

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.

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™
- Automatic Call Distribution
- Conference Center™
- Advanced Multi-Site
- Dual Language Support

Our commitment

Allworx delivers on the promise of VoIP telephony for businesses by overcoming the daunting price and functionality obstacles of other suppliers.

Up to now, competitive product offerings have not made VoIP systems a realistic option for many businesses — they're too expensive, they lack the full features of traditional systems and they're too complex to install and use.

Allworx has changed all that — with total communication solutions that break all the industry rules on price, functionality and ease-of-use.

The Allworx product family eliminates the compromises that businesses have had to make when transitioning to VoIP technology — offering all of VoIP's benefits, without losing any of the traditional phone features you enjoy.

**There's no compromising
for our customers!**



How is Allworx different?

Allworx has always focused on offering businesses communications without compromise. That's why our differences count in ways that are most important to you:

No compromising on features

The Allworx system is the only analog, digital, or VoIP network solution with a complete set of features designed exclusively for business. Movement to this system can be accomplished with absolutely no disruption to your business. You get all the features you have now ... plus many, many more.

It's got to be easy

Whether you are installing a single site or linking multiple offices and remote users, no other system comes close to the simplicity and speed of an Allworx installation. And the simplicity doesn't end there. Our intuitive interface makes the Allworx system the easiest system to use and administer.

Move 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. When you are ready to take advantage of VoIP, you can do so seamlessly without disrupting your business operations.

More savings for you

Allworx provides the absolute lowest installed cost of any fully-featured VoIP system and PC network, while delivering significant monthly savings for on-going communication costs.

Allworx — The market leader of voice and data solutions for today and tomorrow!

Allworx is the only solution that combines the features, reliability and price point of traditional systems with the benefits of VoIP. Join the tens of thousands of customers who have already made the smooth and risk-free transition to VoIP with Allworx.

► Phone Systems

Allworx 48x

- Designed for companies of up to 250 employees per site
- Works with traditional CO lines and SIP Trunks
- Two fully integrated T1/PRI interfaces



Allworx 6x

- Designed for companies of up to 60 employees per site
- Works with traditional CO lines and SIP Trunks



Allworx 6x12

- Designed for the very small business (VSB), with up to 12 employees
- Works with traditional CO lines and SIP Trunks



Allworx Px 6/2 Expander*

- Plug-and-play solution that allows businesses to connect extra traditional phone lines to their Allworx System
- Provides six FXO ports and two FXS ports per Px Expander unit
- Up to three Px 6/2 Expander units can be connected per Allworx 6x or 48x system



* Not supported on the 6x12

► IP Phones



Allworx 9224

- Sophisticated, flexible top-of-the-line phone
- 24 programmable function keys — expandable up to 96
- Huge and easy-to-read 192 × 64 graphical backlit display
- Ideal remote phone — take the phone wherever you go and the features stay the same
- Includes a High-Fidelity Voice Handset, hands-free speakerphone, built-in headset connectivity and an integrated Ethernet Switch

Allworx Tx 92/24 Expander

- Simple plug-and-play configuration with automatic detection by the 9224
- Connect up to three Expanders for an additional 24, 48, or 72 programmable function keys
- Powered directly from the 9224 phone, no additional power sources are necessary



Allworx 9204G and 9204 IP Phone

- Sleek, compact design that is easy to use
- 4 programmable function keys
- Huge and easy-to-read 192 × 64 graphical backlit display
- 10/100/1000 Gigabit Ethernet switch with 9204G IP Phone
- 9204G is supported with System Software 7.2.9.1 and beyond, while 9204 is supported with System Software 7.1 and beyond



Allworx 9212L and 9212 IP Phone

- Perfect for employees who make or receive a high volume of calls
- 12 programmable function keys
- Supports multiple telephone lines
- 9212L (pictured) has a high resolution full backlit display with adjustable brightness*
- High-Fidelity Voice Handset

* requires System Software 7.3 and beyond

Feature comparison

Feature	9224	9212L	9212	9204G	9204
Adjustable stand	•	•	•	•	•
Backlit screen	•	•	•	•	•
Call history / Missed calls	•	•	•	•	•
Caller ID	•	•	•	•	•
Call waiting	•	•	•	•	•
Check messages button	•	•	•	•	•
Conference call button	•	•	•	†	†
Distinctive ring types	•	•	•	•	•
Do Not Disturb (DND) button	•	•	•	•	•
High-Fidelity Voice Handset	•	•	•	•	•
Hold and Park buttons	•	•	•	•	•
10/100/1000 Gigabit Ethernet Switch	•	•	•	•	•
Info button	•	•	•	•	•
Intercom button	•	•	•	•	•
Maximum number of call appearances per phone	24*	12	12	4	4
Multiple voicemail indicators	•	•	•	•	•
Mute button	•	•	•	•	•
One Touch Day & Night Mode	•	•	•	•	•
Power over Ethernet	•	•	•	•	•
Programmable Function Keys	24*	12	12	4	4
Redial	•	•	•	•	•
Release button	•	•	•	•	•
RJ-11 headset port	•	•	•	•	•
Speakerphone	•	•	•	•	•
Speakerphone button	•	•	•	•	•
TAPI support†	•	•	•	•	•
Transfer call button	•	•	•	•	•
Visual ring indicator	•	•	•	•	•

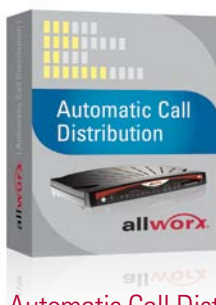
* Expandable to 48, 72 or 96. † 9204 can support up to four callers when run on System Software 7.2 and beyond. ‡ Sold as an option.

► Optional Software Features



Call Assistant™

- PC-based attendant console
- Easy-to-use graphical user interface
- Compatible with any Allworx phone
- "Drag-and-drop" capability
- Displays incoming calls, outside lines, phone status for all users and much more
- Record calls with the click of a button
- Call History tab displays outgoing and incoming calls and allows one-click redial
- TAPI for outbound dialing and inbound screen pops[†]
- Available to every user with an Allworx phone



Automatic Call Distribution

- Full Automated Call Distribution (ACD) system for distributing
- Up to ten simultaneous queues with 16 callers (Allworx 6x) or 64 callers (Allworx 48x) in all queues
- Distribute calls in ring all, linear priority, round robin, or longest idle modes
- Monitor real-time queue statistics
- Supervisor statistics by individual agent
- Manage agent productivity with flexible options
- Remote users can answer calls in any queue



Mobile Link

- Access Allworx system via iAllworx for iOS or Mobile Link for Android
- Access Allworx system from anywhere
 - View and change presence setting
 - Manage, send, reply and forward voicemails*
- Sold as an option
 - One time license fee
 - Unlimited number of users[†]
 - Server Software 7.1 or higher is required



Conference Center™

- Set up conference calls 24/7
- Secure conferencing — ID and Password protection
- Centralized scheduling and management of conference calls
- Full administrative view of users and their scheduled conferences
- Easy-to-use graphic user interface
- Seamless integration with Allworx systems and phones
- Create recurring conference calls as needed



Advanced Multi-Site

- Extends powerful system features across multiple Allworx sites
- Global call routes include handsets at other sites
- Monitor status of handsets from other sites via busy lamps
- Global directory across all sites
- Unified voicemail across all sites
- Additional Auto Attendant flexibility
- Real-time monitoring with failover



Dual Language Support

- Provide voice prompts in two of the three offered languages — English, Castilian Spanish and French Canadian
- Configure system based on employees' and customers' preferred languages

* Includes all users in Advanced Multi-Site

† Supported up to 128 simultaneous IMAP Connections

Allworx Systems — the only right choice

The Allworx system is a state-of-the-art communications system that integrates three essential business operations into one simple system — 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 dual T1/PRI capability of the 48x provides more cost savings and reliability than any other competitor in the industry — and then some.

Feature comparison

Feature	Allworx 48x	Allworx 6x	Allworx 6x12
Number of Users	48 (up to 250 with Feature Key)	30 (up to 60 with Feature Key) ¹	12 (no expansion option)
PHONE SYSTEM			
Central Office lines	3 FXO ports ³	6 FXO ports ³	6 FXO ports
T1	Integrated NFAS and Dual PRI and RBS support	N/A	N/A
Extensions	96 (up to 500 with Feature Key) ¹	60 (up to 120 with Feature Key) ¹	24
Analog phones	5 FXS ports ³	2 FXS ports ³	2 FXS ports
PBX and Key System	Standard	Standard	Standard
VoIP with SIP trunks	SIP 2.0	SIP 2.0	SIP 2.0
Multi-site¹	100 sites	100 sites	Branch Only
Voicemail	16-port voicemail	8-port voicemail	8-port voicemail
Customized call routing	Supported (mix of traditional / ITSP)	Supported (mix of traditional / ITSP)	Supported (mix of traditional / ITSP)
Remote users	Supported with Allworx phones	Supported with Allworx phones	Supported with Allworx phones
Presence management	7 settings per user with 7 voicemail greetings	7 settings per user with 7 voicemail greetings	7 settings per user with 7 voicemail greetings
Auto attendants	9 unique Auto Attendants	9 unique Auto Attendants	9 unique Auto Attendants
Conference calling	Four (4) 30-seat conference bridges; 3-way conference for each Allworx phone ^{5,6}	One (1) 8-seat conference bridge; 3-way conference for each Allworx phone ⁵	One (1) 8-seat conference bridge; 3-way conference for each Allworx phone ⁵
Door relay	Included	Included	Included
Paging zones	10 customizable paging zones	10 customizable paging zones	10 customizable paging zones
TAPI compliant¹	All Allworx phones	All Allworx phones	All Allworx phones
NETWORK			
Storage	Solid state drive	Compact Flash	Compact Flash
WAN/Internet access	5 modes: LAN host, Router, NAT/Firewall, NAT/Firewall with DMZ, NAT/Firewall with Stealth DMZ	5 modes: LAN host, Router, NAT/Firewall, NAT/Firewall with DMZ, NAT/Firewall with Stealth DMZ	5 modes: LAN host, Router, NAT/Firewall, NAT/Firewall with DMZ, NAT/Firewall with Stealth DMZ
Firewall SPI security	Stateful Packet Inspection	Stateful Packet Inspection	Stateful Packet Inspection
Unified messaging	Included	Included	Included
Network integration	Ethernet LAN, WAN, T1, PPPoE	Ethernet LAN, WAN, T1 ⁷ , PPPoE	Ethernet LAN, WAN, T1 ⁷ , PPPoE
Automatic backup	Supported with OfficeSafe™	Supported with OfficeSafe™	Supported with OfficeSafe™
Port forwarding	Standard	Standard	Standard
T1 data connection	Integrated T1 line	N/A	N/A
Network install tools	DHCP Server Discovery, Trace Route	DHCP Server Discovery, Trace Route	DHCP Server Discovery, Trace Route
SOFTWARE FEATURES¹			
Automatic Call Distribution	10 queues; 64 total calls in all queues	10 queues; 16 total calls in all queues	N/A
Call Assistant	Supported	Supported	Supported
Conference Center	Supported	Supported	Supported
Advanced Multi-Site	Supported	Supported	Not supported
Mobile Link	Supported	Supported	Supported
VPN	Single User	Single User	Single User
Dual Language Support	English, Castilian Spanish and French Canadian	English, Castilian Spanish and French Canadian	English, Castilian Spanish and French Canadian

Footnotes

1. Sold as an Allworx option.

2. Contact Allworx or your authorized reseller for a list of Allworx-certified ITSPs; fees may apply.

3. Expandable via Allworx Px 6/2 Expander. 4. Expandable to 100, 150, 200 & 250 via Feature Keys.

5. Allworx 9204 IP Phone can support 4-way conferencing when run on System Software 7.2 and beyond.

6. Limited to 60 users across all 4 bridges.

7. Requires third-party device.

Call us at **1-866-ALLWORX** and we'll help you select the right solution for your business.



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