

Description: Guide to configuring AlarmWorX64 Multimedia to call out alarm messages using the TAPI protocol.

OS Requirement: Windows Server 2003 x64/Vista x64/ Server 2008 x64/Windows 7 x64/ Server 2008 R2 x64

General Requirement: AlarmWorX64 Multimedia version 10.7 and a TAPI compliant Voice Modem

Introduction

AlarmWorX64 Multimedia is add-on piece software that allows you to send out alarms through various agents. 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.

From version 10.6 onwards, we have support for the Telephony agent using the TAPI protocol. This means that, you can use the callout agent without any Dialogic card. However, since the Dialogic card has an onboard processor, calls that go through the card require little processing power from 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 you 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.

For dial out with a TAPI modem, the following hardware have been tested, however, this is not a recommendation or endorsement of any product:

- **Multitech MT9234ZPX-UPCI TAPI Modem.** For more information about this modem, please go to http://www.multitech.com/en_US/PRODUCTS/Families/MultiModemZPX/

TAPI Agent Installation

During your AlarmWorX64 Multimedia installation, the software tries to find drivers for a Dialogic card. If the software does not find such hardware or driver installed for it, the installation will let you know and install the TAPI phone agent instead.

Configuring the Callout Agent

Before you begin, you should make sure that UAC (User Account Control) is turned off on your computer.

1. Start the AlarmWorX64 Multimedia Configurator by click on **Start → Programs → ICONICS64 → ICONICS AlarmWorX64 Multimedia**

2. In the tree-control on the left-hand pane, expand the Database → **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.

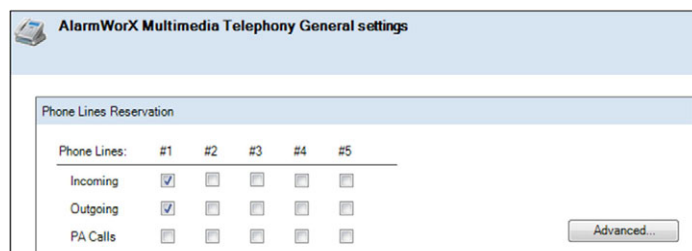


Figure 1 - Phone Lines Reservation

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 2.

4. ICONICS implementation of TAPI only supports one phone line. You can click on the **Advanced** button under for further TAPI settings. This will bring up the Advanced Phone Line Reservation window as shown in Figure 2, where you can do your configuration.

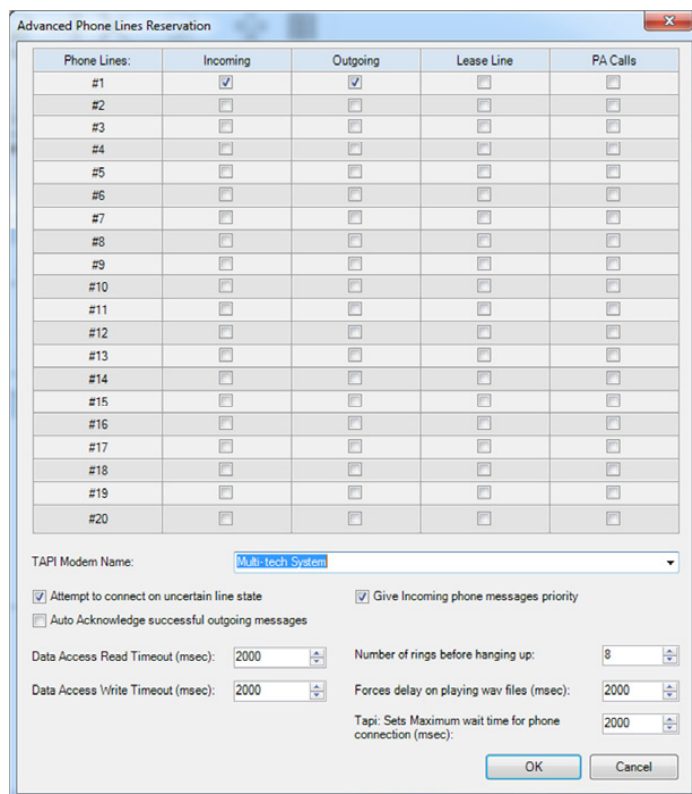


Figure 2 - Advanced Phone Line Reservation

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 **Add → Multimedia Agent Setting**.
6. 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.



Figure 3 - Callout Agent Settings

7. Click on the **TEST** button. You should hear designated phone ring. Pick up the phone and you should hear a default alarm text.
8. 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 *AlarmWorX64 Multimedia – Quick Start*.