NEW!

System 7.4

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System Software 7.4

Simply makes Allworx products that much better!

Allworx is committed to making our phone systems the easiest to use in the marketplace. Our system 7.4 release brings us one step closer.

New superior features make hard tasks easy!

New Transfer Options — Simplify the call transfer process with these new choices:

- One-Step or Two-Step Transfer — Simply select "Transfer" then dial the extension, or just press the pre-programmed extension button (PFK) on your phone.

- Transfer to Voicemail — Transfer callers directly to a user's mailbox without disturbing the caller.

Handset Network Profiles — As a major component of a disaster recovery plan, Allworx phones can now automatically connect to up to four Allworx servers from anywhere if the primary Allworx server is unreachable.

Importable Music on Hold — Offer customized Music on Hold for specific queues, handset preference groups, and handset call appearances without adding expensive peripheral equipment.

Direct Dialing of Emergency Number – Dial 911 from any phone without dialing "9" for an outside line.

Visual On-Call Indicator — Every handset can be configured to light the phone's Visual Indicator when the employee is on a call to let others see at a glance that they are busy, even while using a headset.

Automatic Call Distribution (ACD) Enhancements — Sold as an option on Allworx systems, ACD provides new functionality:

- Agents can now select from five customizable "Busy Reasons" when they are not able to take a call (i.e., Break, Lunch, Research, Meeting)

- In complex queue applications, priority assignments for each ACD queue can now be set by the Administrator. When agents are logged into multiple queues, this ensures the most important calls are answered first.

- If an agent misses a call, they will be placed in a "No Answer" busy state without being logged out and calls will go to the next available line. Agents can return to the active state by simply pressing their ACD Appearance PFK.
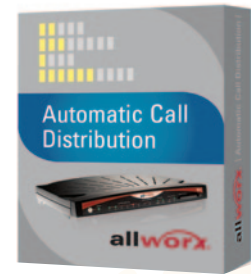
Push-to-Talk Programmable Feature Key — Provides one-way, "walkie-talkie" capability to speak to the user of a designated phone. This new PFK allows you to announce to the called station when you press and hold down the button, but when you release the key, the call disconnects.

Ringtone Families — Users can now choose from one of five families of ringtones.

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Allworx Software Features by Release

Software Features	Release Number			
	7.4	7.3	7.2	7.1
One Step/Two Step Transfer	✔			
Transfer to Voicemail	✔			
Handset Network Profiles	✔			
Importable Music on Hold	✔			
Direct Dialing of Emergency Number	✔			
Visual On-Call Indicator	✔			
Queue Priority	✔			
Agent Busy Reason	✔			
Push-to-Talk Programmable Feature Key	✔			
Ringtone Families (5)	✔			
Advanced Multi-site Paging	✔	✔		
Configurable Voicemail Message Length (15 min. max)	✔	✔		
Day/Night Schedules Per Auto Attendant Greeting	✔	✔		
Expanded Park Orbits	✔	✔		
Extension Mode Configurable Dial Plan	✔	✔		
Hot Desking	✔	✔		
Visual Message Center Display	✔	✔		
Enhanced Presence, and Agents (Call Assistant 2.4.6)	✔	✔		
Speed Dial Enhancements	✔	✔		
9204G support	✔	✔		
151–200, 201–250 User Licenses (24x, 48x)	✔	✔	✔	
4-Party Conferencing	9204	9204	9204	
48x Support	✔	✔	✔	
48x Email Server Support	N/A	N/A	N/A	
Enhanced Phone Plug-N-Play	✔	✔	✔	
Improved E911 Support	✔	✔	✔	
Multi-site Statistics and Diagnostics	✔	✔	✔	
Phone Reboot-All	✔	✔	✔	
Phone SNMP Agent Support	✔	✔	✔	
T1/PRI #1, T1/PRI #2 License (48x only)	✔	✔	✔	
Whisper Page	9204	9204	9204	
911 Alert Support	✔	✔	✔	✔
Advanced Multi-Site	✔	✔	✔	✔
Announce Only Call Answering	✔	✔	✔	✔
Automatic Call Distribution	✔	✔	✔	✔
Enhanced Import/Export of Settings	✔	✔	✔	✔
Internet Call Access Key eliminated	✔	✔	✔	✔
Mobile Link	✔	✔	✔	✔
Phone Auto VLAN Settings	✔	✔	✔	✔
Simplified Software Installation	✔	✔	✔	✔
VM Recordings Import-Export	✔	✔	✔	✔
Voice Activity Detection on VM	✔	✔	✔	✔
Wireless Headset Support	✔	✔	✔	✔
Maximum Number of Users	6x: 60 6x12: 12 10x: N/A 24x: 250 48x: 250	6x: 60 6x12: 12 10x: N/A 24x: 250 48x: 250	6x: 60 6x12: N/A 10x: N/A 24x: 250 48x: 250	6x: 60 6x12: N/A 10x: 100 24x: 150 48x: N/A

Automatic Call Distribution

Call Assistant

Conference Center

System Software

Get your upgrade today!
Call **1-866-ALLWORX** or
visit **www.allworx.com**.

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