Allworx® at a glance

Standard Features

- Remote IP Phones connect from anywhere
- Call Routes ring multiple phones, cell phones — unlimited attempts, unlimited options, and unlimited possibilities
- Every user has 7 unique presence settings with 7 unique voicemail greetings
- Robust voicemail (8 or 16 dedicated channels) included with every server

- Automated attendant
- Unified Messaging — Voicemail to email in one inbox
- SMS text notification for voicemail messages
- My Allworx Manager — comprehensive self management
- SIP trunks appear as regular lines for easy access
- Emergency 911 Alert
- Caller ID, ANI, DNIS, DID (when provided by Telco)

allworx®
communications without compromise

► Phone Systems & IP Phones

48x
- Designed for companies of up to 250 employees per site
- Works with fully integrated T1/PRI, traditional CO and VoIP (SIP)

6x
- Designed for companies of up to 60 employees per site
- Works with traditional CO and VoIP (SIP)

6x12
- Designed for very small businesses (VSB) with up to 12 employees
- Works with traditional CO lines and SIP trunks

Px 6/2 Expander*
- Plug-and-play expander connects extra traditional phone lines and stations to the Allworx System over LAN or WAN
- Compatible with the 48x and 6x, each provides six FXO ports and two FXS ports
- Up to three expander units can be connected
  * Not supported on the 6x12

Server Advantages
- Future proof — Pure SIP-based IP PBX
- Specifically designed for 5–250 user marketplace
- Easy to configure — Majority of features are standard
- Easy to manage — Remote management lowers costs
- As you add users — No additional hardware expense
- Hassle-free install — Configure as key system or PBX
- Easy changeover without aggravation or complication
- Supports familiar features — Adds new IP-based functionality
- Optional advanced features are site-licenses, not per user
- Optionally configured as Router, Firewall
- Low total cost of ownership

9224
- Sophisticated, flexible top-of-the-line phone with 24 programmable function keys
- Huge and easy-to-read 192 × 64 graphical backlit display
- Includes a High-Fidelity Voice Handset, hands-free speakerphone, built-in headset connectivity and an integrated Ethernet Switch, PoE

Tx 92/24 Expander
- Simple plug-and-play configuration with automatic detection
- Connect up to three Expanders and grow to 48, 72, or 96 programmable function keys
- Powered from the 9224 phone, no additional power needed

9212 and 9212L
- Sophisticated, flexible phone — perfect for employees who make or receive a high volume of calls
- 9212L has a high resolution full backlit display with adjustable brightness
- 12 programmable function keys
- Supports multiple telephone lines
- Includes a High-Fidelity Voice Handset, hands-free speakerphone, built-in headset connectivity and an integrated Ethernet Switch, PoE

9204 and 9204G
- Four programmable function keys
- 10/100/1000 Gigabit Ethernet Switch (9204G)
- 10/100 Ethernet Switch (9204)
- Easy-to-read 192x64 graphical backlit display
- Full-duplex speakerphone
- 4-way conferencing

9202E
- Compact size for small workspaces
- 2 Call Appearance buttons
- Easy-to-read 128 × 36 display
- 10/100 Switch
- Power over Ethernet (PoE)
- Full-duplex speakerphone
- Wall mountable
- Bright ringing and off hook status indicator
- Plug-and-play headset connectivity

Capacities — at a glance

	48x	6x	6x12	Px
Users	Up to 250	Up to 60	Up to 12	0
Auto Attendant Channels/Branches	16/9	8/9	8/9	0/0
Central Office Lines/SIP	3 FXO expand to 21*, 1 PFT SIP included at no cost, bandwidth dependent	6 FXO expand to 24*, 1 PFT SIP included at no cost, bandwidth dependent	6 FXO, 1 PFT SIP included at no cost, bandwidth dependent	6 FXO ports 1 PFT[†]
Analog Phones	5 FXS ports expand to 11*	2 FXS ports expand to 8*	2 FXS ports	2 FXS ports 6 additional w/3 Px[†]
Dedicated Voicemail Channels	16 Minimum 125 hours	8 Minimum 2 hours per user	8 Minimum 2 hours per user	N/A
Conference	4 bridges, 30 seats/bridge, max 60 seats across all bridges	One 8 seat bridge	One 8 seat bridge	None
T1/PRI	Built-in option	N/A	N/A	N/A

* Expansion requires utilizing a maximum of three Allworx Px 6/2 expanders.
† Maximum three per server.

Catalog — at a glance

48x Server and Options

8200054	Allworx 48x — includes 2T1/PRI interface options, 3 FXO ports and 5 FXS ports. Equipped for 48 users, expandable up to 250 users. Solid state drive.
8200070	Allworx 48x Server with T1/PRI Key #1 — Includes license for the first integrated T1/PRI interface, 3 FXO ports and 5 FXS ports. Equipped for 48 users, expandable up to 250 users. Solid state drive.
8320056	Allworx 48x 4-year Extended Hardware Warranty[1]
8320071	Allworx 48x 1-year Software Upgrade Key (Anytime Purchase)
8320068	Allworx 48x 4-year Extended Hardware Warranty and 5 year Software Upgrade Key Package[1]
8320080	Allworx 48x 1-year Extended Hardware Warranty and Software Upgrade Key Package (Anytime purchase)[8]
8210023	User Upgrade Option — Expand 48x system from 49 to 100 users
8210028	User Upgrade Option — Expand 48x system from 101 to 150 users
8210048	User Upgrade Option — Expand 48x system from 151 to 200 users
8210049	User Upgrade Option — Expand 48x system from 201 to 250 users
8210041	T1/PRI Key #1 — Activate the 1st T1 on the 48x
8210042	T1/PRI Key #2 — Activate the 2nd T1 on the 48x[2]
8210031	Dual Language Support — Allows two languages for voice prompts
8210056	Advanced Multi-site — Primary[3]
8210057	Advanced Multi-site — Branch[3]
8210055	Automatic Call Distribution — Up to 10 queues distributing 64 calls[3]
8210019	Call Queuing — Up to 10 queues distributing 64 calls
8210020	Call Assistant — PC based attendant console and power dialing. Also needed with TAPI Driver (MS Outlook)[7]
8210026	Conference Center with administrator and user controlled security
8210059	iAllworx for iOS or Mobile Link for Android[3,5]

6x12 Server and Options

8200068	6x12 phone system and network server for up to 12 users
8320054	Allworx 6x12 4-year Extended Hardware Warranty[1]
8320067	Allworx 6x12 4-year Extended Hardware Warranty and Software Upgrade Key Package[1]
8320069	Allworx 6x12 1-year Software Upgrade Key (Anytime purchase)
8320079	Allworx 6x12 1-year Extended Hardware Warranty and Software Upgrade Key package (Anytime purchase)[8]
8210029	Dual Language Support — Allows two languages for voice prompts
8210052	Advanced Multi-site – Branch[3]
8210012	Call Queuing — Up to 10 queues distributing 16 calls
8210013	Call Assistant — PC based attendant console and power dialing. Also needed with TAPI Driver (MS Outlook)[7]
8210025	Conference Center with administrator and user controlled security
8210054	iAllworx for iOS or Mobile Link for Android[3,5]

6x Server and Options

8200004	Allworx 6x — Includes 6 FXO ports and 2 FXS ports. Equipped for 30 users, expandable up to 60 users, Compact Flash
8320054	Allworx 6x 4-year Extended Hardware Warranty[1]
8320069	Allworx 6x 1-year Software Upgrade Key (Anytime purchase)
8320067	Allworx 6x 4-year Extended Hardware Warranty and Software Upgrade Key Package[1]
8320079	Allworx 6x 1-year Extended Hardware Warranty and Software Upgrade Key Package (Anytime purchase)[8]
8210027	User Upgrade Option — Expand 6x system from 31 to 60 users
8210029	Dual Language Support — Allows two languages for voice prompts
8210051	Advanced Multi-site — Primary[3]
8210052	Advanced Multi-site — Branch[3]
8210050	Automatic Call Distribution — Up to 10 queues distributing 16 calls[3]
8210012	Call Queuing — Up to 10 queues distributing 16 calls
8210013	Call Assistant — PC based attendant console and power dialing. Also needed with TAPI Driver (MS Outlook)[7]
8210025	Conference Center with administrator and user controlled security
8210054	iAllworx for iOS or Mobile Link for Android[3,5]

Px Expansion Unit and Options

8220001	Allworx Px 6/2 — 6 FXO ports and 2 FXS ports expander.
8320060	Allworx Px 6/2 4-year Extended Hardware Warranty including Advanced Replacement[1]
8320081	Allworx Px 6/2 1-year Extended Hardware Warranty (Anytime purchase)[8]

Handsets

8110055	Allworx 9224 IP Phone — 24 programmable buttons
8110061	Allworx 9224 4-year Extended Hardware Warranty[1]
8110032	Allworx Tx 92/24 Expansion unit for Allworx 9224 phone
8320062	Allworx Tx 92/24 4-year Extended Hardware Warranty[1]
8110049	Allworx 9212 IP Phone — 12 programmable buttons
8110061	Allworx 9212L IP Phone — 12 programmable buttons with backlit display[7]
8320058	Allworx 9212 & 9212L 4-year Extended Hardware Warranty[1]
8110041	Allworx 9204 IP Phone — 4 programmable buttons[3]
8110045	Allworx 9204G — 4 programmable buttons with Gigabit Ethernet connectivity[3,4]
8320064	Allworx 9204 & 9204G 4-year Extended Hardware Warranty[1]
8110065	Allworx 9202E IP Phone — 2 call appearance buttons with full-duplex speakerphone and PoE[9]
8320057	Allworx 9202E 4-year Extended Hardware Warranty[1]
8400006	Universal Switching Phone Power Supply

1. Eligible for purchase within the first 90 days.
2. T1/PRI License #2 does not include T1/PRI License #1. You must activate the first T1 before activating the second.
3. Only supported with software 7.1 and beyond.
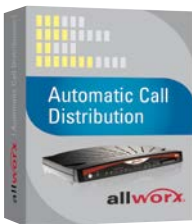4. Supported with software 7.2.9.1

5. Support up to 128 simultaneous IMAP connections
6. Includes all users in advanced multi-site
7. Supported with Software 7.3 and beyond
8. A 30 day blackout period in enforced prior to submitting warranty claims.
9. Supported with Software 7.4 and beyond

► Optional Software Features

Advanced Multi-site
- Communicate as one organization
- Global directory with global voicemail
- Uniform flexible numbering for global connectivity
- Transfer and receive calls from anywhere
- Visual handset status from remote locations
- Disaster Recovery, Automatic failover

Automatic Call Distribution™
- Distribute incoming calls effectively and fairly
- Linear priority, round robin, longest idle, ring all
- Agent login from any phone for maximum flexibility
- Any remote Allworx handset user can be an agent
- Supervisor status reports online; export call detail reports
- Supervisor management of queues and agents
- Comprehensive reports: agent productivity, abandoned calls, and many more

Mobile Link[3,5]
- Access your Allworx system via iAllworx for iOS or Mobile Link for Android
- Manage your presence settings, voicemail[6] and conference calls from your smartphone

Call Assistant™
- PC-based attendant console
- Easy-to-use graphical user interface
- Seamless integration with any Allworx phone
- "Drag-and-drop" call processing
- Displays incoming and outgoing calls, outside lines, phone status for all users — including remote and multi-site users
- Record any call with the click of a mouse
- Active calls shows all system calls
- Call history displays outgoing and incoming calls with sort and one-click dial
- Supports Microsoft TAPI for CID screen pops

Dual Language Support
- Play prompts to multi-lingual customers
- English, Castilian Spanish and French Canadian

Conference Center™
- Secure conferencing — ID and Password protection
- Centralized scheduling and moderation of calls
- Full administrative view of users and conferences
- Set up conference calls 24/7
- Easy-to-use graphic user interface
- Seamless integration with Allworx systems and phones
- Ability to create recurring conference calls

**For more information, call 1-866-ALLWORX,
visit allworx.com, or email sales@allworx.com.**

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