**SYSTEM 6.8 RELEASE**

**RELEASE DATE DECEMBER 1, 2007**

**allworx®**

# Channel Enhancements, New Alliances & Unified Communications for the SMB Market

## The sky's the limit as new Allworx offerings expand horizons in every direction!

Allworx will help your business grow — across borders and networks, beyond office walls and traditional boundaries — with extra features, functions, and exciting opportunities.

### End-User Delight Features

**New and enhanced in System 6.8:**

1. Off-Site Access Calling
2. Voicemail Text Message Alerts
3. Follow-Me-Anywhere Calling
4. Multiple Voicemail Indicators
5. Web Access to Call Routing Profiles

### Product Enhancements

**New and enhanced in System 6.8:**

1. Multiple Language Pack
2. Network Installation Tools
3. Feature Key Retrieval
4. Allworx 6x User License Key
5. Programmable Parked Calls
6. TAPI

### New ITSPs

Allworx conducts extensive interoperability testing with ITSPs. See our latest recommendations on page 7.

### Third Party Products

Allworx has added a number of third party products to its channel offerings to help partners deliver more comprehensive solutions. See page 8.

### Reseller Programs

Add value and profit with our Managed Service Partners (p. 9). Give your sales a boost with new sales tools (p. 12)

# FIVE *New* End-User Delight Features

## 1. Off-Site Access Calling

*You can now make outbound calls through the Allworx system no matter where you are, leveraging your company's Caller ID information and local system phone lines (analog or SIP).*

**Benefits**

- Avoids unnecessary calling charges from the off-site location.
- Authentication through voicemail system helps prevent abuse.
- The Allworx system can track use for call reports.
- Improves the utility of the voicemail box functionality for every end user.
- To the person you're calling, the call will appear exactly as though you're calling from the office!

**End-User Scenarios**

- An employee is traveling and wants the client to see that the call is coming from the company. Employee calls into their voicemail using their cell phone, and then calls out through the Allworx system. The client sees the company's calling information and not the employee's personal phone number (e.g. cell phone, home phone).



- A remote employee is on site at a particular client location, but needs to call other clients. This employee can call into the main office (e.g. 1-800 #), access their voicemail, and make outbound calls to other clients. No charges are placed on current client's phone system and other clients see the correct company Caller ID information.

## 2. Voicemail Text Message Alerts and Escalation

### Voicemail Notification Alerts

*You now have the option of getting an SMS (Short Message Service) text message from the Allworx system with Caller ID information (if available) to your cell phone or pager each time a voicemail is left on your office line!*

**Benefits**

- Better customer service — you are always immediately aware of any voicemail messages, and therefore can be more responsive to customers.
- Improved communication and productivity — spend less time chasing messages and more time getting work done.
- More informed workforce — information flows quickly and easily to those who need it.



**End-User Scenarios**

- The company's service department voicemail box is set to send message notification to specific staff members whenever a message is left in this mailbox The first person available can then retrieve the voice message.
- An employee who is often in meetings or traveling can easily keep track of who's leaving messages.

## Voicemail Message Escalation

*You can set your Allworx system to escalate the notifications to multiple text message mailboxes and email addresses.*

**Benefits**

- Never leave an important call unanswered!
- As the notification escalates, it gives other users the indication that the original user is not able to retrieve messages and may need assistance.

**End-User Scenarios**

- A doctor's office has an "on call hours" voicemail box. When voicemail messages are left in this box, the notification is set to the doctor who is assigned to answer after hour emergencies. If the doctor does not retrieve the call within X minutes an escalation message is sent to the next set of backup doctors.
- An employee who is out of the office (e.g. on vacation) can notify team members when they receive a voicemail. The designated back up employees can then retrieve messages and respond accordingly.

## 3. Follow-Me-Anywhere Calling

*Your call routing presence can now route your call to multiple external phone numbers (including cell phones) and then go to Allworx voicemail, rather than terminating at the first external number.*

**Benefits**

- Follows you through various locations simultaneously, giving you peace of mind that no calls will be missed and all voicemails will end up in one mailbox.
- Greater flexibility for including outside phone numbers within any call route.
- Ensures you and others won't miss any calls.
- Users can determine which to accept or reject on any outside phone.
- If calls are missed, the voicemail is stored in one pre-determined voicemail box.

**End-User Scenarios**

- An individual user sets up their call route so the desk phone rings first, and if they don't answer it is routed to their cell phone. When the call rings to their call phone and they accept, the call is transferred to the cell phone. If they reject, the call is sent back to their desk phone, where the caller can leave a voicemail.
- A real estate office has inquiry calls routed to a series of agents' cell phones. If the first agent can't answer the incoming call it is routed to the next agent in line, and this continues until the call is answered. The agents see the caller information and answer the call as if they were in the office. If no one is available to answer, the call goes into a general voicemail box.

## 4. Multiple Voicemail Indicators

*You can now see if there are messages waiting in multiple voicemail boxes by programming the PFKs on your Allworx phone.*

**Benefits**

- You can monitor and access multiple voicemail boxes at a glance on your Allworx phone (for example if you're monitoring your boss's voicemail as well as your own).

**End-User Scenarios**

- The sales department sets up a general voicemail box for phone inquiries. All inside sales reps have a PFK programmed to turn red when a message is left. Once the message is retrieved by one of the sales people, the PFK on all phones turns back to idle (no red light).

- The same desk is used by two different people — the A shift and the B shift. They both use the same phone, but the A shift employee gets voicemail via the "Message" button and the B shift employee gets their voicemail via a PFK (the PFK is pointed to another extension which is assigned to the B shift employee).

## 5. Web Access to Call Routing Profiles

*Users who are authenticated on the "My Allworx Manager" Web area can now revise their own call routes at will, provided that they have been setup by the Admin with the privilege to do so. They can change the call routes for each of their presences at any time, in addition to the current ability to set a presence over the Web.*

**Benefits**

- Saves time for the system Administrator by allowing users to set their own call routing structure per presence.

- Gives users flexibility and convenience because they have ability to determine how the Allworx system manages their calls 24/7 via any web browser.

**End-User Scenarios**

- An employee on vacation decides to route all of their calls to another employee. They go to "My Allworx Manager" and set up their "On Vacation" call route to transfer all incoming calls to a specific employee's extension.

- An employee is waiting for an important call from a client. They set up their "In Office" call route to ring their desk phone with a different ring tone when the system sees a specific caller (e.g. identified by a unique phone number). If the call is not answered, it is transferred to their cell phone so even if the employee is away from their office, they will get this important call. Once they receive the call, they can easily change their call route back to its normal path.

# SIX *New* Product Enhancements

## 1. Multiple Language Pack

*Allworx now supports two different languages at the voice prompt level. English and Castilian Spanish are currently supported.*

**Benefits**

- Companies with customers calling in multiple languages can now choose the option of providing voice prompts in two languages.
- The system can be configured based on employees' preferred languages.
- Your business doesn't stop at the border — now Allworx will actively help boost your international or multicultural corporate presence.

**End-User Scenarios**

- A company sells in both North & South America and needs to support both English and Spanish speaking customers. They setup different DID lines and auto attendants for the different languages using one number for the English prompts and a different number for the Spanish prompts.
- A US-based company has a remote employee in South America who only speaks Spanish. When he accesses his voicemail box, the system prompts are in Spanish. The local employees who access their voicemail box will hear English prompts.

## 2. Network Installation Tools

*Additional trouble shooting tools have been added for resellers to easily identify common network configuration issues and ensure smooth installations.*

### DHCP Server Discovery Tool

*The DHCP Server Discovery Tool identifies the IP addresses and MAC addresses of all other potential conflicting DHCP servers on the LAN.*

**Benefits**

- Avoid IP Network conflicts by pre-identifying all DHCP network components

**Admin Scenario**

- System Admin uses this tool every time they install an Allworx system prior to setting the DHCP settings within the Allworx system to avoid time-consuming network glitches.

### Admin Trace Route Tool

*The Admin Trace Route Tool is used to map the paths packets take through the network.*

**Benefits**

- Helps Admin identify where there may be lags in the network causing voice quality issues — finding the "weakest" link in the network. Admin can focus on that particular area of the network to improve QoS.

**Admin Scenario**

- After the system is installed, the Admin can make a set of phone calls and trace the calls. Reviewing the results of the traced calls will allow Admin to determine any immediate inefficiencies within the network. Making the necessary adjustments early on can prevent future service calls from the customer.

## 3. Feature Key Retrieval

*This new Allworx feature provides a convenient method for system Administrators to obtain and submit feature keys through the Allworx System Administrator page.*

**Benefit**

• Keeping track of software feature keys can be a hassle, especially if they are misplaced or entered incorrectly. Now you can retrieve Allworx Feature Keys via the Internet at the click of a button!

**Admin Scenario**

• System Admin installs an Allworx system and cannot identify or recall the soft keys that were originally assigned to the system. He uses the Allworx Admin Tool to automatically retrieve the assigned Feature key. Feature keys are automatically added to the system and recorded in the System Admin tool of the system.

## 4. Allworx 6x User License Key

*The Allworx 6x can now support up to 60 users (with voicemail boxes) and 60 system extensions — up from the original 30 users and system extensions.*

**Benefits**

• Resellers can sell into larger businesses (up to 60 users and 60 system extensions).

• Companies who were close to the original 30 user limit now can easily expand the system.

• Feature can be added remotely by System Admin.

Note: Allworx 6x 31–60 User License key is purchased as a one-time upgrade option.

## 5. Programmable Parked Calls

*The power of the parked calls feature has been expanded significantly. Previously, calls left parked on the system timed out after 10 minutes and were transferred back to the auto attendant. Now, instead of one default configuration, the settings can be adjusted to modify the time out limit and specific extension assigned to handle timed-out calls.*

**Benefits**

• Time out periods are now fully customizable.

• Calls can be returned to the station that parked the call if the hold time exceeds the limit.

• Callers are managed better by the appropriate group or person, improving response time and customer satisfaction.

**End-User Scenario**

• When the customer service team places a caller in a parking orbit and it times out, the caller is sent back to the customer service team instead of going back to the "operator" and being re-placed into the customer service team queue.

## 6. TAPI

*The Allworx TAPI TSP (Telephony Service Provider) Driver transforms your Windows-based PC into a communications powerhouse. Now you can place outbound calls from Microsoft Outlook at the click of a button.*

**Benefit**

• End users can quickly and accurately dial numbers without manual dialing required.

Note: Compatible with Outlook 2000, Outlook 2003 and Outlook 2007 running on Windows 2000, Windows XP and Windows Vista (only).

Requires Call Assistant™ License Key.

## New ITSPs

Internet Telephony Service Providers (ITSPs) allow companies to make phone calls over the Internet using VoIP (Voice over IP) technology. Allworx works with many different ITSPs. We conduct extensive interoperability testing with ITSPs to ensure that our customers get nothing but the best — voice quality, features, service, and more.

If you would like our help selecting an ITSP, contact us online at **http://www.allworx.com/about_us/contact.asp**

# Third Party Products

Allworx's architecture design is based on known standards for both voice and data (e.g. SIP 2.0, DHCP, SMTP), so our system will work seamlessly with many third party components such as network switches, routers, and so on.

As an added benefit to help our resellers, we sometimes conduct formal interoperability testing with specific products.

These products have been tested by Allworx for full interoperability:

**Quintum FXO Gateways**

| Product Model # | Ports |
| --- | --- |
| AXT 2400 | 24 Port FXO |
| AXT 1600 | 16 Port FXO |
| AXT 1200 | 12 Port FXO |
| AXT 800 | 8 Port FXO |
| AFT 800 | 8 Port FXO |
| AFT 400 | 4 Port FXO |
| AFT 200 | 2 Port FXO |

**VegaStream FXO Gateways**

| Product Model # | Ports |
| --- | --- |
| Vega 50 6x4 FXS – VS0105 | 2 FXO/4 FXS |
| Vega 50 6x4 FXS – VS0104 | 2 FXO/8 FXS |
| VegaStream 50 – V0564-4 | 4 FXO |
| VegaStream 50 – V0564-8 | 8 FXO |

**Headsets**

| Vendor | Product Model # | Comments |
| --- | --- | --- |
| Vxicorp | Passport 10-DC | Need to purchase QD1095 bottom cord for headset |
| Vxicorp | Passport 20-DC | Need to purchase QD1095 bottom cord for headset |

If there is a specific product you would like us to test, please send a request to contact@allworx.com.

We encourage you to let us know products that need to be tested. Please keep in mind we may not be able to test every product submitted. We will evaluate the need to test based on the product, value it provides to our product line and market need from our resellers.

# Reseller Programs

## 1. Managed Service Partners

iomega | TAMCO

**iomega OfficeScreen**

**SIMPLE. RELIABLE. AFFORDABLE.**

Turn-key Firewall and VPN (Virtual Private Networks) solutions that provide disaster recovery and network security for multi-sites and remote users.

**OfficeScreen® Firewall and IPsec VPN Service**

• OfficeScreen Firewall/IPsec Virtual Private Network (VPN) service provides cutting-edge network protection and securely connects multiple sites, all covered by 24x7x365 proactive monitoring and support. This solution combines industry-leading hardware with expert management, providing complete peace of mind for a low monthly fee (there are no upfront hardware costs).

• With easy plug-and-play setup, state-of-the-art Juniper® Networks security appliances are positioned at the Internet gateway to each office to secure and prioritize IP data, voice and video traffic. Solutions are tailored to each customer's specific office needs and are field-upgradeable for future growth and functionality.

**OfficeScreen Firewall/IPsec VPN Bundle**

|  | OfficeScreen 5 | OfficeScreen 10 | OfficeScreen 25 | OfficeScreen 50 | OfficeScreen 100 | OfficeScreen 500 |
|---|---|---|---|---|---|---|
| **Performance** | | | | | | |
| Juniper Hardware Included | Yes | Yes | Yes | Yes | Yes | Yes |
| IP's Supported | 5 | 10 | 75 | 75 | 300 | 500 |
| **Firewall** | | | | | | |
| Stateful Packet Inspection | Yes | Yes | Yes | Yes | Yes | Yes |
| Wireless Security Zones | Yes | Yes | Yes | Yes | Yes | Yes |
| **VPN** | | | | | | |
| Concurrent VPN Tunnels | 2 | 10 | 25 | 40 | 125 | 500 |
| **Support** | | | | | | |
| Overnight Hardware Replacement | Yes | Yes | Yes | Yes | Yes | Yes |
| Proactive Troubleshooting | Yes | Yes | Yes | Yes | Yes | Yes |
| 24x7x365 Monitoring | Yes | Yes | Yes | Yes | Yes | Yes |

**iomega** *Office Screen*

SIMPLE. RELIABLE. AFFORDABLE.

## Email and Instant Messaging Security to fully enable the potential of the Allworx 6x and 24x as email servers

**powered by postini** ☑

**OfficeScreen® Email Security Spam Defense Powered by Postini®**

• OfficeScreen Managed Email Security and Spam Defense Powered by Postini® protects against viruses, spam, and other malicious threats. Postini's patented service platform blocks threats before they reach your email gateway, resulting in better protection as well as improved network performance. Deployment is simple, with no investments in hardware, installation, or maintenance required.

**Benefits include:**

| | |
|---|---|
| **Effective** | • Blocks viruses and malicious threats before they reach your email gateway, preventing evolving email threats from impacting your network and end-users. |
| **Simple** | • Simple to deploy and maintain, hosted managed service model. |
| **Affordable** | • No investment in hardware, installation or maintenance. |
| **Reliable** | • Real-time email processing — no detectable latency. |
| **Trusted** | • Enterprise quality solution trusted by over 10 million users as well as organizations in highly regulated industries such as financial services and legal. |

## hello

**TAMCO**

Telecommunications Asset Management Company

### Financial solutions to address the needs of the Allworx customer.

**Allworx partners with TAMCO**

Allworx announces a partnership with TAMCO, an experienced provider of telecommunications finance solutions including an innovative program called TAMCO Shield. The new partnership provides the Allworx dealer network access to TAMCO's full range of financial solutions to address the complex needs of their customers.

The acquisition of telecommunications equipment can be complicated. New technology is entering the market at an ever-increasing pace. For growing businesses, choosing a system that meets their needs today is difficult, and anticipating what systems they may need tomorrow is nearly impossible.

Leasing allows customers to preserve capital, protect credit lines, reduce the risk of technological obsolescence, and to possibly enjoy significant tax benefits. TAMCO offers highly competitive rates on three lease solutions. Namely:

**$1 Out Lease** — The $1 Out Lease requires the customer to purchase the leased equipment for $1 at the conclusion of the agreement. Because this is an ownership program, it provides no flexibility to combat obsolescence.

**Fair Market Value (FMV) Lease** — This program traditionally offers the lowest monthly payment, and because ownership is optional, it provides some flexibility to combat obsolescence. The FMV Lease allows the customer to return the equipment or acquire it for Fair Market Value at the end of the lease agreement.

**TAMCO Shield™** — The same structure as a FMV lease, but with the additional benefit of no-waiting-period, no-financial-penalty, no-rollover system replacement features that we actually put in the agreement. TAMCO Shield™ is a unique program that protects customers against changing business conditions and technologies in an uncertain business climate. The old agreement is literally torn up (with no rollover) and a new one issued. There are just three basic conditions:

| Step 1 — Technology | Step 2 — Business | Step 3 — Finance |
|---|---|---|
| As a technology solution, TAMCO Shield includes a "System Replacement Guarantee" — this is important because in business, we continually replace products that still work with new technology that allows us to do things better or faster. With TAMCO Shield you have the flexibility to tear yesterday's contract to shreds in order to meet the needs of today — with no waiting period, no rollover, and no hidden costs. If your equipment is obsolete, then so is your old lease. Is your company growing? We won't let a contract stand in your way while you evolve. | As a business solution, TAMCO Shield offers flexible end-of-term options, which allows you to decide what's right for your business at the appropriate time in the future, rather than forcing you to decide your intentions now. | And finally, the third factor that TAMCO Shield addresses is finance. Today's customers realize that you never really own technology, but instead, just use it; and why investing after-tax capital into a depreciating asset may not be the best idea. TAMCO Shield allows you to preserve precious capital, protect your credit lines, and enjoy favorable book and tax treatment as well. Best of all, TAMCO Shield is often the least cost method of acquisition. |

# Sales Tools

## 1. Allworx Media Overview

- Consolidated overview of all related Allworx media coverage.
- Designed to help provide "air cover" for our valued resellers.
- Available for download as a PDF file from the brochure section of the Allworx Reseller Portal.

## 2. "Family of Products" Leave-Behind and Mailer

- Encapsulated version of our popular "Allworx Family of Products" brochure.
- Can be used in direct mail efforts with mailing panel ready to accept co-branding and variable data for mailing.
- Available for download as a PDF file from the brochure section of the Allworx Reseller Portal.
- Designed to be printed in-house on color laser printers with variable data overlaid in Microsoft Word.