

# Allworx Phone Overview

## Sophisticated system keeps you connected to customers

Unlike many competitors' systems, the Allworx<sup>®</sup> 10x gives you the luxury of choice in telephone technology. Our system supports both analog and VoIP phones — in any combination. That means you can adapt new technology all at once, or build up gradually. Either way, you're implementing the solution *at your own pace*.

How do you decide whether to stay with analog or switch to VoIP? Allworx can help you determine which phone is right for you. We'll even give you a FREE Total Cost of Ownership Analysis to assist you in your decision process.

Better communication means stronger customer links. Upgrading your phone system to Allworx improves customer service and staff productivity. With its fully featured PBX (Private Branch Exchange) and Key systems, your communications are high—quality, reliable, and professional. You'll never miss a call or message again!

Key features of the Allworx 10x Phone System include:

### **Auto Attendant**

The Allworx 10x comes complete with an Auto Attendant that ensures your calls are answered and handled in a timely and professional manner. Callers hear a custom greeting that you record, and can dial by name, by extension, or from the company directory. Of course, they can always reach an operator or designated staff person. You can record up to nine greetings and program the Auto Attendant to play each at a particular time, such as after hours, weekends, or holidays. The system also lets users easily route calls to another office extension, a home office, or even a cell phone.

### **Call report log**

We've made it easy for your administrator to access and analyze call data. With a few clicks, you can see details from every call — including the caller, time, length, and the total number of calls. It's a simple process to export the data to Excel or any standard spreadsheet program, where you can do all kinds of analyses (e.g., cost analyses, number of support calls made by specific customers, average call lengths).

### **Call routing**

With seven customizable routing options, your call routes can match your presence management settings (e.g., "Out of Office," "In a Meeting"). Just use a simple drop-down menu or your phone to direct your calls any way you choose. Program your phone to forward the call to you, route it to another extension, send it directly to voicemail, etc. This ensures that your customers and employees can find you when they need to.

### **CO line support**

The Allworx 10x comes with support for up to nine Central Office (CO) lines. You also have the option of adding lines (up to 33 total).

### **Dialing plan options**

When employees make calls, the Allworx 10x can look at the number being dialed and route the

call through the lowest—cost option (e.g., your long—distance carrier or VoIP service provider). It's programmed to save you money — automatically!

### **Direct Inward Dialing (DID)**

This function allows extensions to be used as direct phone numbers, and can give your system the appearance of being a much larger one. With DID, customers dial a number that appears to be a direct line (555-1234). The call is sent to your main exchange (555-1000), the digits 1234 are transmitted to the Allworx 10x, and the call is routed to that extension. This can give the impression of hundreds of direct dial lines, when in fact, you only have a few CO lines that route those calls.

### **Fax Support**

You can connect your fax machine directly to the Allworx unit and create a dedicated fax line. For added flexibility, that line is automatically used for outgoing calls when it is not faxing.

### **PBX and Key System Features**

You can mix and match your favorite features from both PBX and Key systems. High—end functions include call forwarding options, call hunt, and call waiting, and everything in between. It supports multiple-line phones, and is password protected for security and easy management. The system can support up to three simultaneous conference calls, each with three participating locations.

### **Phone Support for up to 40 users/100 Extensions**

The Allworx 10x system provides flexible configuration options — it supports up to 40 users with analog or VoIP phones, in any combination. These users have full access to system features like unified messaging and calendars. In addition, you can have 60 extensions for areas that simply need the ability to send or receive calls, such as conference rooms or shipping docks.

### **Presence Management**

This unique feature allows you to manage both people and communications! Through the group calendar, employees can see where one another are at any given point in time — in the office, in a meeting, on vacation, at home, etc. And each user can program the system to respond to each situation in a different way. You may want to send calls directly to voicemail when you're away from the office, to another extension when you're in a meeting, or to a cell phone when you're working from home. Each employee determines the best way to stay connected to customers and the rest of the team.

### **Site-to-site and Remote User Support**

If you have two office locations, you can connect two Allworx 10x units directly — and they will work as one system. This makes it easy for customers, who can call one central number to reach employees in either location. Plus, when you transfer or access calls from site to site, it's all done over the Internet, so you eliminate long distance charges. And with VoIP, remote users can simply plug in their phones and be connected to the main office seamlessly.

### **Text-to-Speech Capability**

Check your email and voicemail in one phone call. Allworx can read your emails to you, so you can respond to both voicemails and emails simultaneously.

### **Unified messaging**

Allworx simplifies voicemail and email communications. You can review, retrieve and respond to all your messages — voicemail, email, and meeting requests — from a single Inbox or phone call. With Allworx text-to-speech capability (see above), all messages are read to you, and you can respond in kind over the phone. The system is compatible with any POP3 email program, including Microsoft Outlook and Lotus Notes.

### **Voicemail with Generous Storage Capacity**

Voicemail is a breeze with Allworx. It's easy to learn and use, and with an 80 GB hard drive, each user can store as much as two or three hours of voicemail (you can determine how much to allot to each employee). Up to 16 callers can access voicemail at the same time, compared to four on most popular phone systems. Allworx voicemail simplifies your messaging tasks, streamlines call management and response time, increases customer care, and improves overall communications.

### **VoIP Capability**

Send voice calls digitally over WAN or LANs automatically — regardless of whether you're using analog or VoIP phones. The Allworx 10x digitizes it all, so you'll save on long distance charges, enjoy a clear, reliable connection, and experience all the tremendous benefits of VoIP.