



Allworx® Family of Products



Award-winning phone systems for businesses

Whether your business has 10 employees at a single site or hundreds of employees at multiple sites, traditional phones lines, VoIP lines, T1 or T1/PRI, Allworx has a solution designed with your business in mind.

Key advantages for businesses

Allworx gives you the largest set of traditional telephone capabilities of any VoIP solution in its class! Many companies claim that they are the best or the easiest, but few can back up these claims.

Innovation

Innovation runs deep. With our history of taking complex designs and turning them into products everyone can use, your total satisfaction is guaranteed.

- ▶ **SIP before SIP was cool** — ten years ago, our systems were designed to be exclusively SIP based. That decision is what makes Allworx the market leader in IP based phone systems.
- ▶ **Intelligence creates power** — presence management, caller ID based routing, unlimited call routes, unlimited devices, unified messaging and more create a powerful foundation for your business communications.
- ▶ **Mobility in so many ways** — from remote phones to Advanced Multi-site serving up to 99 other locations, to Reach™, a SIP based mobile phone application, Allworx gives you many ways to connect remote locations or employees together.
- ▶ **Features as required** — powerful features like Automatic Call Distribution*, Advanced Multi-Site†, Call Assistant™, Conference Center, Reach™, Interact™ and TAPI are activated easily via software keys ... add them as you need them.

Value

Allworx is priced right — your total cost of ownership promises to be less than any other fully-featured VoIP communication system.

- ▶ **Lowest expansion cost** — with no need for gateways, expansion cards or other third-party products, Allworx has the lowest total cost as you grow.
- ▶ **Proven savings** — with SIP trunks, remote phones or Advanced Multi-Site for multiple offices, expanding your options between sites lowers operating costs. Quick user adoption minimizes training costs for new employees.
- ▶ **Hassle free remote access** — remote users connect instantly using ordinary broadband connections and without extra hardware, software or cost.
- ▶ **Sensibly priced options** — software options are priced so they won't break the bank or incur recurring monthly or annual maintenance charges.
- ▶ **Know your long term costs** — Allworx pricing is straightforward and uncomplicated. Optional extended hardware warranties and/or software upgrade keys are available for every budget.

* Not supported on the 6x12

† Multi-Site Primary is not supported on the 6x12

Reliability

Nothing is more important than reliable communications, and Allworx has delivered for over 10 years by maintaining our product line, including ongoing support for the first product we ever built.

- ▶ **Same features, same operation** — calls continue to work like your traditional phone system, so the switch to an Allworx system is transparent.
- ▶ **Disaster recovery** — multiple options help to see you through critical situations.
- ▶ **Energy savings with less hassle** — our products are designed to use fewer parts, and with fewer parts fewer things go wrong, they use less energy and have lower energy costs.

Customer Focus

New technology can be daunting, so we design our products to balance these capabilities with your need for simplicity.

- ▶ **Easiest to use** — a choice of Allworx phones with multiple configurations means you can replace what you have today without fear. Intelligent design makes the Allworx system incredibly easy to use and administer.
- ▶ **Simple transition** — intuitive user interfaces assure that both administrators and users will smoothly learn all the capabilities of the new system without skipping a beat.
- ▶ **Easiest to grow** — add phones without costly hardware cards or software. Installation is complete in minutes or hours rather than days.
- ▶ **Features that match our customers** — from schools to real estate to health care, Allworx continues to listen and consistently develops new features that exceed every need.

Quality

Dedication to quality is not a goal but a way of life.

- ▶ **Strict control** — from design to manufacture, to inspection, delivery, and support in the field, our strict controls and attention to every detail ensure only the highest quality product is installed.
- ▶ **Warranty options** — we offer cost-effective warranty options that can be maintained throughout the life of the system. We understand that quality and peace of mind go hand in hand.

Allworx systems for almost every size business

Select the right server for the number of users, and then add switches and phones to match your needs. It has never been easier to build the perfect phone system.



48x

- ▶ Designed for companies of up to 250 employees per site
- ▶ Works with fully integrated T1/PRI, traditional CO and VoIP (SIP)



6x

- ▶ Designed for companies of up to 60 employees per site
- ▶ Works with traditional CO and VoIP (SIP)



6x12

- ▶ Designed for very small businesses (VSB) with up to 12 employees
- ▶ Works with traditional CO lines and SIP trunks



Px 6/2 Expander*

- ▶ Plug-and-play expander connects extra traditional phone lines and stations to the Allworx System over LAN or WAN
- ▶ Compatible with the 48x and 6x, each provides six FXO ports and two FXS ports
- ▶ Up to three expander units can be connected to 6x and 48x

* Not supported on the 6x12



PowerFlex P810

- ▶ 8-Port 10/100/1000 Base-T, two TP/(100/1G) SFP Combo
- ▶ PoE+ L2 Plus Managed Switch



PowerFlex P2426

- ▶ 20-Port 10/100/1000 Base-T, four TP/(100/1G) SFP Combo, two (100/1G) SFP
- ▶ PoE+ L2 Plus Managed Switch



PowerFlex P4848

- ▶ 44-Port 10/100/1000 Base-T, four TP/(100/1G) SFP Combo
- ▶ PoE+ L2 Plus Managed Switch



9224

- ▶ Sophisticated, flexible top-of-the-line phone with 24 programmable function keys
- ▶ Huge and easy-to-read 192 × 64 graphical backlit display
- ▶ Includes a high-fidelity voice handset, hands-free speakerphone, built-in headset connectivity and an integrated Ethernet switch, PoE



Tx 92/24 Expander

- ▶ Simple plug-and-play configuration with automatic detection
- ▶ Connect up to three Expanders and grow to 48, 72, or 96 programmable function keys
- ▶ Powered from the 9224 phone, no additional power needed



9212L

- ▶ Sophisticated, flexible phone — perfect for employees who make or receive a high volume of calls
- ▶ High resolution full backlit display with adjustable brightness
- ▶ 12 programmable function keys
- ▶ Supports multiple telephone lines
- ▶ Includes a high-fidelity voice handset, hands-free speakerphone, built-in headset connectivity and an integrated Ethernet switch, PoE



9204 & 9204G

- ▶ Four programmable function keys
- ▶ 10/100/1000 Gigabit Ethernet switch (9204G)
- ▶ 10/100 Ethernet switch (9204)
- ▶ Easy-to-read 192x64 graphical backlit display
- ▶ Full-duplex speakerphone
- ▶ 4-way conferencing



9202E

- ▶ Compact size for small workspaces
- ▶ 2 call appearance buttons
- ▶ Easy-to-read 128 × 36 display
- ▶ 10/100 Switch
- ▶ Power over Ethernet (PoE)
- ▶ Full-duplex speakerphone
- ▶ Wall mountable
- ▶ Bright ringing and off hook status indicator
- ▶ Plug-and-play headset connectivity

Boost productivity with Allworx software

Allworx servers are built to provide additional specific applications without any additional hardware cost or complexity. Order only what you need, pay for it only once, and add real value.

Optional Software Features



Advanced Multi-site

- ▶ Communicate as one organization
- ▶ Global directory with global voicemail
- ▶ Uniform flexible numbering with park and page across sites
- ▶ Transfer and receive calls from anywhere
- ▶ Visual handset status from remote locations
- ▶ Disaster recovery, automatic failover



Automatic Call Distribution™

- ▶ Distribute incoming calls effectively and fairly
- ▶ Linear priority, round robin, longest idle, ring all
- ▶ Agent login from any phone for flexibility
- ▶ Remote Allworx users can be agents
- ▶ Supervisor status reports online; export call detail reports
- ▶ Supervisor management of queues and agents
- ▶ Comprehensive reports: agent productivity, abandoned calls, and many more



Dual Language Support

- ▶ Play prompts to multi-lingual customers
- ▶ English, Castilian Spanish and French Canadian



Reach™ SIP Mobile Phone Client

- ▶ Make and receive calls from anywhere with iOS or Android
- ▶ Use Wi-Fi or cellular data
- ▶ Display/search Allworx users and local contacts
- ▶ Extensive call history
- ▶ View and change presence setting
- ▶ Manage, send, reply and forward voicemails



Interact™ Call Control

- ▶ Intelligence on every call with screen pops
- ▶ Answer and hold calls from your PC
- ▶ Interact Pro offers PC-based call control
- ▶ Interact Attendant offers full call processing



Call Assistant™

- ▶ PC-based attendant console
- ▶ Easy-to-use graphical user interface
- ▶ Seamless integration with any Allworx phone
- ▶ “Drag-and-drop” call processing
- ▶ Displays incoming and outgoing calls, outside lines, phone status for all users — including remote and multi-site users
- ▶ Record any call with the click of a mouse
- ▶ Call history displays outgoing and incoming calls with sort and one-click dial
- ▶ Supports Microsoft TAPI for Caller ID screen pops



Conference Center™

- ▶ Secure conferencing — ID and password protection
- ▶ Centralized scheduling and moderation of calls
- ▶ Full administrative view of users and conferences
- ▶ Set up conference calls 24/7
- ▶ Easy-to-use graphic user interface
- ▶ Ability to create recurring conference calls



OfficeSafe™

- ▶ Backup and restore anytime day or night
- ▶ Backup multiple servers simultaneously
- ▶ Backups can be made to centralized secure data centers
- ▶ Runs as a Windows service



View™

- ▶ Data on call usage, ACD queues and agents
- ▶ Real-time, configurable dashboards with definable threshold alarms
- ▶ On-demand and scheduled reports
- ▶ Save, share and export report data
- ▶ View reports and real time status from any mobile device

Allworx systems:
The right solution for you

Allworx systems offer **effortless communication** — combining high standards that maintain consistent quality and reliability with cost savings that provide short- and long-term value. Most importantly, forward thinking guarantees continued innovation, developed by people who focus on serving the customer.

At Allworx, we concentrate on our customers' businesses and their employees' productivity. With their input, we create tailored solutions, driven by the unique requirements of each customer. The resulting products offer an uncomplicated approach to telecommunications with business advantages for our customers.



We understand and exceed expectations

When it comes to understanding and exceeding customers expectations, no one does it better than Allworx. All our systems are designed and manufactured with five key attributes, each of equal importance:

- ▶ Innovation
- ▶ Value
- ▶ Reliability
- ▶ Customer Focus
- ▶ Quality

The result is that rare and unique combination of products that meets your needs today and tomorrow, works every day without interruption, has capabilities beyond others, lasts for generations, and provides cost savings from the very first day.

Allworx makes it effortless to communicate. That's why Allworx is the **right choice** for your business.



To learn more, contact your **Authorized Allworx Partner** today.