

Allworx VoIP Communication System Overview



Allworx Connect System Specifications

	731	536	530	324	320
SYSTEM FEATURES					
Maximum Users ¹	180	50	50	20	20
Base Users	30	30	30	12	12
Concurrent External Calls	60	30	30	12	12
Maximum Handsets	360	100	100	40	40
FXO Ports	2	6	0	4	0
FXS Ports	2	2	2	2	2
T1 Port ¹	1	0	0	0	0
Network Ports	3	3	3	2	2
Conference Bridges ¹	4	1	1	1	1
Users per Bridge	30	8	8	8	8
Concurrent Users on All Bridges	30	8	8	8	8
Calls in all Queues	60	30	30	12	12
Calls per Queue	60	30	30	12	12
Number of Queues	10	10	10	10	10
Voicemail Ports	15	8	8	4	4
Unified Messaging	Included	Included	Included	Included	Included
Auto Attendants	9	9	9	9	9
Auto Attendant Ports	16	8	8	4	4
Presence Settings	7	7	7	7	7
Customized Call Routing	Included	Included	Included	Included	Included
Remote IP Phones	Included	Included	Included	Included	Included
Hot Desking	Included	Included	Included	Included	Included
VoIP with SIP support	Included	Included	Included	Included	Included
SUPPORTED ADVANCED SOFTWARE OPTIONS					
Multi-Site Primary	✓	✓	✓	✓	✓
Multi-Site Branch	✓	✓	✓	✓	✓
Call Queuing	✓	✓	✓	✓	✓
Automatic Call Distribution (ACD)	✓	✓	✓		
View	✓	✓	✓	✓	✓
View ACD	✓	✓	✓		
Conference Center	✓	✓	✓	✓	✓
Dual Language Support	✓	✓	✓	✓	✓
Mobile VM ²	✓	✓	✓	✓	✓
Reach 2.0	✓	✓	✓	✓	✓
Reach Link	✓	✓	✓	✓	✓
Interact 2.0	✓	✓	✓	✓	✓
TSP (TAPI) Driver	✓	✓	✓	✓	✓
Generic SIP Device	✓	✓	✓	✓	✓

1. Requires optional software license(s). 2. Formerly called Mobile Link prior to System Software 8.0.

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

All-In-One Box: Basic VoIP features come with the box, making Allworx affordable and easy to deploy

Business Phone Systems

Connect 731



- Up to 180 users¹
- 60 concurrent external calls
- 2 FXO ports
- 1 T1 interface
- 3 network ports

Connect 536 & 530



- Up to 50 users¹
- 30 concurrent external calls
- With or without 6 FXO ports
- 3 network ports

Connect 324 & 320



- Up to 20 users¹
- 12 concurrent external calls
- With or without 4 FXO ports
- 2 network ports

Px 6/2 Expander



- Add extra CO lines
- 6 FXO and 2 FXS ports
- Up to 3 units can be attached to 731, 536 & 530; up to 1 unit can be attached to 324 & 320

IP Phones

9224



Tx 92/24 Expanders



9212L



9204 9204G



9202E



Standard Features Included

- Built-in VoIP with native SIP • Plug-n-play remote IP phones • Voicemail • Voicemail-to-email
7 presence settings, 7 greetings, 7 customizable call routes • Customized call routes with unlimited options
9 Auto Attendants • Shared call appearances • Hot desking • Door relay • 10 paging zones • And many more...

1. Expansion user license key(s) required above the base users

Customize with advanced software options

2013

- System Software 7.5
- Reach 1.0 for iOS & Android
- Interact Professional 1.0

2014

- System Software 7.6 & 7.7
- Dual Language Support
- Interact Professional 1.1
- Reach 1.1 for iOS & Android
- Reach 1.2 for iOS
- View 1.0

2015

- System Software 8.0
- Interact Professional 2.0 & 2.1
- Reach 2.0 for iOS and Android
- Reach Link
- View 1.1
- OfficeSafe 8.0
- Allworx Migrate™

Advanced Software Options



View™ and View ACD – Real-time dashboards for call data and call history reports delivered via web browsers



Reach™ & Reach Link™ – Mobile app that extends the Allworx phone system to iOS and Android devices



Interact™ Professional – PC-based application for call management



OfficeSafe™ – Free PC-based application for automated backups



ACD – Call distribution in linear, round-robin, or longest idle modes.



Advanced Multi-Site – Connect up to 100 Allworx systems under a unified system



Conference Center – Schedule, modify, and monitor conference calls



Dual Language Support – 2 language voice prompts and phone text in English, and Castilian Spanish or French Canadian

Allworx IP Phones



Designed exclusively to work with Allworx

9224 with three Tx 92/24 Expanders



9212L



9204 & 9204G



9202E



- 24 programmable buttons
- 192x64 backlit display
- Add up to three Tx 92/24 Expanders to get a maximum of 96 buttons (as shown above)
- 12 programmable buttons
- 192x64 backlit display
- 4 programmable buttons
- 192x64 backlit display
- Built-in Gigabit Ethernet for 9204G
- 2 call appearance buttons
- 128x36 display

Common Allworx IP Phone Features

- Tight integration with Allworx applications such as Interact Professional, Reach, and Automatic Call Distribution
- Durable, practical designs that work well in a variety of business settings – from offices, retailers to medical offices.
- Programmable buttons to meet your needs – from busy lamp fields, shared line appearances, queues, and more.
- Full-duplex speaker phones.
- Integrated Ethernet switch.
- Power over Ethernet (PoE) – no external power needed.
- High-fidelity voice handsets with built-in headset connectivity.

Nine Auto Attendants included with every system



(An example for illustration purposes only. This set-up is using 2 AAs)

Nine Auto Attendants (AA) are included with each Allworx system. Each AA supports:

Up to nine custom greetings

(e.g., "Thanks for calling the ACME company" or "We are closed...")

One custom message

(e.g., "Press 1 for sales, Press 2 for support, Press 3 for billing...")

Programmable schedules

that play different custom greetings based on the day/time of the week

Each AA can route to other AAs, call queues, users, or system extensions

Capacity: Connect 731 supports 16 AA ports (or 16 concurrent active calls across all nine AAs), Connect 536 and 530 support 8 AA ports, and Connect 324 and 320 support 4 AA ports

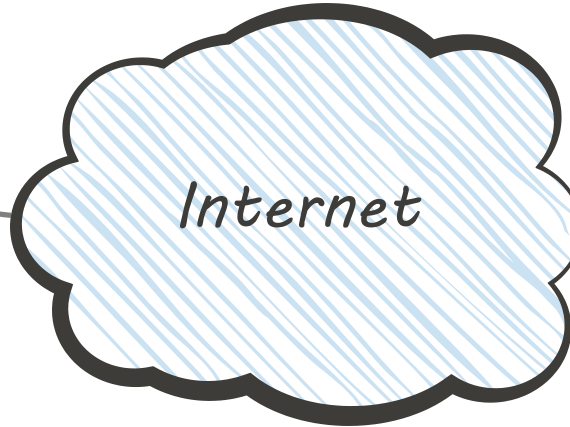
Simple plug-and-play Allworx remote IP phones

Corporate Office



John Smith Ext. 100

Firewall



Home Office



Cable/DSL



John Smith Ext. 100



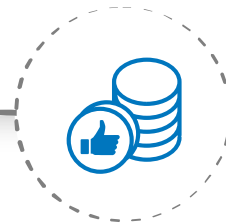
Great for telecommuters and/or home offices



Replicates all the features of the Allworx phone at the corporate office



Easy set up

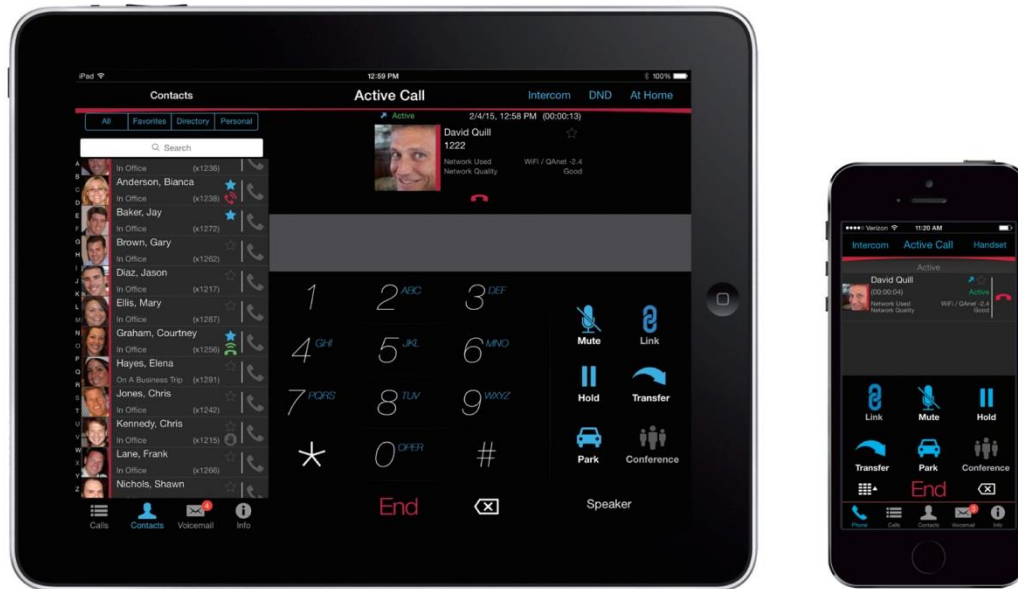


Cost effective – No additional phone license required



No VPN appliance needed

Allworx Reach™ 2.0 and Allworx Reach Link™





Reach brings Allworx desk phone to your mobile device. **Reach Link** keeps you connected.

Reach for iOS and Android

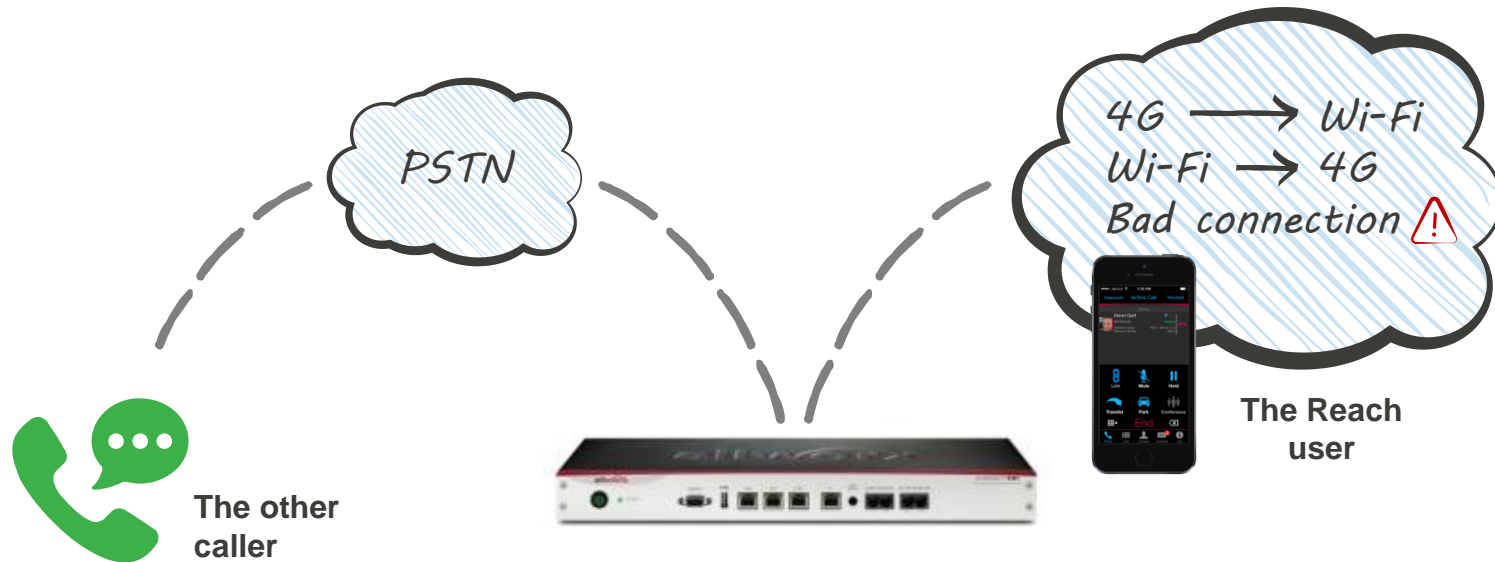
- Place, receive, transfer calls.
- Make easy 3-way calls.
- See call history, missed calls, parked calls, and scheduled calls.
- Access both system and personal contact directories.
- See presence and status for all Allworx system users.
- Check voicemail.
- Change presence settings.
- One free license included with every system. Sold in one, five or 10 user license packs.

Reach Link

- **Automatically keeps** active calls connected as the mobile data network changes.
- **Manual option** to keep active 4G calls on 4G when you enter a Wi-Fi zone.
- **Real-time overrides** provide one-touch options to manage call quality during active calls
- Sold as a server-wide license.
- Only available for the Connect series.



Reach Link experience during a network interruption



What the other caller experiences...

Step 1: The caller hears a brief down-tone as the connection is interrupted. Then the call resumes.

Step 2: For a longer interruption, the caller hears a short greeting "*The connection to your party has been lost. Please remain on the line while we attempt to restore the connection.*" Then the call resumes.

Step 3: If the call is still not connected, the caller is auto-transferred to the Reach user's "fallback" number.

What the Reach user experiences...

Step 1: The Reach user hears a brief down-tone as the connection is interrupted and then sees a visual cue "Reconnecting" on their Reach app.

Step 2: The Reach user Hears a brief up-tone as the call is resumed.

Allworx Interact™ Professional 2.1





Interact Professional is the next-gen PC-based call management solution for the Allworx handsets

- **Enhance productivity:** Used by customer reps, sales professionals, receptionists, or anyone who prefers the ease of PC-based call management while leveraging the high voice quality of the Allworx handset.
- **Configure UI by pinning active windows:** Pin windows for dial pad, call history, contacts, current calls, parked calls, and outside lines; or slide-to-hide them when not in use.
- **Search directories:** Access both Allworx system users and Outlook contacts.
- **See presence and status** for all Allworx system users.
- **Handle calls with ease:** One-click transfer, one-click dialing, and easy 3-way calling.
- **Enjoy flexible call recording options:** Record individual calls with one easy click or record all calls automatically.
- **Enable third-party integration:** Use External Program Link to open other web applications.
- **Access the Allworx ACD agent features¹:** Agents can log in, log out or update their busy status, and also access the Queue Status window to see the queue performance.
- Includes one free license with every system. Sold in one, five or 10 user license packs.

1. Requires an Allworx ACD feature key



Interact Professional - full view

Call History

Search all fields	State	Reason	Duration	Active Queues
Mary Ellis 1287	Ended		00:00:25	
Courtney Graham 1256	Ended		00:00:31	
Mary Ellis 1287	Missed Call		00:00:00	
Courtney Graham 1256	Ended		00:08:14	
Bianca Anderson 1238	Ended		00:01:14	
Conference Room 2 1230	No Answer		00:00:00	
Bianca Anderson 1238	Ended		00:00:00	
Conference Room 2 1230	No Answer		00:00:00	

Contacts

Search first name	State	Reason	Duration	Active Queues
Auto Attendant 1				
Auto Attendant 4				
Auto Attendant 7				
Bianca Anderson				
Chris Jones				
Conference Center				
Conference Room - Beta				
David Smith				
Frank Lane				
Jacob S Young				
Jeff Young				
John Allen				
Lorraine Hart				
Mary Ellis				
Monty Innes				
Auto Attendant 2				
Auto Attendant 5				
Auto Attendant 8				
Bianca Anderson				
Chris Kennedy				
Conference Center 2				
Courtney Graham				
David Quill				
Gary Parker				
Jamie R Young				
John Clark				
Kenneth Butler				
Lou Robinson				
Mike Zwick				
Operator				
Auto Attendant 3				
Auto Attendant 6				
Auto Attendant 9				
Call Queue 0				
Christina Vandyne				
Conference Room - Alpha				
Daniel Johnson				
Elana Hayes				
Heather Turner				
Jay Baker				
John Harris				
Key System Ring Delay				
Mark Miller				
Misha Ford				
Paging Zone 0				

Current Calls

Active 0:01:44

Widgets, Inc. (Line 1)

End Call Hold More

Queue Status

Launch Allworx View...

Widget Sales	Fairness - Longest Idle	Agents Logged In: 2	Longest Wait Time: 00:00:00	Calls in Queue: 0
Agent	State	Reason	Duration	Active Queues
Bianca Anderson	Idle		00:03:50	
Chris Kennedy	On Call	On Call	00:01:41	Widget Sales

Agent: CKennedy

Login/Logout... 3 On Call

Active System Calls

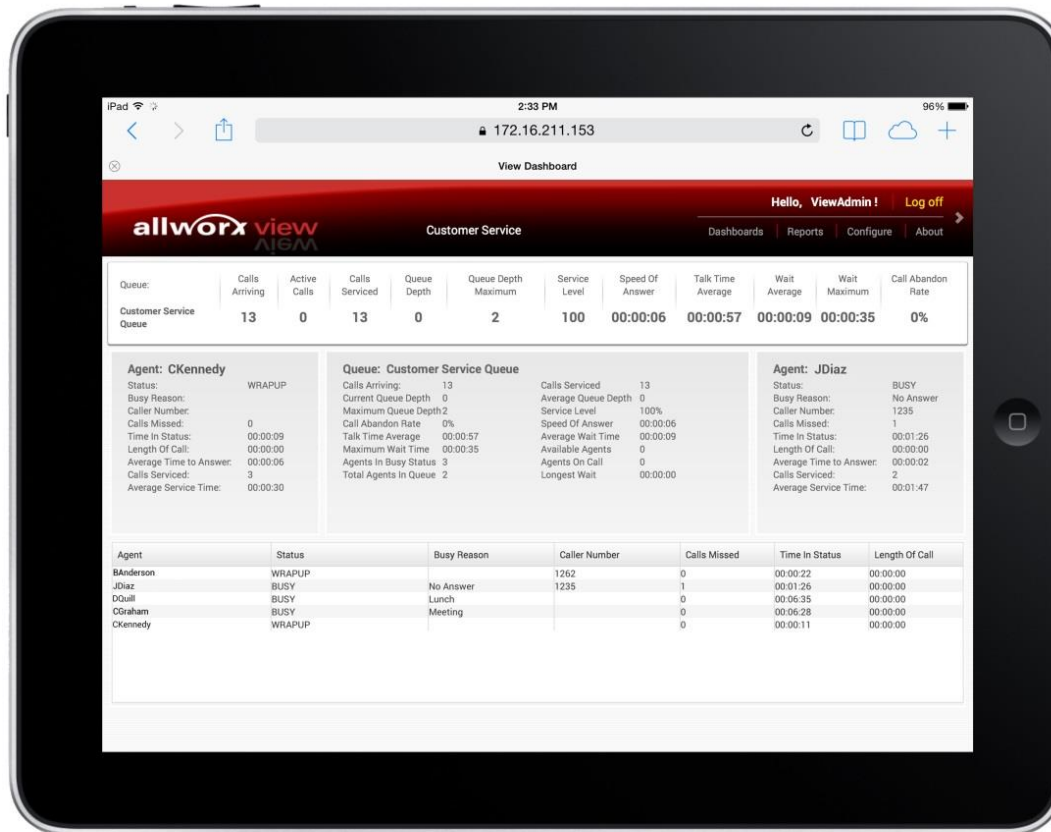
Start Time	Duration	Originator Caller ID	Destination Caller ID
2:57:25 PM	00:01:46	Widgets, Inc. (Line 1)	Chris Kennedy
3:19:32 PM	00:00:37	Mary Ellis (1287)	Bianca Anderson (1238)
3:20:03 PM	00:00:07	John Allen (1237)	Courtney Graham (1256)

Queue Status (new)

Agent log in/out (new)

Active System Calls (new)

Allworx View™ 1.1





Browser-based, real-time call activity dashboards and historical call reporting for Allworx systems

- **Two flavors:** View (CDR only) and View ACD (CDR plus queue and agent monitoring).
- **Multi-site support:** Tracks call data across single or multiple Allworx systems.¹
- **Real-time dashboards for queues & agents:** Provide user-configurable displays of live information on calls, queues, and agents. Show system alarms for threshold limits.
- **Historical call reports:** Provide aggregated call data in easily-digestible formats with customizable filters. Reports include **Call Detail**, **Call Totals**, **User Call Totals**, **Lines in Use**, **Queue Summary**, and **Agent Summary**. Exportable to PDF or CSV. Can be saved for future, shared, or auto-scheduled for email distribution.
- **Permission control:** Dashboards and historical reports can be limited to display only the information allowed for each user's permission level (e.g., agent, supervisor, sys admin).
- **Access from anywhere:** Optimized for all modern web- and mobile browsers.
- **Server-wide license:** Provide access to all your supervisors and agents as needed.
- **Requirements:** Runs on a Windows Server 2008R2 or higher, and requires System Software 7.7.5.5 or higher. View ACD requires both View and ACD feature keys.

1. To track calls across multiple sites, the servers need to be configured using Allworx Advanced Multi-Site and each Allworx server requires a View / View ACD software key(s).

Allworx Advanced Multi-Site





Unify all locations for ease-of-use and improved employee collaboration



Rochester
Jeff
585.679.1001



NYC
Dave
212.783.1003



Chicago
Sophie
312.555.1002



Jeff
ext. 1001



Sophie
ext. 1002



Dave
ext. 1003

Connect up to 100 Allworx sites.

- Global directory
- Extension dialing across all sites
- Global voicemail – forward voicemail to anyone in the system
- Seamless call transfer and call park across all sites
- Shared Auto Attendants
- Shared presence setting
- Access to remote site trunks for rerouting external calls
- Distributed architecture – If one site loses connectivity, other sites can continue to operate as normal

Allworx Conference Center





Allworx Conference Center – A cost-effective voice conferencing solution for SMBs

Easy. Secure. Cost effective.

- **Centralized management:** Schedule, modify, and monitor conference calls from My Allworx Manager.
- **Secure:** Protected with a unique conference call ID and password.
- **Cost effective:** One-time server license.
- Connect 731 supports:
 - › 4 conference bridges for a maximum of 30 concurrent participants.
- Connect 536, 530, 324, and 320 support:
 - › 1 conference bridge for a maximum of 8 concurrent participants.

The screenshot shows the 'Modify Conference' interface in the Allworx My Allworx Manager. The interface includes a sidebar with navigation options like 'My Account', 'My Call Details', 'My Conferences', 'My Extension', 'My Presence', 'My Products', 'My Reach Link', 'Directory', 'Distribution Lists', 'Call Queues', and 'Phone Functions'. The main content area displays the following fields:

- ID:** 4083
- Description:** Weekly Sales Conference
- Password:** 9705 (1 to 10 digits)
- Moderator:** Bianca Anderson (BAnderson)
- Start Date:** 8/7/2015
- Start Time:** 1:00 PM
- Duration:** 1 hour
- Pre-join time:** 5 minutes
- Repeat every:** 7 days

At the bottom of the form, there are two buttons: 'Modify Conference' and 'Cancel'. An 'Available times' section shows 'available all day'.

Accessing Conference Center in My Allworx Manager