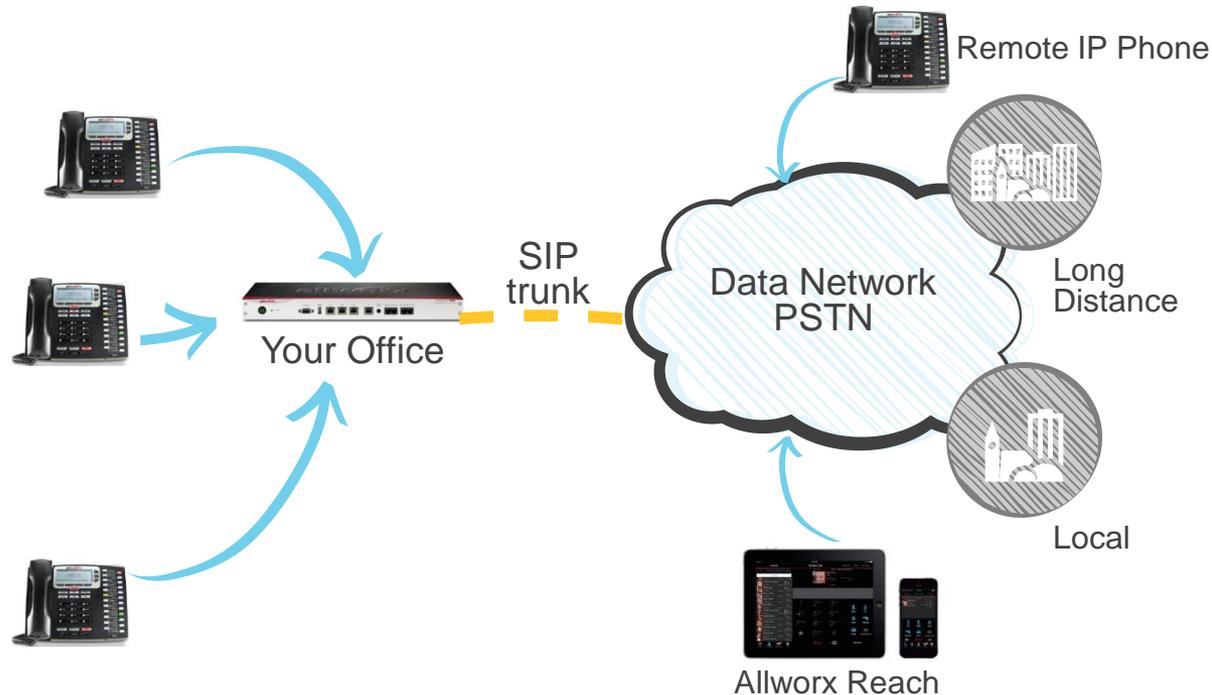allworx®

ElectSys Tech LLC is a certified installer of
Allworx Phone Systems

All-In-One VoIP Communication Platform

Allworx was built to run on SIP from day one

Remote IP Phone

SIP trunk

Your Office

Data Network
PSTN

Long Distance

Local

Allworx Reach

WHY SIP?

✓ The most popular call control protocol used for VoIP communications today

✓ Much cheaper than POTS, PRI, or T1

✓ SIP trunks are widely available from carriers

ALLWORX

✓ Our own native SIP stack ensures high compatibility with other SIP implementations (e.g., SIP trunks or SIP gateways)

✓ Supports SIP 2.0 and generic SIP handsets

✓ Can migrate from analog to SIP over time

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All-In-One: All the essential VoIP features come with the system, making Allworx affordable and easy to deploy

Business Phone Systems

Connect 731

- Up to 180 users[1]
- 60 concurrent external calls
- 2 FXO ports
- 1 T1 interface[2]
- 3 network ports

Connect 536 & 530

- Up to 50 users[1]
- 30 concurrent external calls
- With or without 6 FXO ports
- 3 network ports

Connect 324 & 320

- Up to 20 users[1]
- 12 concurrent external calls
- With or without 4 FXO ports
- 2 network ports

IP Phones

Verge 9312 **Verge 9318Ex Expanders** **Verge 9308** **9224** **9212L** **9204 9204G** **9202E**

Standard Features Included

VoIP with integrated SIP 2.0 • Plug-and-play remote IP phone support • Voicemail • Voicemail-to-email

7 presence settings • Customized call routes with unlimited options • Auto Attendants • Secure web administration

My Allworx Manager for end-users • Hot desking • Door relay • 10 paging zones • And many more…

1. A user expansion license key(s) is required above the base users.
2. Requires an additional advanced software license key.

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Customize with advanced software options

- System Software 7.6 & 7.7
- Dual Language Support
- Interact Professional 1.1
- Reach 1.1 for iOS & Android
- Reach 1.2 for iOS
- View and View ACD 1.0

- System Software 8.0
- Interact Professional 2.0, 2.1, & 2.2
- Interact Sync
- Reach 2.0 for iOS & Android
- Reach Link
- View and View ACD 1.1
- OfficeSafe 8.0
- Allworx Migrate

- System Software 8.1
- Interact Professional 2.3
- View and View ACD 1.2 & 1.3

- System Software 8.2
- Reach 3.0 for iOS & Android
- Interact Professional 3.0

Advanced Software Options

Reach and Reach Link: Extend the Allworx phone system to iOS and Android devices

Interact Professional and Interact Sync: Provide smart PC-based call control with Skype for Business and Outlook integration

ACD: Distribute calls in linear, round-robin, longest idle, or ring all modes

View and View ACD: Deliver real-time dashboards and historical call activity reports via web/mobile browsers

Advanced Multi-Site: Connect up to 100 Allworx systems under a unified system

Conference Center: Schedule, modify, and monitor conference calls

Dual Language Support: Provide 2 language voice prompts and phone texts in English, and Castilian Spanish or Canadian French

OfficeSafe (FREE): Automatically back up Allworx server data and application files

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Connect system specifications

	731	536	530	324	320
Maximum / Base Users[1]	180 / 30	50 / 30	50 / 30	20 / 12	20 / 12
Maximum / Base System Extensions[2]	180 / 30	50 / 30	50 / 30	20 / 12	20 / 12
Concurrent External Calls	60	30	30	12	12
Maximum Handsets	360	100	100	40	40
FXO Ports	2	6	0	4	0
FXS Ports	2	2	2	2	2
T1 Port[3]	1	0	0	0	0
Network Ports	3	3	3	2	2
Conference Bridges[3]	4	1	1	1	1
Users per Bridge[3]	30	8	8	8	8
Concurrent Users on All Bridges[3]	30	8	8	8	8
Calls in All Queues[3]	60	30	30	12	12
Calls per Queue[3]	60	30	30	12	12
Number of Queues[3]	10	10	10	10	10
Voicemail Ports	15	8	8	4	4
Auto Attendants	32	16	16	9	9
Auto Attendant Ports	16	8	8	4	4
Presence Settings	7	7	7	7	7

1. A user expansion license key(s) is required above the base users. 2. A System Extension does not have an individual voicemail box (e.g., break room). The maximum number of system extensions is equal to the maximum number of user licenses available for a server. 3. Requires an additional advanced software license key.

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A closer look at the hardware (front)

- **Metal enclosures:** Rack mounting brackets included (also used for wall mounting).

- **Three network ports for Connect 731, 536, and 530:** Provides increased connection flexibility.
  - › ETH0 is the default LAN connection and ETH1 is the default public (WAN) connection.

- **No FXO ports on 530 and 320:** They are offered at lower prices for SIP-only installations.

- **Common FXS ports, Line I/O, and Relay connections on all models:**
  - › Relay connections are separate from Line I/O port on all models (no splitter required).

- **Enhanced Diagnostic Port:** The serial connection has changed!
  - › Straight-through male to female serial cable to a PC.
  - › Baud rate increased from 9600 to 115200 bytes per second.

- **Calculated MTTF over 100,000 hours for all models.**

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A closer look at the hardware (back)

- AC power input for Connect 731.

- External AC/DC power supply for all other models (Connect 536 pictured).

- Rear Terminal Block for relays and line out is removable for easier installation and service.

Allworx Verge 93xx IP phone series

Verge 9312

Verge 9312 with three Verge 9318Ex Expanders

Verge 9308

- 12 self-labeling programmable function buttons
- 4.3" color display
- Bluetooth® support
- Expander support

- 18 self-labeling programmable function buttons
- 4.3" color display

- 8 self-labeling programmable function buttons
- 3.5" color display

Common Verge IP Phone Features

- Self-labeling programmable function buttons
- Contextual soft keys
- Color display
- Full duplex speakerphone
- HD audio
- Built-in four-way conferencing
- Visual ring indicator

- Gigabit Ethernet
- Integrated network switch with port mirroring
- Power over Ethernet (PoE)

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Allworx Verge 9312: Front

12 programmable buttons

Visual ring indicator

contacts

four-way scroll and select button

full duplex speaker phone

Press to see more soft keys!!

change presence

mute

voicemail

soft keys

intercom

headset audio

transfer

hold

speaker function button

volume control

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Allworx Verge 9312: Phone screen

phone and user state (e.g. Bluetooth, presence setting, "Remote Control" mode)

call status (e.g., active call, # of missed calls, # of voicemail messages)

the small red triangle denotes a Allworx user or system contact (versus a personal contact)

Allworx user status (active call, DND)

Allworx user presence (e.g., Busy, At A Meeting, On Business Trip)

call appearances

How do personal contacts get into Allworx?

Contact Source Accounts

Allworx Personal Contacts

ALLWORX VERGE

Contact File Import/Export (CSV, vCard)

ALLWORX REACH

ALLWORX INTERACT PROFESSIONAL

Outlook Contacts

Corporate Directory + Public Contacts

CONNECT 731

STORED IN THE ALLWORX CONNECT SERVER
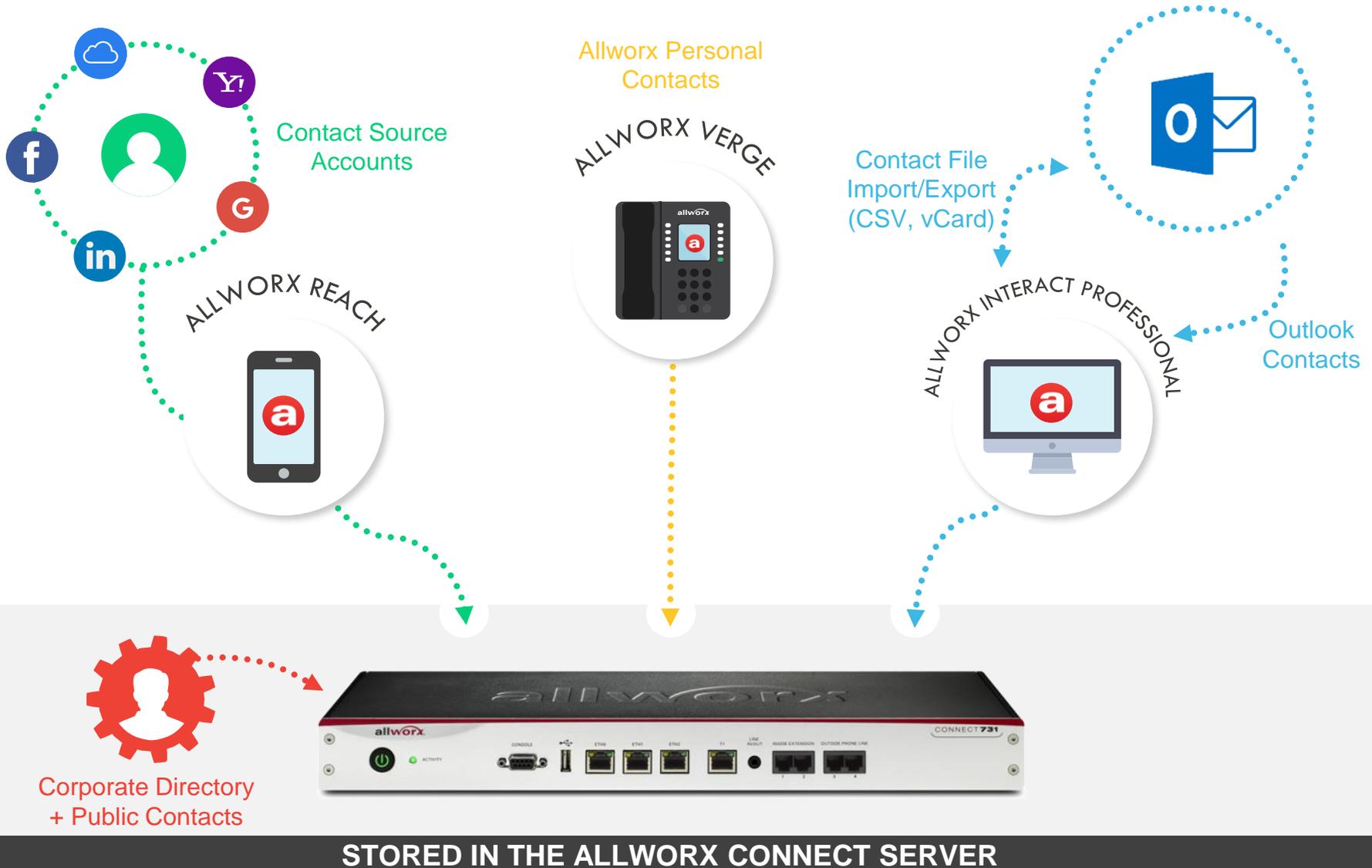
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Sharing personal contacts via Allworx Reach
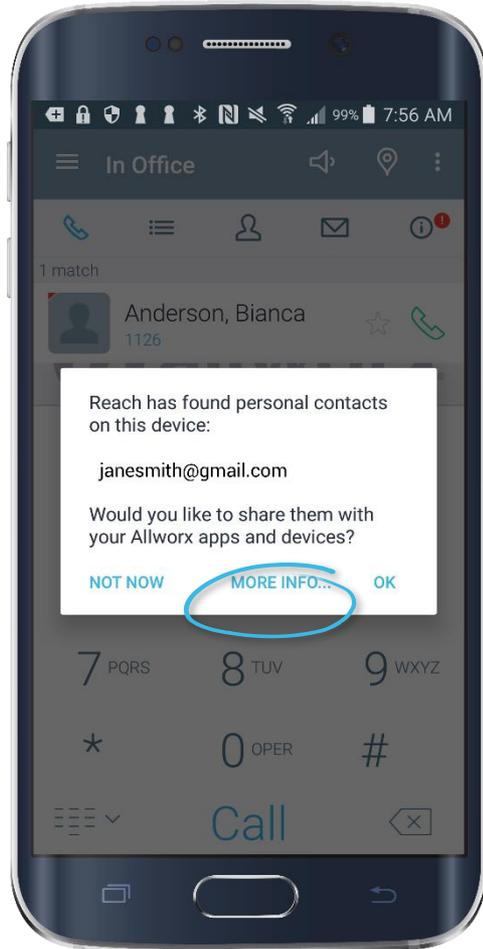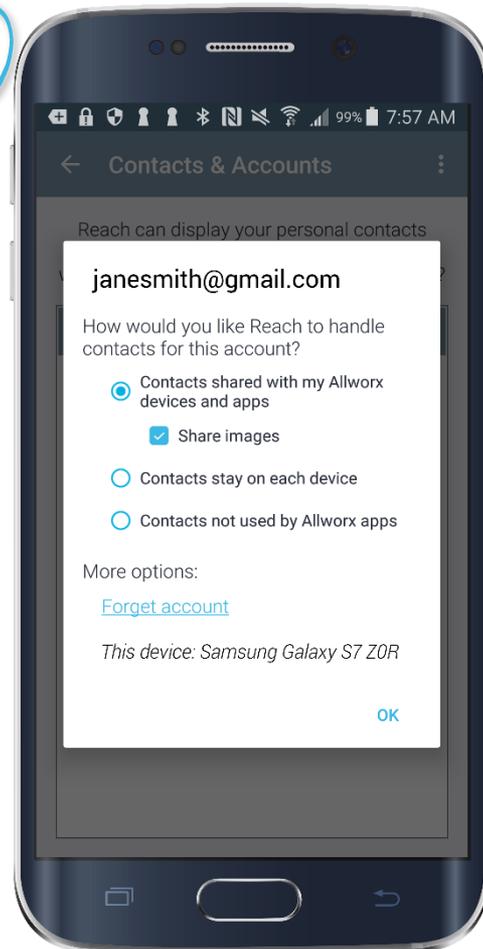
Bluetooth® integration (available on Verge 9312 only)

Bluetooth Hands-Free

Pair up to five Bluetooth-enabled mobile devices.

—

Receive cellular calls using Verge, and easily move audio between Verge and mobile devices.

—

Host multi-user conference calls on Verge with your active cellular call and other parties.

Bluetooth Headset Support

Pair up to five Bluetooth headsets.

—

Once paired, it will auto connect.

—

Press the "Headset" button to switch the audio route from Verge to the headset.[1]

—

All incoming calls will notify any connected Bluetooth headset.

1. Depending on the headset model, you can also switch the audio route directly from the headset.

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Secure (HTTPS) Web Administration: Manage Allworx systems and network settings from anywhere
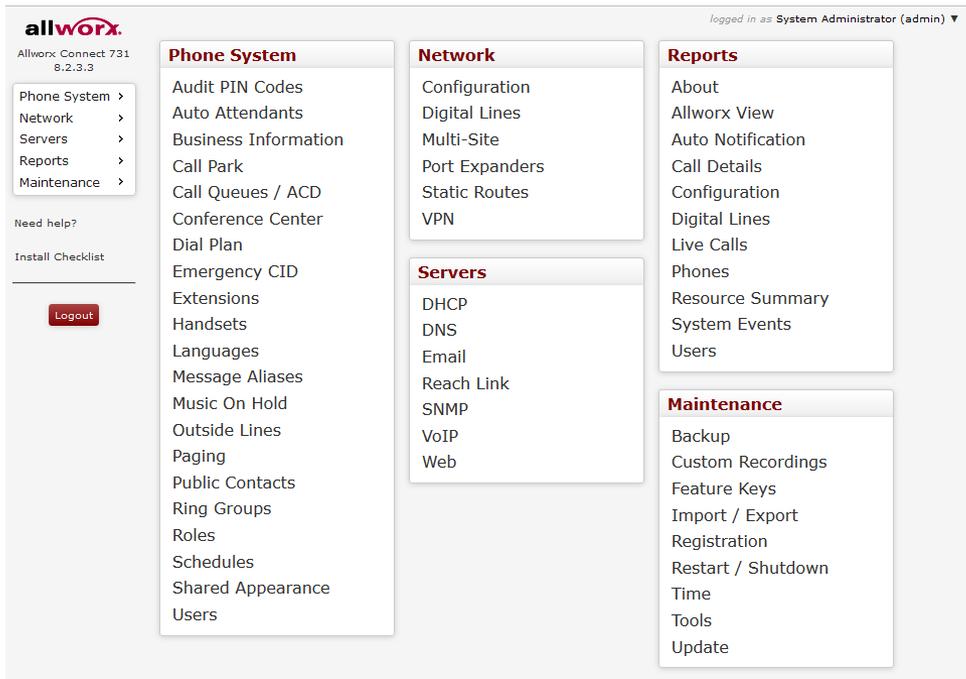
Easy to manage.

Manage Allworx systems from anywhere:

- Register/activate Connect servers.
- Configure network settings and telephony.
- Configure users, handsets, and extensions.
- Download and install software feature keys.
- Run server diagnostics.
- View current server resource usage.
- Assign Call Queue Supervisors.
- Assign Recording Managers.

Provide role-based access to Web Admin:

- System Administrator
- Network Administrator
- Phone Administrator
- Support Technician

ANYONE can use it!

- Make simple adds/moves/changes on your own.

My Allworx Manager: Business users can access their Allworx phone information from anywhere

My Allworx Manager makes it easy for end-users to learn about their phone features.

Access phone system information:

- My Call Details
- My Presence
- Directory
- Call Queues
- Phone Functions

Schedule, modify, and monitor conference calls[1].

See eligible feature software licenses.

Configure Reach Link[1].

Call Queue Supervisors can set up agents and queues, and access basic queue statistics.

Enable business users to customize call routes[2].

1. Requires an additional advanced software license key.
2. Requires a user-level permission by the System Administrator.

Simple plug-and-play Allworx remote IP phones

Corporate Office

Home Office

Cable/DSL

Firewall

Internet
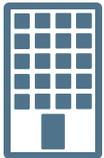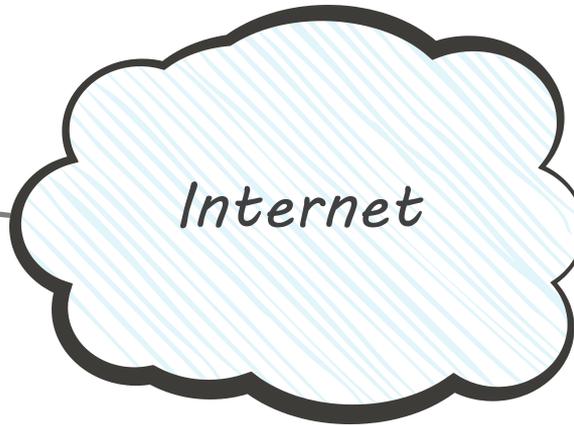
John Smith Ext. 100

John Smith Ext. 100

Great for telecommuters and/or home offices

Replicates all the features of the Allworx phone at the corporate office

Easy set-up

Cost effective: No additional phone license required

No VPN appliance needed

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# Reach brings the Allworx desk phone to your iOS and Android devices.

Reach for iOS and Android

- Enjoy the convenience of the mobility features available with Allworx Verge IP phones:
    - › Real-time contact sharing from external contact source accounts (e.g., Google Contacts, iCloud, Yahoo)
    - › Instant call handoff to and from Verge IP phones
    - › Remote control of Verge IP phones from Reach mobile devices
    - › Bluetooth Hands-Free to make and receive mobile cellular calls from Verge 9312 IP phones
- 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.[1]
- Search across Allworx system users and extensions, and personal mobile contacts.
- See presence and status for all Allworx system users.
- Check voicemail messages.
- Change presence settings.
- One free single license included with every Allworx system. Additional licenses are sold as a single- or multi-license packs.

1. Requires an Allworx Conference Center software license key.

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Reach for iOS: Active Call screens
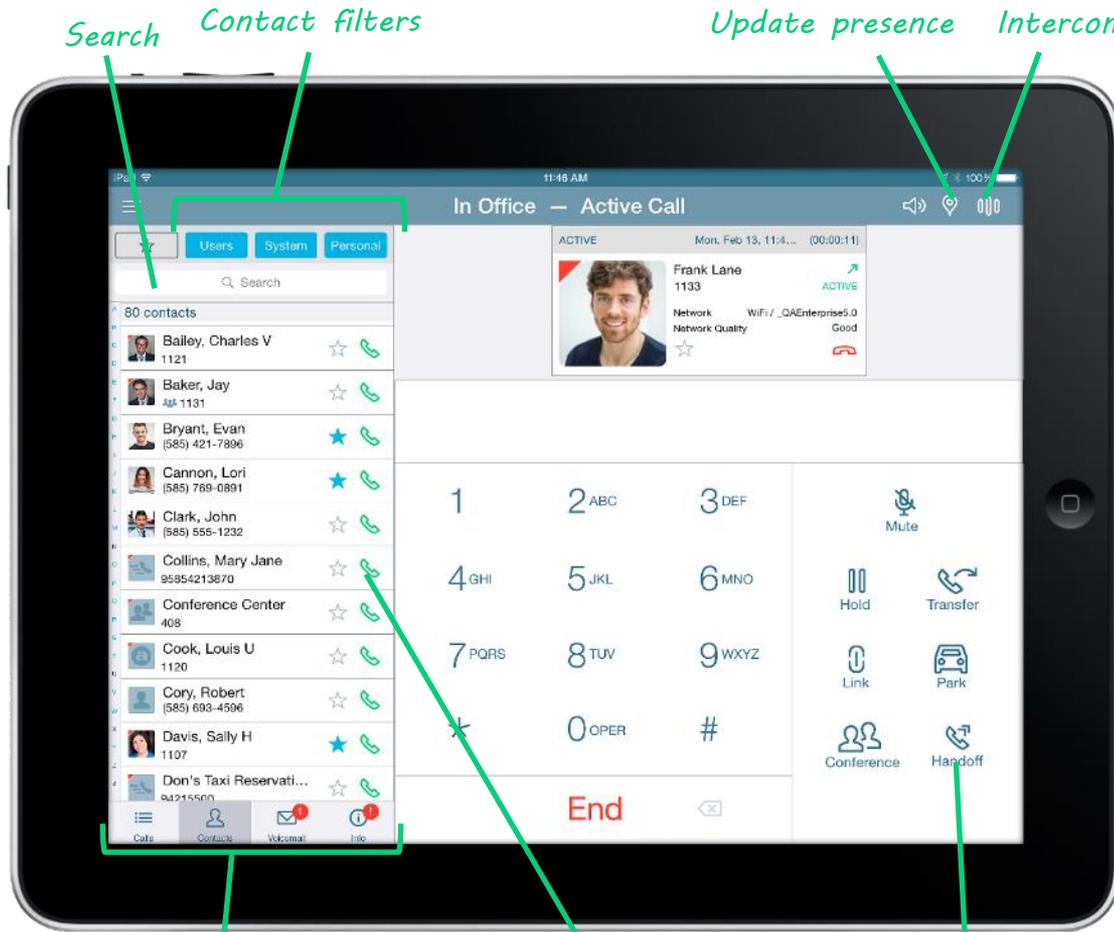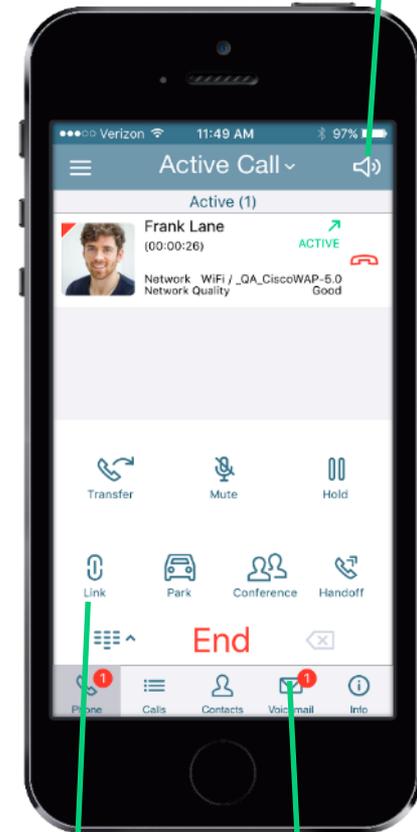
Search

Contact filters

Update presence

Intercom

Change audio route

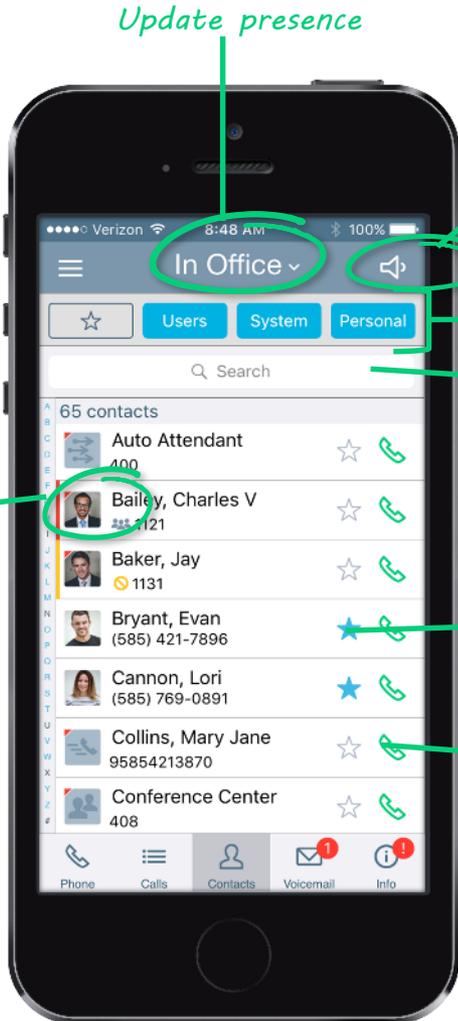Access other tabs: Calls, Contacts, Voicemail, and Info

Press to dial

Instant call handoff

Retrieve and send voicemails

Reach Link real-time options

Reach for iOS: Contacts and Calls Screens
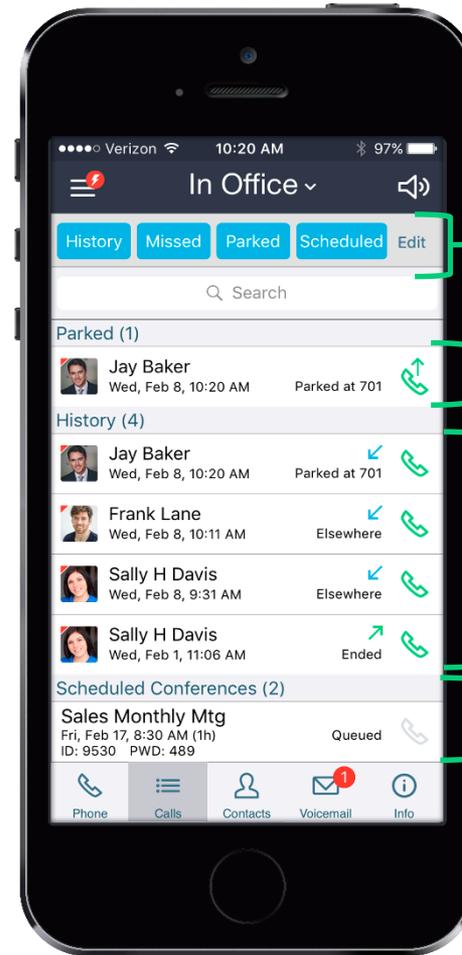

Update presence

Audio route

Contact filters

Search

Allworx user status and presence

Favorite
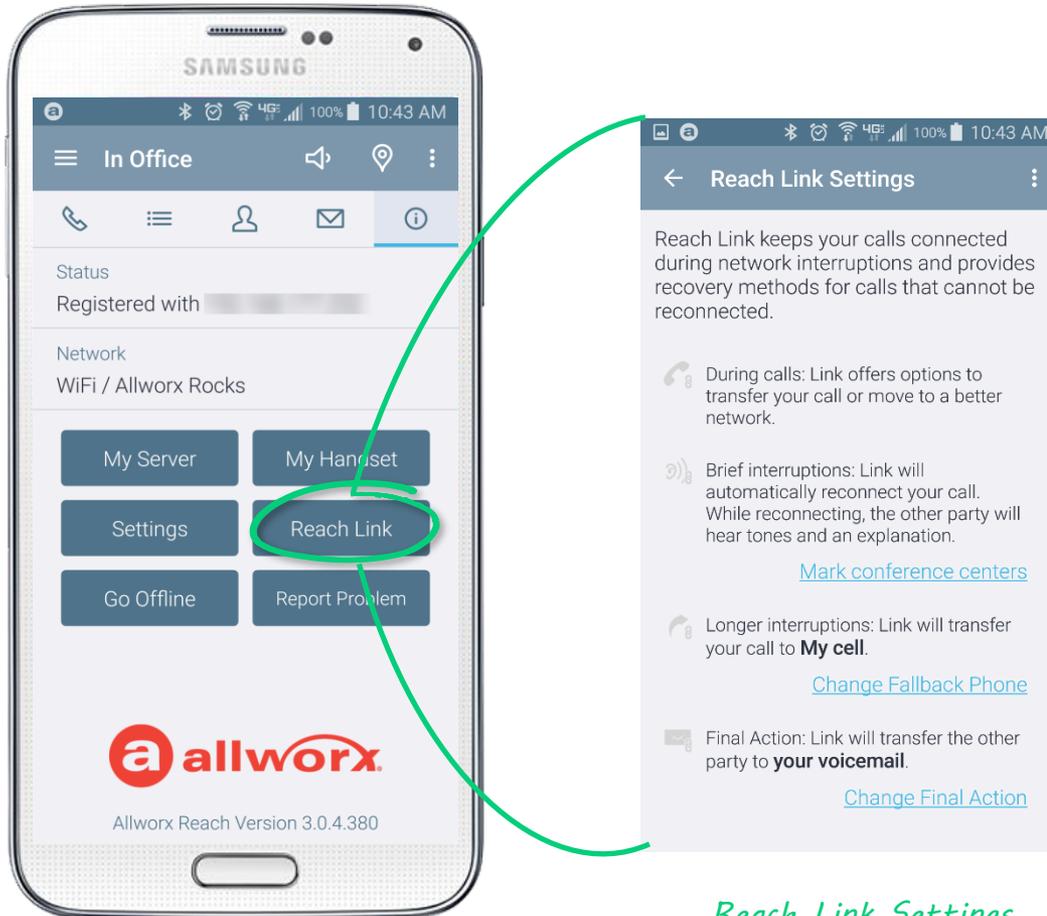
One-click dial

Contacts Tab

Call filters

Parked calls

Call history

Scheduled conference calls[1]

Calls Tab

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

Reach Link: Control how your device operates when mobile data network changes during an active call

Reach Link Settings

Preconfigure Reach Link settings:

- Select a Fallback phone (e.g., cell number) in case a call is not reconnected.

- Configure a Final Action to allow a disconnected caller to leave a voicemail.

- Choose to keep a 4G call on the 4G network when you enter a Wi-Fi zone.

- Disable the audio prompts if Reach Link reconnects while you are on a conference call.

- Manually disable Reach Link on the device when needed.

Interact Professional: A user-configurable layout

Call recording

Presence setting

Current calls

Parked calls

Dial pad

Call history

Queue status[1]

Active system calls

Agent log in/ log out
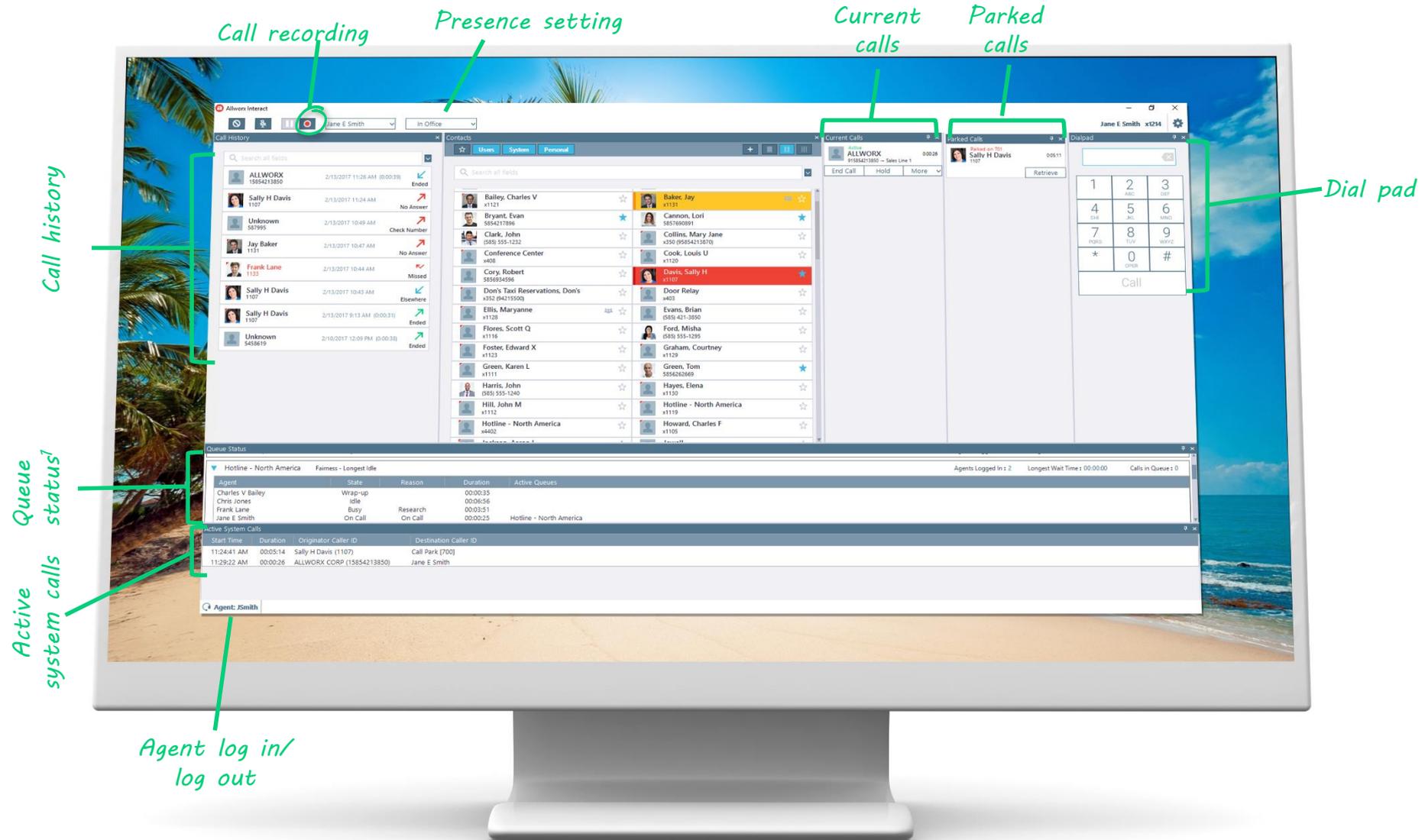
1. Requires an Allworx ACD software license key.

Interact Professional: External Program Link

External Program Link passes through key caller information to open up another third-party web application (e.g., CRM). Caller information look-up includes:

- Phone number
- Name
- Company
- DNIS number
- DNIS name

Setting up a new rule is super easy. No coding skills needed.

Example: Allworx uses the External Program Link to integrate with salesforce.com (CRM)

▼ Action to perform

Type of action   ◉ URL   ○ CMD shell script

https://na13.salesforce.com/search/SearchResults?searchType=1&sbstr=%CALLNUM%&search=+Go%21+

Macros   [%CALLNUM% ⌄]   [Insert selected macro]

Search Results   salesforce

Search [(731) 555-1000]   [Search]   ☐ Limit to items I own

Scope: All objects | Advanced Search

Accounts [1] | Contacts [5]

📁 Accounts [1]

Action	Account Name	Prior/ AKA/ DBA	Account Site	Phone	Account Owner Alias	Channel Manager
Edit	ACME Specialist Inc.			(731) 555-1000	jsmith	Gwen Salmon

📇 Contacts [5]

Action	Name	Account Name	Account Site	Phone	Email
Edit	John Smith	ACME Specialist Inc.		(731) 555-1000	jsmith@acme.com
Edit	Marty Solomon	ACME Specialist Inc.		(731) 555-1000	msolomon@acme.com
Edit	Mitra Mahavira	ACME Specialist Inc.		(731) 555-1000	mmahavira@acme.com
Edit	Ennis Kevin	ACME Specialist Inc.		(731) 555-1000	ekevin@acme.com
Edit	Guo Da	ACME Specialist Inc.		(731) 555-1000	gda@acme.com

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Interact Sync: Outlook integration for one-click dial

Right click on the Outlook contact to open the Allworx Dial option

Allworx® View™ and View ACD

Popular Uses

- Tracking outbound call volume by individual agents or employees.
- Tracking inbound call volume by geographic areas or specific time periods.
- Measuring incoming calls to specific DIDs associated with advertising.
- Identifying unmet staffing needs and areas to reduce telecom costs.
- Projecting call center queue and agent metrics and statuses on a large monitor in their work area.
- Analyzing Allworx system usage trends for further optimization.

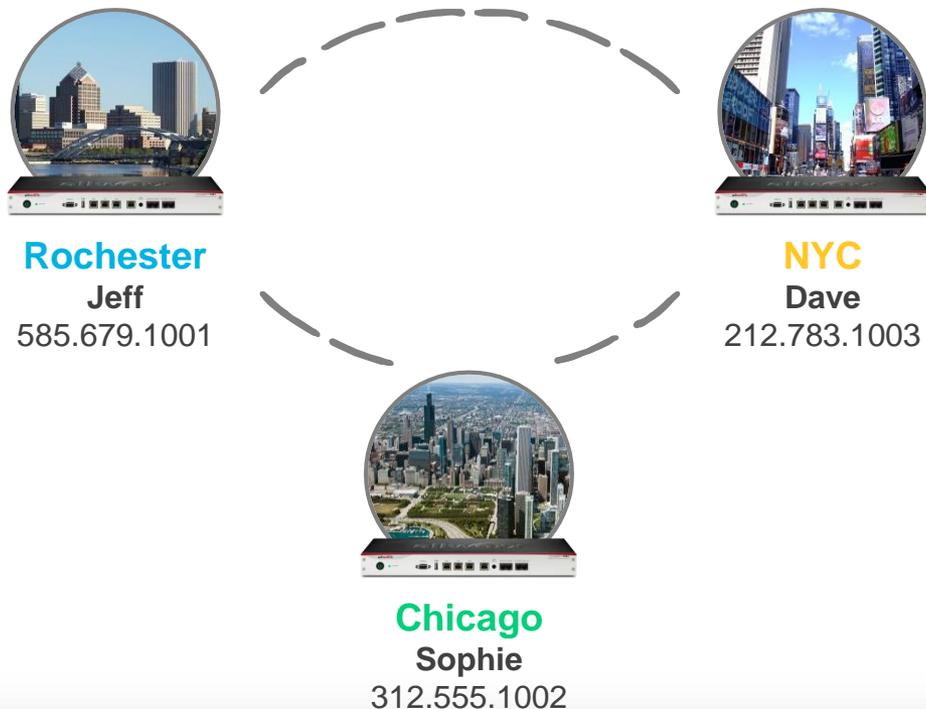allworx.

Allworx View ACD dashboard: A sample layout

See the Agent and Queue call activity trends using a variety of graphical formats, including Line, Column, Area, and Stacked Area charts.

Use the Single Item widget to create an enlarged text or dial graphic that represents a single queue or agent statistic.

Lastly, quickly scan agent and queue statistics by adding a colored bar chart that corresponds to the pre-configured threshold alarm levels.

Unify all locations for ease-of-use and telecom cost savings

Rochester
Jeff
585.679.1001

NYC
Dave
212.783.1003

Chicago
Sophie
312.555.1002

Jeff
ext. 1001

Sophie
ext. 1002

Dave
ext. 1003

Connect up to 100 Allworx sites, 1,000 users, and 2,000 extensions.

- Global directory

- Extension dialing across all sites

- Global voicemail: Forward voicemail to anyone in the system

- Seamless call transfer and call park across all sites

- Shared Auto Attendants

- Shared user presence and status

- Access to remote site trunks for rerouting external calls

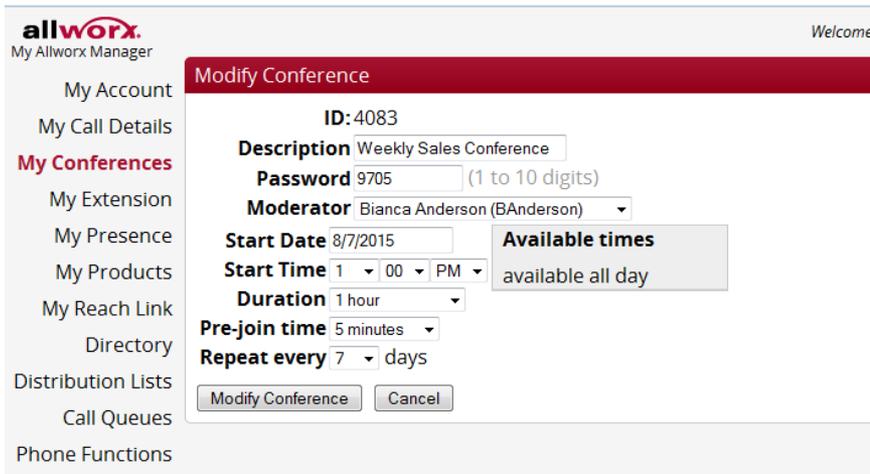- Distributed architecture: If one site loses connectivity, calls can be quickly re-routed to other sites.

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Allworx® Conference Center

Allworx Conference Center: A cost-effective voice conferencing solution with unlimited usage

Accessing Conference Center in My Allworx Manager

Easy. Secure. Cost effective.

- **Centralized management**: Schedule, modify, and monitor conference calls from My Allworx Manager.

- **Secure**: Protected with a unique conference call ID and password.

- **Cost effective**: One-time server license.

- Connect 731 supports:
  - › 4 conference bridges for a maximum of 30 concurrent participants.

- Connect 536, 530, 324, and 320 support:
  - › 1 conference bridge for a maximum of 8 concurrent participants.

Hardware warranty & software upgrade plans

- **Standard coverage:** For Allworx end-user customers, a one-year hardware warranty and a one-year software upgrade are included with any Allworx server, Px 6/2 Expander, and Allworx IP phone. Limited lifetime warranty is included with any Allworx PowerFlex switch. The standard product warranty period begins at the time of the product installation.

- **Extended coverage options for Allworx servers**:

  - 4-year extended hardware warranty & software upgrade[1] – best deal!
  - 1-year anytime hardware & software[2] (anytime purchase)
  - 4-year extended hardware warranty[1]
  - 1-year software upgrade (anytime purchase)

- **Extended coverage for Allworx IP phones:** 4-year extended hardware warranty[1]

- **Extended coverage options for Allworx Px 6/2 Expander:**

  - 4-year extended hardware warranty[1]
  - 1-year extended hardware warranty[2] (anytime purchase)

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1. Must be purchased within 90 days of the hardware installation.
2. A 30-day blackout period from the warranty purchase date is enforced before new warranty claims can be submitted.

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No One Else Is Solving the Mobility Gap All That Well

Mobility Features	AVAYA	ShoreTel	Mitel	CISCO	RingCentral	allworx
IP Phone Models			• MiVoice 6900 series	• 8800 series • DX series	• Select Polycom and Cisco	• Verge 9312 • Verge 9308
Real-Time Mobile Contact Sharing	○	○	◐	◐	○	●
Real-Time Outlook Contact Sharing	○	○	○	○	○	●
Bluetooth Cellular Call Appearance	○	○	●	●	○	Verge 9312 only ●
Cellular Call Audio Move	○	○	●	●	●	Verge 9312 only ●
Corporate Call Handoff	○	○	○	○	●	●
Remote Control	○	○	○	○	○	●