allworx ®
communications without compromise

2005
INTERNET TELEPHONY ®
PRODUCT OF THE YEAR

Allworx® 10x Overview

Communication systems designed exclusively for small businesses

Our customers say that the Allworx 10x system with integrated phones, network and advanced features will **save you money** with its great value and **make you money** with increased productivity. Find out how this state-of-the-art communication system will **boost your bottom line** . . . .

What is Allworx?

Allworx is a state-of-the-art communication system that integrates a sophisticated phone system, a robust data network and software tools, all working together to increase employee productivity and business revenues. Designed for companies of up to 100 users per site, Allworx improves communications while simultaneously reducing costs.

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
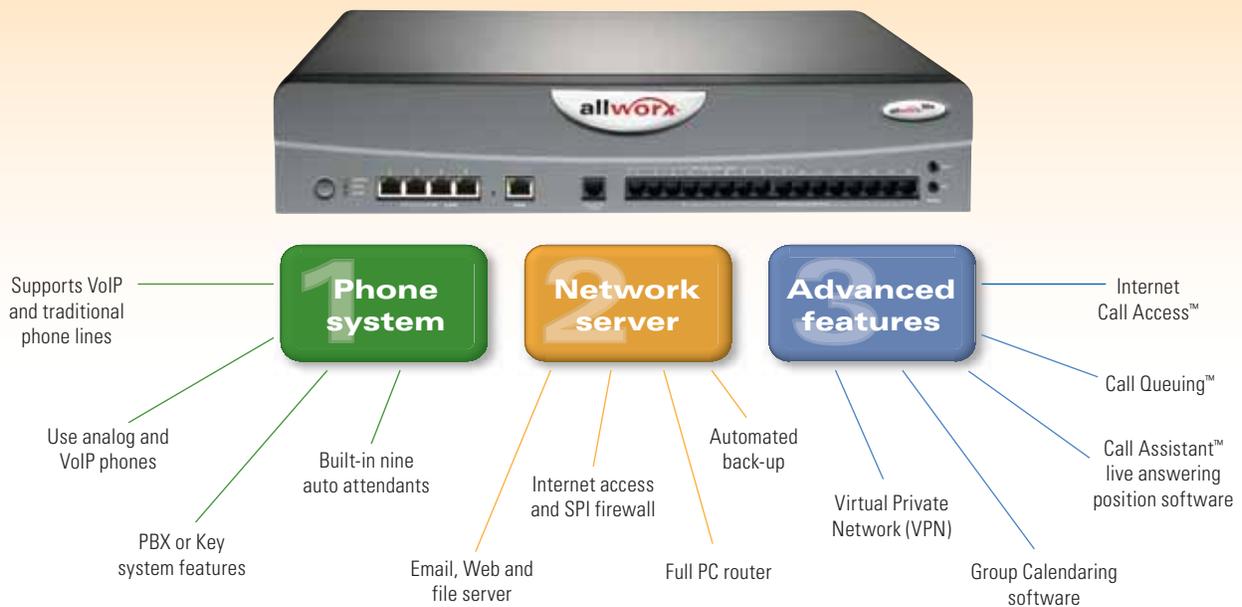- LAN Management
- WAN Access

3 **Advanced features**
- Call Assistant™
- Call Queuing™
- Group Calendaring
- Internet Call Access™
- VPN

The Allworx 10x System, shown with Allworx 9112 phone.

A powerful system for small businesses.

Supports VoIP and traditional phone lines

1 Phone system

2 Network server

3 Advanced features

Internet Call Access™

Use analog and VoIP phones

Built-in nine auto attendants

Automated back-up

Call Queuing™

Call Assistant™ live answering position software

Internet access and SPI firewall

Virtual Private Network (VPN)

PBX or Key system features

Email, Web and file server

Full PC router

Group Calendaring software

How is Allworx different?

Allworx has focused on the small business from the beginning. That's why our differences count in ways that are most important to you:

▶ **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.

▶ **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.

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

Finally...exciting, new communications technology that's

One InBox

Check email via phone. When traveling without Internet access, you can call into your voicemail to:
- Check phone messages as you would normally.
- Check email messages with text-to-speech, which automatically reads your email to you over the phone.
- Reply, forward or delete any type of message.

Check voicemail via your email. Allworx can send your voicemail directly to email, where you can hear the message as a WAV file.
- Sort & manage voicemails along with your email.
- Reply, forward or delete any type of message.

Voice over Internet

Remote users. With a VoIP phone (such as the Allworx 9112) and a high-speed internet connection, remote users can:
- Be a virtual "extension" of the office.
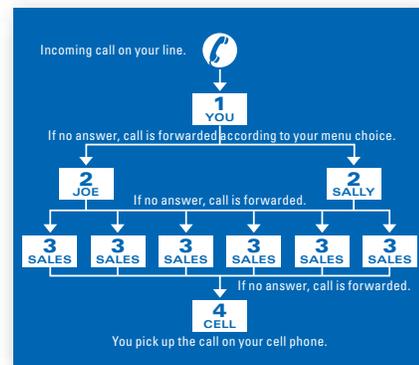- Call any Allworx site—NO long distance charges.

Site-to-site. With Allworx in each of your office locations, you can:
- Incur NO long distance charges between sites.
- Transfer or access calls to or from any site.
- Up to 100 sites can be connected together.

Custom call routing

Route calls anywhere, anytime. With Allworx, each user can personalize how calls are answered via an easy dropdown menu.

Incoming call on your line.

1 YOU
If no answer, call is forwarded according to your menu choice.

2 JOE   If no answer, call is forwarded.   **2 SALLY**

3 SALES **3 SALES** **3 SALES** **3 SALES** **3 SALES** **3 SALES**

If no answer, call is forwarded.

4 CELL
You pick up the call on your cell phone.

All calls get answered. The call is forwarded to all those designated until it is answered—even if it ends at a cell phone for 24-hour response.

Imagine the cost savings and increased productivity!
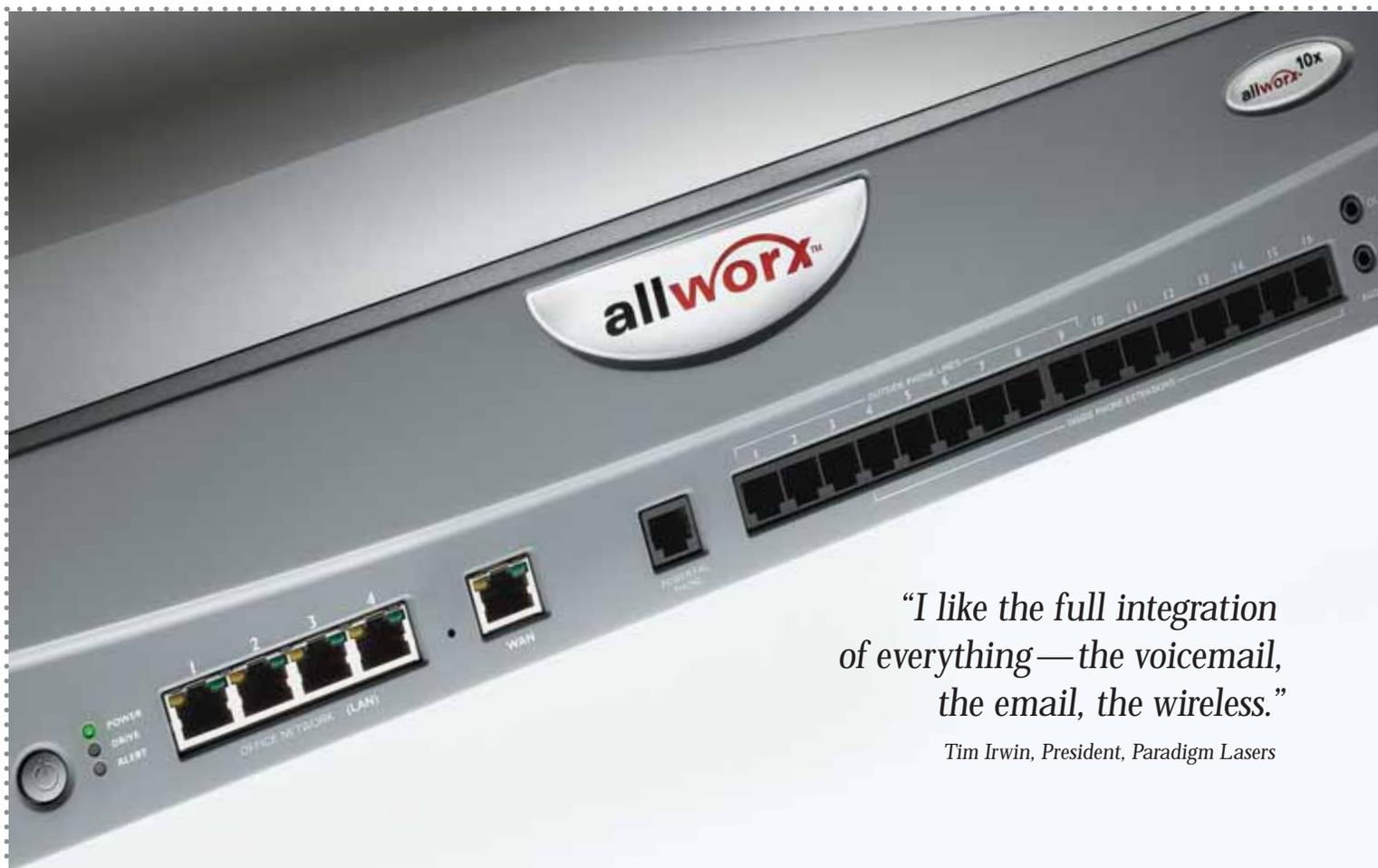
"I like the full integration of everything—the voicemail, the email, the wireless."

Tim Irwin, President, Paradigm Lasers

designed specifically for small and medium businesses!

Presence management

Follow-me calling at your fingertips. Your call routing 'presence' automatically sends calls to you at any location, leaving your callers none the wiser.

Change your presence using the easy dropdown menu on your PC, softkeys and display on your Allworx phone, or any phone to call your voicemail.

VoIP service providers

Drastically reduce long distance charges. Connect your Allworx 10x to an Internet Telephony Service Provider (ITSP) and use the power of broadband to save money.
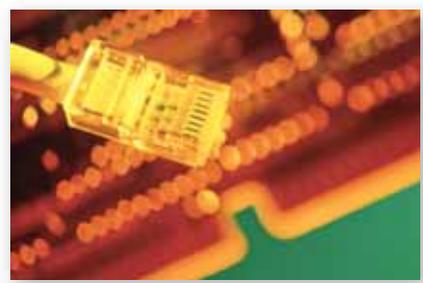
VoIP ready. The Allworx 10x is ready to connect to VoIP service providers right out of the box.
- Allworx is compatible with many ITSPs — contact Allworx for a current listing.

Powerful call queues*

Call center control. With Allworx phones and an Allworx 10x, small businesses can take advantage of enterprise-class call center features:
- Up to ten queues with 16 calls per queue.
- Individual phones can answer multiple queues.
- Each phone can be set to ring after user-defined number of callers or specified wait time.

**Robust reporting.** Keep close tabs on queue usage:
- View continuously updated queue status on your PC screen — number in queue, longest wait time, and average wait time.
- Export to MS Excel for further analysis.

Imagine the benefits to your company and customers!

Why buy Allworx?

Enterprise-class features deliver direct savings and productivity gains to the small business. Allworx is a true all-in-one solution, integrating VoIP, PBX and Key phone systems, PC networking, and software for group productivity. There is no other product like it on the market!
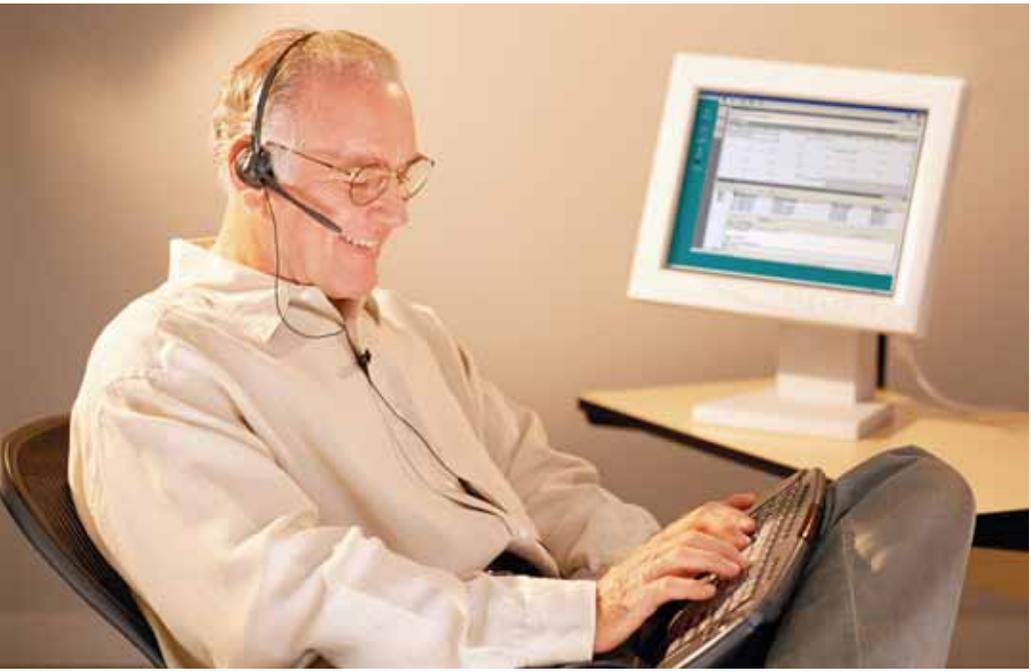
For case studies illustrating how Allworx helps real businesses, visit www.allworx.com.

* Sold as an option.

1 Phone system

You get the best of all worlds with the Allworx 10x phone system — full PBX and Key system features, support for analog and VoIP phones at the same time, even multi-site calling and access for remote users.

"Allworx has earned us more business and sales through better communications."

John Crowley, President, BizNetix, Inc.

PBX and Key system features. Mix and match your favorite features from both PBX and Key systems. The Allworx 10x supports multiple-line phones, and the phone system is password protected for security and easy management.

VoIP (Voice over Internet). Save big money on long distance calling by utilizing the built-in VoIP functionality.

Multi-site calling. Eliminate call charges and keep connectivity high. Each Allworx 10x can connect to any other Allworx server up to 100 sites. Calls between sites are free over the Internet.

Voicemail. Virtually unlimited storage for messages. Up to 16 callers can access voicemail at the same time.

Direct Inward Dialing. DID allows each extension to have a direct number so callers can contact individuals directly, bypassing the auto attendant.[3]

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

Unified messaging. Allworx simplifies voicemail and email communications. You can review, retrieve and respond to all your messages—voicemail, email, and meeting requests—from a single Inbox or phone call. Text-to-speech capability lets users review and respond to email over the phone.

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

100 users plus 100 extensions. Allworx provides full access to system features like unified messaging and calendars to 100 users with any combination of analog or VoIP phones. Allworx also provides 100 more extensions for areas that simply need the ability to send or receive calls, such as conference rooms.

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.

Nine or more incoming lines. With three fixed Central Office (CO) incoming lines and six dual mode ports, you can have nine incoming phone lines, expandable up to 33 lines.[2]

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

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

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

Conference calling. Maximum of three simultaneous three-way conference calls using analog phones. Each Allworx phone on the network can support its own three-way conference call.

Call queues. Allworx supports 10 queues of 16 calls per queue, with advanced status and reporting features (sold as an option).

2 Network server

Allworx combines all of your network needs into one comprehensive package that serves up to 100 users and supports your printers, fax machines, phones, special applications servers and other peripherals.

"We were able to merge all our systems into one and it cost about one-third less."

Dan Coffman, Owner, Alpha Real Estate

LAN network server. 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 80GB hard drive.

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

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

Spam blocker. The Allworx administrator can easily train the system to recognize spam, isolating spurious messages.

Email server. Manages receipt and distribution of users' email, supporting both POP3 and SMTP Internet email standards. Compatible with Microsoft Outlook/Express.

File server. Automatically makes a company shared folder and individual folders for each user, creating a central network location to store company files.

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.

Automated backup. Allworx OfficeSafe™ is included with your system, enabling automated, scheduled backup of your shared files, contacts, voicemail and system files.

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 internal Intranet and external Internet sites with full HTTP and FTP functionality.

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.

Call 1-866-ALLWORX

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.
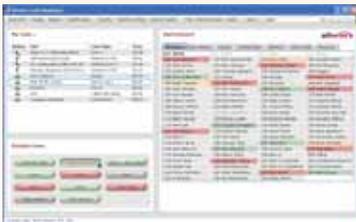
Call Assistant™
- Live answer position allows operators to easily manage incoming calls via a software tool.
- Support for both VoIP lines and traditional CO lines.
- Easy-to-use graphical user interface.
- "Drag and drop" capability for transferring calls.

Call Queuing™
- Supports up to 10 queues of 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.
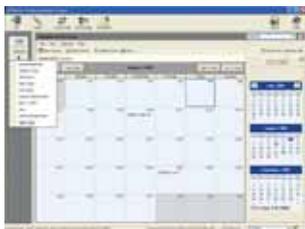
Group Calendaring
- Scheduling meetings has never been easier. View everyone's schedule, then create and track meeting requests via email.
- Allworx is compatible with third-party email clients like Microsoft Outlook/Express
- Allworx can track your to-do list and automatically remind you of meetings 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 ITSP[1].

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 locations[4].

PC   Allworx 9112   Allworx 10x

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) Customer's ITSP needs to support this function.
4) VPN feature standard for System Administrator but is sold as an option for users.

For more detailed information, call 1-866-ALLWORX and request the Allworx 10x Product Specification Sheet.

allworx Toll Free 1-866-ALLWORX • 585-421-3850 • www.allworx.com

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