



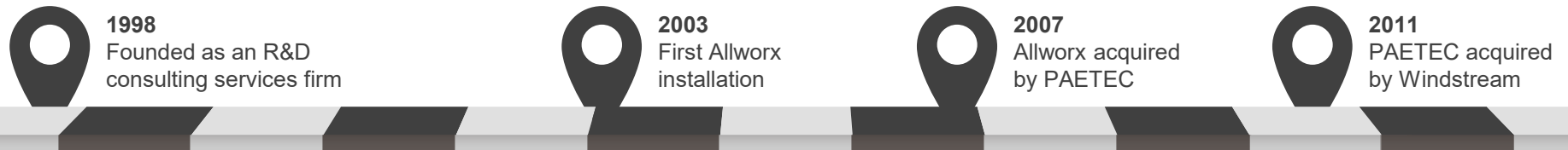
# All-In-One VoIP Communication Platform

[ConnectIT.bz](http://ConnectIT.bz)

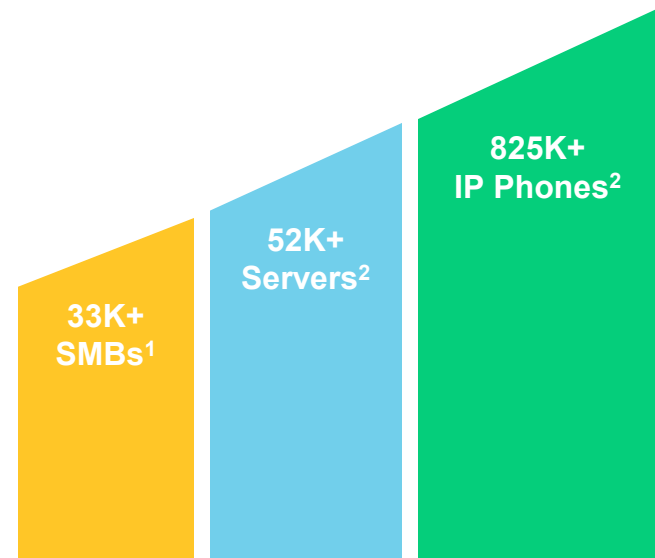
# Agenda

- Brief corporate overview
- Allworx VoIP communication system overview
- Allworx Connect™ family
- Allworx Verge™ IP phones
- Allworx PowerFlex™ switches
- Standard Allworx system features
- Allworx Reach™ and Allworx Reach Link™
- Allworx Interact™ Professional and Allworx Interact Sync™
- Allworx Automatic Call Distribution (ACD)
- Allworx View™ and View ACD
- Allworx Advanced Multi-Site
- Allworx Conference Center
- Backup and security
- Allworx Connect trade-in/trade-up program
- Hardware warranty and software upgrade plans

# Leader in VoIP communication systems for SMBs

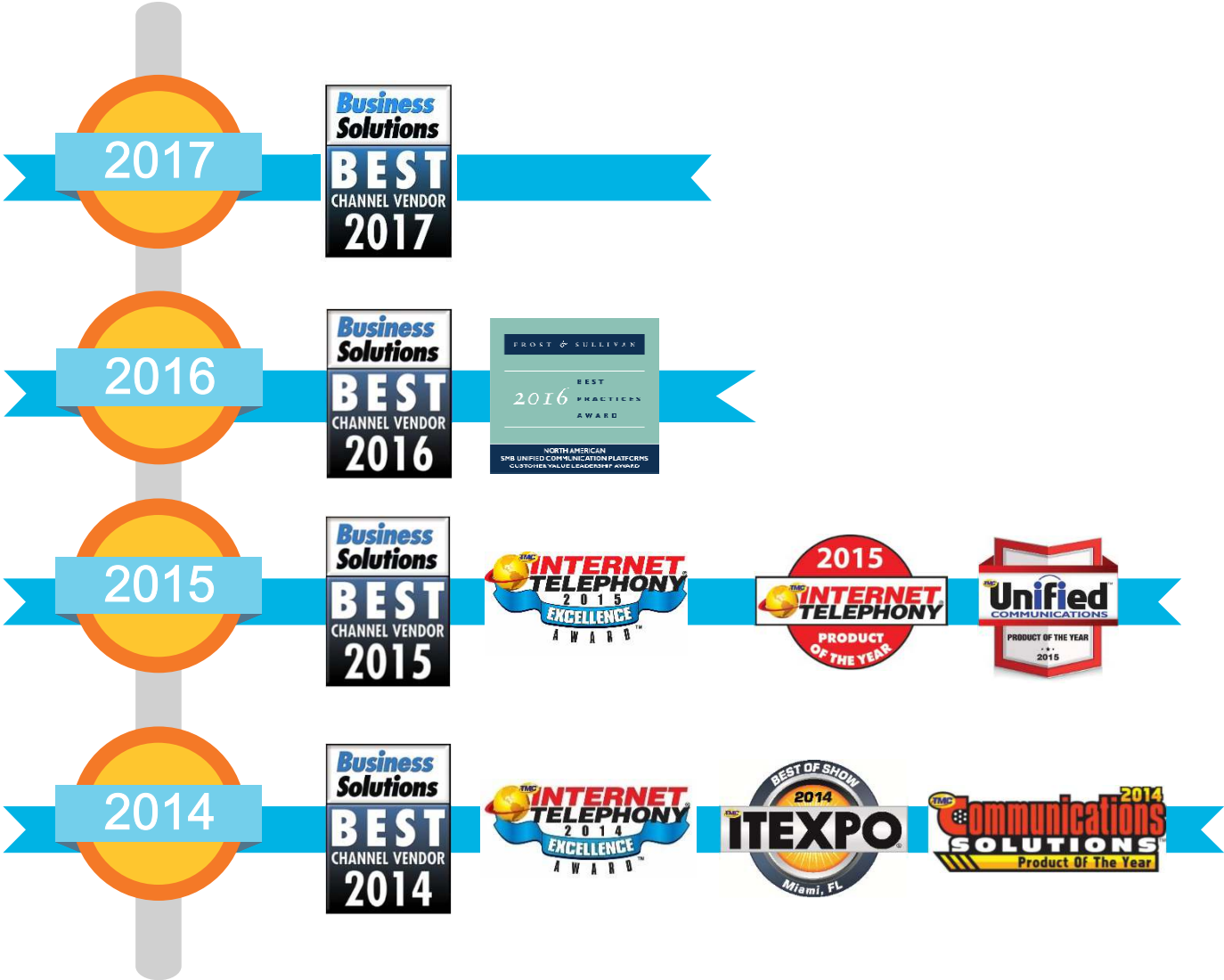


- Designed for small/midsized organizations
  - › Support up to 180 users per location
  - › Connect up to 100 networked locations
- Headquartered in Rochester, NY
  - › 72 employees – 43% in R&D
  - › Core products developed in house
  - › Manufacturing in Canada, China, and Taiwan
- Sold in the U.S., Canada, and Latin America



1. Allworx estimation  
2. As of January 2017

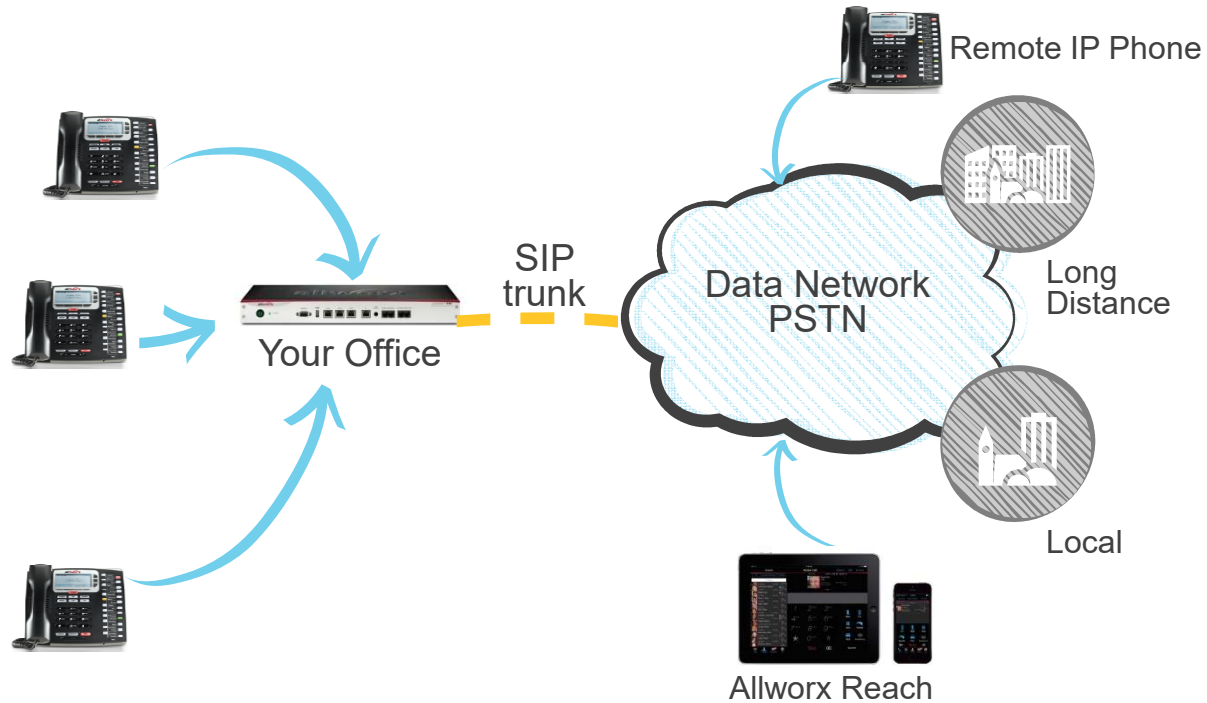
# Allworx continues to win industry accolades





# Allworx<sup>®</sup> VoIP Communication System Overview

# Allworx was built to run on SIP from day one



## 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

# Intentionally focused on small and medium enterprises

## Designed for SMBs in Mind

Simple quoting with value pricing

Simple to install & maintain

Easy replacement for legacy systems

Strong in multi-site deployments

Industry agnostic

## How We Deliver

- All-in-one approach: All the essential VoIP features are included with every system
- Seamless experience across servers, IP phones, and software applications
- Web-based administration site for easy adds/moves/changes
- Web-based *My Allworx Manager* for end-users
- Robust portfolio of advanced software options for creating a tailored VoIP solution
- Up to 100 networked sites



# 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<sup>1</sup>
- 60 concurrent external calls
- 2 FXO ports
- 1 T1 interface<sup>2</sup>
- 3 network ports

### Connect 536 & 530



- Up to 50 users<sup>1</sup>
- 30 concurrent external calls
- With or without 6 FXO ports
- 3 network ports

### Connect 324 & 320



- Up to 20 users<sup>1</sup>
- 12 concurrent external calls
- With or without 4 FXO ports
- 2 network ports

### Px 6/2 Expander



- Add extra CO lines
- 6 FXO and 2 FXS ports
- Up to 3 units can be attached to 731, 536, & 530; up to 1 unit can be attached to 324 & 320

## IP Phones

### Verge 9312



### Verge 9318Ex Expanders



### Verge 9308



### 9224



### 9212L



### 9204 9204G



### 9202E

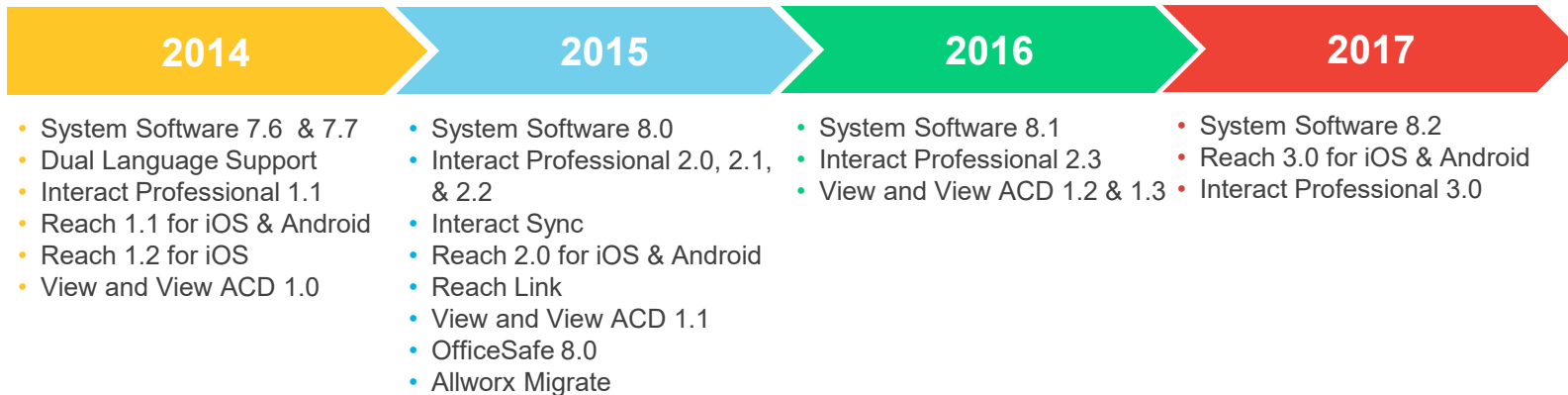


## Standard Features Included

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.

# Customize with advanced software options



## 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

# Allworx® Connect™ Family

Used at  
More Than  
52,000  
Business  
Locations\*

large



**Connect 731**

medium



**Connect 530  
Connect 536**

small



**Connect 320  
Connect 324**

\*As of Jan 2017



# The VoIP communication platform for the future

## Performance

Battle-tested: Third-generation VoIP communication systems

Faster processing power with a high-speed solid state storage subsystem

Compact design: Wall- and rack-mountable

## Connectivity

Seamless mobility with Allworx Reach™ and Reach Link™

Interoperability support for G.711u, G.711a, and G.729A codecs

Native Gigabit Ethernet interfaces with VLANs

SIP video support

## Scalability & Flexibility

Five models designed for up to 20, up to 50, and up to 180 users per site<sup>1</sup>

Ability to scale from 12 to 30 to 60 concurrent external calls per site

Models without analog FXO ports are offered at lower prices for SIP-only installs

1. A user expansion license key(s) is required above the base users.

# Connect system specifications

	731	536	530	324	320
Maximum / Base Users <sup>1</sup>	180 / 30	50 / 30	50 / 30	20 / 12	20 / 12
Maximum / Base System Extensions <sup>2</sup>	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 <sup>3</sup>	1	0	0	0	0
Network Ports	3	3	3	2	2
Conference Bridges <sup>3</sup>	4	1	1	1	1
Users per Bridge <sup>3</sup>	30	8	8	8	8
Concurrent Users on All Bridges <sup>3</sup>	30	8	8	8	8
Calls in All Queues <sup>3</sup>	60	30	30	12	12
Calls per Queue <sup>3</sup>	60	30	30	12	12
Number of Queues <sup>3</sup>	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.

# 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.**

# 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 Phones – A New Class of Mobile-First Business Phones



Real-Time Contact Sharing



Instant Call Handoff



Remote Control



Bluetooth® Hands-Free

# 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)



# Allworx Verge 9312: Front



# Allworx Verge 9312: Phone screen



# Industry's first-and-only features that complement the mobile experience



**Real-time sharing of contacts across mobile devices** (via Reach), **Outlook** (via Interact Professional), and **Verge IP phone**<sup>1,2,3</sup>



**Instant handoff of calls to and from your mobile device and Verge IP phone** (via Reach)<sup>1,3</sup>



**Remote control of Verge IP phone using your mobile device** (via Reach)<sup>1,3</sup>



**Bluetooth® hands-free** (available on the Verge 9312 model only)<sup>1</sup>

1. Requires an Allworx system running System Software 8.2 or higher.
2. Real-time sharing of mobile and Outlook contacts across Allworx devices and applications is supported on Connect servers only.
3. Requires Reach 3.0 or higher and Interact Professional 3.0 or higher.

# How do personal contacts get into Allworx?

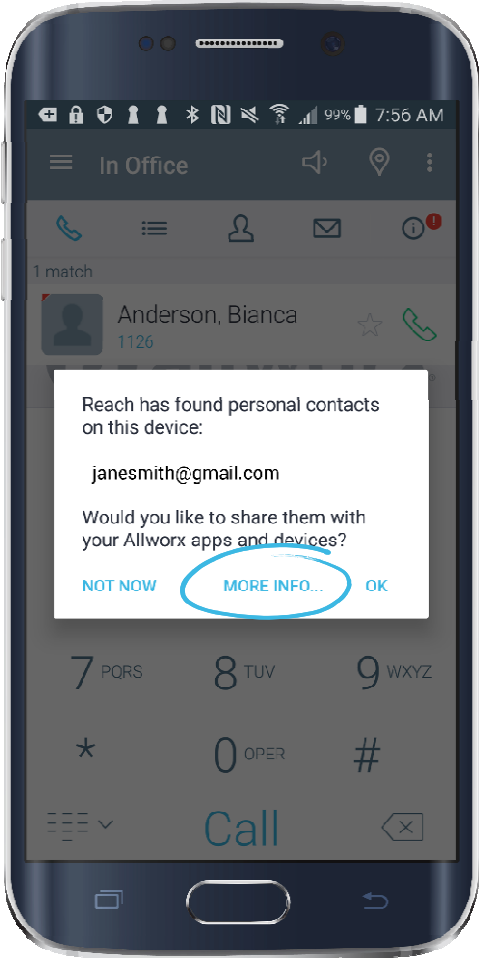


# But what about privacy?

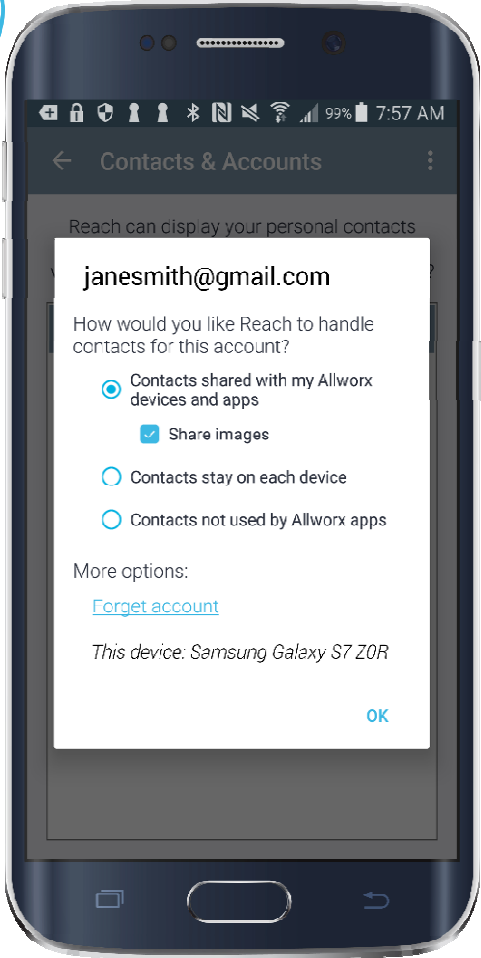
- **Always your choice:**
  - › Choose which contact source accounts (e.g. Google Contacts, iCloud) to share with your Allworx devices and applications.
  - › Disconnect a contact source account from your Allworx devices and applications at any time.
  - › Choose to share the contact source account with the Reach app on your mobile device only—or with all Allworx devices and applications.
- **Complete data protection:**
  - › Only you have access to your personal contacts. No one—not even the Allworx administrator—can access them.
  - › To prevent physical data hacking, you can restrict access to your Verge contacts by requiring a unique PIN to unlock it.

# Sharing personal contacts via Allworx Reach

1



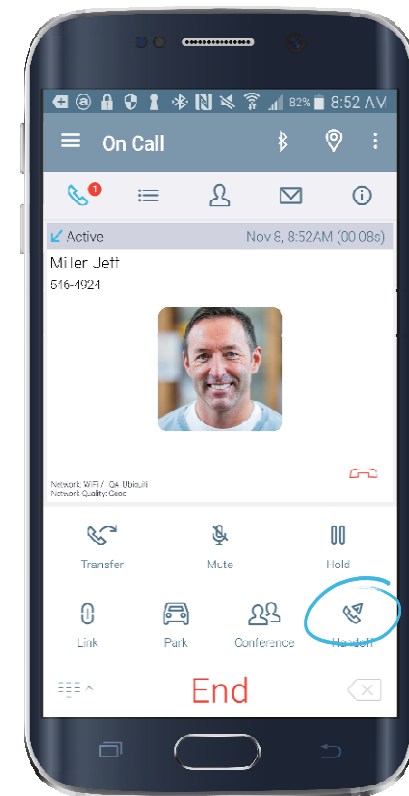
2





# Instantaneous call handoffs mean ultimate mobility

- Instantly move your active calls back and forth from your Allworx Reach mobile application to your Allworx Verge IP phone.



# Remotely control your Verge IP phone using the Reach mobile app

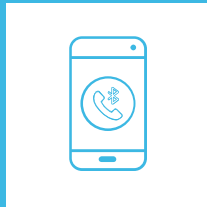
- Smart use of the beautiful, larger real estate and touchscreen of iPads and other tablet devices
- More flexibility and options for users





# 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.<sup>1</sup>

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.

# Programmable Function Buttons

	Verge 9312	Verge 9308
<b>User-Controlled Programmable Function Buttons<sup>1</sup></b>		
Contact – for Personal or Allworx User Contacts	√	√
Park	√	√
Redial	√	√
Release	√	√
Hot Desking	√	√
Flash (available on 6x12, 6x, and 48x only)	√	√
Bluetooth Hands-Free	√	
<b>Additional Programmable Buttons</b>		
Call Appearance	√	√
Line Appearance for Specific Outside Line(s)	√	√
Shared Call Appearance	√	√
Busy Lamp Field (BLF)	√	√
Emergency Alert for Monitoring 911 Calls	√	√
Message Monitoring for Specified Voicemail Box	√	√
Park Monitor	√	√
Network Profile	√	√
Schedule Change for Day/Night Mode for the Allworx System	√	√
Push-to-Talk for Enabling One-Way Communications	√	√
Headset On/Off	√	√
ACD Appearance for Agent Log In/Out of the Queues <sup>2</sup>	√	√
Queue Alarm for Monitoring Activity Levels <sup>2</sup>	√	√
Call Supervision for Agent Monitoring	√	√
Queue Appearance for Shared Call Queuing <sup>3</sup>	√	√
Ring Group	√	√

1. To enable user-controlled programmable function buttons, Allworx administrator must provide permission for specific buttons on the users' Verge IP phones.

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

3. Requires an Allworx Call Queuing software license key.

# Allworx® PowerFlex™ Switches



# Allworx PowerFlex: A perfect complement

**PowerFlex P4848**



**PowerFlex P2426**



**PowerFlex P810**



- 44-port 10/100/1000 Base-T L2+ managed switch
- 4 TP/(100/1G) SFP combo ports
- PoE/PoE+
- LLDP
- Spanning Tree
- IPv6/IPv4 Dual Stack
- 802.3at High Power PoE

- 20-port 10/100/1000 Base-T L2+ managed switch
- 6 TP/(100/1G) SFP combo ports
- PoE/PoE+
- LLDP
- Spanning Tree
- IPv6/IPv4 Dual Stack
- 802.3at High Power PoE

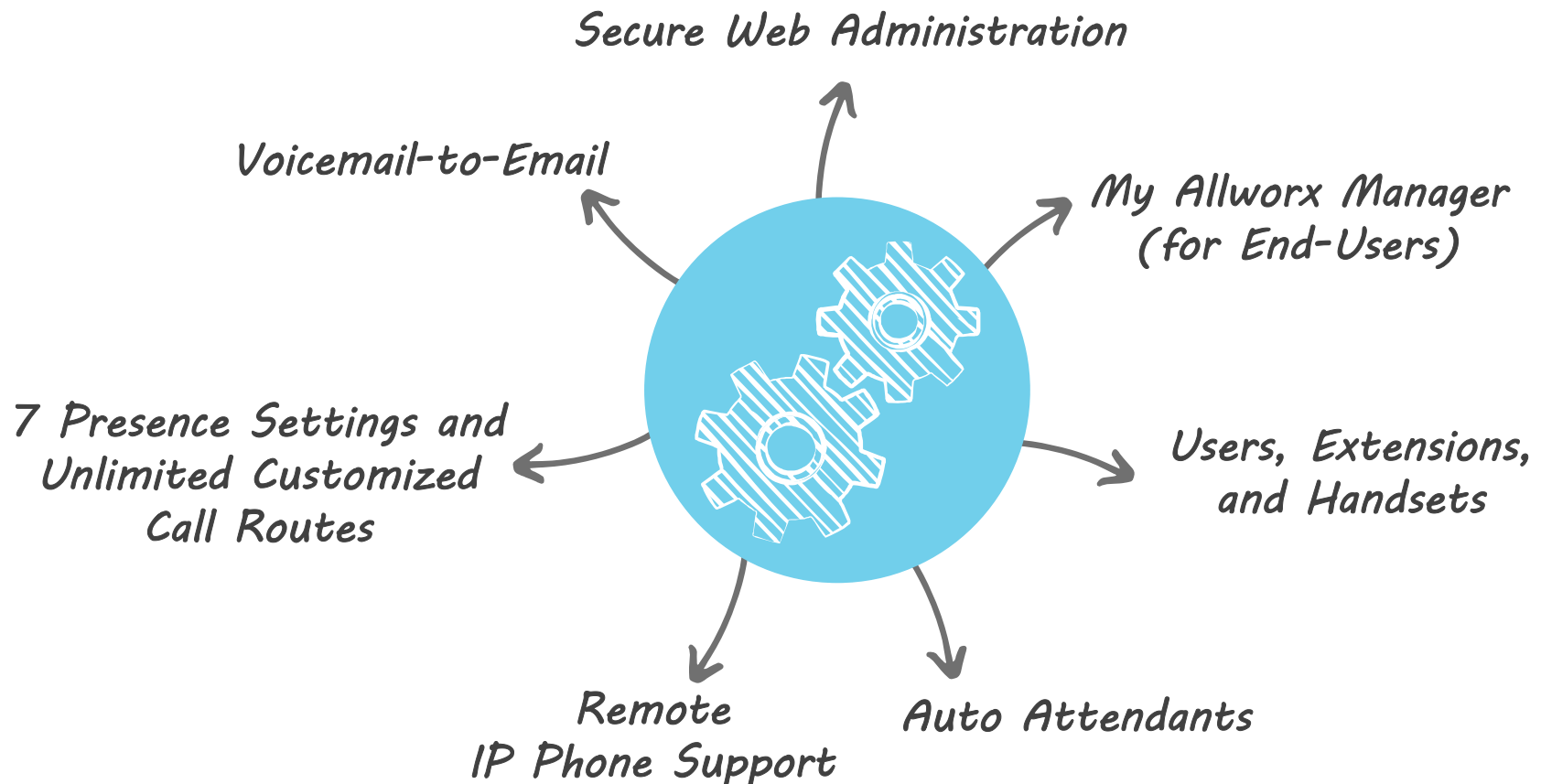
- 8-port 10/100/1000 Base-T L2+ managed switch
- 2 TP/(100/1G) SFP combo ports
- PoE/PoE+
- LLDP
- Spanning Tree
- IPv6/IPv4 Dual Stack
- 802.3at High Power PoE

## Common PowerFlex Features

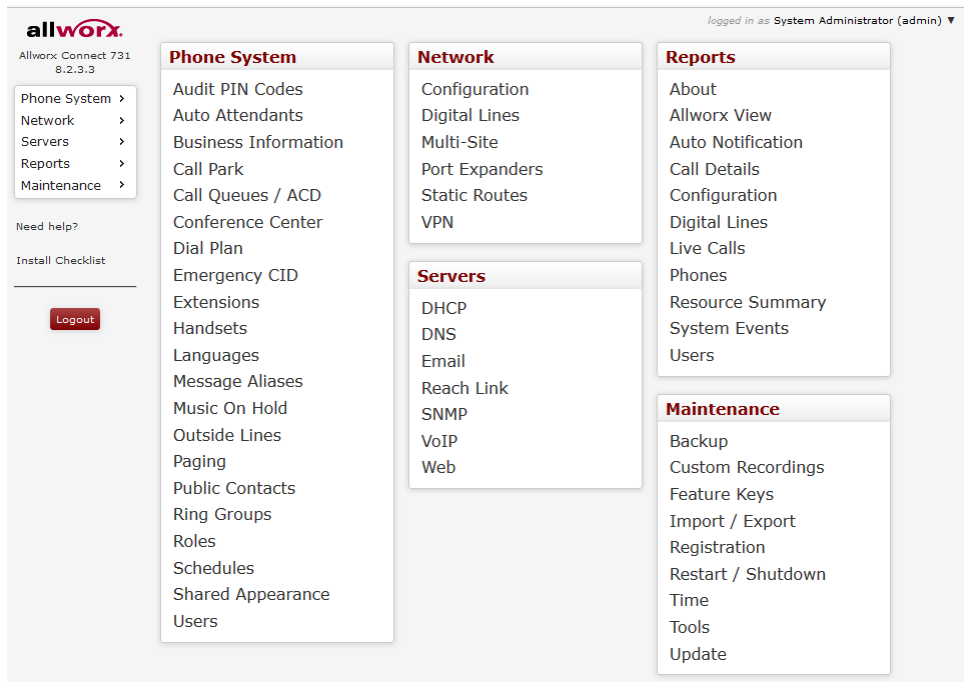
- Automatically prioritizes Allworx voice traffic and optimizes network bandwidth.
- Simplifies the Allworx installation process in a complex network environment.
- Includes limited lifetime warranty.



# What's included in an Allworx system?



# 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

The screenshot displays the 'My Allworx Manager' web interface. At the top, it says 'Welcome, Jane E Smith (JSmith)' with a 'Logout' button. The main navigation menu on the left includes: My Account, My Call Details, My Conferences, My Extension, My Presence, My Products, My Reach Link, Directory, Distribution Lists, Call Queues, and Phone Functions (highlighted in red). The main content area is titled 'Phone Functions Reference Card' and includes links for 'show Allworx IP phones' and 'show analog phones'. It is divided into three sections: 'Configuration', 'Verge IP Phone Function Buttons', and 'System Extensions'. The 'Configuration' section provides instructions for modifying phone settings. The 'Verge IP Phone Function Buttons' section lists various functions like Contacts, Mute, Headset, Speaker phone, Presence/DND, Messages, Transfer, Intercom, and Hold. The 'System Extensions' section is a table listing extension numbers and their corresponding functions.

Number	Access
0	Initiate a call to the company operator
3 + <extension>	Connect to another user's voicemail and leave a message.
400, 4301-4332	Connect to an Auto Attendant - 400 is the default Auto Attendant
46#	Connect to a Paging Zone to broadcast audio (# is a Page Zone number 0 through 9).
402	Connect to an Overhead Paging System to make an announcement
403	Activate the door relay, if connected and configured.
45 + <extension>	Forward calls to another extension. To disable, dial 450.
408	Access the Conference Center. To set up a new conference, use My Allworx Manager.
7 + <extension>	Answer another ringing phone.

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<sup>1</sup>.

See eligible feature software licenses.

Configure Reach Link<sup>1</sup>.

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

Enable business users to customize call routes<sup>2</sup>.

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

# Users vs. Extensions vs. Handsets

Users		
Last, First Middle		
▲ Name	Extension	Site
<b>Allen</b> , John (JAllen)	1237 (in office)	Branch Office
<b>Anderson</b> , Bianca (BAnderson)	1238 (in office)	(local)
<b>Baker</b> , Jay (JBaker)	1272 (on vacation)	(local)
<b>Butler</b> , Kenneth (KButler)	1131 (in office)	(local)
<b>Ellis</b> , Mary (MEllis)	1287 (in office)	(local)
<b>Graham</b> , Courtney (CGraham)	1256 (in office)	(local)
<b>Hart</b> , Lorraine (LHart)	1227 (in office)	(local)
<b>Hayes</b> , Elana (EHayes)	1291 (away)	Branch Office
<b>Johnson</b> , Daniel (GBrown)	1262 (at home)	(local)

Extensions			
▲ Description	Extension	Site	
<b>Jones</b> , Chr			
<b>Kennedy</b> ,			
<b>Lane</b> , Fran	Call Queue 0	1000	(local)
<b>Nichols</b> , S	Conference Room - Alpha	1006	(local)
<b>Parker</b> , Gi	Conference Room - Beta	1007	(local)
	Operator	0	(local)
	Sales Auto Attendant	1004	(local)
	Tech Support Auto Attendant	1005	(local)

1. **Users** are individuals with a voicemail box.
2. All others are **Extensions** e.g., kitchen, break room, customer service queue.
3. **Handsets** are any endpoints e.g., Allworx phones, generic SIP phones, soft phones.

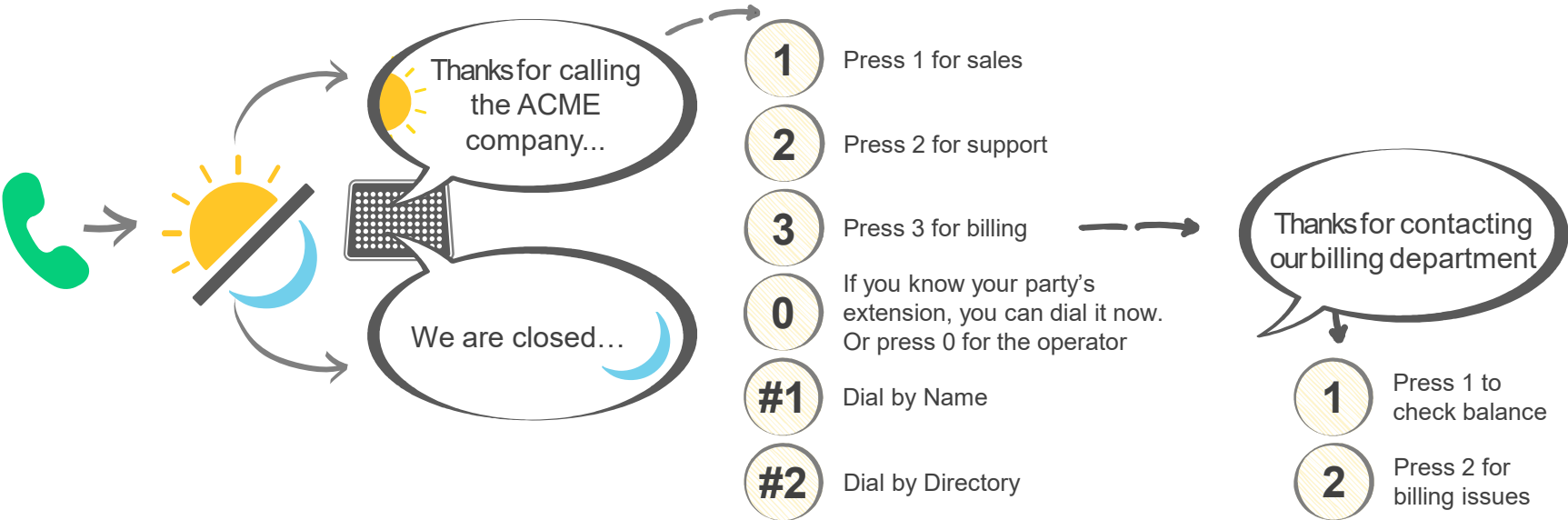
As an example, a Connect 731 supports:

- Up to 180 users<sup>1</sup>
- Up to 180 extensions<sup>2</sup>
- Up to 360 handsets

1. A user expansion license key(s) is required above the base users.

2. The maximum number of system extensions is equal to the maximum number of user licenses available for a server.

# Auto Attendants are easy to set up and manage



(An example for illustrative purposes only. This set-up is using 2 AAs)

### Each AA supports:

**Up to nine custom greetings**  
(e.g., “Thanks for calling the ACME company” or “We are closed...”)

**One custom message**  
(e.g., “Press 1 for sales, Press 2 for support, Press 3 for billing...”)


**Programmable schedules**  
that play different custom greetings based on the day/time of the week


**Each AA can route to other AAs, call queues, users, or system extensions.**


**Capacity:** Connect 731 supports 32 AAs and 16 AA ports (16 concurrent active calls allowed across all AAs); Connect 536 and 530 support 16 AAs and 8 AA ports; and Connect 324 and 320 support 9 AAs and 4 AA ports


# Simple plug-and-play Allworx remote IP phones




- 

Great for telecommuters and/or home offices
- 

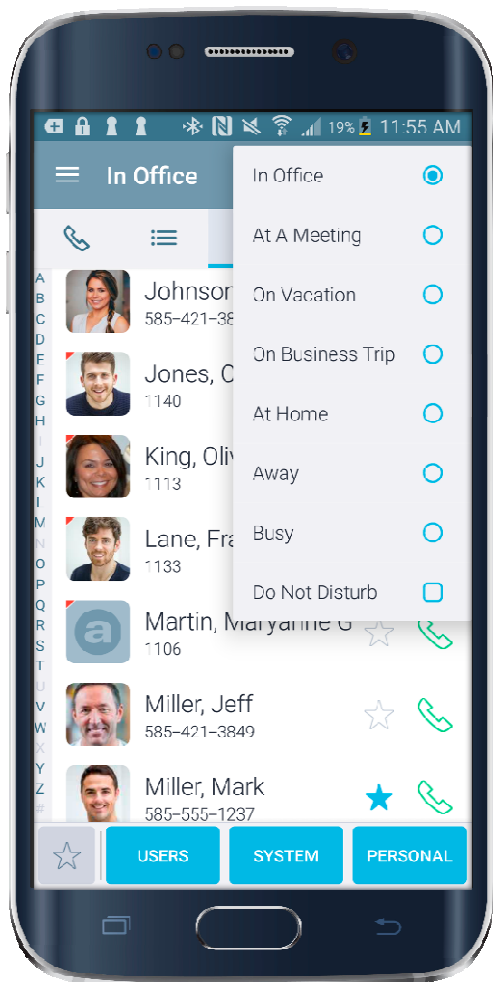
Replicates all the features of the Allworx phone at the corporate office
- 

Easy set-up
- 

Cost effective: No additional phone license required
- 

No VPN appliance needed

# Seven presence settings, seven greetings, and seven customized call routes, plus DND



Presence control from the Allworx Reach mobile application for Android

## Change presence status with ease.

Every Allworx system includes 7 presence settings – each with its own greeting and call route:

- In Office
- At a Meeting
- On Vacation
- On Business Trip
- At Home
- Away
- Busy
- (Plus) Do Not Disturb

Changing your Allworx presence instantly changes your greeting and call route.

Update your presence from multiple access points:

- Allworx desk phone
- Allworx Interact Professional
- Skype for Business/Outlook (via Interact Sync)
- Allworx Reach
- My Allworx Manager

# Customize call routes for each presence setting

Presence: In Office [ACTIVE] [add new Call Route](#)

**Call Route for calls from all callers:**

*First connection attempt:*  
Bianca Anderson - Samsung Galaxy Nexus 36 (Login ID:5128) for 4 rings (Single (int), Double (ext))  
Bianca Anderson - iPad Air (Login ID:5118) for 4 rings (Single (int), Double (ext))  
Bianca Anderson (Login ID:5104) for 4 rings (Single (int), Double (ext))

*Finally:*  
transfer to Voicemail for Bianca Anderson (BAnderson)

[Modify](#)

- Call Route for calls from all callers:**
- Modify Primary Route**
  - Modify On Busy Route** (used if Primary Route connection attempt is busy)

**Call Route**

**First connection attempt** [add a destination](#) [delete this attempt](#)

Bianca Anderson - Samsung Galaxy Nexus 36 (Login ID:5128)	for	4	rings (	Single (int), Double (ext)
Bianca Anderson - iPad Air (Login ID:5118)	for	4	rings (	Single (int), Double (ext)
Bianca Anderson (Login ID:5104)	for	4	rings (	Single (int), Double (ext)

[add another connection attempt](#)

**Finally...**

- Hang up
- Transfer to Auto Attendant: 400 - Default Auto Attendant
- Transfer to Call Queue: Widget Sales
- Transfer to Voicemail for user: Bianca Anderson (BAnderson)
- Dial number

[Update Call Route](#) [Start Over](#) [Cancel](#)

Customized call routes mean unlimited flexibility.

End-users with permissions can modify their own call routes.

New incoming calls can be routed differently if the line is busy.

**Add a destination:** New incoming calls can ring multiple handsets, Reach devices, internal extensions, outside numbers (“Follow Me” calling), and Hot Desk handsets – all at the same time.

**Add another connection attempt:** If the call is not answered by the first connection attempt, you can add other destination numbers to re-route the incoming call.



# Add an unlimited number of customized call routes

Presence: In Office [ACTIVE] [add new Call Route](#)

**Call Route for calls from all callers:**

*First connection attempt:*  
Bianca Anderson - Samsung Galaxy Nexus 36 (Login ID:5128) for 4 rings (Single (int), Double (ext))  
Bianca Anderson - iPad Air (Login ID:5118) for 4 rings (Single (int), Double (ext))  
Bianca Anderson (Login ID:5104) for 4 rings (Single (int), Double (ext)) [Modify](#)

*Finally:*  
transfer to Voicemail for Bianca Anderson (BAnderson)

**Call Route for calls from:**

external - Caller ID number

internal - phones owned by

**TIP**  
External calls are filtered using the number supplied by Caller ID. To filter a specific phone number, enter the number. To filter a range of numbers, enter the prefix followed by \*. For example:

- Enter 585-555-1212 to match calls from 585-555-1212
- Enter 585\* to match all calls from the 585 area code

**Call Route**

**First connection attempt** [add a destination](#) [delete this attempt](#)

Mary Ellis (Login ID:5103) for 4 rings (Single (int), Double (ext))

[add another connection attempt](#)

**Finally...**

Hang up

Transfer to Auto Attendant

Transfer to Call Queue

Transfer to Voicemail for user

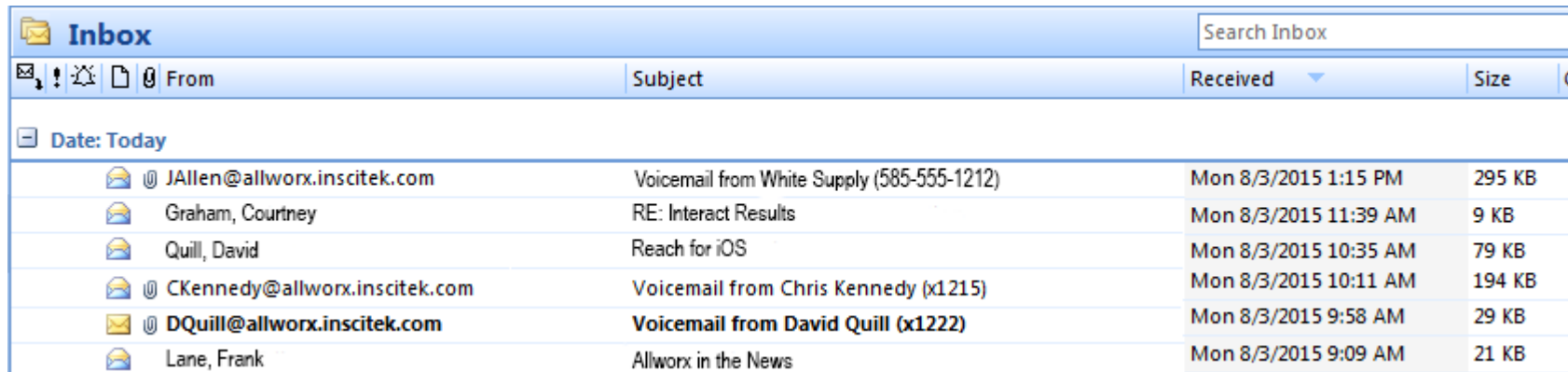
Dial number

And there's more...

Create an *unlimited number of* customized call routes for incoming calls based on:

- Specific outside phone numbers
- Specific area codes
- Specific internal extensions

# Access voicemail from your inbox



The screenshot shows an email inbox interface. At the top, there is a search bar labeled "Search Inbox". Below it, the inbox header includes columns for "From", "Subject", "Received", and "Size". A "Date: Today" filter is applied. The inbox contains six messages, with the first two being voicemails. The first voicemail is from JAllen@allworx.inscitek.com with the subject "Voicemail from White Supply (585-555-1212)", received on Mon 8/3/2015 at 1:15 PM, and is 295 KB. The second voicemail is from DQuill@allworx.inscitek.com with the subject "Voicemail from David Quill (x1222)", received on Mon 8/3/2015 at 9:58 AM, and is 29 KB. Other messages include "RE: Interact Results" from Courtney Graham, "Reach for iOS" from David Quill, "Voicemail from Chris Kennedy (x1215)" from CKennedy@allworx.inscitek.com, and "Allworx in the News" from Frank Lane.

From	Subject	Received	Size
@ JAllen@allworx.inscitek.com	Voicemail from White Supply (585-555-1212)	Mon 8/3/2015 1:15 PM	295 KB
Graham, Courtney	RE: Interact Results	Mon 8/3/2015 11:39 AM	9 KB
Quill, David	Reach for iOS	Mon 8/3/2015 10:35 AM	79 KB
@ CKennedy@allworx.inscitek.com	Voicemail from Chris Kennedy (x1215)	Mon 8/3/2015 10:11 AM	194 KB
@ DQuill@allworx.inscitek.com	Voicemail from David Quill (x1222)	Mon 8/3/2015 9:58 AM	29 KB
Lane, Frank	Allworx in the News	Mon 8/3/2015 9:09 AM	21 KB

- Access **voicemail messages as WAV file attachments** right from your inbox.
- (Optional) **Get SMS text alerts** when new voicemails are received. The alert includes the Allworx username associated with the voicemail inbox, date and time, length of the recorded message, and caller ID name and number (if available).
- (Optional) Set up a **voicemail escalation path**, which will send automatic text or email alerts at a preset time interval to additional users until the voicemail messages are retrieved.

# Allworx<sup>®</sup> Reach<sup>™</sup> and Allworx Reach Link<sup>™</sup>

Used by  
More Than  
120,000  
Road Ninjas\*

## Popular Uses



- Road ninjas who always want to be within reach of their business numbers.
- Legal and health care professionals who need to be reachable while maintaining their privacy.
- Employees who work in a distributed work area such as car dealerships, real estate offices, retail showrooms, and schools.

\*As of Jan 2017

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

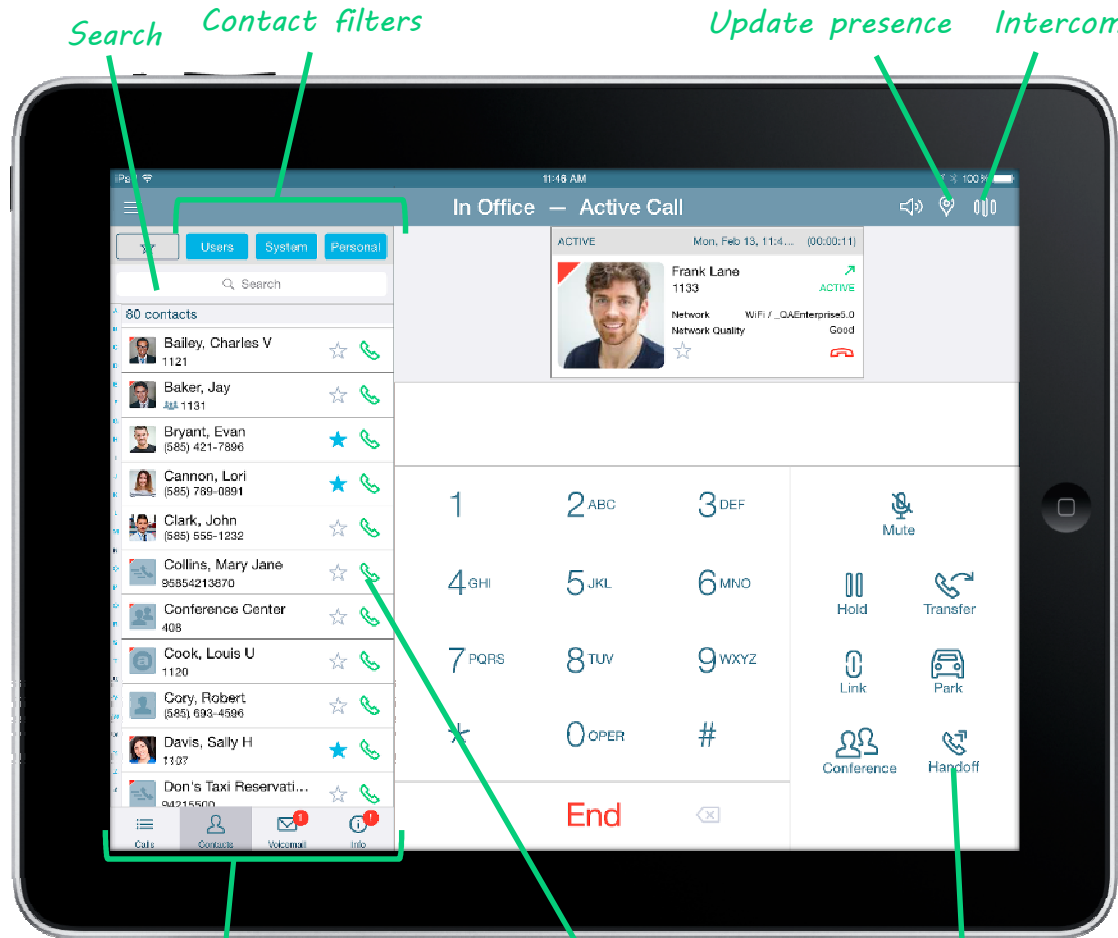


## Reach for iOS and Android

- 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.<sup>1</sup>
- 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.

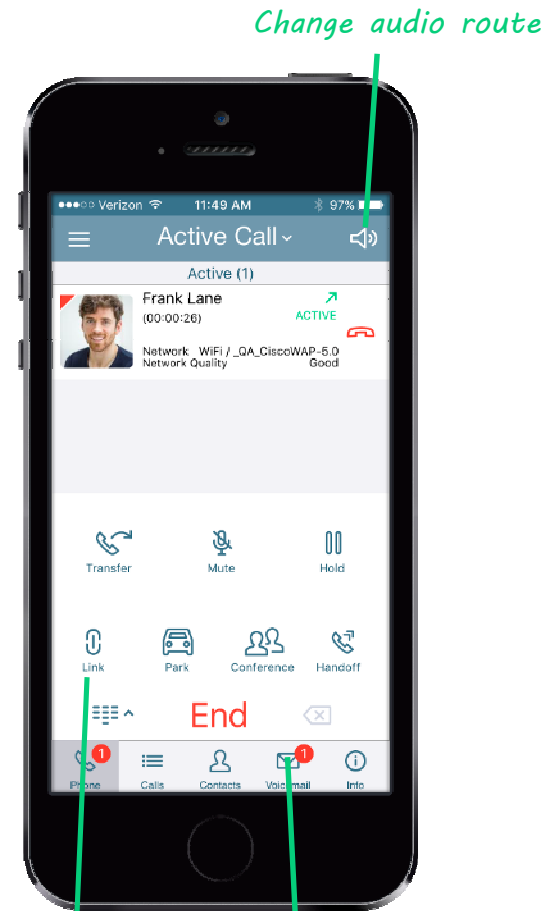
# Reach for iOS: Active Call screens



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

Press to dial

Instant call handoff



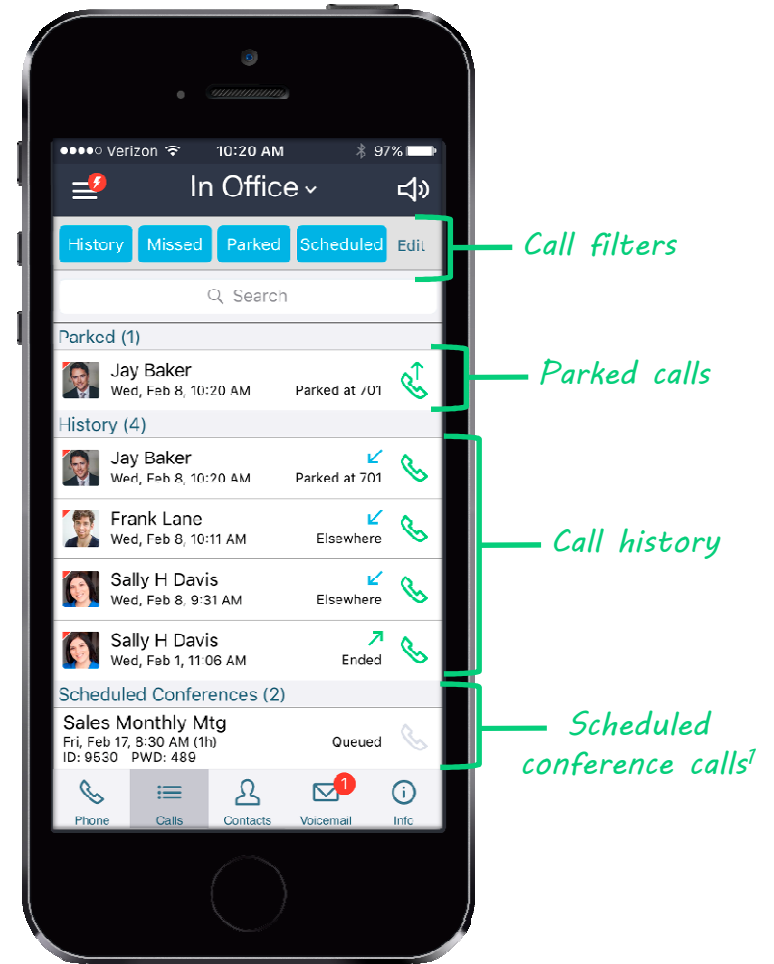
Retrieve and send voicemails

Reach Link real-time options

# Reach for iOS: Contacts and Calls Screens



**Contacts Tab**



**Calls Tab**

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

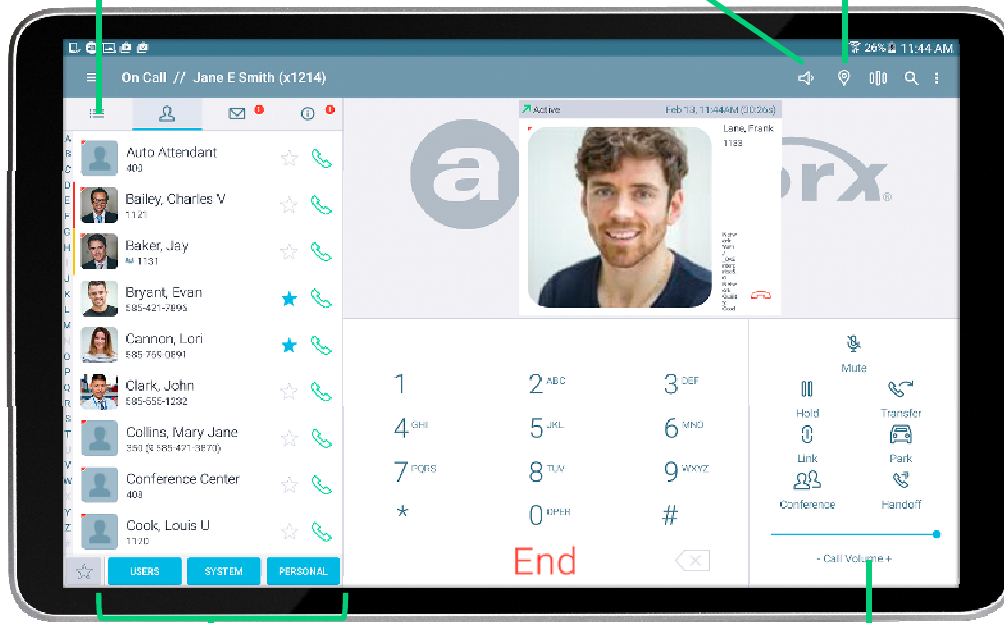
# Reach for Android: Active Call Screens

*Calls tab: call history; and missed, parked, and scheduled conference calls*

*Update presence*

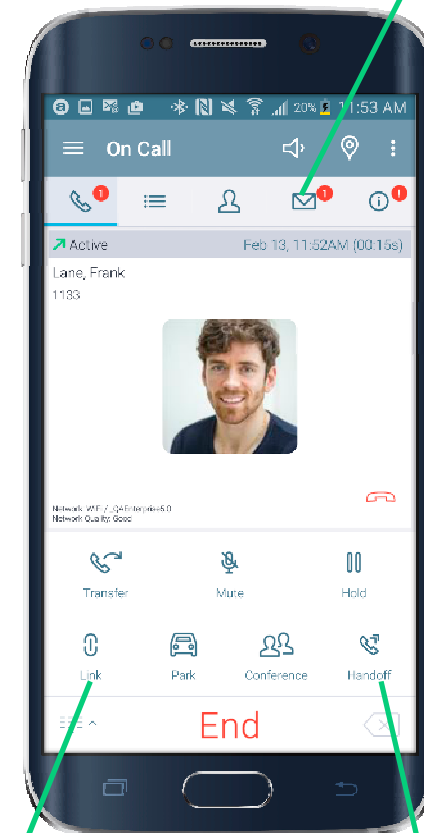
*Retrieve and send voicemails*

*Update audio route*



*Contact filters*

*Control volume*



*Reach Link real-time options*

*Instant call handoff*



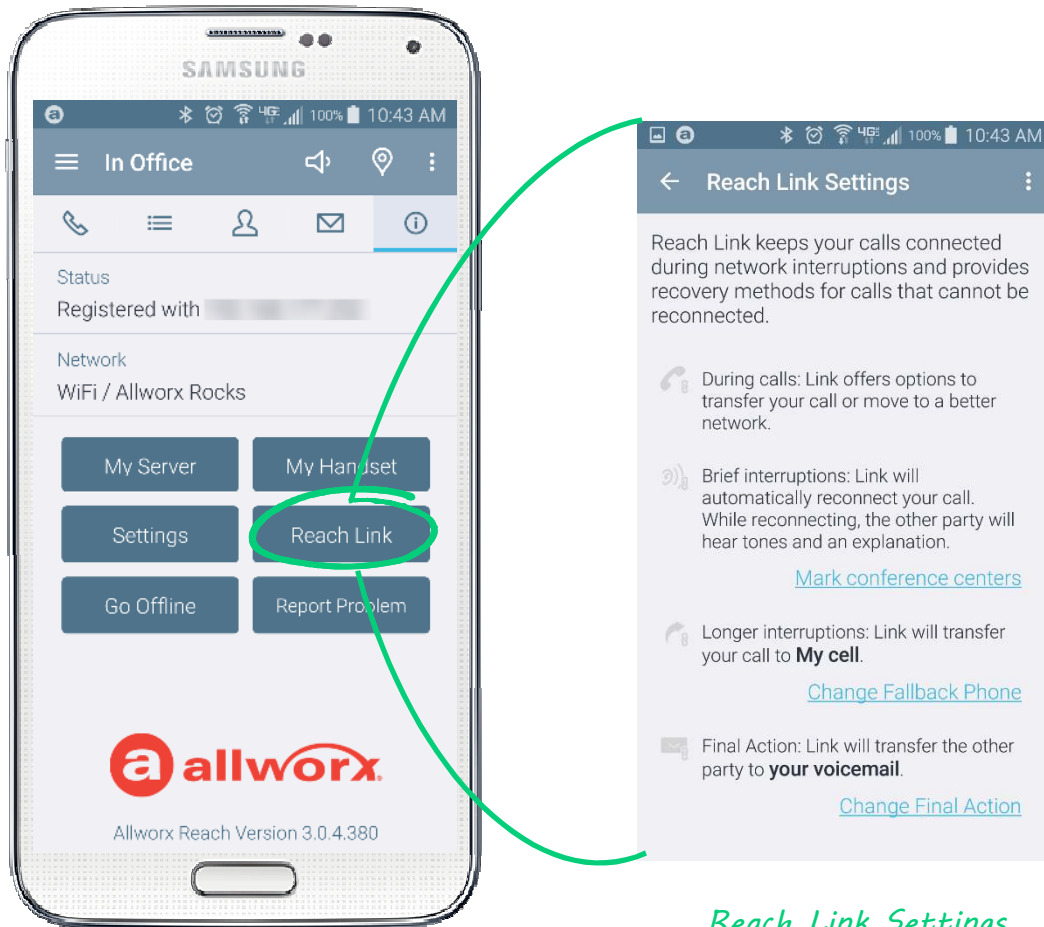
# Reach Link ensures a seamless mobile voice experience.



## Reach Link

- Keep active Reach calls connected as you move from a 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.
- Sold as a server-wide license.

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

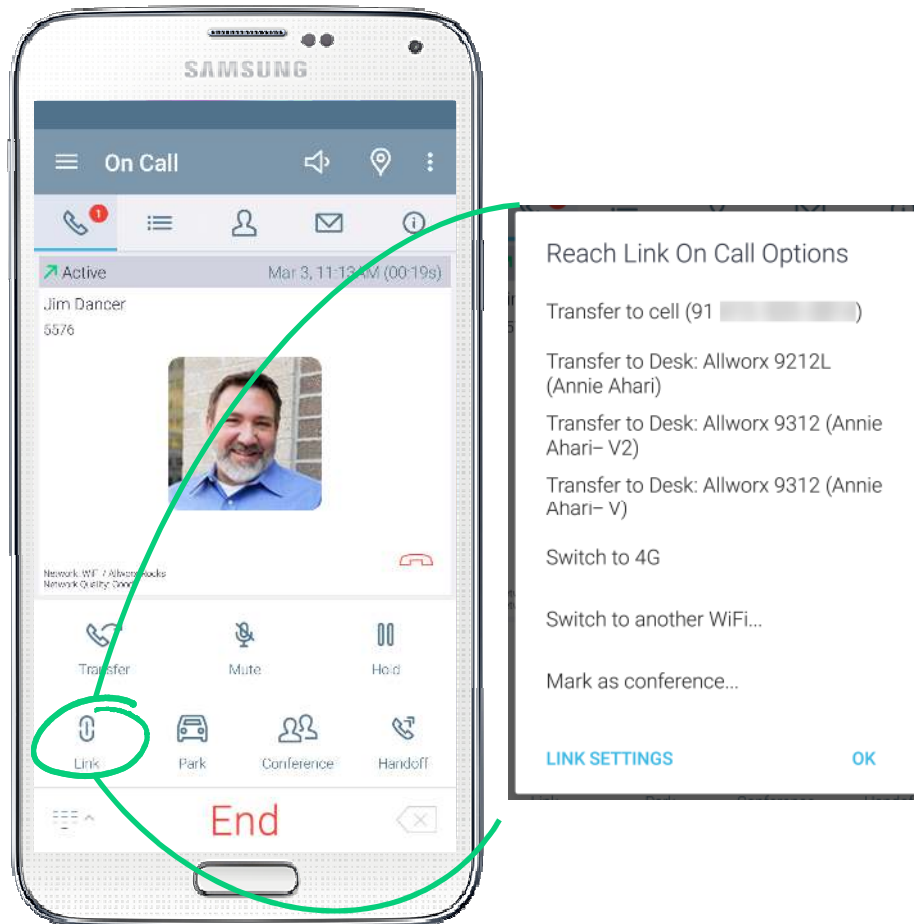


*Reach Link Settings*

## 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.

# Reach Link: One-touch options to manage call quality during active calls in real time

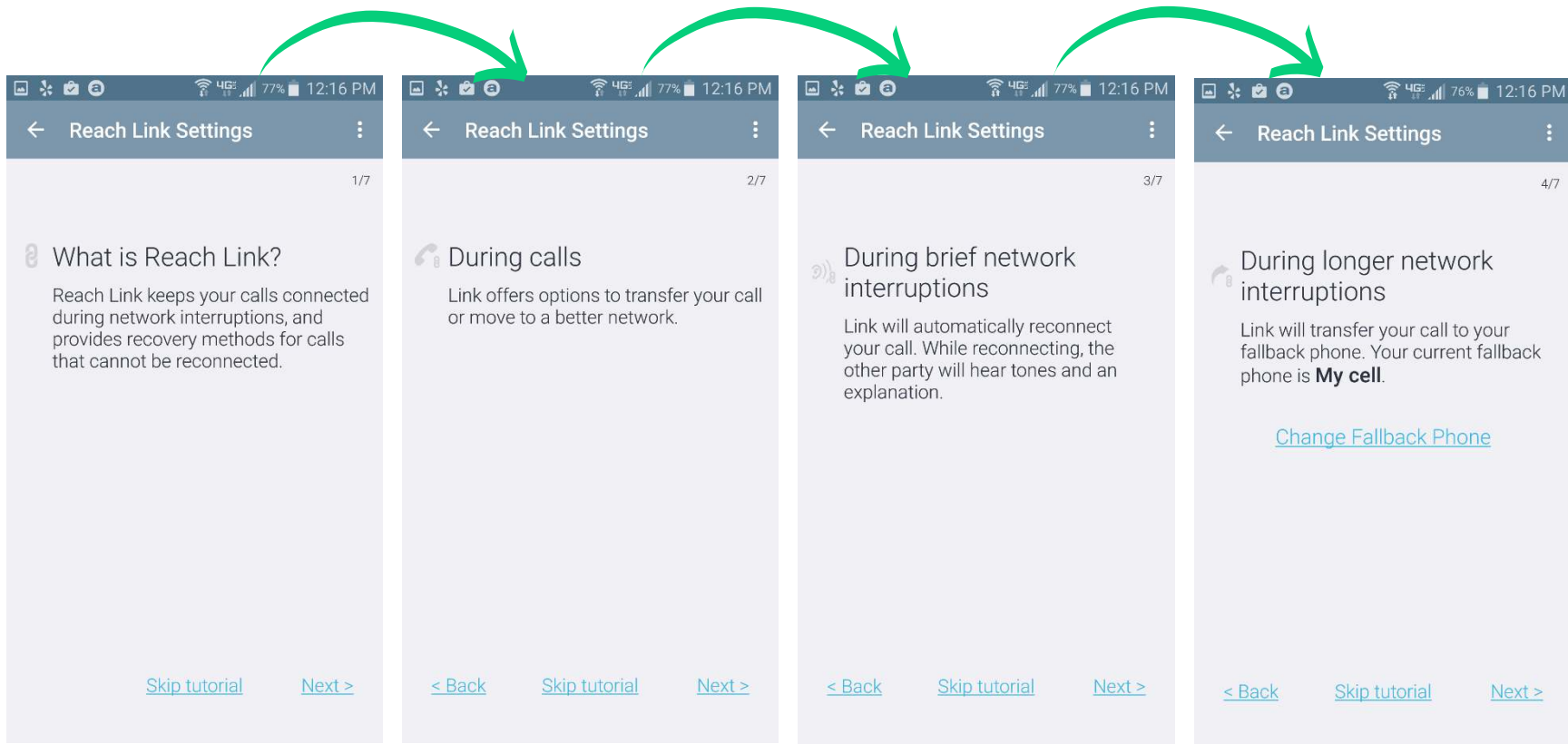


## During an active call, you may...

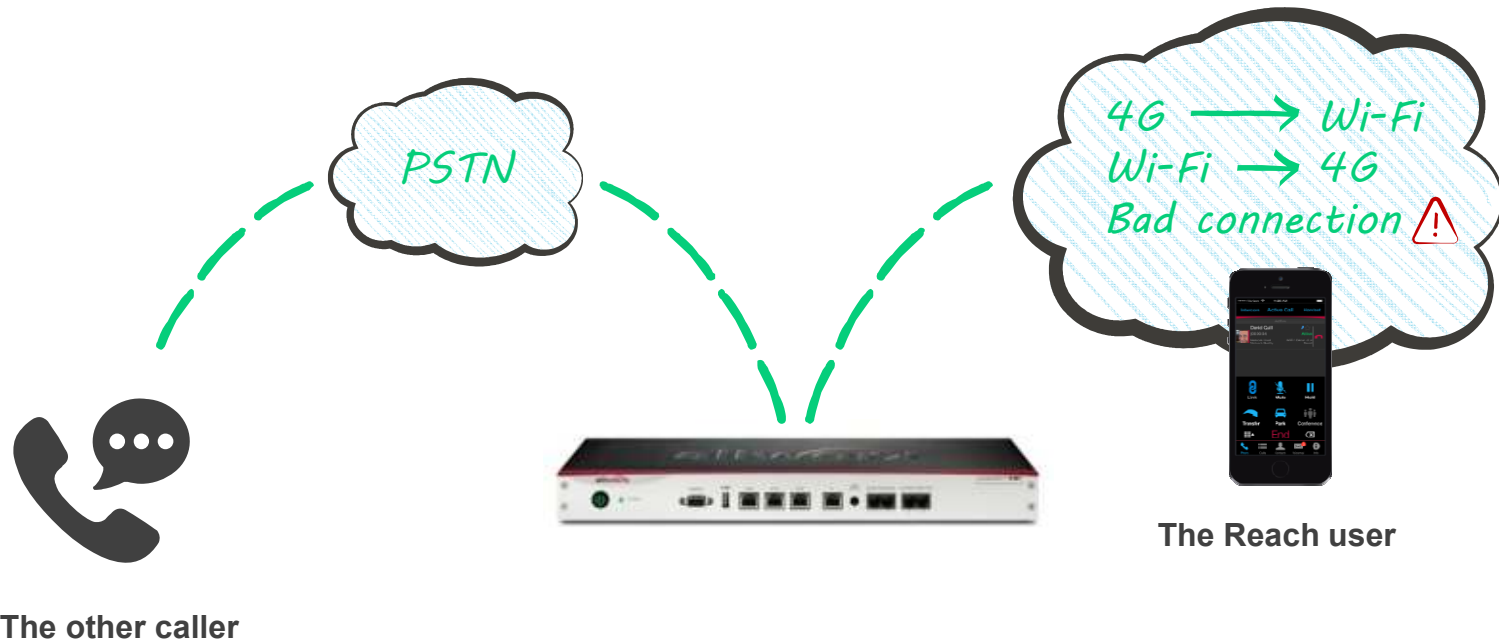
- Transfer the call to the device's cell number.
- Transfer the call to the configured Fallback phone number.
- Transfer the call to the user's Allworx handset or a generic SIP handset.
- Switch a Wi-Fi call to a 4G data network.\*
- Switch the call to another Wi-Fi network.\*
- Disable Link audio prompts.

\* Available on Android devices only

# Reach Link offers a built-in user tutorial



# How Reach Link works



## What the other caller experiences...

**Step 1:** The caller hears a brief down-tone as the connection is interrupted. Then the call resumes.

**Step 2:** For a longer interruption, the caller hears a short greeting "*The connection to your party has been lost. Please remain on the line while we attempt to restore the connection.*" Then the call resumes.

**Step 3:** If the call is still not connected, the caller is auto-transferred to the Reach user's Fallback number.

## What the Reach user experiences...

**Step 1:** The Reach user hears a brief down-tone as the connection is interrupted and then sees a visual cue "Reconnecting" on their Reach app.

**Step 2:** The Reach user Hears a brief up-tone as the call is resumed.

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

Used by  
More Than  
96,000  
Allworx  
Users\*

## Popular Uses



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

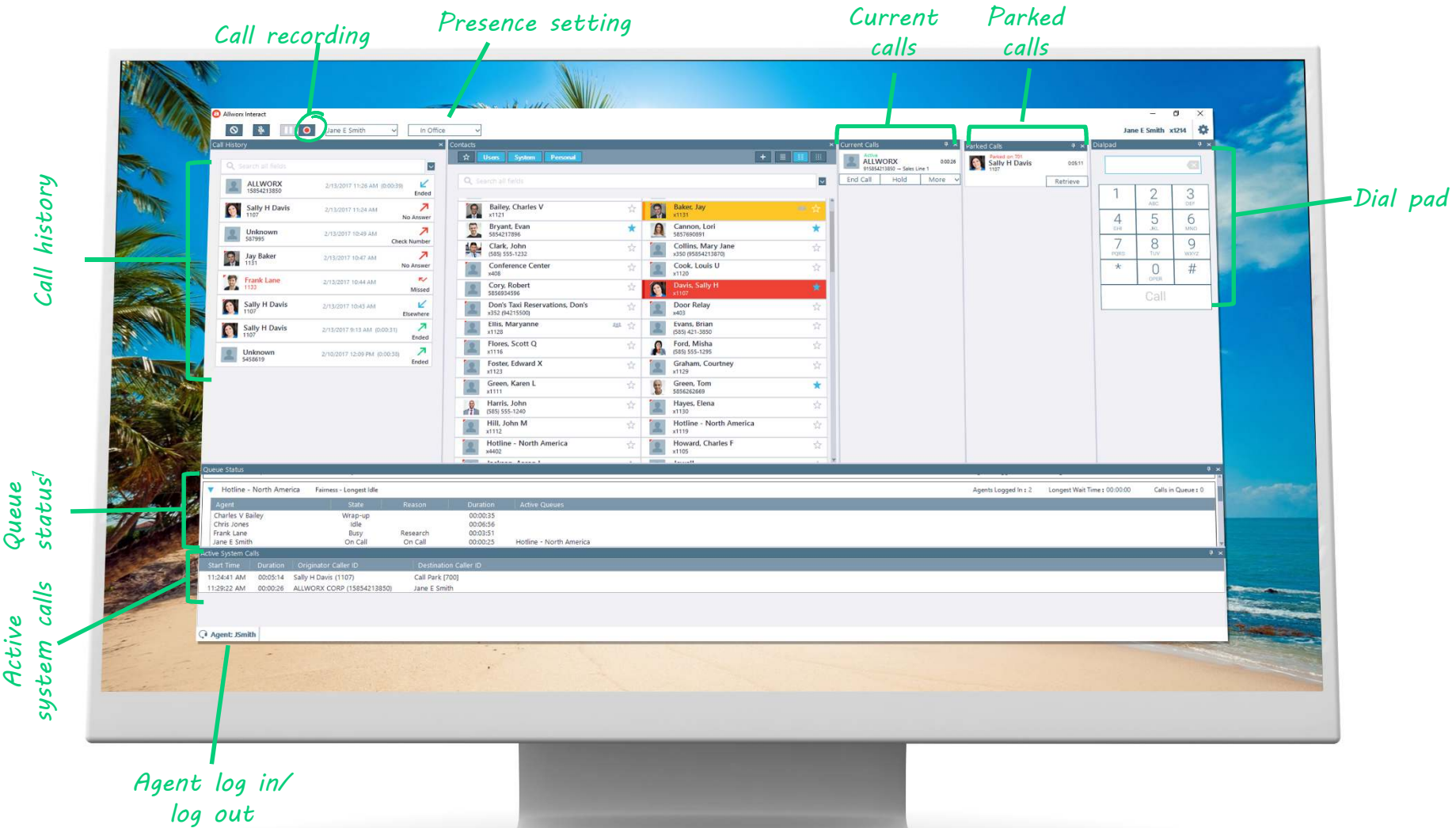
\*As of Jan 2017

# A Smart PC companion for the Allworx handset

- **Enhance productivity:** Combine the ease of a PC-based interface with the high voice quality of the Allworx handset.
- **Customize as you see fit:** Add windows for Dial Pad, Call History, Contacts, Current Calls, Parked Calls, and Outside Lines; or hide them when not in use.
- **Handle calls with ease:** Enjoy one-click dialing, hold, transfer, park, and more.
- **Search directories:** Access both Allworx system users and Outlook contacts.
- **See presence and status** for all Allworx system users.
- **Enjoy flexible call recording options:** Record individual calls or record all calls automatically.
- **Enable third-party integration:** Use External Program Link to open other web applications (e.g., Salesforce.com) with incoming calls.
- **Intelligently sync with Microsoft Skype for Business (formerly Lync), Outlook, and web browsers** using Allworx Interact Sync.
- **Access the Allworx ACD agent features<sup>1</sup>:** Agents can log in, log out, or update their busy status; and also access the Queue Status window to see the queue performance.
- One free single license included with every Allworx system. Additional licenses are sold as a single- or multi-license packs.

1. Requires an Allworx ACD feature key

# Interact Professional: A user-configurable layout



1. Requires an Allworx ACD software license key.



# Interact Professional: External Program Link

The screenshot shows the 'Option Settings' dialog box for 'External Program Link'. The left sidebar contains a menu with 'External Program Link' selected. The main area is divided into sections: 'Description', 'Open Salesforce', 'Action to perform', and 'When to perform this action'. The 'Action to perform' section is highlighted with a green circle and contains a URL: `https://na13.salesforce.com/search/SearchResults?searchType=1&sbstr=%CALLNUM%&search=+Go%21+`. Below the URL, there are 'Macros' and 'Macro expansion options' fields. The 'When to perform this action' section has four checked options: 'Perform on inbound calls', 'Only execute if a call is answered', and 'Only execute if a caller is not in the contact list'. The 'Open Salesforce' section has a rule name 'Open Salesforce' and a type of action 'URL'. The dialog box has 'OK', 'Cancel', and 'Apply' buttons at the bottom.

**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.

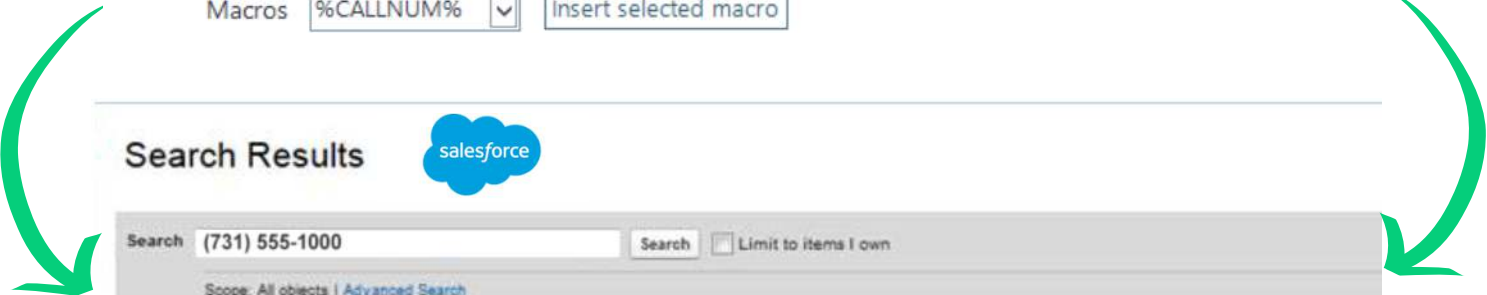
# Example: Allworx uses the External Program Link to integrate with salesforce.com (CRM)

▼ Action to perform

Type of action  URL  CMD shell script

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

Macros



## Search Results



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
<a href="#">Edit</a>	<a href="#">ACME Specialist Inc.</a>			<a href="#">(731) 555-1000</a>	<a href="#">jsmith</a>	Gwen Salmon

### Contacts [5]

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

# Interact Sync intelligently syncs Allworx with Skype for Business (Lync), Outlook, and web browsers



**Interact Sync enables a smooth one-click communication flow across Skype for Business, Outlook, and web browsers.**

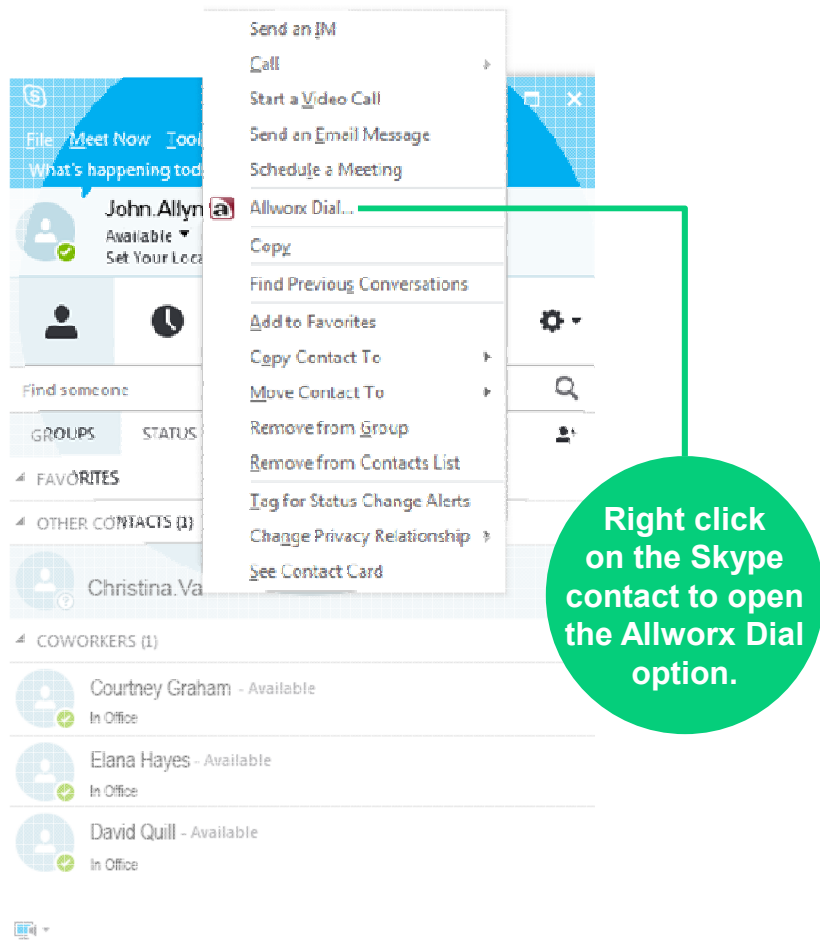
- **Intelligently sync presence and status** across Skype for Business (Lync)<sup>1</sup>, Outlook<sup>2</sup>, and Allworx; and automatically update the Allworx call routes.
- **Make one-click calls** right from **Skype/Lync** and **Outlook contacts** by selecting the Allworx Dial option.
- **Make one-click calls** right from websites on **Google Chrome™** and **Mozilla Firefox®** browsers via Allworx.<sup>3</sup>
- Interact Sync is included for free for Interact Professional users running System Software 8.2 or higher. All other Interact Professional users require a separate Interact Sync user license, and System Software 8.0.8.6 or higher and Interact Professional 2.3 or higher.

1. Supports Skype for Business 2016/2015 and Lync 2013.

2. Supports Outlook 2016/2013/2010 and Office 365, and Windows 10/8/7.

3. Supports Chrome 41.0.2272 or higher and Firefox 38 or higher.

# Interact Sync integrates presence/status and one-click dial with Skype for Business



Interact Sync ensures the most closely matching availability/presence/status settings between Skype and Allworx.

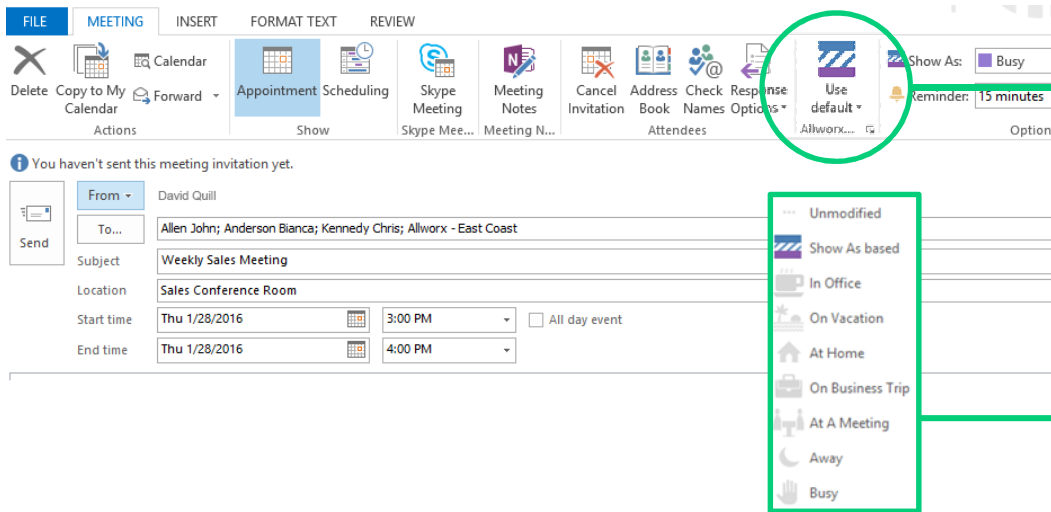
Skype Availability		Allworx Presence & Status
Available	=	In Office
In a Meeting	=	At a Meeting
Busy	=	Busy
DND	=	(Unaffected)*
BRB	=	Away
Off Work	=	At Home
Away	=	Away
In a Call*	=	Active call
Off Work	=	On Vacation
Away	=	On Business Trip

\* These default settings can be updated to other availability/presence/status values from the Interact Professional Settings > Options > Interact Sync.

# Interact Sync: Outlook integration for one-click dial

The screenshot displays the Outlook interface with two context menus open. The top menu is for a contact named John Clark, and the bottom menu is for a contact named Christina Vandyne. Both menus feature the 'Allworx Dial' option, which is highlighted with a green circle. A green callout bubble on the right side of the image contains the text: 'Right click on the Outlook contact to open the Allworx Dial option'. The interface includes the Outlook ribbon (FILE, HOME, SEND / RECEIVE, FOLDER, VIEW) and the MESSAGE ribbon (FILE, MESSAGE, INSERT, OPTIONS, FORMAT TEXT, REVIEW). The contact details for John Clark show phone numbers for Work, Mobile, and Home, along with the company name ACME Parts. The contact details for Christina Vandyne show phone numbers for Business, Home, and Mobile, along with the company name Electric Parts.

# Interact Sync: Outlook calendar integration



Use the Allworx add-in to select the Allworx presence for an Outlook meeting.

Users can set the default Allworx presence for Outlook calendar meetings from Interact Professional Settings > Options > Interact Sync.

Users can also modify an Allworx presence by selecting an Outlook “Show As” value for a given calendar meeting.

Outlook “Show As” Value		Allworx Presence
Free	=	(Unaffected)
Tentative	=	(Unaffected)
Working Elsewhere	=	On Business Trip
Busy	=	At A Meeting
Out of Office	=	Away

# Allworx<sup>®</sup> Automatic Call Distribution (ACD)



# Intelligently manage and distribute incoming calls

## Four styles of call distribution

- Linear priority: Distributes calls based on a prioritized list of agents set by the supervisor.
- Round-robin: Distributes calls in a circular manner.
- Longest idle: Distributes calls to agents who are idle for the longest time.
- Ring all: Rings all agents in a queue simultaneously.

## 10 defined queues with configurable depth

- Connect 731: Supports up to 60 calls per queue for a maximum of 60 calls across all queues.
- Connect 536 & 530: Support up to 30 calls per queue for a maximum of 30 calls across all queues.
- Connect 324 & 320: Do not support the ACD software key.

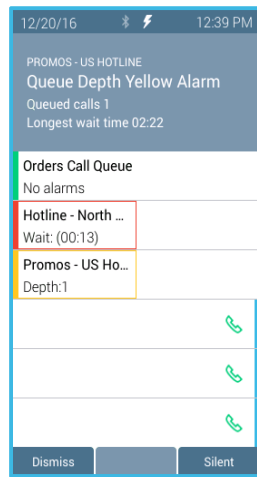
## Key queue management features

- Custom greeting for the initial queue entrance
- Custom periodic status messages while the callers wait in the queue
- Programmable buttons on the agents' phones for easy visual indicators
- Supervisor call barging enabled with a programmable button on the supervisor's phone
- Queue prioritization for when the agents are working more than one queue
- Customizable call routes based on various queue conditions (e.g., maximum wait time, full queue)



# Agents can access and manage queues from multiple entry points

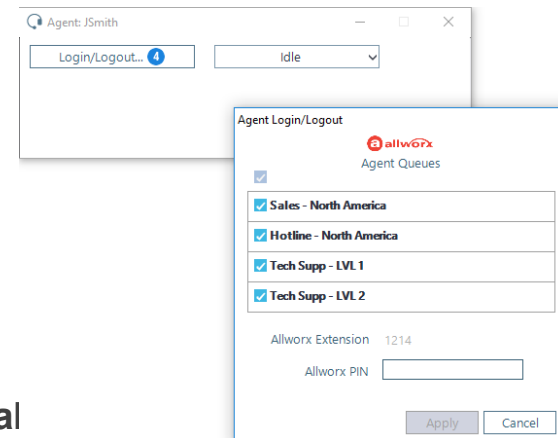
Verge 9312



## Programmable Buttons on Allworx Verge IP phones

- **ACD Appearance** programmable button enables agents to log in, log out, or update busy status.
- **Queue Alarm** programmable button turns yellow first, and then red after the callers have exceeded a specified wait time and/or a specified number of callers are waiting in the queue.

Queue Status					
Hotline - North America		Fairness - Longest Idle	Agents Logged In : 2	Longest Wait Time : 00:00:00	Calls in Queue : 0
Agent	State	Reason	Duration	Active Queues	
Charles V Bailey	Wrap-up		00:00:36		
Chris Jones	Idle		00:15:11		
Frank Lane	Busy	Research	00:12:06		
Jane E Smith	On Call	On Call	00:00:15	Hotline - North America	
Jay Baker	Logged Out				
Sally H Davis	Logged Out				
Promos - US Hotline		Ring All	Agents Logged In : ---	Longest Wait Time : 00:00:00	Calls in Queue : 0
Tech Supp - LVL 1		Fairness - Longest Idle	Agents Logged In : 2	Longest Wait Time : 00:00:00	Calls in Queue : 0



## Integrated ACD agent features in Allworx Interact™ Professional

- Supervisors and agents can stay on top of the queue stats, including the number of agents logged in, longest wait time, and number of calls in the queue.
- Agents can log in, log out, or update busy status.

# Supervisors can update queue settings on the fly from anywhere

**Call Queue / ACD**

**NOTE**  
If fields marked with \* are changed the agents must log out and back in to use the new values.

<b>Description*</b>	Widget Tech Support
<b>Distribution Mode</b>	ACD: Linear Priority
<b>Replay Status Message</b>	60 (30 to 600 seconds, 0 = no status)
<b>Maximum Wait</b>	1800 (1 to 7200 seconds, 0 = wait forever)
<b>When queue answers call</b>	Play queue prompts
<b>Maximum Queue Depth</b>	16 (1 to 60 callers)
<b>Queue Depth Yellow Alarm Threshold</b>	16 (1 to Maximum Queue Depth, 0 = no alarm)
<b>Queue Depth Red Alarm Threshold</b>	16 (1 to Maximum Queue Depth, 0 = no alarm)
<b>Wait Time Yellow Alarm Threshold</b>	600 (0 to 7200 seconds)
<b>Wait Time Red Alarm Threshold</b>	600 (0 to 7200 seconds)
<b>Hold Music Selection</b>	Line-In
<b>Maximum Rings before agent is set to unavailable</b>	4 (1 to 100 rings)
<b>Wrap-up Time*</b>	60 (0 to 3600 seconds)
<b>When no agents are logged in*</b>	Force callers to leave queue immediately
<b>When calls are received with all agents busy</b>	Allow callers to enter queue
<b>When all agents are in No Answer state</b>	Allow callers to wait in queue
<b>Last Agent in queue</b>	Is allowed to logout of queue
<b>Distribute calls to busy handsets</b>	Enabled
<b>Play greeting before call distribution</b>	Disabled
<b>Queue Priority</b>	0

**When caller leaves queue due to**

- ▶ **Maximum wait time expired:** Transfer to extension 400 - Default Auto Attendant
- ▶ **No agents logged in/ available:** Transfer to extension 400 - Default Auto Attendant
- ▶ **Queue is full:** Transfer to extension 400 - Default Auto Attendant
- ▶ **Caller presses 0:** Transfer to extension 400 - Default Auto Attendant

Agents [show](#)

## Update queue settings from any web browser – via Web Admin and/or My Allworx Manager

- Assign a queue name.
- Choose call distribution methods.
- Change queue greetings and status update messages.
- Add, remove, and sort agents for each queue.
- Set up call routes based on various queue conditions (e.g., maximum wait time, queue is full).
- Set queue depth, wrap-up time period, maximum rings, and maximum wait time.
- View and reset queue stats.
- View and reset agent stats.

Call Queues/ACD accessed from the Web Administration site

# Allworx<sup>®</sup> View<sup>™</sup> 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.

# Browser-based, real-time call activity dashboards and historical call reporting for Allworx systems

- **Two flavors:** View (CDR only) and View ACD (CDR plus queue and agent monitoring).
- **Real-time dashboards for queues & agents:** Provide customizable displays of live information on calls, queues, and agents using intuitive graphical charts.
- **Historical call reports:** Provide aggregated call data in easily-digestible formats with advanced data filters. Reports include [Call Detail](#), [Multiple Call Lifecycle](#), [Call Totals](#), [Lines in Use](#), [Queue Summary](#), and [Agent Summary](#). Exportable to PDF or CSV files. Create, save, and share call activity reports on demand or auto-schedule them for email distribution.
- **Multi-site support:** Track call data across single or multiple Allworx systems.<sup>1</sup>
- **Permission control:** Dashboards and historical reports can be limited to display only the information allowed for each user's permission level (e.g., agent, supervisor, sys admin).
- **Access from anywhere:** Optimized for all modern web and mobile browsers.
- **Server-wide license:** Provide access to all your supervisors and agents as needed.
- **Requirements:** Runs on a Windows Server 2008R2 or higher. Requires System Software 7.7.5.5 or higher, but the most current System Software is recommended for the latest features and enhancements. View ACD requires both View and ACD software license keys.

1. To track calls across multiple sites, all the Allworx servers need to be configured using Allworx Advanced Multi-Site and each server requires a View / View ACD software license key(s).

# 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.

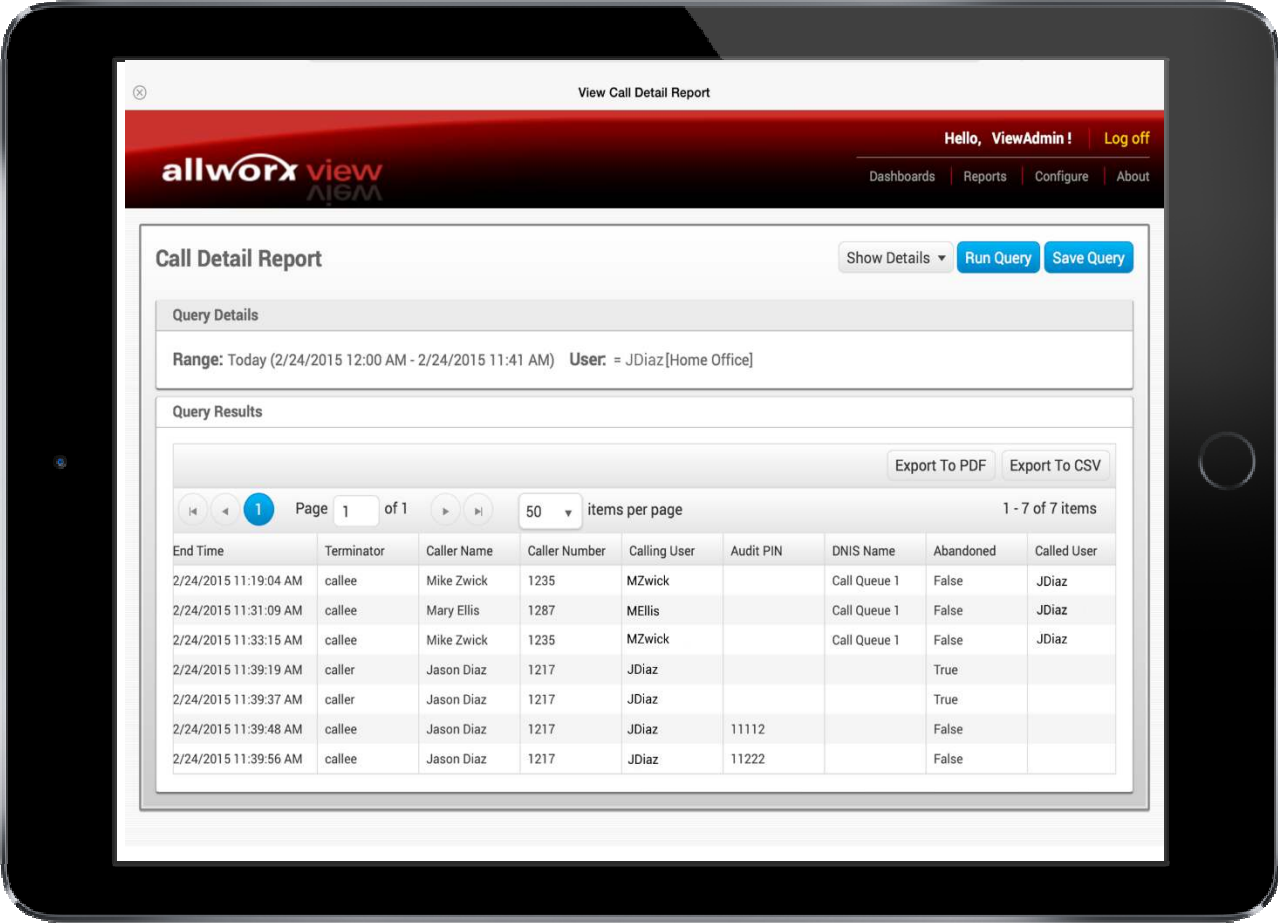
Use the Single Item widget to create an enlarged text or dial graphic that represents a single queue or agent statistic.

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



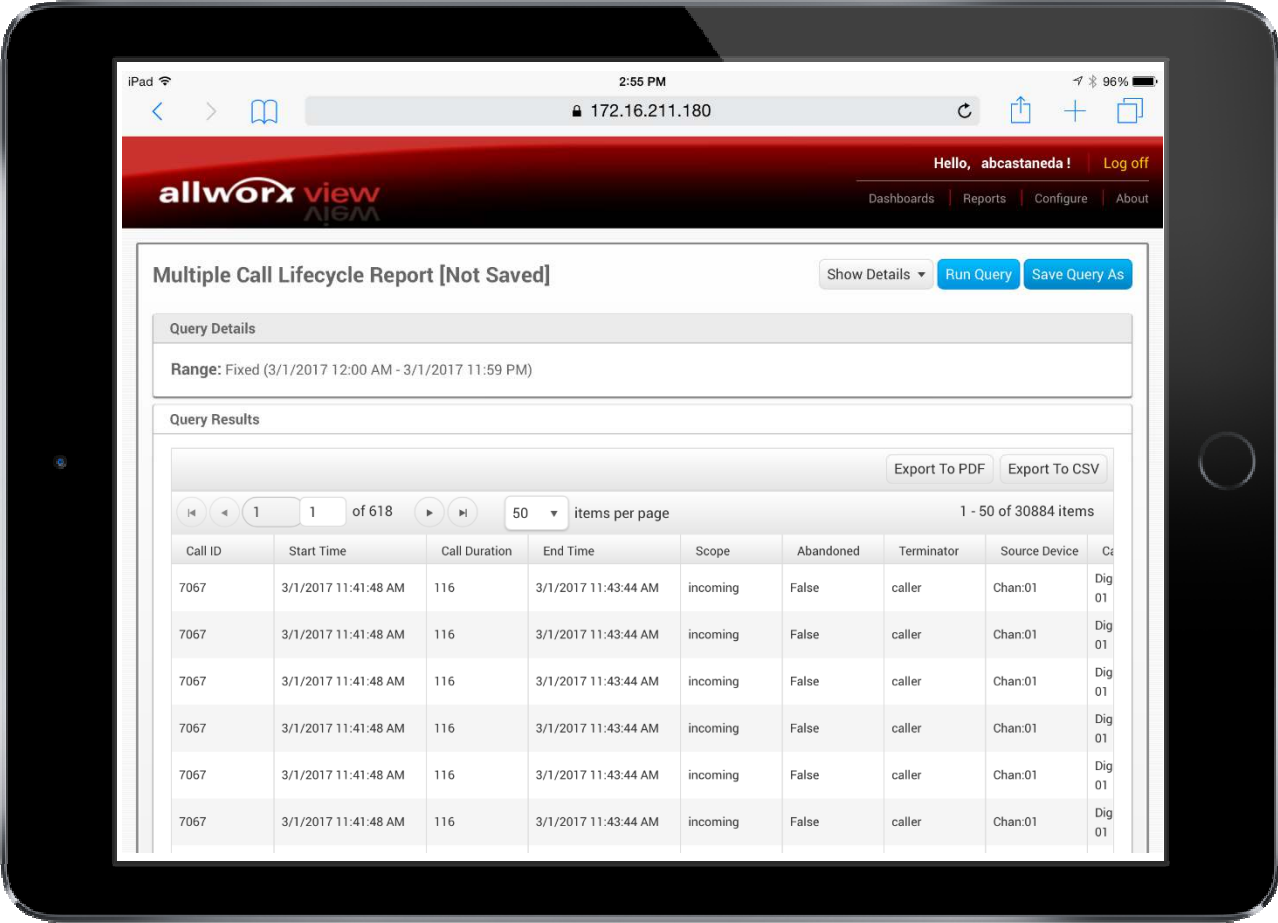
# Call Detail report: Find details about a specific call(s)

Click on any record to see the entire call lifecycle for a specific call(s) including trying, ringing, queued, hold, parked, active, transfer, and complete states.



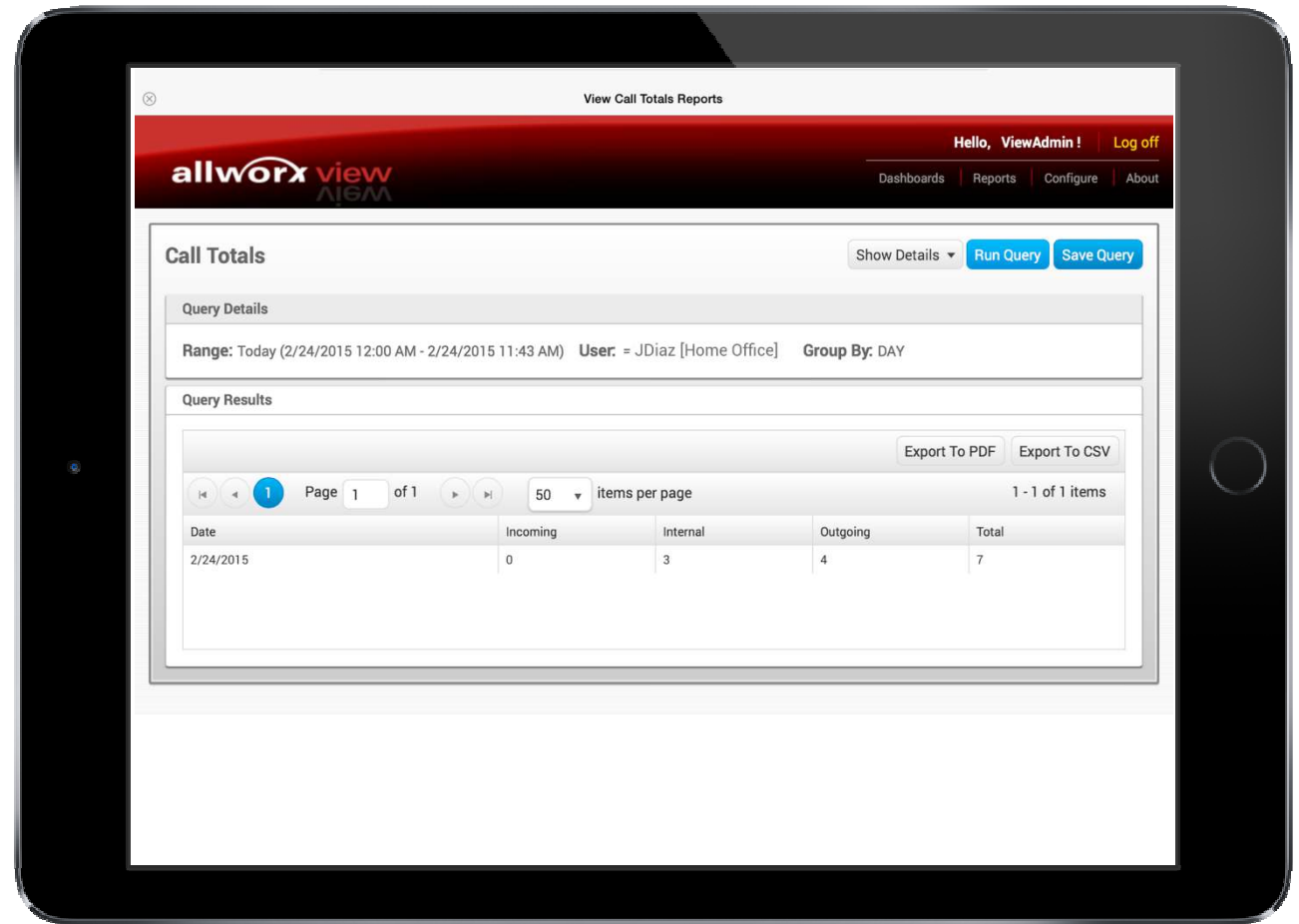
# Multiple Call Lifecycle report: Gather granular call lifecycle data

Track every call state associated with selected calls including trying, ringing, queued, hold, parked, active, transfer, and complete using the new Multiple Call Lifecycle report.



# Call Totals report: Count the number of incoming, internal, and outgoing calls

*Count the number of incoming, internal, and outgoing calls for one or all users based on various data filtering parameters.*





# User Call Totals report: Summarize call stats by non-ACD and ACD activities for a group of users

Summarize the call counts and call durations for a group of users by non-ACD and ACD activities.

View User Call Totals Report

allworx view  
NIGM

Hello, ViewAdmin! Log off

Dashboards | Reports | Configure | About

User Call Totals

Show Details Run Query Save Query

Query Details

Range: Today (2/24/2015 12:00 AM - 2/24/2015 11:59 AM) Users: BAnderson[Home Office], JDiaz[Home Office], CKennedy[Home Office] Group By: EntireRange

Query Results

Export To PDF Export To CSV

Page 1 of 1 50 items per page 1 - 3 of 3 items

User	Incoming	Internal	Outgoing	ACD	Total	non-ACD Total...	non-ACD Aver...	ACD Total Dur...	ACD Average ...
BAnderson	0	0	0	5	5	00:00:00	00:00:00	00:02:54	00:00:35
JDiaz	1	2	4	3	10	00:06:34	00:00:06	00:04:55	00:01:38
CKennedy	0	0	0	3	3	00:00:00	00:00:00	00:04:18	00:01:26

non-ACD ACD

# Queue Summary report: Analyze queue performance stats

See the various queue performance metrics for a selected time period.

allworx view A15AA

Hello, JAllen! Log off

Dashboards Reports Configure About

### Queue Summary Report

Show Details Run Query Save Query

Query Details

Range: Yesterday (6/22/2015 12:00 AM - 6/23/2015 12:00 AM) Server: ORL2 Queue: Queue1 Group By: Hour

Query Results

Export to PDF Export to CSV

Page 1 of 1 50 items per page 1 - 24 of 24 items

Event Time	Total Calls Received	Total Calls Serviced	Total Calls Abandoned	Abandon Rate	Total Calls Exit Key	Total Calls Timed Out	Total Time
6/22/2015 12:00 AM	150	120	30	20	0	0	7,200
6/22/2015 1:00 AM	150	120	30	20	0	0	7,200
6/22/2015 2:00 AM	150	120	30	20	0	0	7,200
6/22/2015 3:00 AM	150	120	30	20	0	0	7,200
6/22/2015 4:00 AM	150	120	30	20	0	0	7,200
6/22/2015 5:00 AM	150	120	30	20	0	0	7,200
6/22/2015 6:00 AM	150	120	30	20	0	0	7,200
6/22/2015 7:00 AM	150	120	30	20	0	0	7,200
6/22/2015 8:00 AM	150	120	30	20	0	0	7,200
6/22/2015 9:00 AM	150	120	30	20	0	0	7,200

# Agent Summary report: Analyze agent performance stats

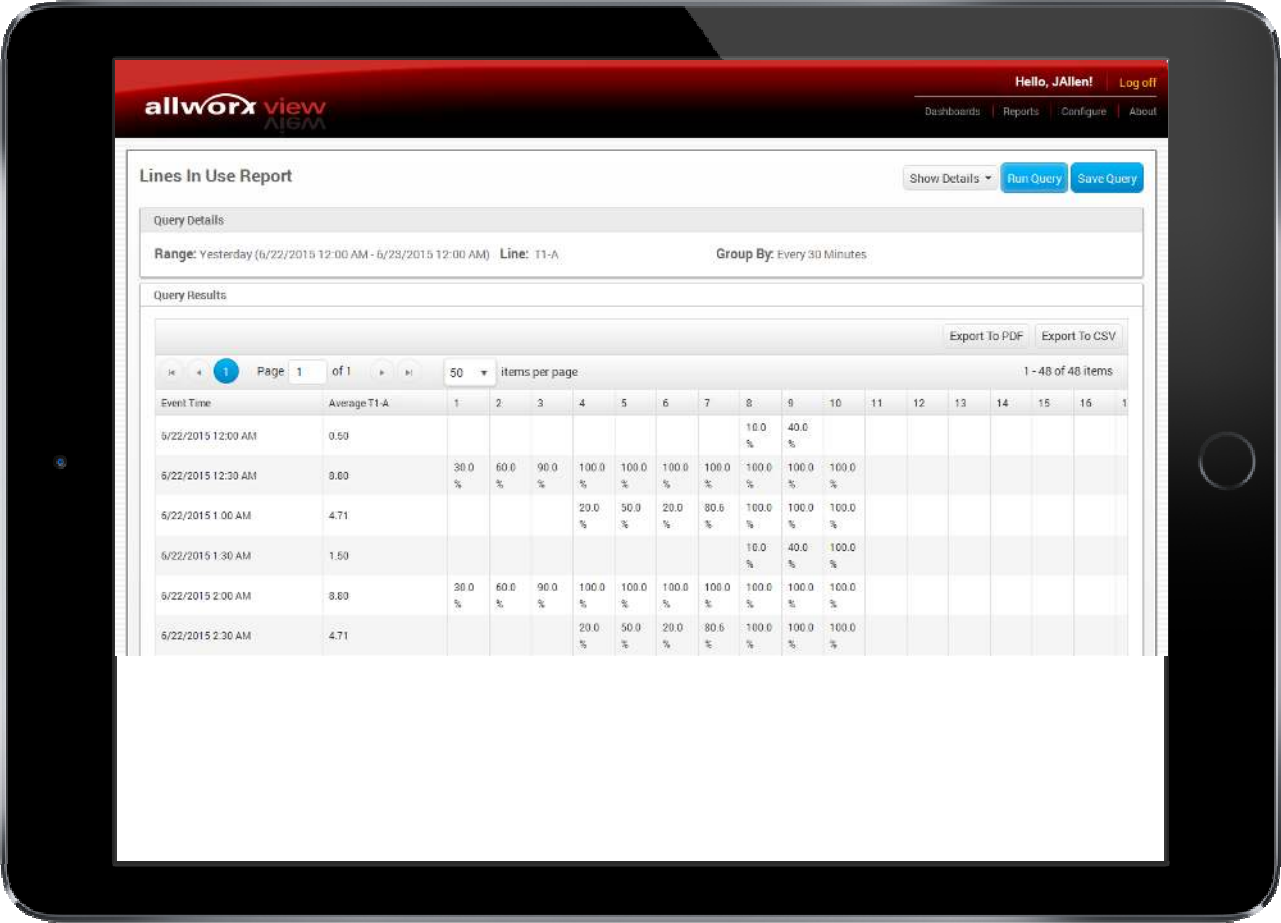
See the various agent performance metrics for a selected time period.

The screenshot displays the Allworx View Agent Summary Report interface. The report is for the date range of 6/22/2015 12:00 AM to 6/23/2015 12:00 AM, for agents J.Smythe and L.O'Keefe, grouped by 30-minute intervals. The table below shows the performance metrics for each agent in each 30-minute interval.

Agent Name	Agent Login	Queue Name	Event Time	Total Calls Se...	Total Missed ...	Average Time ...	Total Time Se...	Longest Call	Average Time ...	Total Time
Jeff Smythe	J.Smythe	Queue 1	6/22/2015 12:00 AM	15	0	34.0	51.0	34	20.0	300
Louie O'Keefe	L.O'Keefe	Queue 1	6/22/2015 12:00 AM	15	0	34.0	51.0	34	20.0	300
Jeff Smythe	J.Smythe	Queue 1	6/22/2015 12:30 AM	15	0	34.0	51.0	34	20.0	300
Louie O'Keefe	L.O'Keefe	Queue 1	6/22/2015 12:30 AM	15	0	34.0	51.0	34	20.0	300
Jeff Smythe	J.Smythe	Queue 1	6/22/2015 1:00 AM	15	0	34.0	51.0	34	20.0	300
Louie O'Keefe	L.O'Keefe	Queue 1	6/22/2015 1:00 AM	15	0	34.0	51.0	34	20.0	300
Jeff Smythe	J.Smythe	Queue 1	6/22/2015 1:30 AM	15	0	34.0	51.0	34	20.0	300
Louie O'Keefe	L.O'Keefe	Queue 1	6/22/2015 1:30 AM	15	0	34.0	51.0	34	20.0	300
Jeff Smythe	J.Smythe	Queue 1	6/22/2015 2:00 AM	15	0	34.0	51.0	34	20.0	300
Louie O'Keefe	L.O'Keefe	Queue 1	6/22/2015 2:00 AM	15	0	34.0	51.0	34	20.0	300

# Lines In Use report: Manage and optimize system usage and capacity

Track your line utilization to manage and plan system usage and capacity.



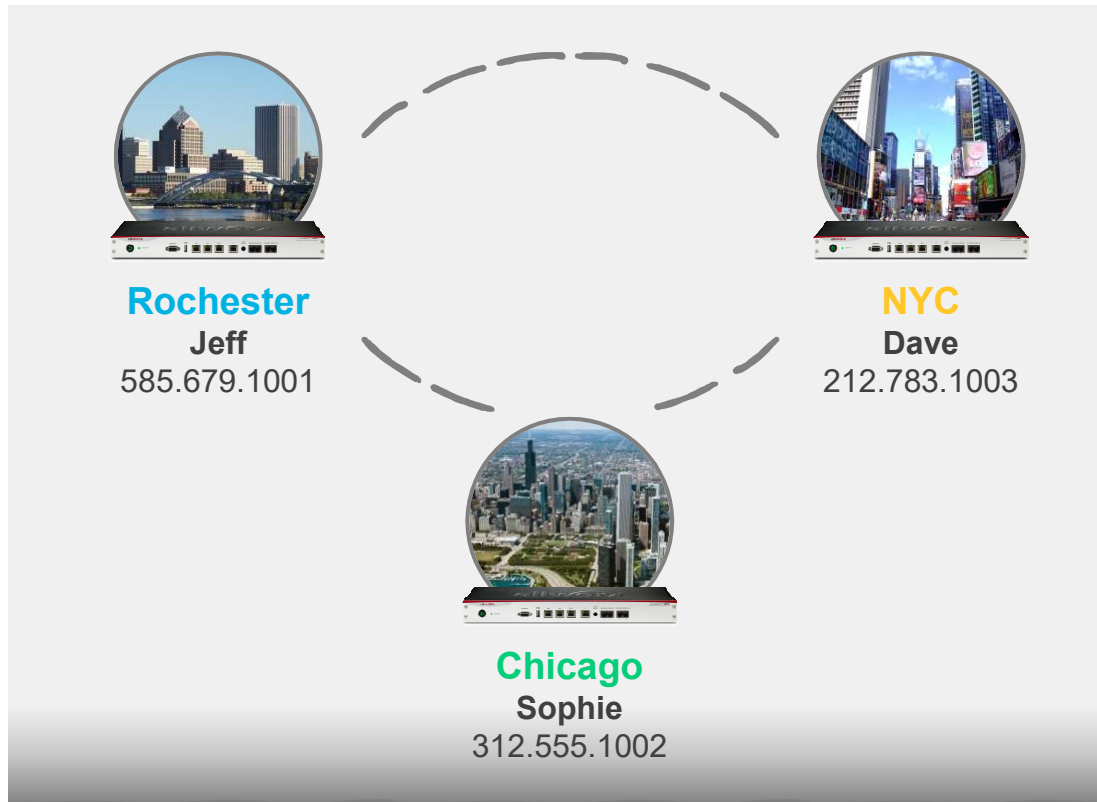
# Allworx® Advanced Multi-Site

## Popular Uses



- Unify up to 100 disparate locations under a centralized phone system.
- Reduce telecom costs by eliminating inter-office long distance and local calls.
- Reduce staffing costs by seamlessly managing a geographically distributed workforce across different office locations.
- Increase employee collaboration via global directory, extension dialing, global voicemail, and shared user presence/status across all sites.
- Easily re-route calls during a natural disaster or connectivity failure.

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



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.

# Allworx<sup>®</sup> Conference Center



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

The screenshot shows the 'Modify Conference' form in the Allworx My Allworx Manager. The form is titled 'Modify Conference' and contains the following fields and options:

- ID:** 4083
- Description:** Weekly Sales Conference
- Password:** 9705 (1 to 10 digits)
- Moderator:** Bianca Anderson (BAnderson)
- Start Date:** 8/7/2015
- Start Time:** 1:00 PM
- Duration:** 1 hour
- Pre-join time:** 5 minutes
- Repeat every:** 7 days
- Available times:** available all day

At the bottom of the form, there are two buttons: 'Modify Conference' and 'Cancel'.

[Accessing Conference Center in My Allworx Manager](#)

## Easy. Secure. Cost effective.

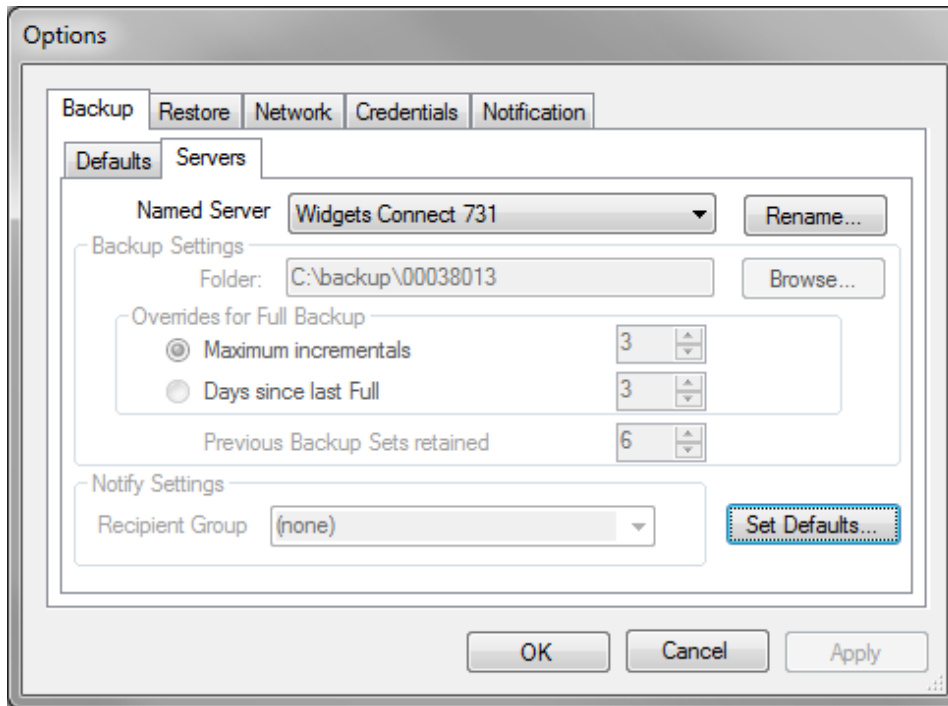
- **Centralized management:** Schedule, modify, and monitor conference calls from My Allworx Manager.
- **Secure:** Protected with a unique conference call ID and password.
- **Cost effective:** One-time server license.
- Connect 731 supports:
  - › 4 conference bridges for a maximum of 30 concurrent participants.
- Connect 536, 530, 324, and 320 support:
  - › 1 conference bridge for a maximum of 8 concurrent participants.



# Backup and Security



# Allworx® OfficeSafe™: A FREE backup tool for all your Allworx server data and application files



Backup Admin Tool

## System requirements:

- OfficeSafe 8.0 is required to support Allworx servers running System Software 8.0 or higher.
- Runs on Windows 7 Professional (32/64-bit), 8, and 10.
- Runs on Windows Server 2003 Enterprise SP2 (64-bit), 2008 R2, 2012, and 2012 R2.

## Back up an unlimited number of Allworx servers

- **It's FREE:** No software key needed.
- **Back up an unlimited number of Allworx servers:** Up to 10 servers transmitting data simultaneously.
- **Adjustable settings:** After the first initial backup, choose to back up all server data or only the changed data for expediency.
- **Convenient:** For managing multiple Allworx servers, schedule backups of each server independently at a time most convenient for each site.
- **Easy monitoring:** View the activity log for real-time progress and/or set up automatic email notifications.

# Built-in security features to ensure industry best practices

Home > Servers > Web Server

**Web Server** [modify](#)

	Current Value
Connection Timeout (secs)	600
Maximum HTTP/HTTPS Sessions	16
My Allworx Manager Secure Port (HTTPS)	443
Web Administration Secure Port (HTTPS)	8443
Insecure Web Access (HTTP)	Disabled
My Allworx Manager Port (HTTP)	80
Web Administration Port (HTTP)	8080

▶ Installed Certificate

▶ Certificate Installation

▶ Certificate Signing Request

Manage web access security from the Web Admin Page, Servers > Web Server

**SIP Registration**

User ID	5126
Binding	5126@:
Login ID	SNichols
Password	<p>##d4&lt;H^=`,^w</p> <p>- 12 + abc ABC 012 !@#</p> <p><b>TIP</b> Make a record of the new password for use with the device before leaving this page as it will not be displayed again.</p>

Manage auto password creation for generic SIP handsets from the Web Admin page, Phone System > Handsets > Modify Handset or Phone System > Handsets > Add New Handset.

- **Enhanced access security:** HTTPS is enabled when accessing the web-based Allworx Web Administration and My Allworx Manager.<sup>1</sup>
- **Automatic password creation:** The Allworx system auto-creates complex passwords for Allworx IP phones, generic SIP handsets, and Px Port Expanders.
- **Strong passwords:** Administrators *can* require users to use complex passwords.
- **SPI Firewall and PPTP VPN:** Included with all Allworx servers.
- **Automatic blocking of unregistered SIP devices:** Only SIP devices set up by the administrators are allowed to connect to Allworx servers.
- **Prevention of phone hijacking:** Allworx IP phones are only allowed to respond to Allworx servers.

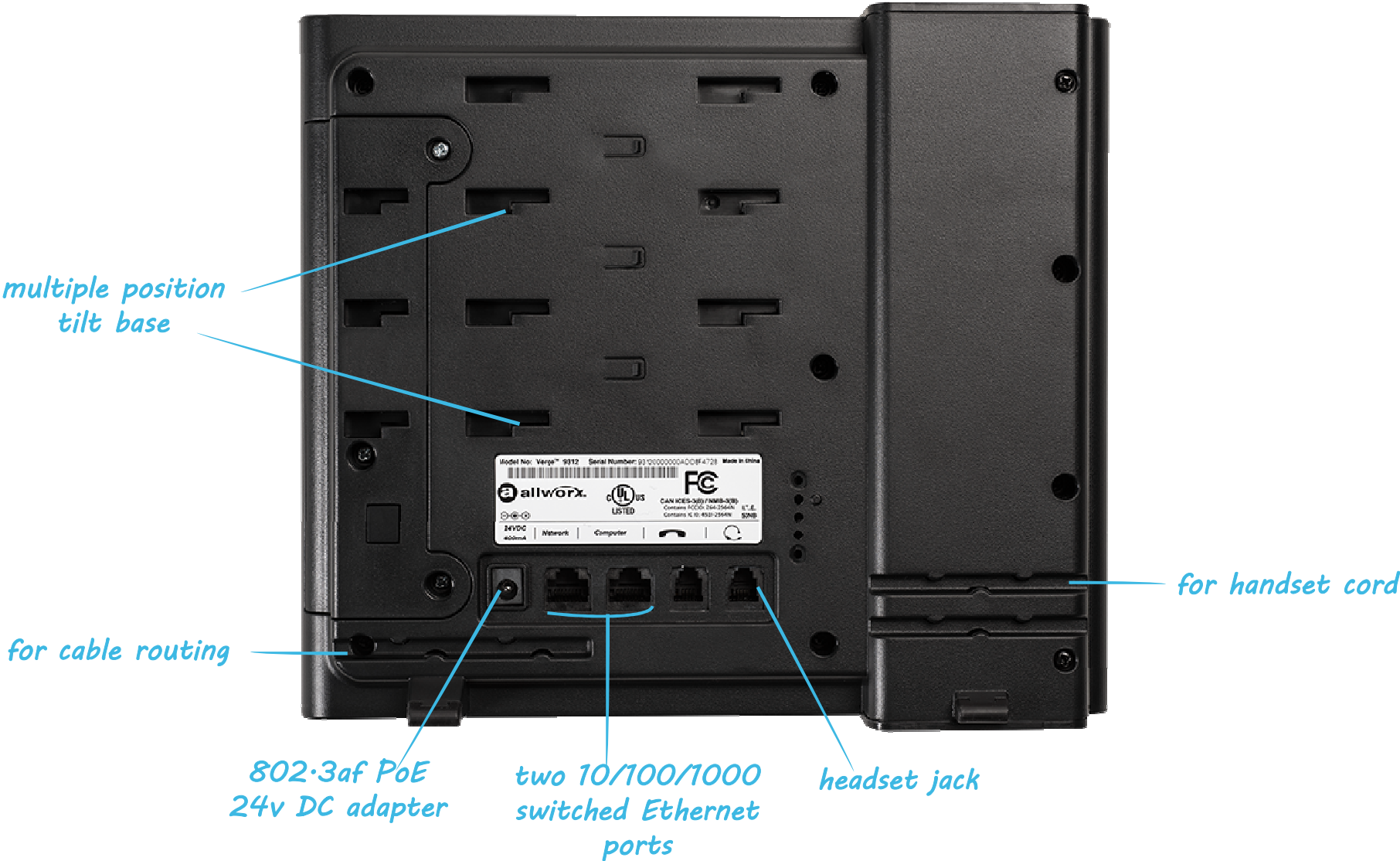
1. Available only for the Connect family.

# Appendix

# No One Else Is Solving the Mobility Gap All That Well

Mobility Features	AVAYA	ShoreTel	Mitel	CISCO	RingCentral	allworx
IP Phone Models			<ul style="list-style-type: none"> <li>MiVoice 6900 series</li> </ul>	<ul style="list-style-type: none"> <li>8800 series</li> <li>DX series</li> </ul>	<ul style="list-style-type: none"> <li>Select Polycom and Cisco</li> </ul>	<ul style="list-style-type: none"> <li>Verge 9312</li> <li>Verge 9308</li> </ul>
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						

# Allworx Verge 9312: Back

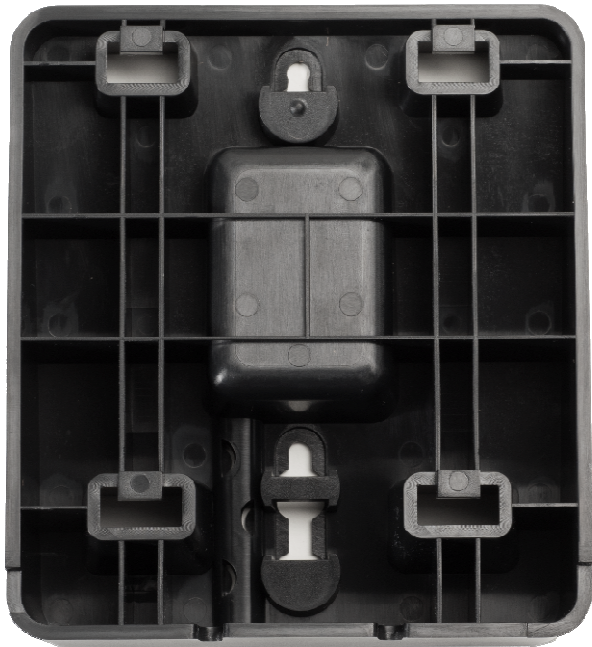


# Allworx Verge 9312: Side View





# Allworx Verge 9312: With Optional Wall Mount



*Just snap in*





# Allworx Verge 9308: “Sleep” Mode Screen



*Users can still dial 911 while in the “sleep” mode*



*Sleep mode timeout can be adjusted from 1 min to 8 hours*

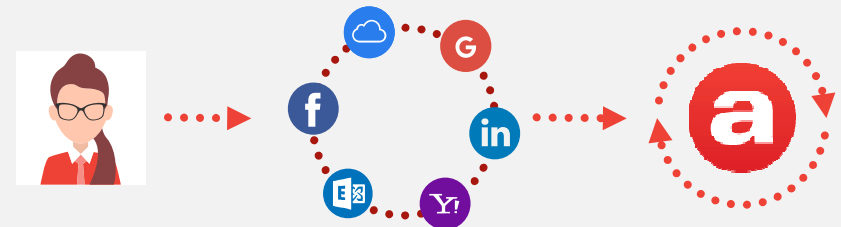
# Uploading Contact Images and Editing Personal Contact Details

## Uploading Your Own Image



- Update your corporate directory contact image from Interact Professional or Reach.
- You can upload your image using the “free” Reach version—without having to purchase the full Reach license.
- JPEG and PNG formats accepted.

## Uploading Personal Contact Images



- For personal contacts synced through Contact Source Accounts, upload personal contact photos from that Contact Source Account.



- For Allworx personal contacts, upload personal contact photos via Interact Professional or Reach.

# Personal Contact Storage Capacity by Allworx Connect Server Model

	Max. # of Personal Contacts <u>WITH</u> Images Per User (approximate)	Max. # of Personal Contacts <u>WITHOUT</u> Images Per User (approximate)	Total # of Personal Contacts <u>WITH</u> Images Per Server (approximate)	Total # of Personal Contacts <u>WITHOUT</u> Images Per Server (approximate)
<b>Connect 731</b>	1,100	7,000	215,000	1,290,000
<b>Connect 536/530</b>	1,100	7,000	60,000	360,000
<b>Connect 324/320</b>	1,100	7,000	24,000	144,000

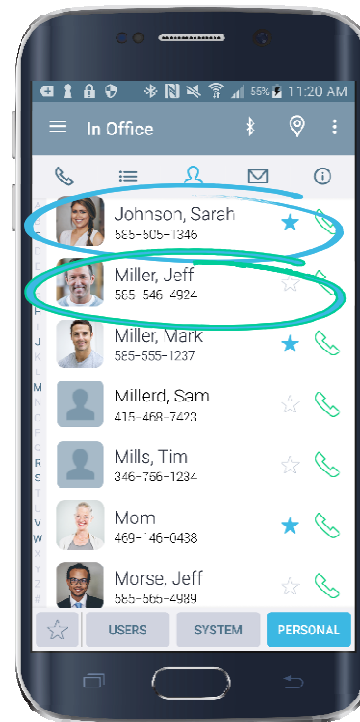
- The number of personal contacts that can be stored by each user is limited by the allocated flash storage available in the Verge IP phones. When the maximum storage limit is reached, the user will be notified and given options to manage the storage space.
- The number of personal contacts that can be stored in a Connect server is limited by its total available storage space. Therefore, storing many large files such as voicemail messages or music on hold will reduce the storage available for personal contacts.

# Update Once and You're Done!

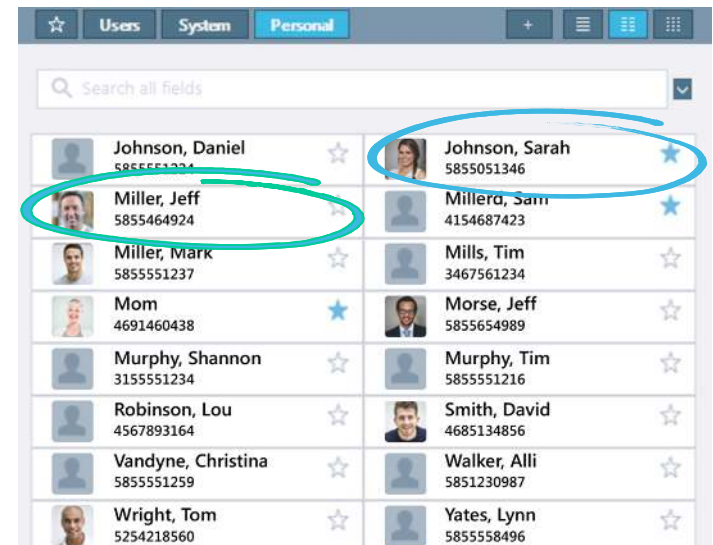
When you edit a personal contact, it's instantly available in all your Allworx devices and applications.



*Verge*



*Reach*



*Interact Professional*

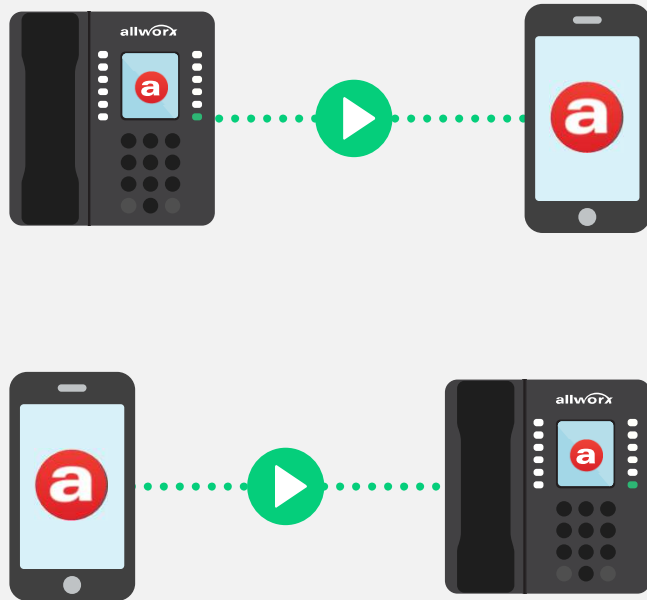


# Call Handoff



# Active Call Handoff Use Cases and Exceptions

## ✓ Call Handoff Use Cases



## ✗ Call Handoff Not Available...

### If the active call is:

- From a queue (via Allworx Automatic Call Distribution or Call Queuing)
- Under call supervision
- A cellular call (via Bluetooth Hands-Free)
- A multi-party conference call on the Verge phone and you're the host
- On hold
- Being recorded via Interact Professional

# Remote Control Mode







OTHER HIGHLIGHTS





# User-Controlled Programmable Function Buttons



## Contact

- Program personal or Allworx user contacts.
- See contact image, status and presence.
- Press for immediate dialing.
- Transfer an active call to any programmed contacts with one click.



## Bluetooth Hands-Free

- Make or receive active cellular calls on your mobile device through the Verge IP phone.



## Park

- Allworx assigns an active call to a parking orbit extension. The call then can be picked up by any Allworx system user by dialing that extension.
- When not on an active call, view all parked calls in the Allworx system.



## Redial

- Redial a number you last dialed.



## Release

- Hang up an active call, but keep the line “off hook” and ready to place the next call.



## Hot Desking

- Log in with your extension and pin to turn a shared Verge IP phone into your own.

Note: To utilize these user-controlled programmable function buttons, Allworx administrator must provide permission for specific buttons on the users' Verge IP phone.

# Expanded Ringtone Families



Three new families of ringtones provide more modern and melodic options

Listen and select ringtone families from

Verge Settings .....> Ring Type Families .....> Test (soft key)

- |   |  |              |  |
|---|--|--------------|--|
| 1 | Four single ring types, four double ring types | 5            | One single ring type, one double ring type and six additional ring types       |
| 2 | Four single ring types, four double ring types | <b>NEW</b> 6 | Three single ring types, three double ring types and two additional ring types |
| 3 | Four single ring types, four double ring types | <b>NEW</b> 7 | Four single ring types, four double ring types                                 |
| 4 | Four single ring types, four double ring types | <b>NEW</b> 8 | Four single ring types, four double ring types                                 |

# Verge Features Supported by Server Family

	Allworx Connect™	Allworx X-Series
Access Personal Contacts via Reach Mobile App	√	√
Access Outlook Contacts via Interact Professional	√	√
Manually Add Allworx Personal Contacts <sup>1</sup>	√	√
Share Personal Contacts Across Allworx Devices and Applications <sup>1,2</sup>	√	X
Share Outlook Contacts Across Allworx Devices and Applications <sup>1,3</sup>	√	X
Share Allworx Personal Contacts Across Allworx Devices and Applications <sup>1,2,3</sup>	√	X
Verge and Reach “Remote Control” Feature <sup>1,2</sup>	√	√
Verge and Reach “Call Handoff” Feature <sup>1,2</sup>	√	√
Bluetooth® Hands-Free (Verge 9312 only) <sup>1</sup>	√	√
Bluetooth Headset Support (Verge 9312 only) <sup>1</sup>	√	√
User-Controlled Programmable Buttons <sup>1</sup>	√	√*

1. Requires Allworx System Software 8.2 or higher.
2. Requires Allworx Reach 3.0 or higher.
3. Requires Allworx Interact Professional 3.0 or higher.

\* Limited functionality for programmed contacts.



**Thank You.**