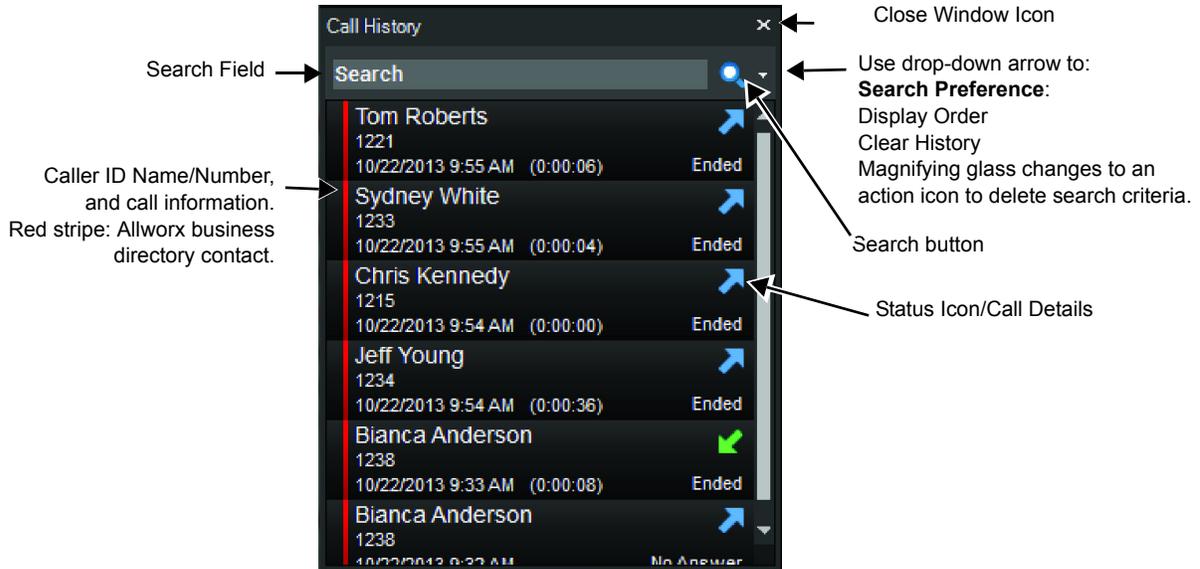
3.2.2 Current Calls Window

For more information about active calls, see “Current Calls Window” on page 15.



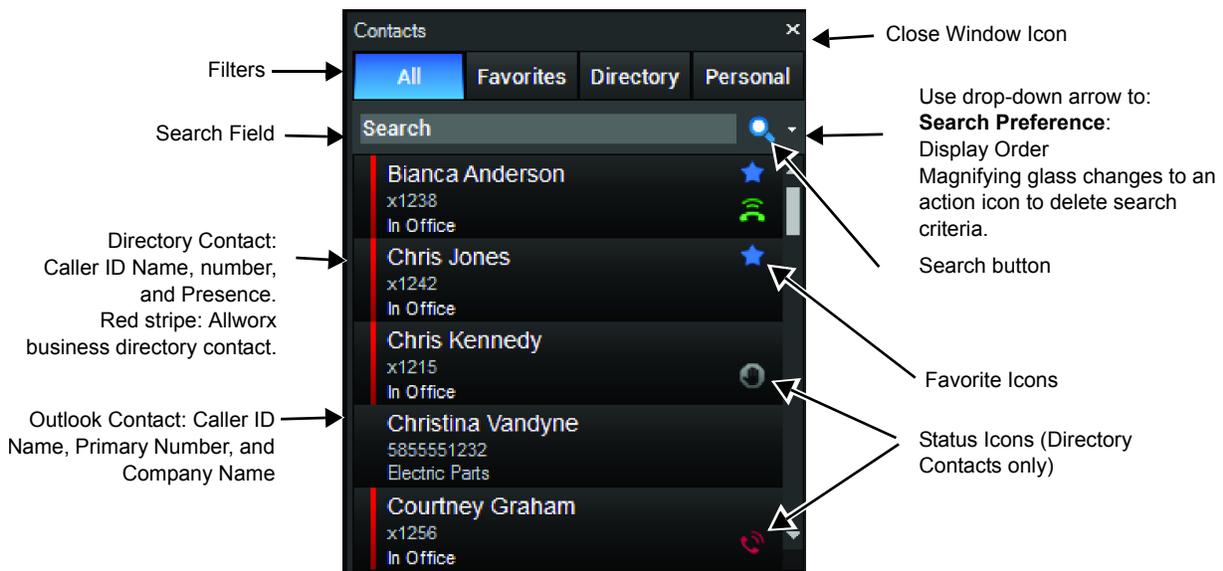
3.2.3 Call History Window

See “Call History Window” on page 19 for more information.



3.2.4 Contacts Window

See “Contacts Window” on page 21 for more information.



3.2.5 Parked Calls Window

See “Park a Call ” on page 17 for more information.

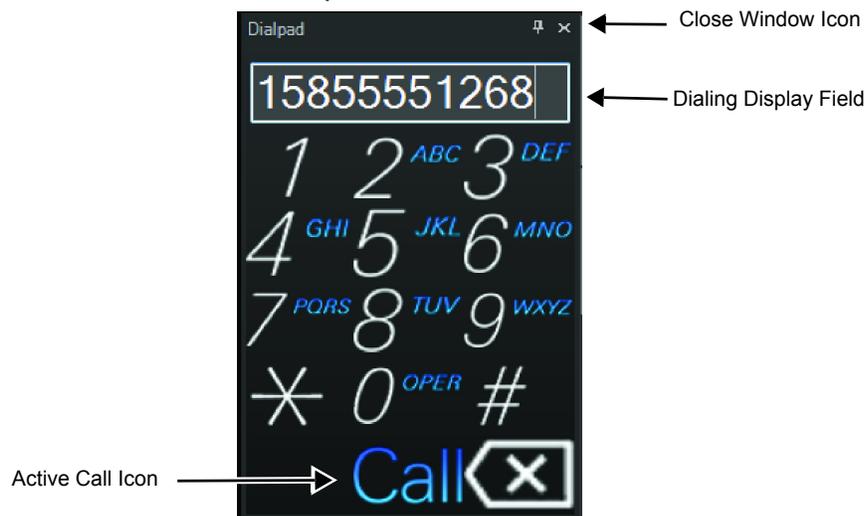


3.2.6 Dialpad Window

Use the Allworx Interact Professional application dialpad to place a phone call instead of using the phone dialpad.

To place a call using the dialpad window:

1. Open the Dialpad window.
2. Dial the internal extension or follow the dial plan for an external number.
3. Click the **Call** active call icon to place the call.



3.3 Icons

In the Allworx Interact Professional edition, there are status icons and active icons, applicable to Allworx directory contacts only.

- **Status Icons** - provide a visual cue of contact type and availability.
- **Active Icons** - enable actions without going into the settings menu or using the phone. Click the icon to activate.

Table 1: Status Icons

	Business contact.		Outgoing phone call		Contact is placing a phone call (ringing).
	Contact favorite		Incoming, unanswered phone call		Contact is on an active call.
	Contact enabled DND.		Incoming, answered phone call		

Table 2: Active Icons

	Place a phone call. Click twice to redial the last number.		Unpinned window. Window is available for Slide-to-Hide option.
	Dialpad backspace		Pinned window. Window is available for undocking.
	Close window within the application.		

3.4 Window Pins

In the Allworx Interact Professional edition, clicking the pin active icon for the Current Calls, Parked Calls, and Dialpad windows keeps that window open while docked in the application window. However, after ending all current calls the application automatically returns the docked Current Calls window to a closed state. An undocked Current Calls window does not close after ending all calls.

3.5 Windows Dock/Undock

The Allworx Interact Professional edition enables users to click and drag the window title bar of each application window outside the main application window (undock). This enables customization of the size and placement of each application window on the computer screen. Users must Pin open the Current Calls, Parked Calls, and Dialpad

windows prior to undocking and moving around the computer screen, see “Window Pins” on page 9.

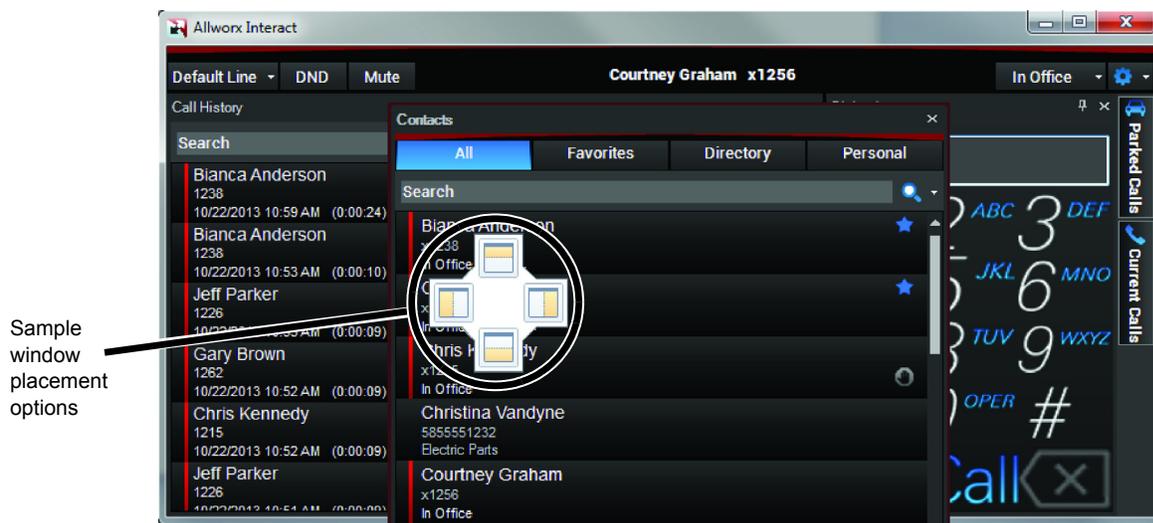
The undocked windows close when exiting the Allworx Interact Professional application and open in the same location when relaunching the application. Additionally, while undocked, users can move each window to a new screen location or close each window.

To return (dock) the individual window back to the application window, click and drag the window back to the main application window, and then drag the window to one of the placement targets shown on the screen. The placement area highlights indicating placement of window, see “Figure 1: Window Return Placement” on page 10.

Shortcut: To return the undocked window to the original, docked position, double-click the undocked window title bar.

The Allworx Interact Professional main and undocked windows minimize when the user minimizes the main application window. Undocked windows remain above the Allworx Interact Professional application, but other applications can obscure the view when maximized.

Figure 1: Window Return Placement



4 Status Appearances

The Allworx Interact Professional application status area displays the active application windows; the Station Appearances, DND, and Mute buttons; the username and extension; the user presence; and the Settings button.

4.1 Station Appearances

Note:	Upon placing the call, the Station Appearances resets to the default appearance.
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To select the call type for the outbound call:

1. Click the drop-down arrow. The list of available options display.
2. Select the option to use.
 - **Default Line** - use this option to place an internal or external phone call.
 - **Intercom** - use this option to place an intercom call.
 - **Shared Call Appearance** - used for a specific shared call appearance line.
 - Any other available line appearance
3. Place a call.
 - Open the application dialpad to dial the number.
 - Use the phone dialpad.
 - Double-click a listing in the Contacts Window.
 - Double-click a listing in the Call History Window.
4. Use of the Allworx Interact Professional features, as necessary, and begin talking using the designated Allworx handset.
5. Click **End Call** when finished.

4.2 DND (*Do not Disturb*)

When activating the DND feature, the phone does not ring. All calls follow the next step in the active call route. Users can place calls from the application or phone.

To activate the DND option, click the **DND** button. The button changes to blue to indicate

it is active. Click the **DND** button again. The button changes to black to indicate it is inactive. Users can activate the DND option during an active call. Doing so activates the feature for subsequent incoming call.

4.3 Mute

When activating the Mute feature on an active call, the user at the other end of the call does not hear the conversation.

To activate the Mute option, click the **Mute** button. The button changes to blue to indicate it is active. To deactivate the mute option, click the **Mute** button again. The button changes to black to indicate it is inactive.

4.4 Presence

The presence shows user availability status. A presence other than In Office displays in red text. To change the status, click the drop-down arrow next to the status word, and select an option from the drop-down list.

• In Office	• At A Meeting
• On Vacation	• On Business Trip
• At Home	• Away
• Busy	

4.5 Settings

Click the drop-down arrow to display the user settings of the application.

- **Visible Windows** - changes the current window view of the Allworx Interact Professional application. Options include: Contacts, Call History, Current Calls, Parked Calls, and Dialpad. Use this setting to open or close windows. When changing slide-to-hide windows to visible, pinned is the default behavior.
- **Update Application** - upgrades the application to the latest available version, if available.
- **Logout** - signs the user out of the application; enables a new user to log in the application.
- **Exit** - closes the application
- **About...** - provides Allworx Interact application edition and version level, copyright information, and support information.

5 Manage Calls

Note:

To avoid dropping a call, configure the Allworx handset. On the handset, navigate to **CONFIG > Preferences > Auto On Hold**. Select **Enabled** and exit the menu. When prompted to Save to Flash, press the Yes soft key.

5.1 Place a Call

To place a call using the Allworx Interact Edition:

Use the handset to dial a call. The application displays a Cancel button to stop the call.

To place a call using the Allworx Interact Professional Dialpad window:

1. Open the Allworx Interact Professional Dialpad window, and dial the number.

To dial an external number, begin by dialing the outside line access digit set in your dial plan (usually 9 or 78 + Allworx pin code).

- Immediate line seizure example: 9# or 78 + pin code# > Call > phone number
- Call connect example: 9 <phone number> or 78 + pin code <phone number>

2. Click the **Call** active call icon to place the call.

Shortcut: Double-click the **Call** action icon to redial the last number.

To place a call using the Allworx Interact Professional Call History or Contacts window, select a listing, and then:

- Double-click a listing.
- Right-click a listing, and select **Dial**.

5.2 Intercom Call

To place a call in the Allworx Interact Professional Edition - Option 1:

1. Open the Call History or the Contacts window.
2. Right-click on one of the listings, and select **Intercom**.

3. Wait for the alerting tone accompanied by a single ring. The handset default automatically answers the call on the receiving end for Allworx phones. Intercom calls to external phone numbers ring as a normal call. Begin speaking.

To place a call in the Allworx Interact Professional Edition - Option 2:

1. Locate the Status Appearance link and click the Default Line drop-down arrow.
2. Select **Intercom**.
3. Locate the listing in the Contacts or Call History tab and double-click the listing. Or use the dial pad. Begin speaking.

5.3 Answer a Call

To answer a call in the Allworx Interact Edition:

For incoming calls, the application displays the caller ID name/number and the **Answer** and **Ignore** buttons. Click the preferred option:

- **Answer:** Displays in the current calls window, accepts the call.
- **Ignore:** Silences ringing and dismisses the dialog for that call.

To answer a call in the Allworx Interact Professional Edition:

For incoming calls, the current calls window opens and auto pins. The application displays the status icon/call details, caller ID name and number, and the **Answer** and **Ignore** buttons. Click the preferred option:

- **Answer:** Displays in the current calls pane, accepts the call.
- **Ignore:** Silences ringing, but user can click the **Answer** button to retrieve the call.

5.4 End a Call

To end a call in the Allworx Interact Edition:

Click the **End Call** button in the Interact window (lower, right-hand corner of the computer screen).

To end a call in the Allworx Interact Professional Edition:

1. Locate the Current Calls window, and then the current phone call.
2. Click the **End Call** button.

6 Current Calls Window

In the Allworx Interact Professional edition, the Current Calls window displays all the user's active and on hold calls. Users hear the call through the phone speaker feature, a headset, or by picking up the phone handset.

Users can close the Allworx Interact Professional application and not affect the current phone state such as disconnecting a current call.

Note:	To avoid dropping a call, configure the Allworx handset. On the handset, navigate to CONFIG > Preferences > Auto On Hold . Select Enabled and exit the menu.
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6.1 Hold a Call

To hold a call using the Allworx Interact Edition:

To place an answered call on hold, click the **Hold** button in the Interact window (lower, right-hand corner of the computer screen).

For a Shared Appearance call click the drop-down list button to select Privacy Hold or Shared Hold. The default behavior is Shared Hold.

To reconnect a call on hold, click the **Resume** button in the Interact window.

To hold a call using the Allworx Interact Professional Edition:

Clicking the **Hold** button places the current call on a Privacy Hold. The Allworx Interact Professional application displays the status icon/call status, call duration, the caller ID name and number, End Call and Resume buttons.

For a Shared Appearance call click the drop-down list button to select Privacy Hold or Shared Hold. The default behavior is Shared Hold.

Click the **End Call** button to disconnect the current call, or the **Resume** button to reconnect the current call.

6.2 Transfer a Call

To transfer a call in the Allworx Interact Professional edition:

1. Locate the Current Calls window, and then the current phone call.
2. Click the **More** drop-down arrow.

3. Select a transfer option

Option	Description
Blind Transfer	Place the call unannounced to an extension or external phone number.
Attended Transfer	Place the call announced to an extension or external phone number.
Transfer to my voicemail	Place the call directly to the user's voicemail. For this option only: The call transfers immediately, and no longer displays in the Current Calls window.
Transfer to voicemail	Place the call directly to the another user's voicemail.
Park	Place the call to a Parking Orbit, and then displays the Parking Orbit number for a short period of time.

4. Click a listing in the Contacts or Call History window or use the dial pad. The call transfers.

Transfer shortcuts:

Shortcut	Description
Left click and drag	Blind Transfer. This shortcut supersedes any previously chosen option. User clicks on the active call, and then drags the call to a listing in the Call History or Contacts list. After releasing the left mouse button, the application immediately connects the two calls.
Right click and drag.	User right clicks on the active call, and then drags the call to a listing in the Call History or Contacts window. After releasing the right mouse button, a drop-down list displays. <ul style="list-style-type: none"> • Blind Transfer* - Selecting this option, the application immediately connects the two calls. • Attended Transfer* - Selecting this option, a second call listing displays in the Current Calls window. After the target answers: <ul style="list-style-type: none"> • Transfer - completes the transfer • Try Again - drops the current Transferee, and the call is available for an Attended Transfer to another listing. • Cancel - drops the current Transferee, and the Transferor is able to route the call as necessary. • Vmail Transfer** - places the call directly to the contact listing voicemail.

Shortcut	Description
Right click a Call History listing.	User right clicks a listing in the Call History and selects one of the options: <ul style="list-style-type: none"> • Dial - Place a call to the selected listing. • Intercom - Place an Intercom call to the selected listing. • Blind Transfer* - Selecting this option, the application immediately connects the two calls. • Attended Transfer* - Selecting this option, a second call listing displays in the Current Calls window. After the target answers: <ul style="list-style-type: none"> • Transfer - completes the transfer • Try Again - drops the current Transferee, and the call is available for an Attended Transfer to another listing. • Cancel - drops the current Transferee, and the Transferor is able to route the call as necessary.
Right click a Contact listing	User right clicks a listing in the Contact window and selects one of the options: <ul style="list-style-type: none"> • Favorite - Mark the contact as a preferred listing. • Dial - Place a call to the selected listing. • Intercom - Place an Intercom call to the selected listing. • Blind Transfer* - Selecting this option, the application immediately connects the two calls. • Attended Transfer* - Selecting this option, a second call listing displays in the Current Calls window. After the target answers: <ul style="list-style-type: none"> • Transfer - completes the transfer • Try Again - drops the current Transferee, and the call is available for an Attended Transfer to another listing. • Cancel - drops the current Transferee, and the Transferor is able to route the call as necessary. • VMail Transfer (Allworx Directory only) - places the call directly to the transferee's voice mail box. • Details... (Outlook personal directory only) - the Contact Details window opens for the user to select the primary phone number.

* The user interface guides the user to potential transfer targets.

** Available only to an Allworx Contact Listing.

6.3 Park a Call

Note:	Users placed in the Parking Orbit as a caller do not see their parked call and area also unable to unpark their own call.
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To park a call in the Allworx Interact Professional edition:

1. Locate the Current Calls Window, and then the current phone call.
2. Click the **More** drop-down arrow.

3. Select **Park** from the drop-down list.
4. Click the Parked Calls window to view the status listing of each parked call. The status listing provides: Parking Orbit number, wait duration, Caller ID name and number.

To return to the call, click the **Retrieve** button.

6.4 Conference Call

The conference calls limit is 3 callers total.

To conference call in the Allworx Interact Professional edition:

1. Place the active call on hold.
2. Place or receive the second call, the Current Calls window displays both calls.
3. Click the **More** drop-down arrow.
4. Select **Conference** from the drop-down list to join all callers. This connects both calls to a single, active call. The display shows both calls as active.

Placing a call on hold temporarily removes the caller from the conference. To rejoin the conference, repeat steps 3 and 4.

If the user initiating the conference call hangs up with the handset, the conference call ends. Users can click the **End Call** button to disconnect one of the parties, if necessary. If one party hangs up, that segment drops.

7 Call History Window

The Allworx Interact Professional edition loads the call history when first opening the application, and then the Call History window updates with each call. The call items display the caller ID, date/time of call, and status icons. The Call History window provides a listing of 99 of the latest entries. As the application adds new entries to the Call History list, the application deletes the oldest Call History list entry when each ends.

Double-click any call history listing to place a call.

7.1 Call Details

The call status information contains the contact name or caller ID, date/time of call, call duration, received/sent call, and indicates if the phone call was:

- Ended
- No Answer
- Missed Call

7.2 Place a Call

Right-click on a Call History listing.

- **Dial** - places a call to the listing.
- **Intercom** - places an Intercom call to the listing.

7.3 Search

The search feature enables the user to provide criteria in the search field and locate a specific call history listing.

To do a search within the Call History window:

1. (optional) Click the drop-down arrow next to the magnifying glass. Select the Search Preference from the list.
 - **All Fields (Default)** - display listings with any field matching the search criteria.
 - **Full name** - display the Caller ID names matching the search criteria.
 - **Number** - display the Caller ID numbers matching the search criteria.

- **Date/Time** - display listings with a date/time stamp matching the search criteria.
2. Type the search criteria in the field. The application displays the call listings matching the Search field information in the Call History window.

To clear the search field terms, click the X next to the field.

7.4 Display Order

To change the Call History window display order:

1. Click the drop-down arrow next to the magnifying glass.
2. Select the Display Order option in the drop-down list, and then the preference. The application Call History window updates the view per the selection.
 - **Name** - displays the Call History listing by Caller ID name.
 - **Number**- displays the Call History listing by Caller ID number.
 - **Time** - displays the Call History listing with the most recent call at the top. (Default setting).

7.5 Clear Call History

To clear the call history:

1. Locate the Call History Window.
2. Click the drop-down arrow next to the magnifying glass.
3. Select **Clear History** from the drop-down list.

8 Contacts Window

The Allworx Interact Professional edition Contacts windows displays contacts specific to the user. The contact listing displays Caller ID name and number, favorite status, and presence status or company name. Contacts with a presence other than In Office display in red text. See “Icons” on page 9 for further information.

The Allworx Interact Professional application displays up to 1500 Outlook contacts. Contacts from the Allworx business directory load first, and then the Outlook contacts load. Therefore, users may only see a subset of the Outlook contacts.

8.1 Filters

When selecting a filter, the filter is still active after closing and reopening the Allworx Interact Professional application.

Filter	Description	Filter	Description
All	Display the entire contacts list.	Directory	Display Allworx directory contacts.
Favorites	Display only Favorite contacts.	Personal	Display only Outlook contacts.

8.2 Favorite Contacts

To designate or remove a contact as a favorite, right-click the Contact listing and select **Favorite** from the drop-down list. A blue star displays or hides in the listing, respectively.

8.3 Place a Call

Right-click on a Contact listing.

- **Dial** - places a call to the listing. If the contact has more than one available phone number, a drop-down menu displays. Select the phone number to place a call.
- **Intercom** - places an Intercom call to the listing.

8.4 Personal Contacts

The Allworx Interact Professional application accesses the business directory and the Outlook application for business and personal contacts, respectively. The personal contacts refresh at each application start up. The Allworx Interact Professional

application does not add new or update Outlook contacts.

To specify the primary number of a personal contact:

1. Right-click the Contact listing. Select **Details...** from the drop-down list.
2. Locate the contact phone number, and click the drop-down arrow. Select one of the available phone numbers. Click **Done** to save the changes.

8.5 Search

When selecting a search preference, it is still active after closing and reopening the Allworx Interact Professional application.

To search within the Contacts window:

1. (optional) Click the drop-down arrow next to the magnifying glass. Select the Search Preference from the list.
 - **All Fields (Default)** - display all listings with any field matching the search criteria.
 - **Full name** - display the Caller ID names matching the search criteria.
 - **First name** - display the Caller ID first names matching the search criteria.
 - **Last Name** - display the Caller ID last names matching the search criteria.
 - **Company Name** - display the Corporate names matching the search criteria (personal contacts from the Outlook application).
 - **Number**- display the Caller ID numbers matching the search criteria.
2. Type the search criteria in the field. The application returns any contact listing containing the search criteria.

To clear the search field terms, click the X icon next to the field.

8.6 Display Order

When selecting the Display Order, it is still active after closing and reopening the Allworx Interact Professional application.

To change the Contacts window display order:

1. Click the drop-down arrow next to the magnifying glass.
2. Select the Display Order option in the drop-down list, and then the preference (see above for definition). The application window updates the view per selection.

9 Troubleshooting

Condition	Description	Solution
Receiving a Windows Security Alert dialog window when clicking the Find Server IP button.	Windows users with limited privileges are clicking the Find Server IP button, and the firewall exception for the application may not exist.	<p>Click OK to close the Windows Security Alert dialog window.</p> <p>To add the Allworx Server IP:</p> <ul style="list-style-type: none"> • Ask the Allworx Server Administrator the IP address of the server, and enter the IP address manually. • Ask the Allworx Server Administrator to add a firewall exception on the workstation for the Interact Professional application.
Allworx Interact application provides “Could not access VBScript runtime for custom action” error message.	McAfee anti-virus is interfering with the installation of the Allworx Interact Professional application.	<p>User must do a complete removal of McAfee anti-virus, using the MCPR.exe tool.</p> <ol style="list-style-type: none"> 1. Navigate to Start > Control Panel > Programs and Features. 2. Locate the McAfee software, and click the Uninstall button at the top of the list. 3. Download the MCPR.exe tool from http://download.mcafee.com/products/licensed/cust_support_patches/MCPR.exe. 4. Run the tool. 5. Download Microsoft Fixit 50842.msi from http://go.microsoft.com/?linkid=9804433. 6. Run the tool. 7. Reboot the computer. 8. Install the Allworx Interact Professional software. <p>Note: The Allworx Interact Professional application requires an additional uninstallation and re-installation.</p>
The undocked Parked Calls window is empty.	The undocked Parked Calls window does not populate after selecting More > Park or when doing a drag and drop.	Verify with the Network Administrator that the Interact Professional application is on the same network as the handset and network routing is consistent.
Cannot place a call on an outside line.	Cannot access an outside phone line.	<p>Dial the outside line access digit set in your dial plan - usually “9” or “78+PIN code”.</p> <p>If this does not work, verify with the Allworx Server Administrator the outside line access information based on the Dialing Plan External Call access.</p>

Condition	Description	Solution
Warning message during the Interact application uninstall process.	In Windows XP, users with a guest account (limited privileges) try to un-install the Interact Professional application.	Click Continue to un-install the Interact Professional application. This does not affect other installations.
The Interact application does not respond. When starting Task Manager, the application does not display in the Applications tab.	Only running applications with a sustained window showing display in the Task Manager Applications list.	<ol style="list-style-type: none"> 1. Open the Task Manager and click the Processes tab. 2. Locate InteractStartup.exe and right click on it. 3. Click End Process to close the application.
Current active call drops when selecting Dial or Intercom features.	Handset not configured to automatically place the current call on hold so that user may place another call.	Configure the Allworx handset. On the handset, navigate to CONFIG > Preferences > Auto On Hold . Select Enabled and exit the handset configuration menu.
Not all the windows display in the Allworx Interact Professional.	The Visible Windows setting was changed.	Navigate to Settings > Visible Windows and select the windows to display.
The Allworx Interact application detects an upgrade is available, but user sees an error message when attempting to upgrade.	The Allworx Interact application detected an upgrade.	Exit the application by clicking the icon in the Windows System Tray, and click exit. Restart the application.
The current Allworx Interact application version level does not match the Control Panel > Programs and Features > Uninstall or change a program version level after upgrading the application.	Control Panel > Programs and Features > Uninstall or change a program page reports the application installed version, not the upgraded version.	The Windows uninstaller works without regard to version level reported in the control Panel > Programs and Features > Install or change a program page.
The Intercom Call option does not work.	The 9202E model Allworx phone does not support Intercom Calls.	The 9202E model Allworx phone does not support Intercom Calls.

Condition	Description	Solution
Windows .Net 4.0 framework does not install.	Windows XP x64 SP2 operation system users: installing .Net 4.0 requires the installation of the windows imaging component.	<ol style="list-style-type: none"> 1. Navigate to www.microsoft.com. Locate the search field and type download wic. 2. Click the Download Windows Imaging Component from Official Microsoft... 3. Click the download button, and follow the on screen prompts. 4. Click Finish once complete. If the Allworx Interact Professional install is still running, click Back, and then Next to continue. If not running, restart the Allworx Interact installer.
The application provides fewer than expected features.	Only the free features are working (call pop ups), but not the licensed features of Allworx Interact Professional.	The Allworx Server Administrator enables individual users for Allworx Interact Professional. Ask the administrator to reserve a license, or make the user eligible to obtain a license (see the Allworx Server System Administrator's Guide). Users see licensing changes take effect on the next logout/login in the Allworx Interact application.
The font does not look crisp.	Windows XP users may experience bit mapped fonts within the Allworx Interact Application.	<ol style="list-style-type: none"> 1. Navigate to the computer desktop and right-click on the desktop. Select Properties from the drop-down menu. The Display Properties control panel box displays. 2. Click the Appearance tab, and then the Effects... button. 3. Click the check box "Use the following method to smooth edges of screen fonts". 4. Click the drop-down arrow and select Cleartype. 5. Click OK, and then click Apply, and then click OK to save the changes.
Some pre-requisites could not be installed error message displays and the .NET 4.0 Framework fails to install.	The .NET 4.0 Framework installation requires Administrative privileges.	Contact the Network Administrator to install the .NET 4.0 Framework.
This program is preventing Windows from shutting down error message displays.	The Allworx Interact application is preventing Windows from shutting down.	Shut down the Allworx Interact application manually, and then reattempt the Windows shutdown or restart. See "System Tray" on page 5 for more information.





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