allworx ®
communications without compromise

Allworx® 10x
Product Specifications

2005
INTERNET TELEPHONY®
PRODUCT
OF THE YEAR

Communication systems designed exclusively for small businesses

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
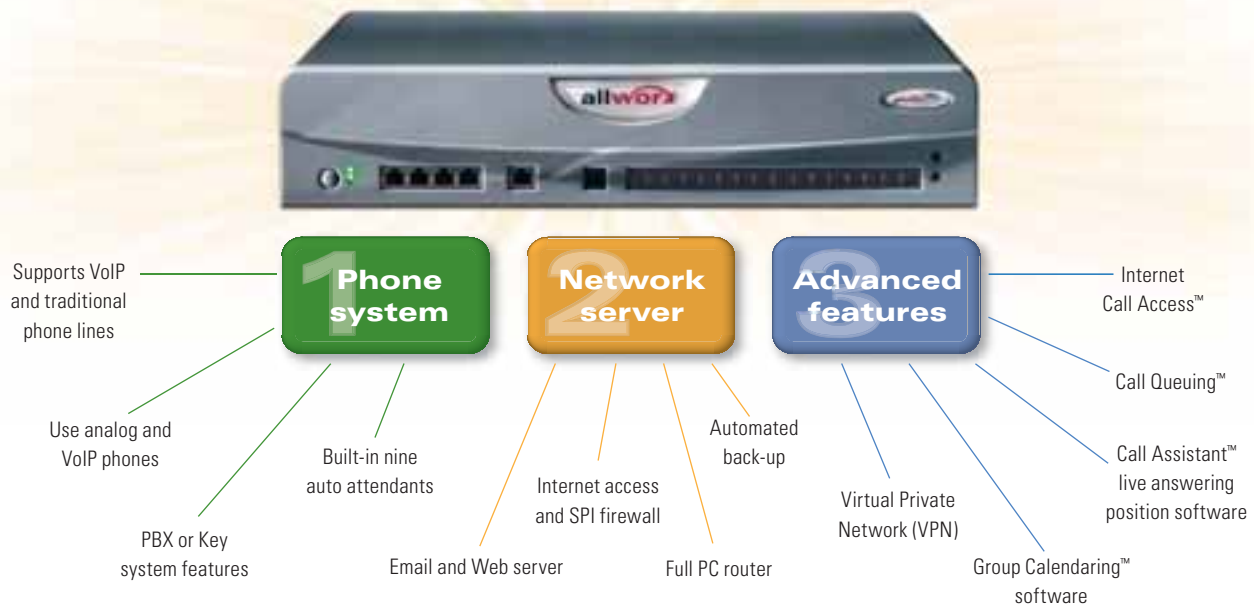• LAN Network
• WAN Access

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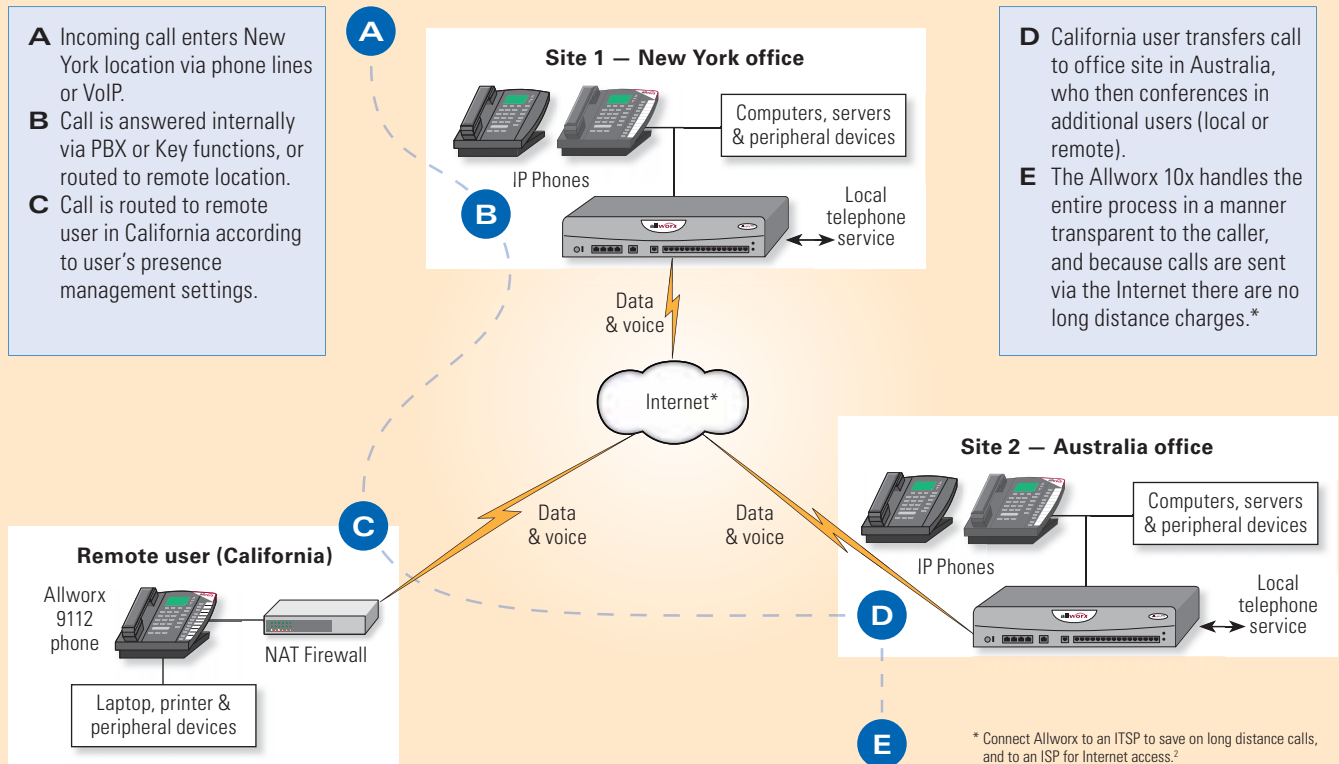• Group Calendaring™
• Internet Call Access™
• VPN

The Allworx 10x is convergence technology designed for businesses of up to 100 users per site. The 10x integrates a sophisticated VoIP phone system, a robust data network, and powerful advanced features to increase productivity.

Allworx 10x System

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.

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

PBX or Key system features

Internet access and SPI firewall

Virtual Private Network (VPN)

Email and Web server

Full PC router

Group Calendaring™ software

How it works

A Incoming call enters New York location via phone lines or VoIP.
B Call is answered internally via PBX or Key functions, or routed to remote location.
C Call is routed to remote user in California according to user's presence management settings.

D California user transfers call to office site in Australia, who then conferences in additional users (local or remote).
E The Allworx 10x handles the entire process in a manner transparent to the caller, and because calls are sent via the Internet there are no long distance charges.*

A

Site 1 — New York office

IP Phones

Computers, servers & peripheral devices

Local telephone service

B

Data & voice

Internet*

C

Remote user (California)

Allworx 9112 phone

NAT Firewall

Laptop, printer & peripheral devices

Data & voice

Data & voice

Site 2 — Australia office

IP Phones

Computers, servers & peripheral devices

Local telephone service

D

E

* Connect Allworx to an ITSP to save on long distance calls, and to an ISP for Internet access.[2]

Phone system

With its flexibility and expandability, VoIP and site-to-site capability, remote user, follow-me calling and auto attendants, the Allworx 10x is the perfect modern phone system.

Technical specifications

Phone interface
- 100 user extensions (e.g. individuals) with voicemail and 100 system extensions (e.g. conference rooms) without voicemail.
- Allworx comes standard with 16 configurable ports supporting both CO (Central Office) lines and analog phones.
- Three fixed CO lines — RJ-11 dedicated loop-start FXO ports.
- Six dual mode ports (CO or internal stations) — RJ-11 loop-start FXO/FXS universal telephone auto-configuring.
- Seven dedicated internal analog stations — RJ-11 FXS ports for analog phones or fax.
- Nine incoming CO lines expandable via third-party gateway.[1]
- 13 DID (Direct Inward Dialing) capable ports.
- Allworx supports both analog and VoIP (Voice over Internet Protocol) phones. System supports up to 13 analog on unit, expandable via third-party gateway.[1] All VoIP phones are connected on network LAN.
- Supports SIP 2.0 (Session Initiation Protocol) for VoIP.[2]
- Fax machine support — creates dedicated line without requiring new CO line; system automatically utilizes line for outgoing calls when not in use.
- Power Fail Phone Port for a dedicated analog phone ensures connectivity during power failure.
- Industrial strength surge protection built into the nine CO trunk lines.
- TAPI compliant—automatic dial.[1,5]
- Each Allworx handset can have its own Direct Inward Dial (DID) information.
- 3-Way Calling — Each Allworx phone on the network can support its own three-way call.
- Seamless integration with Call Assistant.
- "Park" and "Hold" buttons on the handset.
- Fast and simple navigation of scrollable phone menus.

Multi-site Calling [1]
- Each Allworx 10x can connect to other Allworx units — supports up to 100 sites.
- Calls between offices are free over the Internet — no ITSP required.
- Calls can be seamlessly transferred between sites.
- Ideal for company with multiple locations.
- VPN software not required.
- Multi-site extensions allows businesses to setup and use a convenient 3-digit or 4-digit dialing plan across Allworx servers in multiple sites.

Unified messaging
- Receive, review and respond to all email, voicemail and meeting requests in one InBox.
- Listen and respond to voicemail messages via PC.
- Supports and consolidates multiple email accounts and phone extensions per user.
- Supports voicemail notification to cellular text messaging services.

Internet Telephony Service Providers (ITSP) [2]
- Connect the Allworx 10x to an ITSP and drastically reduce long distance phone charges.
- Supports both ITSP and traditional phone lines (Central Office lines) simultaneously.
- Apply different dialing rules to different telephone services (i.e. ITSP vs. local telephone company).
- SIP Appearance functionality with incoming and outgoing VoIP calls.
- Allworx 10x is compatible with various ITSPs.[2]

Voicemail
- Receive SMS text message alerts on your cell-phone when voicemail is left at the office. *NEW!* [5]
- Escalate your text message alerts to multiple mailboxes and email addresses. *NEW!* [5]
- 16-port voicemail system.
- Up to 3 hours of storage capacity per user.
- Date and time stamping.
- Messages can be listened to, saved, deleted or forwarded to another extension.
- Direct access to voicemail from on and off site.
- Message Waiting and New Call indicators supported through phone and client software.
- Listen to voicemail in your email InBox.
- Listen to and answer email via phone.
- Voicemails can be sent to any POP3 or IMAP4 email client.
- User can record a separate Voicemail greeting for each of their Presences.
- One phone can display multiple voicemail indicator lights by mapping PFKs to other mailboxes. *NEW!* [5]

Off-Site Calling Access *NEW!* [5]
- Make outbound calls through the Allworx system by calling into your voicemail from any phone.
- Authentication through voicemail system helps prevent abuse.
- Off-site Access calls leverage the company's Caller ID information and local system phone lines (Analog or SIP).
- Call information is tracked for call detail reports.
- External dial tone returns after recipient hangs up (to make multiple calls).

Presence management
- Each phone user gets seven unique phone Presences (In Office, At A Meeting, On Vacation, On Business Trip, At Home, Away, Busy).
- Current presence is displayed on Allworx phones and built-in My Allworx Manager for other users to see.
- Authorized users can change call routes over the Internet via My Allworx Manager. *NEW!* [5]
- User can "toggle" between presence settings via Allworx phone display, voicemail, My Allworx Manager or Allworx Group Calendaring™ software.
- Each presence setting has its own call routing structure that can be changed at any time.
- Call routing structure can be changed by Allworx System Administrator or by user via Group Calendaring software.
- Call route can include outside calls (e.g. cell phone).

Follow-Me-Anywhere calling
- Routing can simultaneously follow multiple phones, including outside lines and cell phones, and terminate at the internal or external line of your choice. *NEW!* [5]
- Establish seven unique phone Presences (including In Office, At Home, and On Vacation), each with its own routing rules and filters.
- Change presence via phone display, voicemail, My Allworx Manager site or Group Calendaring software option.
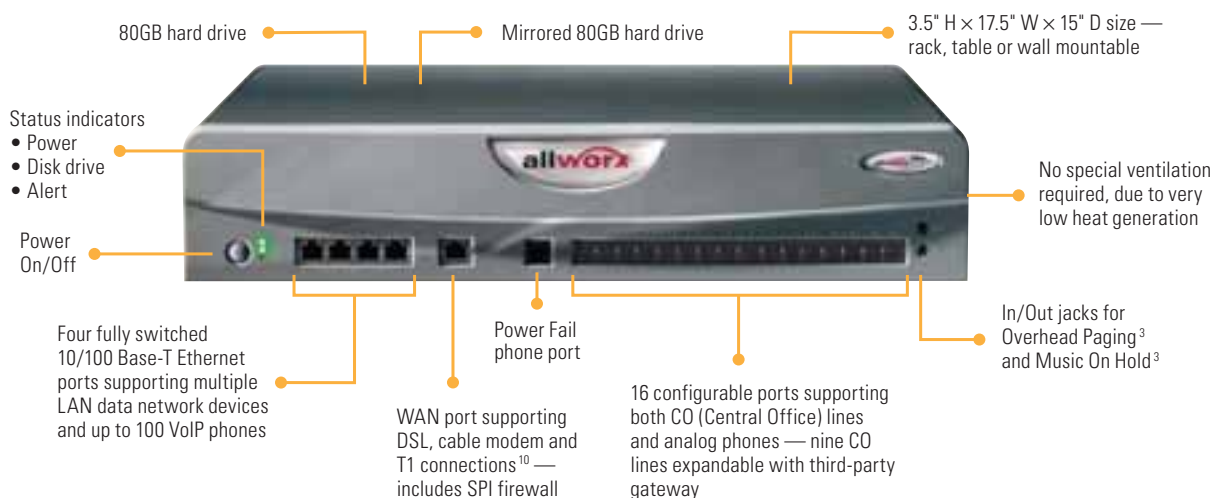- Filter rules drive routing paths based on incoming Caller ID.

Remote users
- Remote Allworx users connect to Allworx 10x via Internet.[8]
- Remote plug-n-play with Allworx VoIP phones.[1]
- After initial setup, remote Allworx phones connect to Allworx 10x easily with minimal user intervention.
- Remote Allworx phones can:
  - be programmed from main office
  - receive calls from queue(s)
  - use Intercom feature
  - access main office's local phone line from any location (call from overseas at local rates)
  - operate without additional VPN or VoIP license
  - access all other main phone functions (Direct Station Selection, Busy Lamp Field, Line Appearances, Call Appearances, SIP Appearances, Queues).
- Non-Allworx phones will work, depending on type of phone used.[6]

Ultimate SPI firewall security, robust WAN access with POP3, IMAP4 and SMTP email, and Web hosting with support for HTTP and FTP make the Allworx 10x a powerhouse business server.

80GB hard drive

Mirrored 80GB hard drive

3.5" H × 17.5" W × 15" D size — rack, table or wall mountable

Status indicators
• Power
• Disk drive
• Alert

Power On/Off

No special ventilation required, due to very low heat generation

In/Out jacks for Overhead Paging [3] and Music On Hold [3]

Four fully switched 10/100 Base-T Ethernet ports supporting multiple LAN data network devices and up to 100 VoIP phones

Power Fail phone port

WAN port supporting DSL, cable modem and T1 connections [10] — includes SPI firewall

16 configurable ports supporting both CO (Central Office) lines and analog phones — nine CO lines expandable with third-party gateway

Technical specifications

Full router and firewall

- SPI (Stateful Packet Inspection) firewall security.
- NAT (Network Address Translation) mode.
- Network port forwarding capability.
- Ethernet-based WAN access direct from DSL or cable modem.
- Static IP, DHCP client, or PPPoE support on WAN.
- DMZ (Demilitarized Zone) mode to protect WAN interface.
- SIP Proxy registration services provided through Allworx server.
- System administration software allows you to set routing tables.
- Standard data router capability.

Hardware interfaces

- Four fully switched RJ-45 10/100 Base-T LAN Ethernet ports.
- One RJ-45 10/100 Base-T WAN port for Internet connection from DSL, cable modem or T1.[8,10]
- 3.5mm mini jacks for Overhead Paging [3] and Music On Hold.[3]
- High capacity hard disk — minimum 80 GB.
- Second 80GB hard disk for data mirroring/ redundancy.
- Uninterruptible Power Source.[3]

Size and weight

- 3.5" H (9 cm) x 17.5" W (44.5 cm) x 15" D (38.1 cm).
- Weight: 20 lbs.
- Fits 19" rack; table, rack or wall mountable.

Full router and firewall

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- Network port forwarding capability.
- Ethernet-based WAN access direct from DSL or cable modem.
- Static IP, DHCP client, or PPPoE support on WAN.
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Remote office and multi-site

- Allworx phones work automatically as remote phones.
- Connect up to 100 Allworx systems for multi-site calling.
- Remote office analog phone capability (compatible with AudioCodes and Cisco ATAs).[3]

Networking

- Public WAN interface and fully secured LAN subnet.
- LAN file server — MS Windows compatible via SMB/CIFS (Server Message Block) protocol.
- Email server — POP3, SMTP and IMAP4 email standards.
- Web server — Intranet and Internet with HTTP and FTP functionality.
- Built-in company Internet and Intranet site.
- DHCP (Dynamic Host Configuration Protocol) server to LAN.
- DHCP client support on WAN.
- Fully integrated DNS (Domain Name Server).
- TCP/IP routing support between LAN/WAN.
- PPPoE (Point-to-Point Protocol over Ethernet) capability.
- Supports classful and classless routing.
- Supports use of external SMTP Smart Host for routing email.
- Network installation tools: **NEW!** [5]
  - DHCP Server Discovery Tool identifies IP/MAC addresses of all other DHCP servers on the LAN
  - Trace Route Tool maps the paths packets take through the network.

Options

- Allworx Call Assistant™. [1]
- Allworx Call Queuing™. [1]
- Allworx Group Calendaring™. [1]
- Allworx Internet Call Access™. [1]
- Analog and VoIP phones.[1, 3]
- Analog Station Gateways.[3]
- CO Line Expansion Units.[3]

- Music On Hold.[3]
- Network Switches.[3]
- Power Over Ethernet.[3]
- T1/PRI Gateways.[3]
- Uninterruptible Power Source (UPS).[3]
- Virtual Private Network (VPN).[1]
- TAPI (bundled with Call Assistant).[1,5]

Advanced features

Allworx provides Advanced Feature options to help your business increase its productivity, efficiency and customer response.

Technical specifications

Group Calendaring™[1]

Calendaring

- Individual calendars — each user defines who can view their calendars.
- Group Calendaring across all users (local and remote) — automatically identifies open schedule times, can send batch meeting invitations.
- System tracks accepted and declined meetings.
- System automatically updates attendees' calendars.
- Manage facility resources (reserve conference rooms, projectors, etc.).
- Calendar appointments are flagged in email InBox.
- Popup reminders for appointments.
- Travel times tracked with meetings.
- Meeting notifications can be sent to external individuals or groups not using Allworx.
- Supports recurring, private and public meetings.
- Supports attachments and notes to calendar appointments or notices.
- Month and day calendar views.

Automatic Allworx Intranet

- Allworx automatically generates a company Intranet site containing web pages with user calendars, access to shared folders, phone extensions, user's current presence status, company directories, call queue statistics, users' conferences and other useful information.

Contact management

- Users manage their own contact information.
- Shared contact information (employee and client) is automatically updated in everyone's database.
- Contacts can be private or public.
- Contact database can be exported to Microsoft Excel.
- Import records in comma-separated (.csv) format.
- Company directory automatically updates to each user's contact database for shared contact information.

Email[9]

- Receive, review and respond to email.
- Supports HTML, RTF and text-only formats.
- Tools include spell checker, thesaurus, preview panes, send/reply/forward, and more.
- Messages are identified by priority status and type (email, voicemail or meeting request).
- Create custom folders to organize messages.
- Automatic notification if email delivery is delayed.
- Supports multiple mail domain names.
- Works with Microsoft Outlook/Express and most other POP3 email applications.
- Distribution lists (voicemail and email).

Internet Call Access™

- Internet Call Access using SIP protocol:
  - Multi-site connectivity
  - Users access Allworx VPN through Microsoft's Network Connection Tool.
- Multi-site calling does not require an ITSP service.
- This option is required when you want to call directly between multiple Allworx sites or connect the Allworx to an ITSP.[2]

| PC | Allworx 9112 | Allworx 10x |
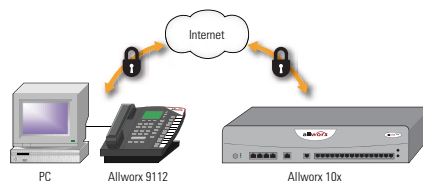
Virtual Private Network (VPN)[1]

- VPN (Virtual Private Network)[1] — PPTP (Point-to-Point Tunneling Protocol) security.
- PPTP-based VPN for up to 16 simultaneous users.[1]
- One VPN license comes standard for the system administrator.
- Access Allworx remotely via VPN and get full functionality (email, calendaring, directory, etc).

Call Assistant™[1, 4]

- Live answering position.
- Software tool; works in conjunction with any Allworx phone.
- All key calling functions available via software — answer, release, hold, transfer, park, etc.
- View status of all users.
- Manage outside lines, auto attendants, queues, parked calls, monitors, etc.[5]
- Record calls directly from the Allworx Call Assistant. Active calls can be recorded by a simple click in your Call Assistant Tool Bar.
- Call History screen allows users to record incoming and outgoing calls with the Call Assistant and quickly redial those contacts at the touch of a button.

Call Queuing™[1, 4]

- Ten queues supported with up to 32 calls across all queues.
- 16 calls available for each queue.
- Customizable queue messages.
- View continuously updated queue status on your PC (number in queue, longest wait time, average wait time).
- Call Details Report available — export to Microsoft Excel for further analysis.
- All phones ring when caller is in queue, first one to answer gets caller.
- Remote users can participate in queue.
- Each phone can be set to ring after:
  - X number of callers in queue
  - Caller(s) have waited longer than X seconds.
- Phones can answer multiple queues.

Allworx system administration

The Allworx 10x — a powerful and flexible convergence technology device — has an intuitive and easy-to-use user interface. Every Allworx 10x comes standard with software that makes even the most complex system administration tasks easy to do.

Technical specifications

- All administrative functions (system, setup, diagnostics) are accessible via browser-based interface.
- Setup and management of entire system done via single interface: phones, networks, servers, users, maintenance and reports.
- Moves, Adds and Changes are implemented via easy and intuitive interface.
- Allworx software upgrades are quick and easy.
- Includes on-line, easy-to-follow installation steps.
- Fully controlled restore and backup functionality with Allworx OfficeSafe™.
- Remote VPN Administrative access.

- Network installation tools: **NEW!** [5]
  - DHCP Server Discovery Tool identifies IP/MAC addresses of all other DHCP servers on the LAN
  - Trace Route Tool maps the paths packets take through the network.
- Central management of company/employee settings.
- Spam blocker setup by Admin to select from free or pay-per-use spam block list services. [3]
- Software key enabling of features and options.
- Feature Key Retrieval allows Admin to obtain and submit Feature Keys through the Allworx System Administration page. **NEW!** [5]

- Online help functions built in.
- View and manage email queue.
- Flexible call routing:
  - Select routes to other sites, or route calls directly to the least-cost long distance provider
  - Create virtual extensions for remote users
  - Create virtual organizations.

Refer to Allworx System Administration brochure for more information.

Phone system features continued from page 3

Auto attendant
- Nine unique auto attendants.
- Time-dependent Auto Attendant routing options for day and night mode business hours.
- Compatible with Music On Hold and Overhead Paging systems. [1,3]
- Auto Attendant can be fully customized.

Industry compatibility
- Fully supports selected VoIP phones, including Cisco (7960, 7940, 7912 and 7905), Grandstream (SIP-based) and others. [3,7]
- Compatible with WiFi VoIP phones including Hitachi (5000), UTStarComm (F1000) and others. [3,7]
- Compatible with softphones, including Instant Expressa, EyeP Media and xTen. [3]
- Supports G711 and G729 endpoint connections.
- Compatible with ITSPs (Internet Telephony Service Providers). [2]
- Supports SIP 2.0 (Session Initiation Protocol).

Security
- Outbound call control with PIN codes and system-wide blocking.
- Password protection at both user and administration levels.
- Call detail reporting of all phone system activity with easy export to Microsoft Excel or any standard spreadsheet program for further analysis.
- System backup and restore — automatically saves configuration attributes, voicemail and email messages.

High end calling features
- Each Allworx phone on the network can support its own 3-way conference call.
- Programmable dialing plans route your calls to the lowest cost long distance provider.
- Broadcast message capability — internal or external distribution lists.
- One Touch Day-Night Mode PFK Button allows users to toggle between day and night modes at the press of a button.
- Multiple Language Packs are available in English and Castilian Spanish. Two languages are supported at the voice prompt level. **NEW!** [5]
- Powerful call control functions, including:

  - Audited outside line access
  - Call blocking
  - Call forward and transfer
  - Call hold
  - Call monitors
  - Call park and retrieve
  - Call pickup
  - Call Queuing [1,4]
  - Call routing
  - Call waiting
  - Caller ID
  - Dial by name or extension; dial from directory
  - Distinctive ring

  - Do not disturb
  - External call diversion
  - Flexible numbering plan
  - Hunt groups
  - Internal extension distinctive ring
  - Multiple line access
  - Overhead paging [3]
  - Parking orbits
  - Programmable parked calls **NEW!** [5]
  - Prepending digits
  - Private lines
  - Redial
  - Speed dialing
  - TAPI support — automatic dialing [1,5]

Footnotes
1. Sold as an option.
2. Contact Allworx or your authorized reseller for a list of Allworx-certified ITSPs; fees may apply.
3. Sold as a third-party add-on. Third-party products may be purchased from an Authorized Allworx Reseller.
4. Requires Allworx VoIP phone.
5. Available December 1, 2007.
6. Non-Allworx VoIP phones will work, but may need additional equipment (i.e. firewall, ATA device).
7. Contact Allworx or your authorized reseller for a list of compatible phones.
8. Internet access requires a compatible Internet Service Provider, fees may apply.
9. Allworx is compatible with any email application that supports POP3 and SMTP.
10. Third-party T1 gateway sold as an option from an Authorized Allworx Reseller.