



Allworx[®] 24x Overview

Communication systems designed exclusively for small businesses

Finally, a VoIP system with a **fully integrated T1/PRI** that...

- ▶ Saves you money
- ▶ Doesn't compromise on features
- ▶ Provides an easy transition to VoIP
- ▶ Is easier than you think



It's true!

Small businesses can have it all! They can have the most cost-effective voice and data access without the need for expensive or complicated equipment, giving them the choices they need to best meet their business requirements. The Allworx 24x system is designed with multiple built-in connections:

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

Now, small businesses no longer need to limit their voice and data access options because of the increased cost and complexity of a system. The Allworx 24x has been engineered for direct connection with the most common and powerful communication delivery methods.

No longer is there a need for:

- Gateways
- Expansion cards
- Third-party products

Imagine making an investment decision based on cost, value and ease of implementation — not on limited or complicated interoperability!

The award-winning Allworx systems have been designed exclusively for small businesses with up to 100 users per site. The same powerful features, cost savings and ease of use found in our previous product offerings are available in the Allworx 24x system — no compromising on any Allworx advantages!

Allworx is the answer!

What is Allworx?

Designed for companies with up to 100 users, the Allworx 24x system is a state-of-the-art communication system. The system integrates a feature-rich phone system and a robust data network system with advanced features that substantially improve your company's productivity while saving you on-going monthly costs. The integrated T1/PRI capability provides even more cost savings and reliability than any other offer in the industry.

A true all-in-one system.

1

Phone system

- Full PBX & Key System
- Remote User
- Site-to-Site Access
- Unified Messaging
- Voice Over Internet

2

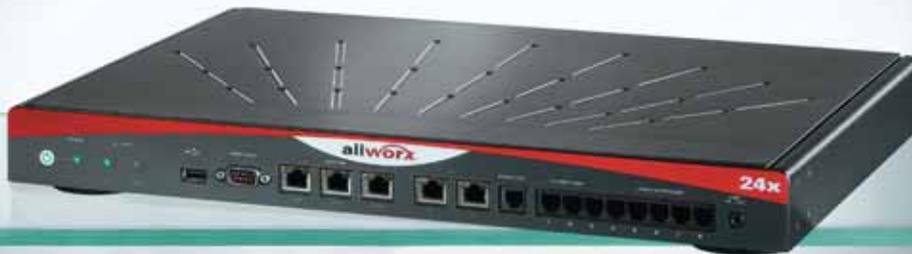
Network server

- Automated Back-up
- Email/Web Server
- Internet Security
- LAN Management
- WAN Access

3

Advanced features

- Call Assistant™
- Call Queuing™
- Group Calendaring
- Internet Call Access™
- VPN



The Allworx 24x System, shown with Allworx 9112 and 9102 phones.

Allworx 24x — Key advant

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 we are the **only right choice** for your business.

More savings for you

Allworx is the absolute lowest installed cost of any fully-featured VoIP and PC network system! You'll see the savings immediately:

▶ Best price

The Allworx 24x is already priced for small businesses. Without a need for gateways, expansion cards or other third party products, we can truly state that we are the lowest installed cost in the industry.

▶ No hidden charges

Allworx pricing is straightforward and uncomplicated.

▶ Free multi-site and Internet calling

With our Internet Call Access™ option, calling between sites is free and saves additional money by switching to an Internet Telephony Service Provider for your telephone service.¹

▶ Instant remote access

Remote users connect instantly without additional hardware, software or cost.

▶ No per-seat software charges

Software options are sold as one-time fees with unlimited use.

No compromising on features

The Allworx system is the only analog, VoIP and PC network solution available with a complete set of features designed exclusively for the small business. Moving to this system can be accomplished with absolutely no disruption to your business. You get all the features you have, plus more.

▶ Same features, same operation

Calls will continue to work like your traditional phone system, and appear in the same way—so, switching to an Allworx system is transparent to users.

▶ Analog and VoIP

Keep your analog lines for 911 use, backup and some incoming calls, while instantly connecting to Internet Telephony Service Providers (ITSPs) to take advantage of low cost long distance charges.

▶ New features

Take advantage of new functionality such as extensive voicemail storage, unified messaging, follow me calling, group calendaring and much more.

▶ Enhanced conference calling

The Allworx 24x comes with **four (4)** built-in eight-seat conference bridges. Imagine the productivity and cost savings!

▶ Maximum flexibility — voice and data access

No other company offers built-in connections to all three communication delivery methods—traditional phone lines, T1/PRI, and Ethernet or T1 for ISP data service!

Pages for small businesses



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.

▶ You control when to use VoIP

The T1/PRI and analog port capabilities in the base configuration allow you to control when and how you move to VoIP—so you can do so without disrupting your business operations.

▶ You control when to use features

All features are activated via software keys so you can take advantage of them as your business needs them — such as VPN, multi-site calling, follow-me calling, live answer position, call queuing.

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

Our customers and resellers have repeatedly told us that our intuitive interface makes the Allworx system the easiest to use and administer.

▶ Easiest to install

The Allworx system includes a complete installation checklist—a customer is up and running in hours, not days.

▶ Simple transition

Since your current features (and their appearance) are the same, it's easy for your employees and customers to use the new system without skipping a beat.

▶ Only two steps for multi-site/remote users

There is only a two-step process for multi-site calling or remote users. Other systems require additional investment in time, hardware and software.

▶ Easiest access to Internet calling

Allworx is certified by more Internet Telephony Service Providers (ITSPs) than any other manufacturer making it easier to access Internet telephone calling. With multiple ITSPs to choose from, you can select the right service provider for your needs or preferences.



1 Phone system

You get the best of all worlds with the Allworx 24x phone system — full PBX and Key system features, support for digital T1/PRI, analog and VoIP phones at the same time, even multi-site calling and access for remote users. Allworx gives your company a polished, professional identity and improves your communications with customers.



“The primary benefit for us is cost savings. What Allworx’s VoIP technology is saving us in long-distance charges alone has made a tremendous difference.”

Jan Lowe, Vice President of Operations, Vector Networks

PBX and Key system features. Mix and match your favorite features from both PBX and Key systems. This means you can keep what you have and incorporate higher end features without disruption to your business operations.

VoIP (Voice over Internet). Save big money on long distance calling by utilizing the built-in VoIP functionality, but still keep your standard telephone lines as backup.

Multiple incoming lines. With 3 built-in Central Office (CO) incoming line ports and T1/PRI circuit (23 lines), Allworx can support up to 26 voice lines, expandable up to 50 lines.²

Multi-site calling. Each Allworx 24x can connect to other units, up to 100 sites, using VoIP. So calling between sites is free, eliminating call charges and keeping connectivity high.

Remote users. Using an Allworx phone, remote users can have the same functionality as local users and are instantly connected to the Allworx system.

Auto attendants. Create up to nine auto attendants, with unique corporate and time-specific greetings.

Conference calling. Four (4) eight-seat conference bridges built in and each Allworx phone can support its own 3-way conference call.

100 user extensions. Allworx 24x supports up to 100 users with voicemail boxes and 100 system extensions for common areas such as conference rooms or lobbies (no voicemail boxes).

Voicemail. Virtually unlimited message storage with internal hard disk. Up to 16 callers can access voicemail simultaneously.

Unified messaging. Allworx simplifies voicemail and email communications. You can review, retrieve and respond to all your messages from a single Inbox.

Presence management. Allworx gives you seven unique phone presences (At A Meeting, At Home, Away, Busy, In Office, On Business Trip, On Vacation). Each presence setting forwards calls to you the way you choose, and lets co-workers know your status.

Customized call routing. Route your calls to follow you or forward to co-workers—the call moves as designated until it is answered.

Direct Inward Dialing. DID allows each extension to have a direct number so callers can contact individuals directly, bypassing the auto attendant.⁴

Dialing plans. Programmable dialing plans can easily route calls through your lowest-cost telephone provider, whether via ITSP using VoIP, traditional CO lines or T1/PRI wire circuits.

Call tracking. Access and analyze a detailed telephone log; export data to Microsoft Excel or any standard spreadsheet program.

2 Network server

Allworx combines all of your data needs into one comprehensive package that supports up to 100 users and networks your PCs, printers, servers and other peripherals.



“With the Allworx system, making changes is extremely simple, so I don’t need to constantly worry that something will go wrong.”

Scott Hackstadt, Director of Technology, Vernon Library Supplies and Integrated Technology Group

System Administration. Every Allworx system comes with a browser-based system administrator tool which lets you setup, change or adjust key features—both on-site and remotely via a secure connection.

LAN management. Manages a fully secured LAN subnet, supporting your connected PCs, phones, printers, fax machines and other peripherals. Stores shared and network specific data on the internal hard disk.

WAN/Internet access. Provides public WAN interfaces to external networks. Built-in NAT/NAT protocols provide powerful protection from hackers.

Firewall SPI security. Enterprise-class packet handling technology maximizes network security.

Email server. Manages receipt and distribution of user’s email, supporting both POP3 and SMTP Internet email standards. Compatible with any POP3 Client.

Intranet sites. At installation, Allworx automatically launches two Intranet sites: a corporate Intranet site giving access to shared calendars, files and corporate info; and a password-protected administrative site for managing system settings.

Integrates with your existing systems. Use parts of your existing network infrastructure linked to Allworx, or let Allworx run everything. You can use as much Allworx functionality as you need.

Spam blocker. The Allworx administrator can connect to third party spam blocking services to recognize spam and isolate spurious messages.

Automated backup. Allworx OfficeSafe™ is included with your system, enabling automated, scheduled backup of your contacts, voicemail and system files. Additional back-up options—such as a mirrored disk—are available.

Fax support. Plug a fax machine into the Allworx unit to create a dedicated fax line. When the line is free the system automatically utilizes it (as needed) for outgoing calls.

Website hosting. Supports Intranet and Internet sites with full HTTP and FTP functionality.

3 Advanced features

Allworx provides Advanced Feature options to help your business increase its productivity, efficiency and customer response. We've streamlined tasks like information sharing, group planning and customer call management, essentially adding hours to your workweek and increasing your customers' satisfaction.



Call Assistant™

- Live answer position allows operators to easily manage incoming calls via a software tool.
- Support for VoIP lines, traditional CO lines and T1/PR1 wire circuits.
- Easy-to-use graphical user interface.
- "Drag & drop" capability for transferring calls.



Call Queuing™

- Supports up to 16 calls per queue and 32 calls across all queues at any time.
- Users at remote sites can participate in call queues at the touch of a button. Companies can truly offer 24-hour support by hiring people in various time zones.
- The status of each queue is continuously updated on your PC, allowing you to quickly check vital statistics such as number of callers in queue, longest wait time, and average wait time.



Group Calendaring

- Scheduling meetings has never been easier. View everyone's schedule, then create and track meeting requests via email.
- Allworx is compatible with third-party email clients like Microsoft Outlook/Express
- Allworx can track your to-do list and automatically remind you of meetings or deliverables.
- With a single shared database, everyone in your company can access the most recent customer and supplier data—greatly enhancing your relationship management efforts.



Internet Call Access™

- Allows you to send and receive phone calls over the Internet.
- Internet Call Access provides significant savings when communicating between multiple office sites using the Allworx system.
- This option is required when you want to call directly between multiple Allworx sites or connect the Allworx to an ITSP¹.



Virtual Private Network (VPN)

- The VPN option allows users at remote locations to access the office Intranet over a secure connection at a lower cost than leased lines or other alternatives.
- Log in to Allworx via VPN and get full functionality (i.e., email, calendaring, directory) —workers can truly telecommute from remote locations³.

1) Contact Allworx or your authorized reseller for a list of Allworx certified ITSPs, fees may apply.
 2) Sold as a third-party add-on. Third-party products may be purchased separately.
 3) VPN feature standard for System Administrator but is sold as an option for users.
 4) Customer's ITSP needs to support this function.

For more detailed information, call 1-866-ALLWORX and request the Allworx 24x Product Specification Sheet.