

Allworx[®] 24x Overview



Award-winning phone systems for small and medium businesses

Thousands of SMBs have made the smooth, risk-free VoIP transition with Allworx — the only solution that combines the features, reliability and price of traditional systems with the benefits of VoIP.

1

Phone Systems

- Full PBX & Key System
- Presence Management
- Multi-site Integration
- Unified Messaging
- Voice Over Internet

2

IP Phones

- Customizable Features
- High-Fidelity Voice
- Powerful Conferencing
- Connect Anywhere
- Built to Last

3

Software Features

- Call Assistant™
- Call Queuing™
- Conference Center™
- Internet Call Access™
- Dual Language Pack



It's true! Small and medium businesses can have it all!

Designed for companies with up to 150 users, the Allworx 24x system is an all-in-one communication system integrating a feature-rich phone system, advanced IP phones and powerful software features that can substantially improve your company's productivity while saving you on-going monthly costs. The integrated T1/PRI capability provides more cost savings and reliability than any other offer in the industry. The Allworx 24x is the only system with multiple built-in connections:

- ▶ Traditional phone lines
- ▶ T1/PRI circuit for voice
- ▶ Ethernet or T1 for ISP data service

9212 IP Phone



24x Phone System



Key advantages for businesses

Many companies make the claim that they are the best or the easiest, but few can back up these claims. Allworx makes it easy to see why it is the **only right choice** for your business.

More savings for you

Allworx is priced right — your savings will be equal to or greater 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 over the life of the system.
- ▶ **No hidden charges** — Allworx pricing is straightforward and uncomplicated.
- ▶ **Internet calling saves you money** — with our Internet Call Access™ option, calling between sites is free and saves additional money by switching to an ITSP for telephone service.^{1,2}
- ▶ **Instant remote access** — remote users connect instantly using ordinary broadband connections and without extra hardware, software or cost.
- ▶ **No per-seat software charges** — software options have one-time fees with unlimited users.

Transition at your own pace

New technology can be daunting. That's why Allworx gives you the largest set of traditional telephone capabilities of any VoIP solution in its class! Now you can simultaneously use both analog and VoIP phone connections as you control the pace of your transition to new technology.

- ▶ **You control when to use VoIP** — the T1/PRI and analog port capabilities in the base configuration allow you to control the move to VoIP ... so you can do it without disrupting your business operations.
- ▶ **You control when to add features** — power features like Call Queuing™, multi-site calling, Call Assistant™ and TAPI are activated via easy software keys ... add them as you need them.

No compromising on features

Allworx is the only analog, VoIP and data system available with a complete feature set for small businesses.

- ▶ **Same features, same operation** — calls continue to work like your traditional phone system, so the switch to an Allworx system is transparent to users.
- ▶ **Analog and VoIP** — add VoIP and keep some analog lines for 911 use.
- ▶ **New features** — caller ID based routing, find me/follow me calling, unified messaging and more.
- ▶ **Enhanced conference calling** — with the Allworx Conference Center™ option, you get the amazing power of four eight-seat conference bridges.
- ▶ **Flexible voice and data access** — no other system offers built-in connections to traditional phone lines, T1/PRI, and Ethernet or T1 for ISP data service!

It's got to be easy

Whether you are installing a single site or linking together multiple offices and remote users, no other system comes close to providing the simplicity and speed of installation.

- ▶ **Easiest to use** — a choice of Allworx phones with ample buttons means you can replace what you have today, and makes the Allworx system the easiest to use and administer.
- ▶ **Easiest to grow** — add phones without costly software or installation charges in hours, not days.
- ▶ **Simple transition** — it's easy to learn the new system without skipping a beat.
- ▶ **Multi-site/remote users** — connecting sites across town or across the country has never been easier — or as seamless.
- ▶ **Easiest access to Internet calling** — multiple service providers to choose from.

Allworx is the answer!

Phone system

The 24x includes a Key/PBX system that offers flexibility, expandability and an unbelievable feature set.

Phone interface

- 150 user extensions (e.g., individuals) with voicemail and 150 system extensions (e.g., conference rooms) without voicemail. Base system comes configured for up to 24 users and 24 system extensions. Optional software upgrades available for 25–48 users/extensions, 49–100 users/extensions and 101–150 users/extensions.
- Primary Rate ISDN (PRI) line supported on T1 interface for 23 digital “B” channels via T1-A interface.
- ISDN switch types for PRI: 4ESS, 5ESS, DMS-100, NI-2.
- Three RJ-11 dedicated loop-start FXO ports supporting CO (Central Office) lines, expandable to 21 with Allworx Px 6/2 Expanders.¹
- Five standard, dedicated RJ-11 FXS ports for analog phone or fax, expandable to 11 with Allworx Px 6/2 Expanders.¹
- Supports SIP 2.0 (Session Initiation Protocol) for VoIP.
- Allworx supports both analog and VoIP phones. All VoIP phones are connected on the Local Area Network (LAN).
- Fax machine support—does not require a new CO line; system automatically utilizes the trunk for outgoing calls when not in use.
- Power Fail Phone Port for a dedicated analog phone ensures connectivity during power failure.
- Industrial strength surge protection built into all analog ports.
- TAPI compliant — included for all users with Call Assistant license.
- Each Allworx handset can have its own Direct Inward Dial (DID) inbound and outbound information.
- 3-Way Calling — each Allworx phone on the network can support its own three-way call.
- Seamless integration with Call Assistant.
- “Park” and “Hold” buttons on the handset.
- Fast and simple navigation of scrollable phone menus.

Auto attendant

- Nine unique auto attendants.
- Time-dependent Auto Attendant routing options for day and night mode business hours.
- Compatible with Music-On-Hold and Overhead Paging systems.³
- Auto attendant can be fully customized.

Internet Telephony Service Providers (ITSP)²

- Connect the Allworx 24x to an ITSP and drastically reduce phone charges.
- Supports both ITSP and traditional phone lines (Central Office lines) simultaneously.
- Apply different dialing rules to different telephone services (i.e., ITSP vs. local telephone company).
- SIP Call Appearance functionality with incoming and outgoing VoIP calls.
- Allworx 24x is compatible with various ITSPs.²

Multi-site calling¹

- Each Allworx 24x can connect to other Allworx units — supports up to 99 other sites.
- Calls between offices are free over the Internet — no ITSP required.
- Calls can be seamlessly transferred between sites.
- VPN connection not required.
- Multi-site extensions allows businesses to setup and use a unique 3-digit or 4-digit uniform dialing plan across Allworx servers.

Presence management

- Each phone user gets seven unique phone presences (In Office, At A Meeting, On Vacation, On Business Trip, At Home, Away, Busy).
- Current presence is displayed on Allworx phones and built-in My Allworx Manager site for other users to see.
- Call routing structure can be changed by the Allworx System Administrator via the system software or by authorized users over the Internet via My Allworx Manager.
- User can “toggle” between presence settings via Allworx phone display, voicemail or My Allworx Manager site software.
- Each presence setting has its own call routing structure that can be changed at any time.
- Users can record a separate voicemail greeting for each of their presences.

Unified messaging

- Receive, review and respond to all email and voicemail in one InBox.
- Listen to, forward and delete voicemail messages via PC.
- Supports and consolidates multiple email accounts and phone extensions per user.
- Supports voicemail notification to cellular SMS text messaging services.
- Compatible with any POP3 or IMAP4 email client.

Off-Site Calling access

- Make outbound calls through the Allworx system by calling into your voicemail from anywhere.
- Authentication prevents abuse.
- Off-site Access calls leverage the company’s Caller ID information and local system phone lines (analog or SIP).
- Call information is tracked for call detail reports.
- To make multiple calls, external dial tone returns after recipient hangs up.

Voicemail

- Receive SMS text message alerts on your cellphone when voicemail is left at the office.
- Escalate your text message alerts to multiple mailboxes and email addresses.
- 1000 hours of voicemail — virtually unlimited voicemail capacity.
- Listen to and manage voicemail in your email InBox or over the phone.
- Reply to voicemail with email; include voicemail in outgoing email message as an attachment.
- Voicemails are automatically purged from phone when managed from email InBox.
- 16-port voicemail system; date and time stamping.
- Messages can be listened to, saved, deleted or forwarded to another extension.
- Direct access to voicemail from on and off site.
- Message Waiting and New Call indicators supported through Allworx phones.
- Voicemails can be sent to any POP3 or IMAP4 email client.
- One phone can display multiple voicemail indicator lights to other mailboxes.

Follow-Me-Anywhere calling

- Routing can simultaneously follow multiple phones, including outside lines and cell phones.
- Each of the seven unique phone presences for each user has its own routing rules and filters.
- Incoming Caller ID can drive different call routes.

Remote users

- Remote IP phone users connect to Allworx 24x via Internet.⁶
- Remote plug-and-play with Allworx VoIP phones.
- After initial setup, remote Allworx phones connect easily to Allworx 24x with minimal user intervention.
- Remote Allworx phones can:
 - be programmed from main office
 - receive calls from queue(s)
 - use Intercom feature
 - access main office’s local phone line from any location (call from overseas at local rates)
 - operate without additional licenses
 - access all other main phone functions (Direct Station Selection, Busy Lamp Field, Line Appearances, Call Appearances, SIP Appearances, Queues).
- Non-Allworx phones will work, depending on the type of phone used.⁵

"Allworx will save us several thousand dollars during the first year alone."

Alex Zapaschny, President and COO, iCardiac Technologies

Industry compatibility

- Compatible with third party SIP 2.0 compliant endpoints, including phones, gateways and wireless devices.
- Supports G711 and G729 endpoint connections.
- Compatible with ITSPs (Internet Telephony Service Providers).²
- Supports SIP 2.0 (Session Initiation Protocol).

Security

- Outbound call control with PIN codes and system-wide blocking.
- Password protection at both user and administration levels.
- Call detail reporting of all phone system activity with easy export to Microsoft Excel or any standard spreadsheet program for further analysis.
- System backup and restore — automatically saves configuration attributes, voicemail and email messages.

High end calling features

- Four built-in eight seat conference bridges.¹
- Each Allworx phone can support its own three-way conference call.
- Programmable dialing plans route your calls to the lowest cost long distance provider.
- Broadcast message capability — internal or external distribution lists.
- One Touch Day-Night Mode PFK Button allows users to toggle between day and night modes at the press of a button.
- A Dual Language Pack is available in English and Castilian Spanish.
- Powerful call control functions, including:
 - Audited outside line access
 - Call blocking
 - Call forward and transfer
 - Call hold
 - Call monitors
 - Call park and retrieve
 - Call pickup
 - Call Queuing^{1,4}
 - Call routing
 - Call waiting
 - Caller ID
 - Dial by name or extension; dial from directory
 - Distinctive ring
 - Do not disturb
 - External call routing
 - Flexible numbering plan
 - Hunt groups
 - Internal extension distinctive ring
 - Multiple line access
 - Overhead paging³
 - Parking orbits
 - Programmable parked calls
 - Private lines
 - Redial
 - Speed dialing
 - TAPI support — automatic dialing¹

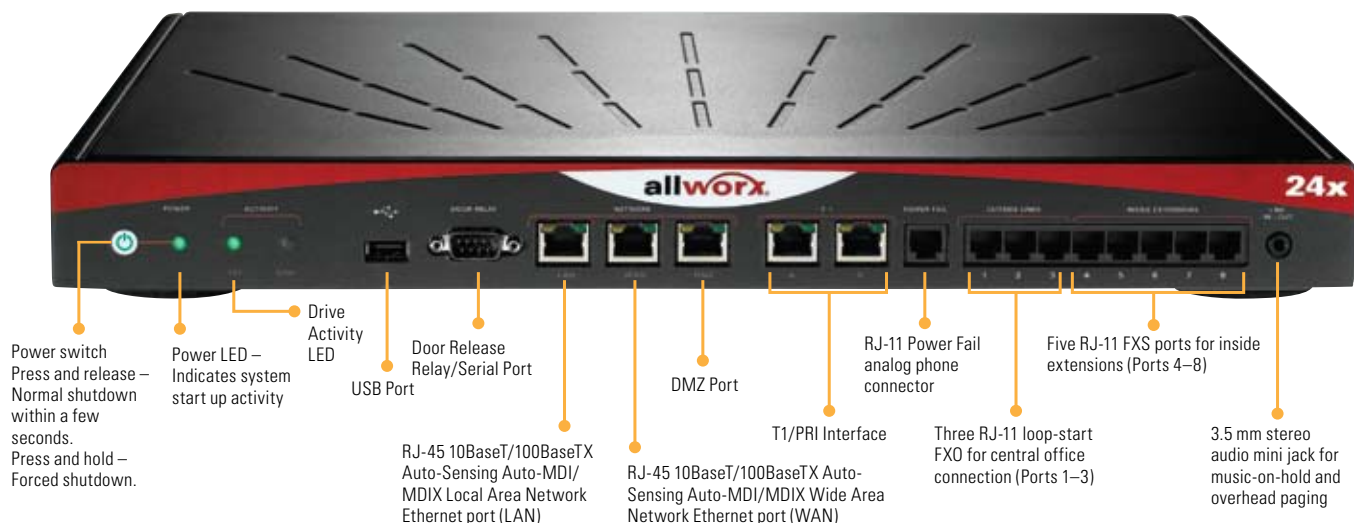
My Allworx Manager

The Allworx 24x — a powerful and flexible IP-based telephone system — has an intuitive and easy-to-use Web-based interface. Each Allworx 24x comes standard with the "My Allworx Manager" web portal that allows users to manage their extension and access important information pertaining to their system.

- Reports of all calls made and received on an extension.
- Add, modify, delete and view conference calls.
- Change presence setting.
- Directory listings of each extension on the system — including users, system extensions, speed dial numbers and remote user's extensions.
- Each user's current presence setting and email address.
- Listing of every email list on the system as well as all of its members.
- Live reports of all active, parked and queued calls occurring on the system.
- Detailed reports on each queue in the system show the number of calls that queue has received and serviced, the average time taken to service each call in that queue and more.
- Listing of all keypad functions of the phone as well as instructions on how to perform other functions such as transferring a call and setting up a conference call.



Hardware specifications



Power switch
Press and release – Normal shutdown within a few seconds.
Press and hold – Forced shutdown.

Power LED – Indicates system start up activity

Drive Activity LED

Door Release Relay/Serial Port
USB Port

RJ-45 10BaseT/100BaseTX Auto-Sensing Auto-MDI/MDIX Local Area Network Ethernet port (LAN)

DMZ Port
RJ-45 10BaseT/100BaseTX Auto-Sensing Auto-MDI/MDIX Wide Area Network Ethernet port (WAN)

T1/PRI Interface

RJ-11 Power Fail analog phone connector
Three RJ-11 loop-start FXO for central office connection (Ports 1–3)

Five RJ-11 FXS ports for inside extensions (Ports 4–8)

3.5 mm stereo audio mini jack for music-on-hold and overhead paging

Hardware interfaces

- Dedicated interface for RFC-1662 PPP Internet connectivity on T1-B.
- One RJ-45 10/100 Base-T WAN port for Internet connection from DSL, cable modem or T1.^{6,7}
- One RJ-45 10/100 Base-T LAN Ethernet port.
- One RJ-45 10/100 Base-T DMZ Ethernet port.
- Three RJ-11 dedicated loop-start FXO ports, expandable to 21 with Allworx Px 6/2 Expanders.¹
- Five RJ-11 dedicated internal FXS ports, expandable to 11 with Allworx Px 6/2 Expanders.¹
- One RJ-11 Power Fail analog phone connector.
- One 3.5mm mini jack for Overhead Paging³ and Music-On-Hold.³
- Door Release Relay.
- Overhead Paging Amp Control.

Electrical and regulatory information

- Line voltage: 120V AC.
- Frequency: 60Hz.
- Typical use: 12W.
- Environmental conditions: 0–40° C, 15–90% RH, non-condensing.
- UL listed. FCC Class B

Networking

- Public WAN interface and fully secured LAN subnet.
- Email server — POP3, IMAP4 and SMTP email standards supported.
- Web server — Intranet and Internet with HTTP and FTP functionality.
- Built-in company Internet and Intranet site.
- DHCP (Dynamic Host Configuration Protocol) server to LAN.
- DHCP client support on WAN Port.
- Fully integrated DNS (Domain Name Server).
- TCP/IP routing support between LAN/WAN.
- PPPoE (Point-to-Point Protocol over Ethernet) capability on WAN Port.
- Supports classful and classless routing.
- Supports use of external SMTP Smart Host for routing email.
- Network installation tools:
 - DHCP Server Discovery Tool identifies IP/MAC addresses of all other DHCP servers on the LAN
 - Trace Route Tool maps the paths packets take through the network.

Full router and firewall

- SPI (Stateful Packet Inspection) firewall security.
- NAT (Network Address Translation) mode.
- Network port forwarding capability.
- Ethernet-based WAN access direct from DSL or cable modem.
- Static IP, DHCP client or PPPoE support on WAN Port.
- DMZ (Demilitarized Zone) mode to protect WAN interface — stealth and normal modes.
- SIP Proxy registration services provided through Allworx.
- Fully functional SPI firewall/router between LAN and WAN.
- Standard data router capability.
- System administration software allows you to set routing tables.

Size and weight

- 17 × 1.75 × 12 inches (43.2 × 4.4 × 30.5 cm).
- Weight: 9.5 lbs.
- Fits 19-inch rack; table, rack or wall mountable.

Remote office and multi-site calling

- No additional software or hardware is required for Allworx phones to work as remote phones.
- Connect up to 100 Allworx systems for multi-site calling.¹

Connectivity options

- Allworx Px 6/2 Expander.¹
- Analog and VoIP phones.^{1,3}
- Analog Station Gateways.³
- CO Line Expansion Units.³
- Music-On-Hold Devices.³
- Network Switches.³
- Power over Ethernet Switches.³
- Uninterruptible Power Source (UPS).³
- Virtual Private Network (VPN).³

Software options

- Allworx Call Assistant™.¹
- Allworx Call Queuing™.¹
- Allworx Conference Center™.¹
- Allworx Internet Call Access™.¹
- TAPI (bundled with Call Assistant).¹
- Dual Language Pack.¹

Software features

Allworx provides software feature options to help your business increase its productivity, efficiency and customer response.



Call Assistant™^{1,4}

- Live answering position.
- Software tool; works in conjunction with any Allworx phone.
- All key calling functions available via software — answer, release, hold, transfer, park, etc.
- View status of all users.
- Manage outside lines, auto attendants, queues, parked calls, monitors, etc.
- Record calls directly from the Allworx Call Assistant. Active calls can be recorded by a simple click in your Call Assistant Tool Bar.
- Call History screen allows users to record incoming and outgoing calls with the Call Assistant and quickly redial those contacts at the touch of a button.



Call Queuing™^{1,4}

- Ten queues supported with up to 32 calls across all queues.
- Up to 16 calls available for each queue.
- Customizable queue messages.
- View continuously updated queue status on your PC (number in queue, longest wait time, average wait time).
- Call Details Report available — export to Microsoft Excel for further analysis.
- All phones ring when caller is in queue, first one to answer gets caller.
- Remote users can participate in queue.
- Each phone can be set to ring after:
 - X number of callers in queue
 - Caller(s) have waited longer than X seconds.
- Phones can answer multiple queues.



Conference Center™¹

- Full administrative view of users and conferences.
- Set up conference calls 24/7.
- Secure conferencing option — ID and Password protection.
- Centralized scheduling and moderation of calls.
- Easy-to-use graphical user interface.
- Seamless integration with Allworx systems and phones.
- Quick and easy installation.
- Ability to create recurring conference calls.

Conference Center capability by system

Allworx System	Conference Center(s)	Seats per Conference	3-way Conference
24x	4	8	•
6x	1	8	•



Internet Call Access™¹

- Internet Call Access using SIP protocol:
 - Multi-site connectivity
 - Users access Allworx VPN through Microsoft's Network Connection Tool.
- Multi-site calling does not require an ITSP service.
- This option is required when you want to call directly between multiple Allworx sites or connect the Allworx to an ITSP.²



Virtual Private Network (VPN)¹

- VPN (Virtual Private Network)¹—PPTP (Point-to-Point Tunneling Protocol) security.
- PPTP-based VPN for up to 16 simultaneous users.¹
- One VPN license comes standard for the system administrator.
- Access Allworx remotely via VPN and get full functionality (email, directory, etc).

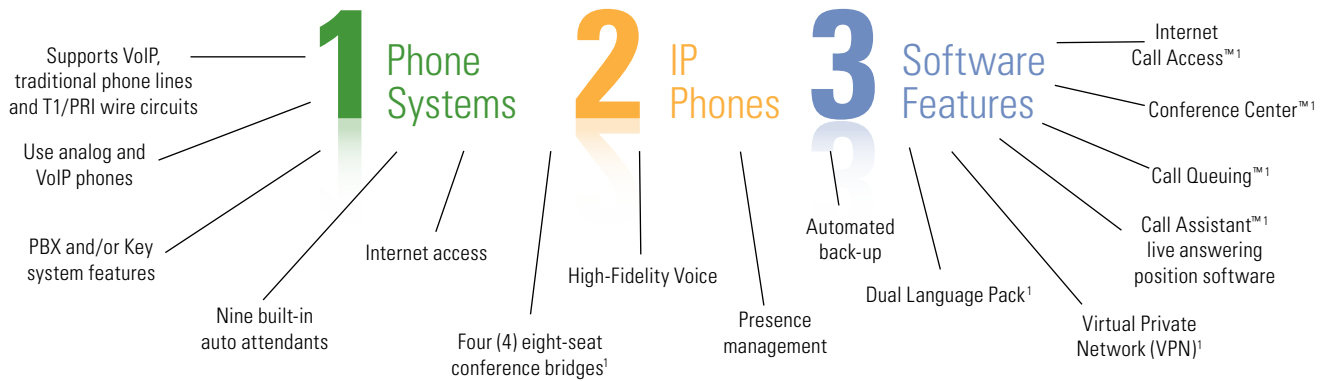


System Software

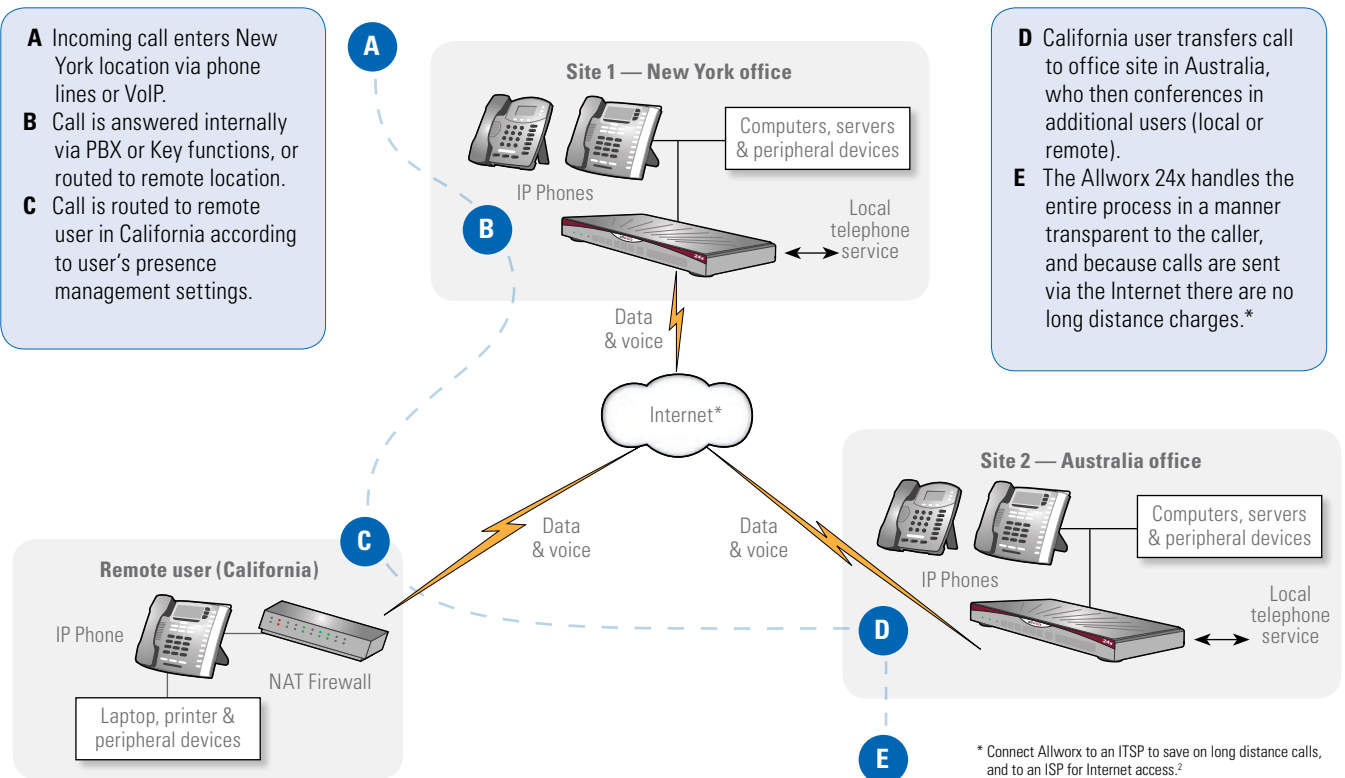
My Allworx Manager

- Allworx automatically generates a company Intranet site containing web pages with access to shared folders, phone extensions, user's current presence status, company directories, call queue statistics, user's conferences and other useful information.

Allworx 24x system



How it works



Footnotes

- Sold as an Allworx option.
- Contact Allworx or your authorized reseller for a list of Allworx-certified ITSPs; fees may apply.
- Sold as a third-party add-on. Third-party products may be purchased from an Authorized Allworx Reseller.
- Requires Allworx VoIP phones.

- Non-Allworx VoIP phones will work, but may need additional equipment (i.e. firewall, ATA device).
- Internet access requires a compatible Internet Service Provider, fees may apply.
- Third-party T1 gateway sold as an option from an Authorized Allworx Reseller.

