

# allworx®

## PRODUCT GUIDE

# Allworx® Reach™ and Reach Link™

A Complete Business Communication System That Fits in Your Pocket

Always stay connected with Allworx Reach. The Reach mobile app extends the rich functionality of your Allworx VoIP communication system right to your iOS and Android devices. Allworx Reach Link ensures a seamless voice experience, even as your mobile data network changes.

## Allworx Reach Highlights

- ✓ Transfer, hold, and park calls with a single touch.
- ✓ Make easy three-way calls.
- ✓ Access call history, see parked calls, and call into scheduled conference calls.<sup>1</sup>
- ✓ Search across Allworx system users and extensions, and personal mobile contacts.
- ✓ Check voicemail messages.
- ✓ Change presence setting.

Used by  
More Than  
**61,000**  
Road Ninjas<sup>2</sup>

Reach is available for iOS and Android smartphones and tablets. One single user Reach license is included with every Allworx system so you can try it for free. Additional licenses can be purchased in one, five or 10 user license packs.

## Allworx Reach Link Highlights

- ✓ Keep active Reach calls connected as you move from Wi-Fi to a 4G cellular data network, and vice versa.
- ✓ Choose from several one-touch options to recover interrupted Reach calls in real time.
- ✓ Control the manual option to keep active 4G Reach calls on 4G regardless of the Wi-Fi availability.

Reach Link is sold separately as a system-wide license.

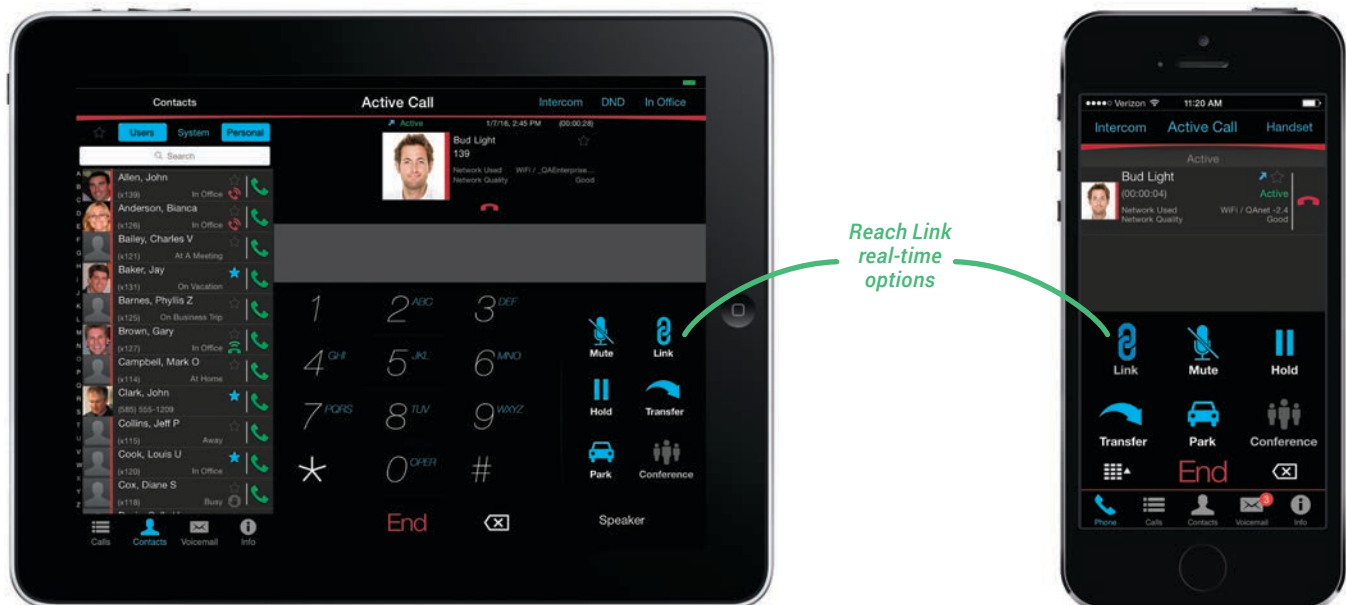


## Popular Uses



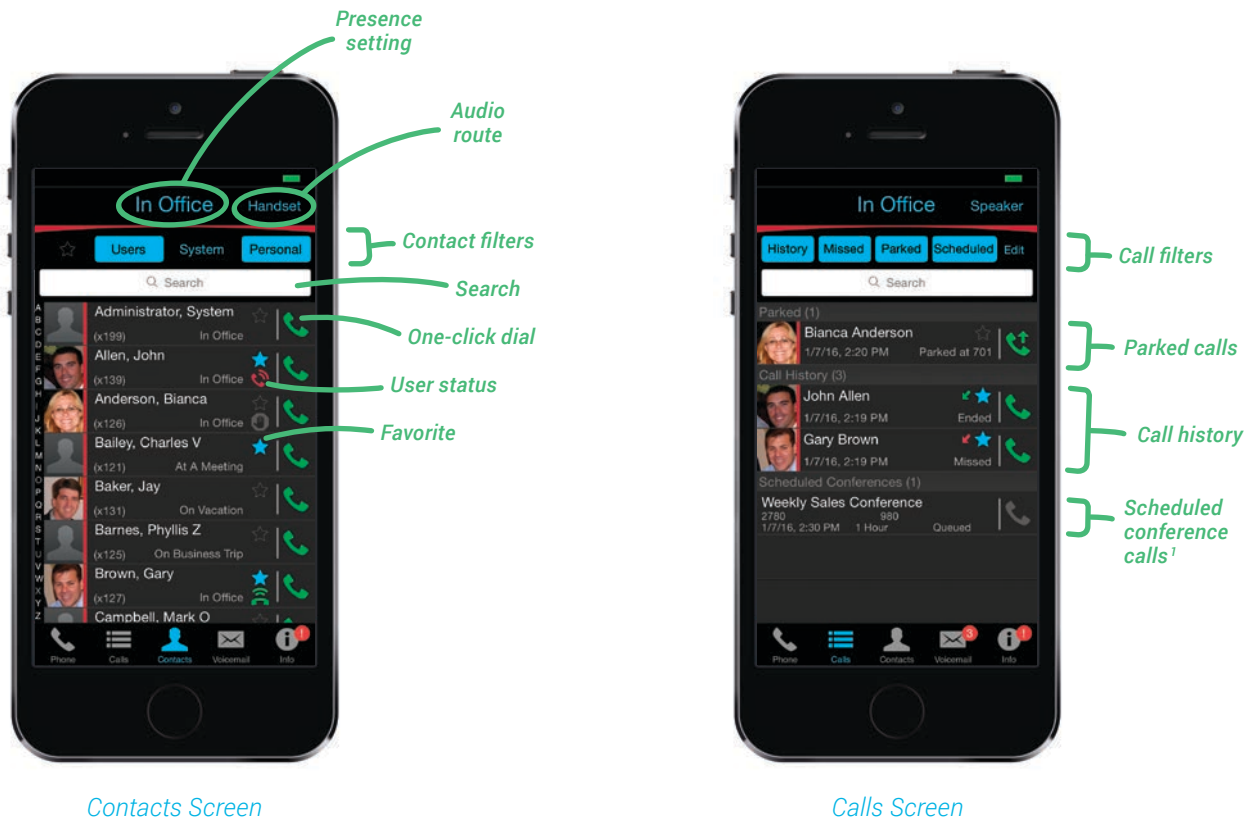
- Road ninjas who always want to be within reach on their business number.
- Legal and health care professionals who need to be reachable without giving out their personal mobile number.
- Employees who work in a distributed work area such as car dealerships, retail showrooms, and schools.

## Allworx Reach 2.0 with Reach Link enabled on iPad and iPhone — Active Call Screens



1. Accessing scheduled calls via Reach is available to Allworx systems that have installed Allworx Conference Center software license key.  
2. As of September 2015.

## Allworx Reach 2.0 on iPhone – Contacts and Calls Screens



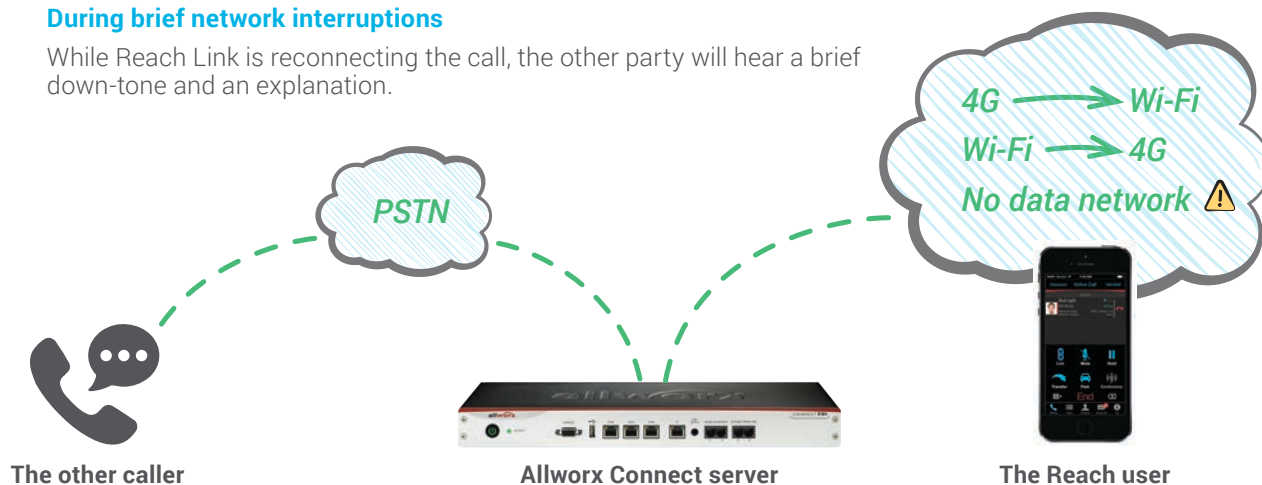
### How Allworx Reach Link Works

#### During active Reach calls

Reach Link automatically connects active calls as the mobile data network changes from 4G to Wi-Fi, and vice versa.

#### During brief network interruptions

While Reach Link is reconnecting the call, the other party will hear a brief down-tone and an explanation.



1. Accessing scheduled calls via Reach is available to Allworx systems that have installed Allworx Conference Center software license key.

# Meet Allworx<sup>®</sup> Connect<sup>™</sup>

## The VoIP Communication Platform for the Future

More powerful. More advanced. Allworx Connect, our third-generation family of VoIP communication systems, has good looks and serious specs in one compact package.

### Highlights

- ✓ Economical and scalable models.
- ✓ High-speed solid state storage subsystem.
- ✓ Bank-grade HTTPS encryption for access security.
- ✓ Wall- and rack-mountable.
- ✓ Interoperability with the latest VoIP standards used by major carriers.
- ✓ Native Gigabit Ethernet interfaces with VLANs.
- ✓ Models with or without analog FXO ports.

Used at  
More Than  
**45,000**  
Business  
Locations<sup>1</sup>



#### Allworx Connect 731

- For up to 180 users.<sup>2</sup>
- 60 concurrent external calls.
- 2 FXO ports.
- 2 FXS ports.
- 3 network ports.
- 1 T1 port.<sup>3</sup>



#### Allworx Connect 536 and 530

- For up to 50 users.<sup>2</sup>
- 30 concurrent external calls.
- With or without 6 FXO ports.
- 2 FXS ports.
- 3 network ports.



#### Allworx Connect 324 and 320

- For up to 20 users.<sup>2</sup>
- 12 concurrent external calls.
- With or without 4 FXO ports.
- 2 FXS ports.
- 2 network ports.

#### Allworx Px 6/2 Expander

— Add extra analog ports to any Connect system.



- 6 FXO and 2 FXS ports.
- Up to 3 units can be added to a Connect 731, 536, and 530.
- 1 unit can be added to a Connect 324 and 320.

All Connect systems require Allworx System Software 8.0 or higher.

1. As of September 2015. 2. Requires an additional software license key(s) to expand users above the base. 3. Requires an additional software license key.

## It's easy to grow your business with Allworx Connect.



Not sure how many employees you'll be adding in the future? You can always trade up from one Connect system to another with ease.

Or perhaps you have an older Allworx system (6x12, 6x, 48x, or 24x) you're looking to upgrade? Trade in for a brand new Connect system at a price that's easy on the wallet.

**To learn more, contact your Allworx Authorized Partner.**



## Allworx® Connect™ System Specifications

	731	536	530	324	320
<b>SYSTEM FEATURES</b>					
Maximum Users <sup>1</sup> / Base Users	180/30	50/30	50/30	20/12	20/12
Concurrent External Calls	60	30	30	12	12
Handsets	360	100	100	40	40
FXO Ports	2	6	0	4	0
FXS Ports	2	2	2	2	2
Network Ports	3	3	3	2	2
T1 Port <sup>1</sup>	1	0	0	0	0
Conference Bridges <sup>1</sup>	4	1	1	1	1
Users per Bridge <sup>1</sup>	30	8	8	8	8
Concurrent Users on All Bridges <sup>1</sup>	30	8	8	8	8
Queues <sup>1</sup>	10	10	10	10	10
Calls per Queue <sup>1</sup>	60	30	30	12	12
Concurrent Calls in All Queues <sup>1</sup>	60	30	30	12	12
Auto Attendants <sup>2</sup>	32	16	16	9	9
Auto Attendant Ports	16	8	8	4	4
Presence Settings	7	7	7	7	7
VoIP with Integrated SIP 2.0	Included	Included	Included	Included	Included
Voicemail-to-Email	Included	Included	Included	Included	Included
Customized Call Routes with Unlimited Options	Included	Included	Included	Included	Included
Plug-N-Play Remote IP Phone Support	Included	Included	Included	Included	Included
10 Customizable Paging Zones	Included	Included	Included	Included	Included
Door Relay <sup>3</sup>	Included	Included	Included	Included	Included
Secure (HTTPS) Web Administration	Included	Included	Included	Included	Included
My Allworx Manager for End-Users	Included	Included	Included	Included	Included
Basic Call Detail Reports	Included	Included	Included	Included	Included
TSP (TAPI) Driver	Included	Included	Included	Included	Included
SIP Video Support	Included	Included	Included	Included	Included
Allworx OfficeSafe™ for Data Backup	Included	Included	Included	Included	Included
Native Gigabit Ethernet Interfaces with VLANs	Included	Included	Included	Included	Included
Integrated SPI Firewall, NAT, and Routing Capability	Included	Included	Included	Included	Included
<b>SUPPORTED ADVANCED SOFTWARE OPTIONS<sup>1</sup></b>					
Allworx Advanced Multi-Site Primary <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Advanced Multi-Site Branch <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Call Queuing <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Automatic Call Distribution (ACD) <sup>1</sup>	✓	✓	✓		
Allworx View™ <sup>1</sup>	✓	✓	✓	✓	✓
Allworx View ACD <sup>1</sup>	✓	✓	✓		
Allworx Conference Center <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Dual Language Support <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Mobile VM <sup>1,4</sup>	✓	✓	✓	✓	✓
Allworx Reach™ <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Reach Link™ <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Interact™ Professional <sup>1</sup>	✓	✓	✓	✓	✓
Allworx Interact Sync™ <sup>1</sup>	✓	✓	✓	✓	✓
Generic SIP Device Registration <sup>1</sup>	✓	✓	✓	✓	✓

1. Requires an additional advanced software license key(s).

2. Requires Allworx System Software 8.1 or higher.

3. Requires a third-party electronic door lock device (not included).

4. Called Mobile Link prior to Allworx System Software 8.0.

# Allworx<sup>®</sup> Interact<sup>™</sup> Professional & Interact Sync<sup>™</sup>

A Smart PC Companion for the Allworx Handset

Using Allworx Interact Professional means boosting workforce productivity. Interact Professional is the ultimate call control dashboard, combining the ease of a PC-based interface with the high voice quality of the Allworx handset. Even better, Allworx Interact Sync integrates Allworx with Microsoft Skype for Business (formerly Lync), Outlook, and modern browsers for a smooth one-click communication flow.

## Allworx Interact Professional Highlights

- ✓ Customize as you see fit – add separate windows for Dial Pad, Call History, Contacts, Current Calls, Parked Calls, and Outside Lines; or hide them when not in use.
- ✓ Enjoy one-click dialing, hold, transfer, park, and more.
- ✓ Make easy three-way calls.
- ✓ Search across Allworx system users and extensions, and your MS Outlook contacts.
- ✓ Quickly scan your colleagues' presence and status to see who's busy or available.
- ✓ Record individual calls or record all calls automatically.
- ✓ Automatically pop open third-party web applications (e.g., Salesforce.com) with incoming calls.
- ✓ Enable call center agents to log in/out of their queues, update their busy status, and quickly scan the queue status.<sup>1</sup>

*Interact Professional is available for Windows operating systems. One single user Interact Professional license is included with every Allworx system so you can try it for free. Additional licenses can be purchased in one, five or 10 user license packs.*

Used by  
More Than  
**200,000**  
Allworx  
Users<sup>2</sup>



## Allworx Interact Sync Highlights

- ✓ Intelligently sync presence and status across Skype for Business (Lync), Outlook, and Allworx.
- ✓ Make one-click calls right from Skype for Business or Outlook using Allworx.
- ✓ Make one-click calls right from websites on Google Chrome<sup>™</sup> and Mozilla Firefox<sup>®</sup> browsers using Allworx.

*Interact Sync is sold separately as a system-wide license. Interact Sync requires Interact Professional 2.3 or higher and Allworx System Software 8.0.8.6 or higher. It supports Skype for Business 2016/2015, Lync 2013, Outlook 2016/2013/2010, Chrome 41.0.2272 or higher, and Firefox 38 or higher.*

## Popular Uses



- Front-desk service staff and receptionists.
- Call center agents who are using Allworx Automatic Call Distribution (ACD).
- Sales professionals who depend on outbound or inbound calls to drive revenue.
- Anyone who relies on Microsoft productivity tools to manage their day-to-day workflow.

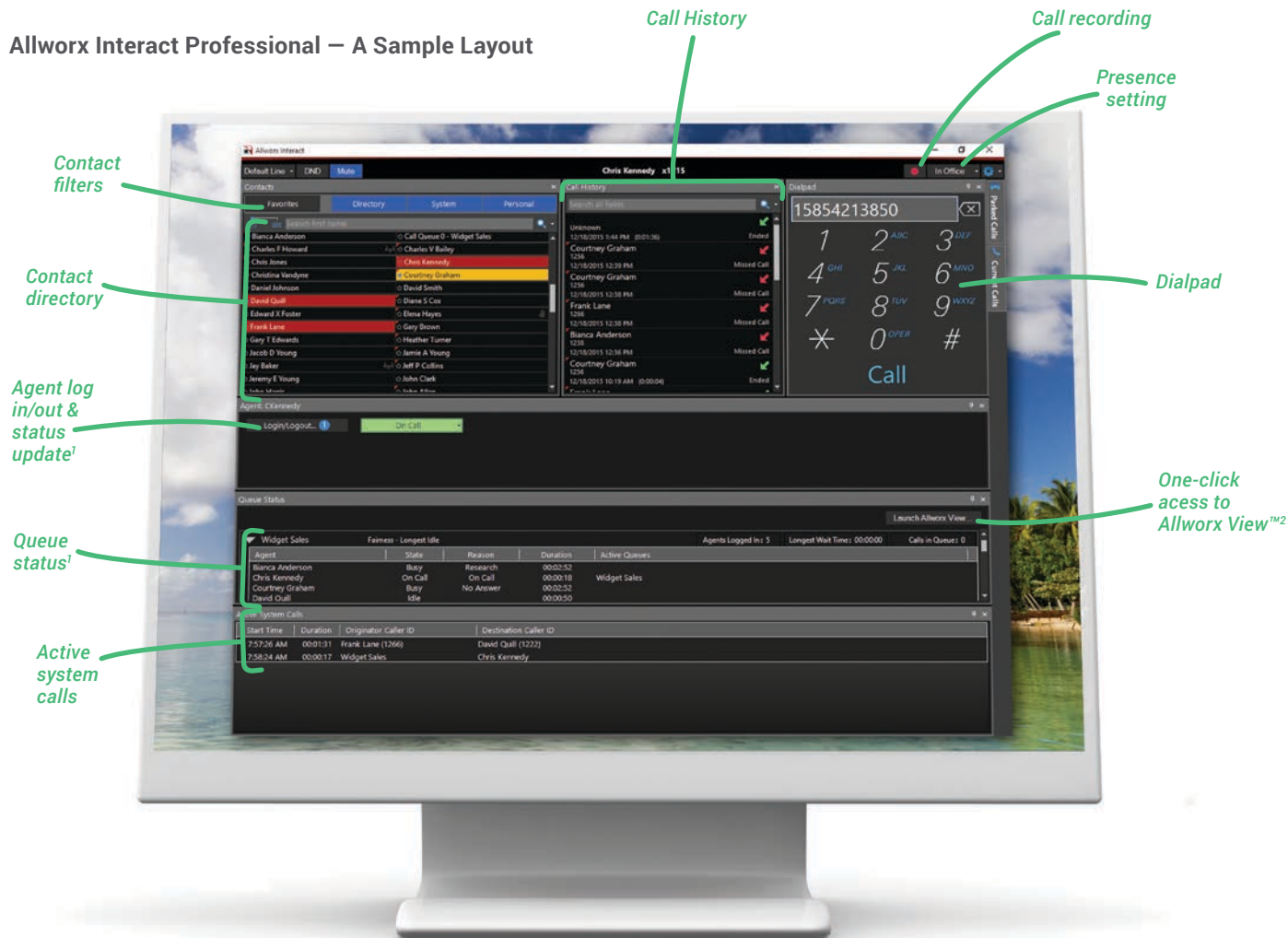
<sup>1</sup>. Requires a separate Allworx Automatic Call Distribution (ACD) software license key.

<sup>2</sup>. As of September 2015.

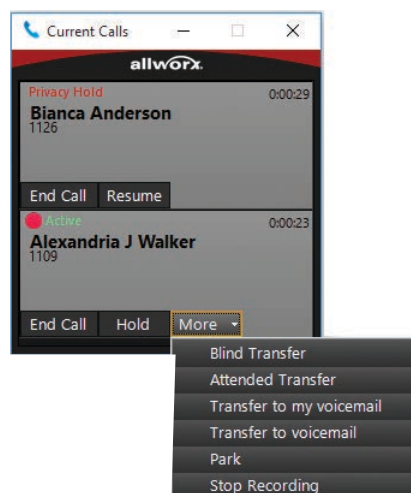




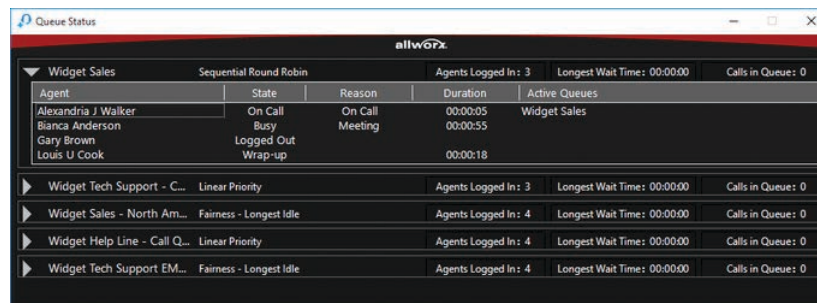
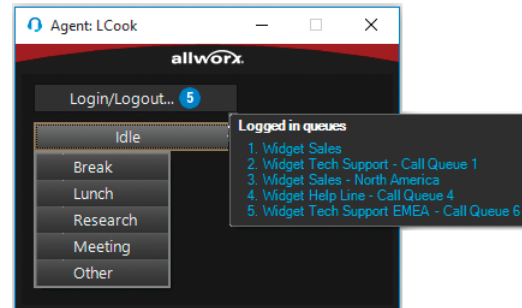
## Allworx Interact Professional – A Sample Layout



Enjoy easy, one-click call handling.



Agents can log in/out, update their busy status, and quickly scan the queue status.



1. Requires a separate Allworx Automatic Call Distribution (ACD) software license key.  
2. Requires a separate Allworx View and/or View ACD license key.

# Allworx® IP Phones

Durable, Flexible Designs That Are Perfect for Any Business Setting

Allworx IP phones are built to work seamlessly with Allworx VoIP communication systems, ensuring unparalleled ease-of-use and customization.

## Highlights

- ✓ Programmable function buttons — for busy lamp fields, shared line appearances, queues, and many more (see back page for full list).
- ✓ Full-duplex speakerphone.
- ✓ Visual ring indicator.
- ✓ Integrated Ethernet switch.
- ✓ Power over Ethernet (PoE) — no power cord needed.
- ✓ High-fidelity audio with built-in headset connectivity.

Loved by  
More Than  
**710,000**  
Business  
Users<sup>1</sup>



### Allworx 9224 with three Tx 92/24 Expanders

- 24 programmable buttons.
- 192×64 pixel backlit display.
- Add up to 3 Tx 92/24 Expanders (as shown).



### Allworx 9204 & 9204G

- 4 programmable buttons.
- 192×64 pixel backlit display.
- Built-in Gigabit Ethernet for 9204G.



### Allworx 9212L

- 12 programmable buttons.
- 192×64 pixel backlit display.



### Allworx 9202E

- 2 call appearance buttons.
- 128×36 pixel backlit display.

1. As of September 2015.



Shared Call Appearance



Busy Lamp Field



Hot Desking



Emergency Alert Monitoring





## Allworx® IP Phone Specifications

	9224	9212L	9204	9204G	9202E
<b>IP PHONE FEATURES</b>					
Programmable Function Buttons	24 <sup>1</sup>	12	4	4	0
Maximum Call Appearance Buttons	24 <sup>1</sup>	12	4	4	2
Display Size	192×64	192×64	192×64	192×64	128×36
Backlit Screen	✓	✓	✓	✓	
Visual Ring Indicator	✓	✓	✓	✓	✓
Adjustable Stand	✓	✓	✓	✓	✓
Wall Mountable	✓	✓	✓	✓	✓
Power over Ethernet (PoE)	✓	✓	✓	✓	✓
RJ-11 Headset Port	✓	✓	✓	✓	✓
Caller ID and Call Waiting	✓	✓	✓	✓	✓
Distinctive Ring Types for Different Types of Calls	✓	✓	✓	✓	✓
Built-In 10/100/1000 Gigabit Ethernet Support				✓	
<b>Built-In Function Buttons</b>					
Full-Duplex Speakerphone Button	✓	✓	✓	✓	✓
Mute/DND Button	✓	✓	✓	✓	✓
Hold Button	✓	✓	✓	✓	✓
Message Button for Retrieving Voicemail	✓	✓	✓	✓	✓
Transfer Button	✓	✓	✓	✓	✓
Park Button	✓	✓	✓	✓	Softkey
Three-Way Conference Call Button	✓	✓	✓ <sup>2</sup>	✓ <sup>2</sup>	Softkey
Information Button	✓	✓	✓	✓	
Intercom Button	✓	✓	✓	✓	
Release Button	✓	✓	✓	✓	
<b>Built-In Softkey</b>					
Configuration Softkey	✓	✓	✓	✓	✓
Call History Softkey	✓	✓	✓	✓	✓
Redial Softkey	✓	✓	✓	✓	✓
Personal Speed Dial Softkey (Up to 10)	✓	✓	✓	✓	✓
Presence Softkey	✓	✓	✓	✓	
Phonebook Softkey	✓	✓	✓	✓	
<b>PROGRAMMABLE FUNCTION BUTTONS</b>					
Call Appearance	✓	✓	✓	✓	
Line Appearance for a Specific Outside Line(s)	✓	✓	✓	✓	
Shared Call Appearance	✓	✓	✓	✓	
Busy Lamp Field (BLF)	✓	✓	✓	✓	
Emergency Alert for Monitoring Emergency Calls	✓	✓	✓	✓	
Park Set Monitor for Monitoring and Retrieving Parked Calls for One or More Parking Orbits	✓	✓	✓	✓	
Hot Desking for Shared Desk Phones	✓	✓	✓	✓	
Message Monitoring for Specified Voicemail Box	✓	✓	✓	✓	
Schedule Change for Day/Night Mode for the Allworx System	✓	✓	✓	✓	
Push-to-Talk for Enabling One-Way Communication	✓	✓	✓	✓	
Speed Dial	✓	✓	✓	✓	
Headset On/Off	✓	✓	✓	✓	
ACD Appearance for Agent Log In/Out of the Queues <sup>3</sup>	✓	✓	✓	✓	
Call Supervision for Agent Monitoring	✓	✓	✓	✓	
Queue Alarm for Monitoring Activity Levels <sup>3</sup>	✓	✓	✓	✓	
Ring Group	✓	✓	✓	✓	

1. Expandable up to 96 by adding Tx 92/24 Expanders.

2. 9204 and 9204G IP phones can support four-way conference calls when running System Software 7.2 or higher.

3. Requires an Allworx Automatic Call Distribution software license key.