

Description: Guide to configuring AlarmWorX32 Multimedia to call out alarm messages using the TAPI protocol.

OS Requirement: Win 2000, XP Pro, Server 2003, Vista, Server 2008, Windows 7

General Requirement: AlarmWorX32 Multimedia version 9 and a Voice Modem

Introduction

AlarmWorX32 Multimedia is an add-on software that allows you to send out alarms via an agent. The agents include: Software and Hardware Marquee, Telephony, Pager, etc. Once configured, you can use any of the agents to send out alarms to anyone using the chosen method.

In version 9, we have added support for the Telephony agent using the TAPI protocol. This means that in version 9, you can use the callout agent without any dialogic card. However, since the dialogic card has an onboard processor, calls that goes through the card requires little processing power form your machine. In contrast, the TAPI protocol will use a modem on your computer to call out. In past experiences, the callout process may consume much of the resources on the host machine. You may want to monitor your computer performance if have chosen to use this method. This document will go through all the necessary steps to setup your phone agent to call out using the TAPI protocol.

AlarmWorX32 Callout Installation

During your AlarmWorX32 Multimedia installation, the software tries to detect a dialogic card. If the software does not find such hardware, you will see a screen as shown in Figure 1. On this screen under **Telephony Agents** section it shows that it will install the TAPI agent since the dialogic drivers were not found. (“Dialogic Agent” option is disabled). Simply click on Next to install the TAPI agent.

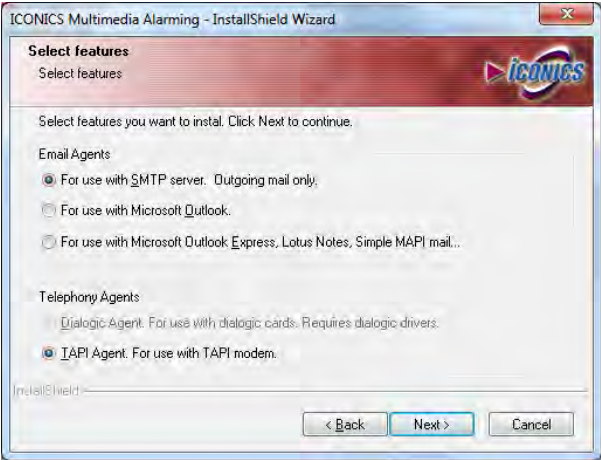


Figure 1 - Installation Message for TAPI

Configuring the Callout Agent

1. Start the AlarmWorX32 Multimedia Configurator by click on Start → Programs → ICONICS AlarmWorX32 Multimedia → AlarmWorX32 Multimedia Configurator.
2. In the tree-control on the left-hand pane, expand Alarm Configurations → Multimedia Agents → Telephony
3. Enable lines for each physically connected phone line. PA Calls and Outgoing are mutually exclusive, thus you should only check a line for either.

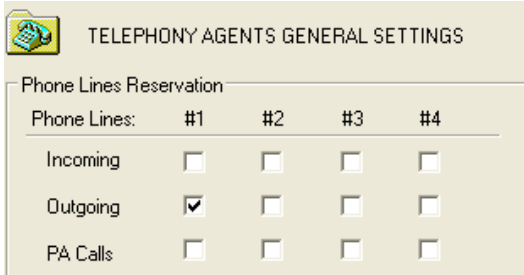
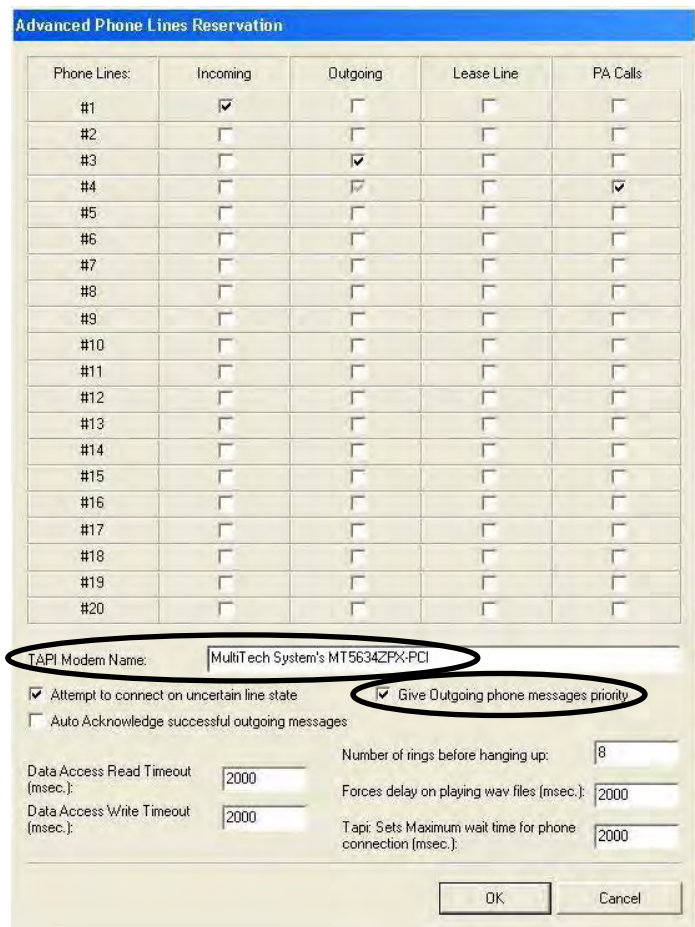


Figure 2 - Phone Lines Reservation

NOTE: If you select a line for both Incoming and Outgoing calls, you can select which line has precedence over the other. By the fault, the incoming line has high priority than the outgoing line. You can override this in the Advanced Line Reservation Dialog. Please see Figure 3.

4. ICONICS implementation of TAPI only supports one phone line at this time. You can click on the **More Settings** button under the Advanced section for further TAPI settings. This will bring up the Advanced Phone Line Reservation window as shown in Figure 3, where you can do your configuration.



The screenshot shows the 'Advanced Phone Lines Reservation' window. It features a table with 20 phone lines, each with checkboxes for Incoming, Outgoing, Lease Line, and PA Calls. Below the table, there are several configuration options:

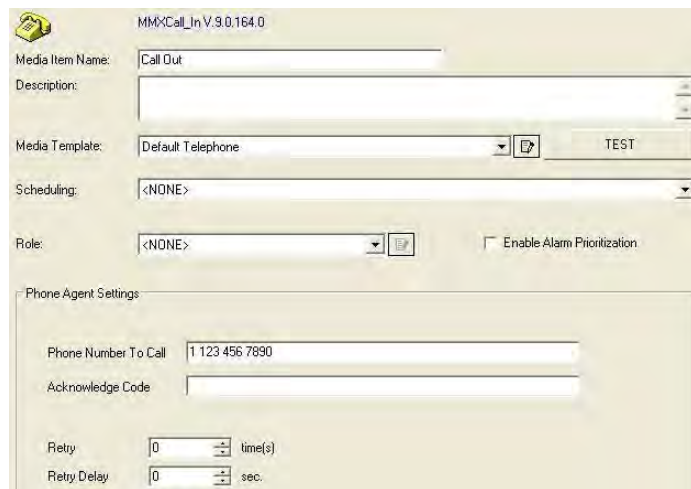
- TAPI Modem Name:** MultiTech System's MT5634ZPX-PCI (circled in red)
- ☒ Attempt to connect on uncertain line state
- ☐ Auto Acknowledge successful outgoing messages
- ☒ Give Outgoing phone messages priority (circled in red)
- Data Access Read Timeout (msec.):** 2000
- Data Access Write Timeout (msec.):** 2000
- Number of rings before hanging up:** 8
- Forces delay on playing wav files (msec.):** 2000
- Tapi: Sets Maximum wait time for phone connection (msec.):** 2000

Buttons for OK and Cancel are at the bottom.

Figure 3 - Advanced Phone Line Reservation

NOTE: When using TAPI, the "TAPI Modem Name" field must be filled in; this name can be found by going to your Windows Control Panel under the Phone and Modem options.

5. In the tree-control on the left-hand side, right-click on Call-Out Agent and select New → Media Item.
6. Right mouse click on it and select New Media item.
7. In the right-hand pane, give your media item a name, select Default Telephone as Media Template, and fill in the phone number you want to call in the Phone Number To Call textbox.



The screenshot shows the 'Callout Agent Settings' window. It contains the following fields and options:

- Media Item Name:** Call Out
- Description:** (empty text box)
- Media Template:** Default Telephone (dropdown menu)
- Scheduling:** <NONE> (dropdown menu)
- Role:** <NONE> (dropdown menu)
- ☐ Enable Alarm Prioritization
- Phone Agent Settings:**
 - Phone Number To Call:** 1 123 456 7890
 - Acknowledge Code:** (empty text box)
 - Retry:** 0 time(s)
 - Retry Delay:** 0 sec.

A TEST button is located next to the Media Template dropdown.

Figure 4 - Callout Agent Settings

8. Click n the test button, you should hear the phone ring. Pick up the phone and you should hear a default alarm text.
9. Your Call-Out agent is ready to use. You will now need to create and action set that uses this agent. For more information on how to create an action set, please refer to the application note entitled *AlarmWorX32 Multimedia – Alarm Management Quick Start*.