

# Allworx<sup>®</sup> 24x

## Product Specifications



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

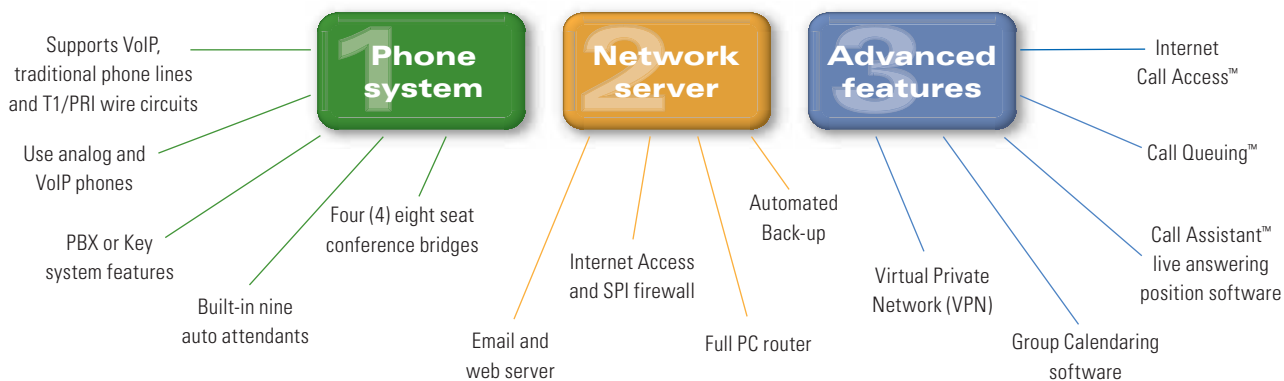
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### Advanced features

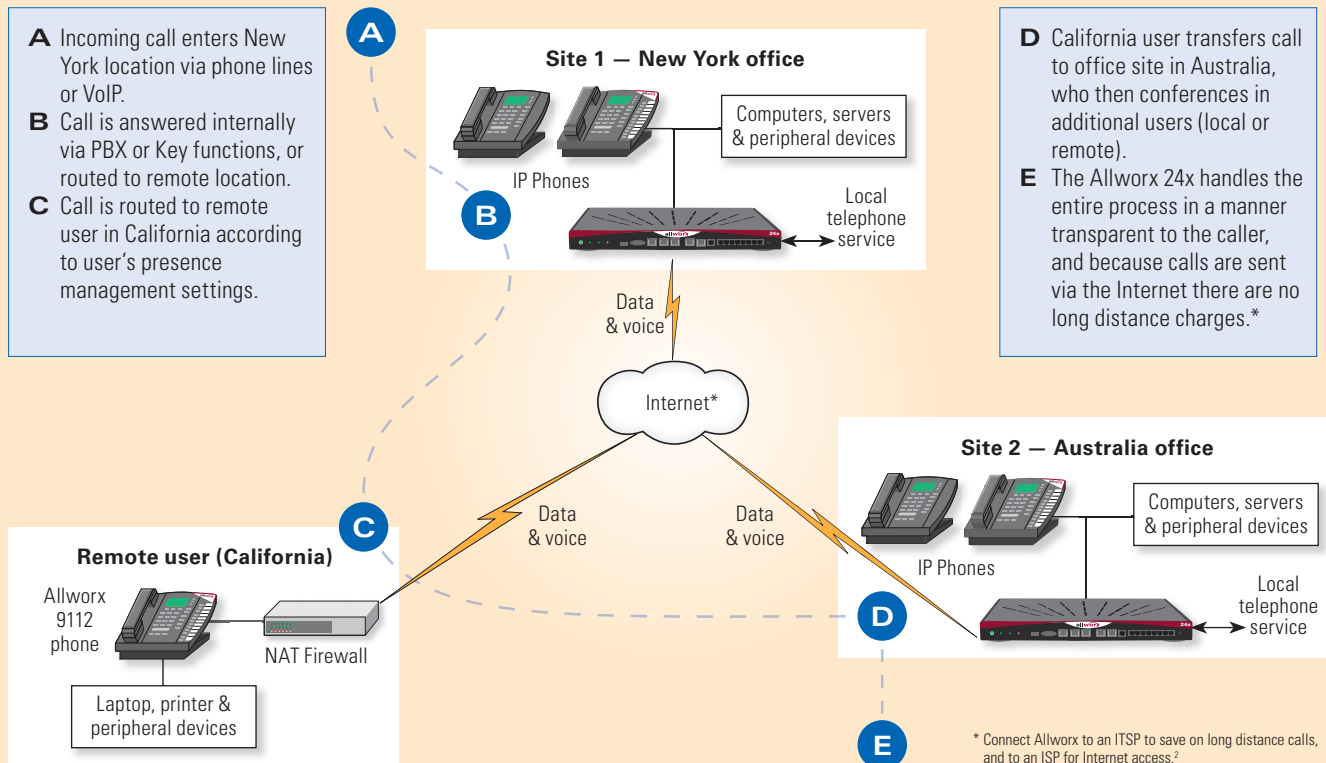
- Call Assistant™
- Call Queuing™
- Group Calendaring
- Internet Call Access™
- VPN

Designed for companies with up to 100 users who want a feature-rich, easy to use and cost effective communication system that can directly integrate with their T1/PRI line.

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.



## How it works



# Phone system

The 24x includes a Key/PBX system that offers flexibility, expandability and an unbelievable feature set.

## Technical specifications

### Phone interface

- 100 user extensions (e.g. individuals) with voicemail and 100 system extensions (e.g. conference rooms) without voicemail. Base system comes configured for up to 24 users and 24 system extensions. Optional software upgrades available for 25–49 users/extensions and 50–100 users/extensions.
- Primary Rate ISDN (PRI) line supported on T1 interface for 23 digital “B” channels via T1-A interface.
- ISDN switch types for PRI, 4ESS, 5ESS, DMS-100, NI-2.
- Three standard RJ-11 dedicated loop start FXO ports supporting CO (Central Office) lines.
- Five standard, dedicated RJ-11 FXS ports for analog phones or fax.
- VoIP capable (Voice Over Internet Protocol).
- Supports SIP 2.0 (Session Initiation Protocol) for VoIP.
- Allworx supports both analog and VoIP phones—any combination up to 100 users. System supports up to five analog handsets on unit. Expansion unit required for additional analog handsets.<sup>3</sup> All VoIP phones are connected on the network LAN.
- Fax machine support—does not require a new CO line; system automatically utilizes the trunk 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 all analog ports.
- TAPI compliant — automatic dial/caller ID pop-ups.<sup>5</sup>

### Internet Telephony Service Providers (ITSP)<sup>2</sup>

- Connect the Allworx 24x to an ITSP and drastically reduce 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 24x is compatible with various ITSPs.<sup>2</sup>

### Conference calling

- Four (4) built-in eight seat conference bridges.
- Each Allworx phone on the network can support its own three-way conference call.

### Multi-site calling<sup>1</sup>

- Each Allworx 24x 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.
- VPN software not required.

### 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 Allworx Intranet site for other users to see.
- User can “toggle” between presence settings via Allworx phone display, voicemail, Allworx Intranet site 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 the Allworx System Administrator or user via the Group Calendaring software.

### 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.
- Compatible with any POP3 email client.

### Voicemail

- 1000 hours of voicemail — virtually unlimited voice mail capacity.
- Listen to and manage voicemail in your email InBox or over the phone.
- Reply to voicemail with email; include voicemail in outgoing email message as an attachment.
- Voicemails are automatically purged from phone when managed from email InBox.
- 16-port voicemail system; 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 Allworx phones and client software.
- Voicemails can be sent to any POP3 email client.

### Remote users

- Remote IP phone users connect to Allworx 24x via Internet.<sup>8</sup>
- Remote plug-n-play with Allworx VoIP phones.
- After initial setup, remote Allworx phones connect easily to Allworx 24x 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 type of phone used.<sup>6</sup>

### Auto attendant

- Nine unique auto attendants.
- Time-dependent Auto Attendant routing options for open and after business hours.
- Compatible with Music On Hold and Overhead Paging systems.<sup>3</sup>
- Auto attendant can be fully customized.

### Follow-me calling

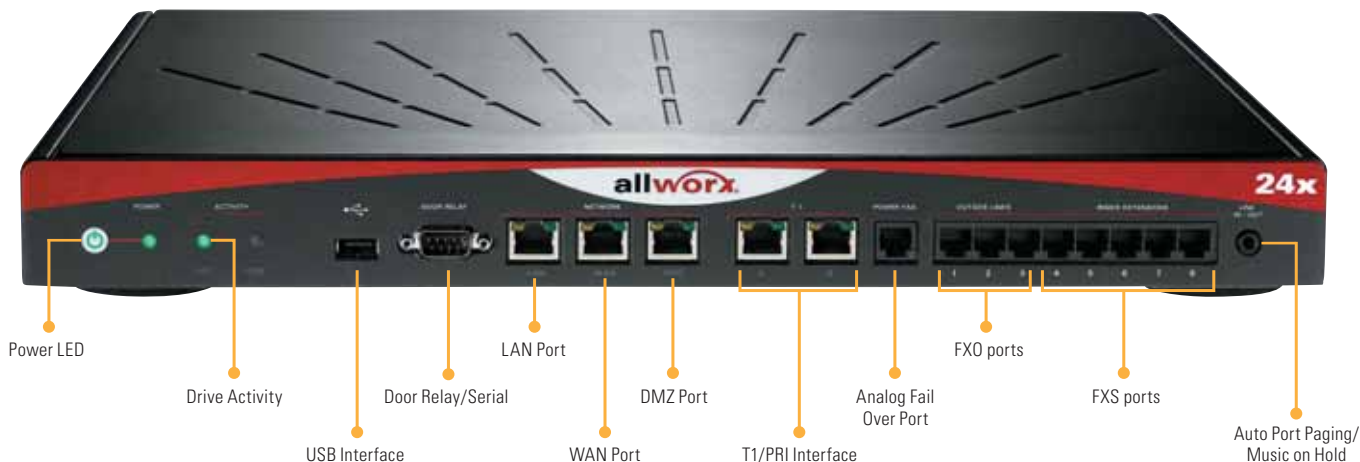
- Routing can follow multiple phones and ultimately connect to an outside line (including cell phones).
- Establish seven unique phone presences, each with its own routing rules and filters.
- Change presence routes via phone display, voicemail, Allworx Intranet site, or Group Calendaring software.
- Filter rules drive routing paths based on incoming Caller ID.

*Phone system features continued on back cover*



# 2 Network server

Ultimate SPI firewall security, full PC router, robust WAN access with POP3 and SMTP email, and web hosting with support for HTTP and FTP make the Allworx 24x a powerhouse business server.



## Technical specifications

### Hardware interfaces

- Dedicated interface for RFC-1662 PPP Internet connectivity on T1-B.
- One RJ-45 10/100 Base-T WAN port for Internet connection from DSL, cable modem or T1.<sup>8</sup>
- One RJ-45 10/100 Base-T LAN Ethernet port.<sup>5</sup>
- Three RJ-11 dedicated loop start FXO ports.
- Five RJ-11 dedicated internal FXS ports.
- One RJ-11 Power Fail analog phone connector.
- One 3.5mm mini jack for Overhead Paging<sup>3</sup> and Music On Hold.<sup>3</sup>
- Door Release Relay.
- Overhead Paging Amp Control.

### Networking

- Public WAN interface and fully secured LAN subnet.
- Email server — POP3 and SMTP 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 Port.
- Fully integrated DNS (Domain Name Server).
- TCP/IP routing support between LAN/WAN.
- PPPoE (Point-to-Point Protocol over Ethernet) capability on WAN Port.
- Supports classful and classless routing.

### 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 Port.
- DMZ (Demilitarized Zone) mode to protect WAN interface — stealth and normal modes.<sup>5</sup>
- SIP Proxy registration services provided through Allworx.
- Fully functional SPI firewall/router between LAN and WAN.
- Standard data router capability.
- System administration software allows you to set routing tables.

### Remote office and multi-site calling

- No additional software or hardware is required for Allworx phones to work as remote phones.
- Connect up to 100 Allworx systems for multi-site calling.<sup>1</sup>
- Remote office analog phone capability (compatible with AudioCodes and Cisco ATAs).<sup>3</sup>

### Size and weight

- 17 × 1.75 × 12 inches (43.2 × 4.4 × 30.5 cm).
- Weight: 9.5 lbs.
- Fits 19-inch rack; table, rack or wall mountable.

### Electrical and regulatory information

- Line voltage: 120V AC.
- Frequency: 60Hz.
- Typical use: 12W.
- Environmental conditions: 0° – 40° C, 15% – 90% RH, non-condensing.

### Options

- Allworx Call Assistant™.<sup>1</sup>
- Allworx Call Queuing™.<sup>1</sup>
- Allworx Group Calendaring.<sup>1</sup>
- Allworx Internet Call Access.<sup>1</sup>
- Analog and VoIP phones.<sup>1,3</sup>
- Analog Station Gateways.<sup>3</sup>
- CO Line Expansion Units.<sup>3</sup>
- Music On Hold.<sup>3</sup>
- Network Switches.<sup>3</sup>
- Power Over Ethernet.<sup>3</sup>
- Uninterruptible Power Source (UPS).<sup>3</sup>
- Virtual Private Network (VPN).<sup>1</sup>

# 3 Advanced features

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

## Technical specifications



### Group Calendar<sup>1</sup>

#### Calendar<sup>ing</sup>

- 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, 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.

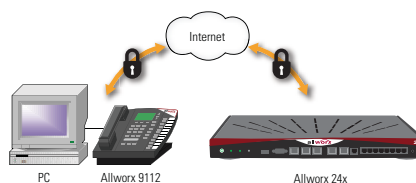
#### Email<sup>9</sup>

- 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).



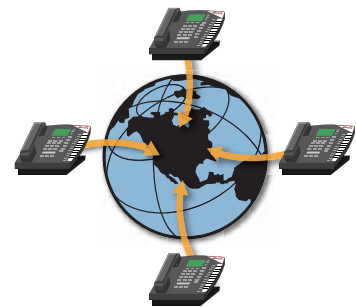
### Call Assistant<sup>1,4</sup>

- 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.<sup>5</sup>



### Virtual Private Network (VPN)<sup>1</sup>

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



### Internet Call Access<sup>1</sup>

- 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.<sup>2</sup>



### Call Queuing<sup>1,4</sup>

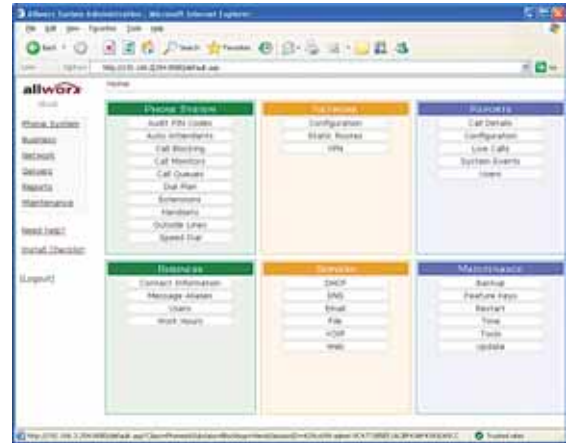
- Ten queues supported with up to 32 calls across all queues.
- 16 calls available for each queue.
- Customizable queue messages.
- View continuously updated queue status on your PC (number in queue, longest wait time, average wait time).
- Call Details Report available — export to Microsoft Excel for 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 24x — a powerful and flexible convergence technology device — has an intuitive and easy-to-use user interface. Every Allworx 24x 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.
- Central management of company/employee settings.
- Spam blocker setup by Admin to select from free or pay-per-use spam block list services.<sup>3</sup>
- Software key enabling of features and options.
- Online help functions built in.
- View and manage email queue.
- Flexible call routing:
  - Select routes to other sites, or route calls directly to the lowest 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

### Industry compatibility

- Fully supports selected VoIP phones, including Cisco (7960, 7940, 7912 and 7905), Grand Stream (SIP-based) and others.<sup>3,7</sup>
- Compatible with WiFi VoIP phones including Hitachi (5000), UTStarComm (F1000) and others.<sup>3,7</sup>
- Compatible with softphones, including Instant Expressa, EyeP Media and xTen.<sup>3</sup>
- Supports G711 and G729 endpoint connections.
- Compatible with ITSPs (Internet Telephony Service Providers).<sup>2</sup>
- Supports SIP 2.0 (Session Initiation Protocol).
- Compatible with any POP3 email client.

### 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

- Four (4) built-in eight seat conference bridges.
- Each Allworx phone on the network can support its own three-way conference call.
- Programmable dialing plans route your calls to the lowest cost long distance provider.
- Broadcast message capability — internal or external distribution lists.
- Call Viewer — Client software to view the handsets, CO lines, parked calls and call queues.
- 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 Queueing<sup>1,4</sup>
  - 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
  - Operator manager
  - Overhead paging<sup>3</sup>
  - Parking orbits
  - Prepending digits
  - Private lines
  - Redial
  - Speed dialing
  - TAPI support — automatic dialing and caller ID pop-ups.<sup>5</sup>

### Footnotes

1. Sold as an Allworx 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 are purchased separately.

4. Requires Allworx VoIP phones.
5. Available Q2 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.