

**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 9.2 and a TAPI compliant Voice Modem

## Introduction

AlarmWorX32 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.

In version 9.2, we have added support for the Telephony agent using the TAPI protocol. This means that in version 9.2, 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 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 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.

ICONICS has tested and recommends using the **Multitech MT9234ZPX-UPCI** TAPI Modem. For more information about this modem, please go to the following website:  
[http://www.multitech.com/en\\_US/PRODUCTS/Families/MultiModemZPX/](http://www.multitech.com/en_US/PRODUCTS/Families/MultiModemZPX/)

## TAPI Agent Installation

During your AlarmWorX32 Multimedia installation, the software tries to the drivers for a Dialogic card. If the software does not find such hardware, you will see a dialog as shown in Figure 1. On this dialog, 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.

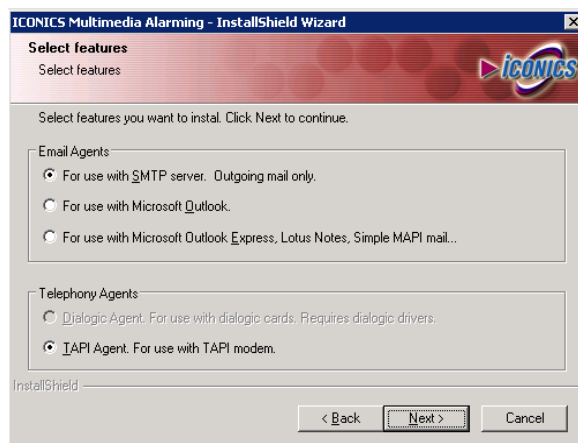


Figure 1 - Installation Message for TAPI Telephony Agent

## 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.

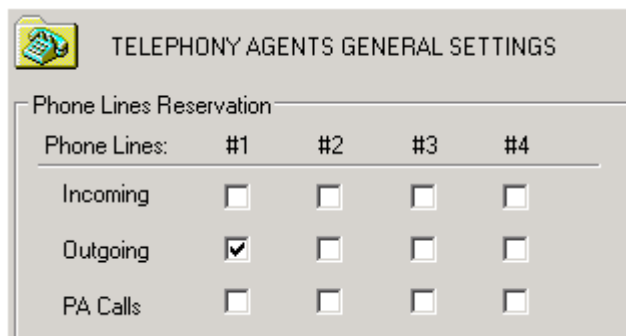


Figure 2 - Phone Lines Reservation

**NOTE:** The TAPI Agent only supports calling out. The call-in functionality is only available with a Dialogic card.

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.

**Advanced Phone Lines Reservation**

| Phone Lines: | Incoming                 | Outgoing                            | Lease Line               | PA Calls                 |
|--------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| #1           | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| #2           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #3           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #4           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #5           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #6           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #7           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #8           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #9           | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #10          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #11          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #12          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #13          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #14          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #15          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #16          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #17          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #18          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #19          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| #20          | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |

TAPI Modem Name:

☒ Attempt to connect on uncertain line state ☒ Give Incoming phone messages priority

☐ Auto Acknowledge successful outgoing messages

Data Access Read Timeout (msec.):  Number of rings before hanging up:

Data Access Write Timeout (msec.):  Forces delay on playing wav files (msec.):

Tapi: Sets Maximum wait time for phone connection (msec.):

OK Cancel

**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. 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.

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Media Item Name:

Description:

Media Template:  **TEST**

Scheduling:

Role:  ☐ Enable Alarm Prioritization

Phone Agent Settings:

Phone Number To Call:

Acknowledge Code:

Retry:  time(s)

Retry Delay:  sec.

**Figure 4 - Callout Agent Settings**

7. Click 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 *AlarmWorX32 Multimedia – Alarm Management Quick Start*.