

# Tips & Tricks



## 2 Setting Up a Remote Phone

Setting up a remote phone is not very difficult; we just have to be careful to allow the phone to communicate back and forth with the main Allworx server through firewalls.

### How to Setup a Remote Phone

If behind a firewall, you will generally be most successful when you ...

1. Set up the phone with a Static IP, subnet mask and Gateway address of the local subnet.
2. Set the Boot IP address to the WAN address of the Allworx server.
3. Set the 'Plug n Play Secret Key' from the VoIP server page. (From the Administrative console, click on Servers, then VoIP. The 'Plug n Play Secret Key' is listed there.)
4. Now, once everything else is configured, we can reboot this phone and should then have access.



### How to Setup a Remote Phone with a Firewall

If there is a firewall on the subnet with the remote phone ...

1. Set the following ports to open for the IP address we gave to the phone:
  - **2088 (UDP)** for the BLF protocol
  - **5060 (UDP)** for SIP registration
  - **8081 (TCP)** to enable the phone to download its configuration files
2. We also need to open a range of audio ports for the remote phone. The phone needs a range of two ports for every expected 'call' or 'line' the phone will make simultaneously. An easy method is to simply create a range of 10 ports for the remote phone, i.e.:
  - **16001–16010 (UDP)** for RTP media (audio)

*In the next of Allworx Tips & Tricks we will show you the steps for "Setting Up an Allworx Server".*

## Ask Allworx! Questions from our Authorized Resellers

**Question:** How do I install and perform a backup of the Allworx system?

**Answer:** This is accomplished in two steps. Step one is to download and install the OfficeSafe™ application, which is covered below. Step two is to perform a backup, which will be described in the next issue of *Allworx Tips & Tricks*.

### Step One – How To Download and Install the OfficeSafe Application

1. Open a new Internet browser.
2. Navigate to: <http://www.allworx.com/support/downloads/default.asp#4>
3. Scroll down to the section titled 'OfficeSafe'. Click on the link to begin downloading the OfficeSafe application.
4. Save the file to your computer. When the file is done downloading, close your Internet browser, locate the file you just downloaded, and double click on it to begin the installation.
5. When the installation is complete, there will be an icon on your desktop to launch the OfficeSafe application.

**Do you have a question you need answered?** Just drop us a line at [contact@allworx.com](mailto:contact@allworx.com) and we'll try to answer your question in an upcoming *Allworx Tips and Tricks* issue!