



Allworx[®] VoIP Phones

Communication systems designed exclusively for small businesses

The phones that listen.

What do you want from a phone? The ability to make **calls over the Internet** or a standard phone line? **Flexible performance** as a PBX or Key system unit? **Portability** between home, office and remote sites? Whatever you need, Allworx VoIP phones are listening



The phone is the part of your communication system that directly impacts your employees every day — it needs to be flexible, easy to use and productive.

Allworx provides the small business with the ability to communicate and collaborate like a large corporation.

VoIP that travels

Remote locations. With an Allworx VoIP phone and an Ethernet connection, you can:

- Be a virtual “extension” of the office.
- Talk to any office site with an Allworx system — incur NO long distance charges.
- Use your personal settings from any location.

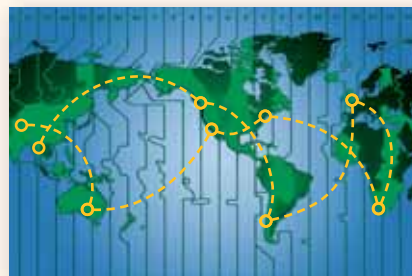


Imagine the increased productivity!

Multi-site calling

Multi-site. With Allworx phones and an Allworx system in each of your office locations, you can:

- Incur NO long distance charges between sites.
- Merge multiple sites with one system. Transfer calls between sites—the caller will never notice.

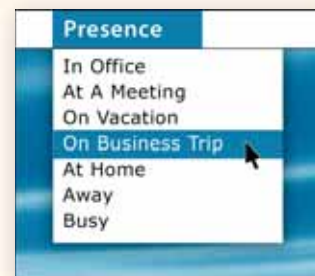


Imagine the immediate cost savings!

Presence management

Follow-me calling at your fingertips. You can change your call routing “presence” instantly, using:

- Your phone
- Your voicemail
- Your PC

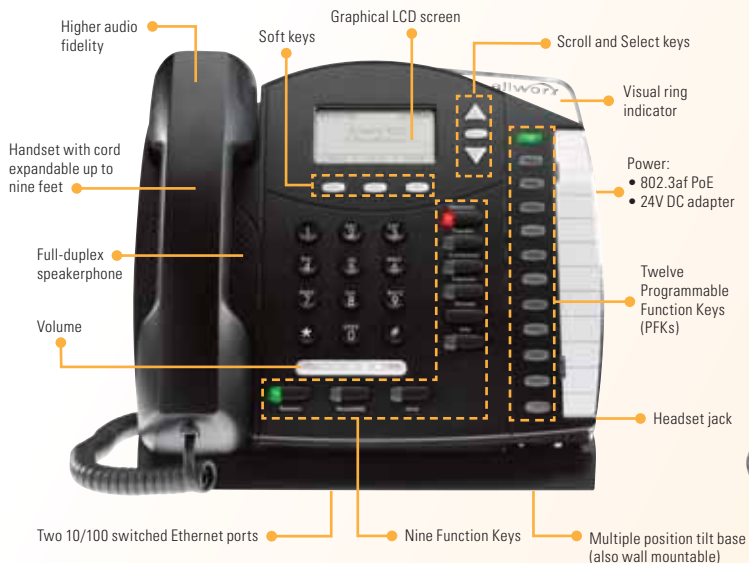


Imagine the ease and convenience!

Allworx® VoIP phones. The phones that listen.

These sleek new phones don't just look good — they meet your needs for today and prepare you for tomorrow. With Allworx phones, you hear the future.

Allworx 9112 VoIP phone



Allworx 9102 VoIP phone

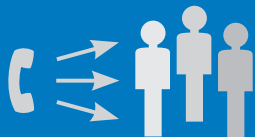


Is it a PBX or Key System?

Allworx phones truly emulate both Key and PBX behavior. Set your Allworx phones to either one or mix both — it's your choice!

Key system behavior

- Push a button for a specific outside line; incoming calls illuminate that line's button.

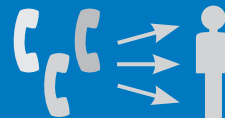


- One incoming call can go to many people.

Features commonly found in **small business** phone systems

PBX system behavior

- Calls are routed to an extension by a phone system (e.g. 6x, 10x or 24x) in your office.



- One person can handle many incoming calls.

Features commonly found in **large company** phone systems

Model 9112

The 9112 is a sophisticated and flexible top-of-the-line phone—perfect for executives, office managers, administrative assistants, and active employees who make and receive a high volume of calls.

- 12 Programmable Function Keys
- Supports up to 12 lines
- Large and easy-to-read display
- Gives you the power to customize the phone to your specific communication style



Model 9102

If you want the power and cost efficiencies of VoIP but don't have a high call volume, the 9102 is right for you. It has a sleek, compact design and is extremely easy to use. Just plug it in and start saving!

- Two Programmable Function Keys
- Supports up to two lines
- Large and easy-to-read display
- Compact size fits neatly on your desk



The Allworx systems supercharge your phones

The Allworx VoIP phones were created by the same engineers who created the Allworx systems.

Allworx phones work seamlessly with the Allworx systems to provide a fully integrated communications solution. No matter what Allworx system you select, you get all the same great phone features and functionality.



Allworx — The best features for small businesses

Call Appearance (PBX behavior)

On PBX systems, incoming calls are directed to specific extensions. Using Allworx Programmable Function Keys, you can assign keys to extensions, such as Sales, Accounting and yourself. Each key lights up as calls come in, allowing you to correctly identify and answer the calls. Call Appearance is the best choice when one person is answering many extensions.

Line Appearance (Key behavior)

In Key systems, an outside line connects directly to a phone. This approach works very well for small businesses with employees who pick up calls from any phone (e.g. “Bob, there’s a call for you on Line Three”). Line Appearance gives direct access to each line independently and immediately, and is the best choice when many people handle the same call across multiple phones.

SIP (Session Internet Protocol) Appearance

Having the ability to show SIP appearance is important when using VoIP lines. With Allworx, we can distinguish specific “phone” lines used over the Internet. It behaves just like a Line Appearance – the only difference is it’s a phone line connected to the Internet. Allworx makes using VoIP technology transparent to your business.

Remote Phone Capability

The Allworx phones are designed to “instantly” work as a remote phone. No technical experience is required. The Allworx phone will negotiate communications through existing firewalls and “phone home” to the appropriate Allworx server. Once connected, the remote phone behaves just like it would if located at the main office. Remote users have all the same great features – line appearances, call appearances, BLF, DSS, call queues, intercom, etc.

Busy Lamp Field (BLF)

From your phone, you can monitor the status of another phone, extension or user. Imagine having the ability to quickly see who is on the phone and who isn’t. Using the 9112, you can have up to 12 different BLFs.

Direct Station Selection (DSS)

Automatically opens an intercom connection to any other Allworx phone. Use this feature for people you need immediate access to or for those you call often.

Speed Dialing

Program frequently called numbers, either internal or external, into your phone using up to 10 personal speed dials or any of the 1,000 company-wide speed dials.

Call Queuing³

Answer incoming calls from various company queues (e.g. customer support, account payables) using the same Allworx phone for your everyday calling. The system automatically recognizes which phones are assigned and available to each queue – even remote phones!

Call Assistant³

Use Allworx phones in conjunction with this software tool that helps manage and distribute incoming calls. Ideal for live answer position or receptionists.

Access key information from the phone display:

- Call history
- Caller ID
- Company directory
- Redial
- Personal preferences (e.g. personal speed dials, audible dialing)
- Silent incoming calls

Feature comparison

| Feature | 9112 | 9102 |
|---|------|------|
| Adjustable stand — multiposition or wall mount | • | |
| Call history/Missed calls | • | • |
| Caller ID | • | • |
| Call waiting —displays caller information on LCD | • | • |
| Check messages button | • | • |
| Conference call button — up to three callers | • | • |
| Distinctive ring types —distinguishes different types of calls | • | • |
| Do Not Disturb button —eliminates interruptions | • | • |
| Headset jack | • | • |
| Hold button | • | • |
| Info button —accesses on-screen help | • | |
| Intercom button —connects to other extensions | • | • |
| Maximum number of lines —calls per phone | 12 | 2 |
| Mute button | • | • |
| One Touch Day & Night Mode | • | • |
| Programmable Function Keys | 12 | 2 |
| Redial | • | • |
| Release button —relinquishes line without hanging up | • | • |
| Speakerphone —Full-duplex sound allows simultaneous talking | • | • |
| Speakerphone button —activates microphone and speaker | • | • |
| TAPI support —integrates phone and computer ² | • | • |
| Transfer call button | • | • |
| Visual ring indicator | • | |
| Multiple voicemail indicators | • | • |

Allworx Phones —

Allworx phones are the most feature-rich, flexible, easy-to-use phones on the market. We're not just making broad claims — there truly are some key differences between Allworx phones and other competitive offers that provide significant benefits to small businesses.

Phones that lower your costs

▶ Lower purchase cost

The Allworx phones save you money compared to other VoIP phones that have less features.

▶ No increased cost for remote phones

There are no additional equipment charges required to set up a phone remotely.

▶ No long distance charges

With an Allworx VoIP phone and an Ethernet connection, you can make calls and incur NO long distance charges.

▶ No site-to-site long distance charges

With Allworx phones and an Allworx system in each of your office locations, you can incur NO long distance charges between sites.³

▶ Reduced wiring and installation costs

Our built-in switch even lets you use your PC's existing Internet connection for your phone, reducing wiring costs and installation time.

Get the features you have ... plus more

▶ Three way conferencing

Many phones provide this feature; however, the Allworx phones allow you to conference active calls without even dialing an extension.

▶ Broadcast paging

The Allworx phones provide broadcast paging within specified zones or to the entire company.

▶ Intercom auto answer

Many phones have intercom capability, but no one offers an auto answer feature that allows you to answer an intercom without having to pick up the phone.

▶ State-of-the-art echo canceling

Voice quality is critical with phones. Allworx has engineered technology into our phones that enable superior voice quality that have the experts in the industry in awe.

▶ Unique remote phone capabilities

The Allworx phones are the only IP phones that provide BLF, SIP appearance, line appearance and more to remote users.

Key Advantages



Easiest phone to use!

▶ Easy engineering

Even though it is feature-rich, the Allworx phones are specifically engineered to be easy to use.

▶ Specific features easier to use

Features such as conference calling or voicemail are directly accessible through dedicated buttons.

▶ No programming required

Allworx phones are truly plug-and-play with the server — no programming is necessary by the user.

▶ Easy remote set up

If you take the phone to a remote location, all the settings stay the same — no reprogramming needed — it's as if you were in the office.

True Key System/PBX

- ▶ Whether calls come through CO lines, T1/PRI or the Internet, Allworx has developed proprietary algorithms that truly emulate key system line appearance.
- ▶ Set phones to behave like a Key or PBX system, or a mix of the two — it's your choice.



Side view of the Allworx 9102 phone.

Allworx 9112 and 9102 Technical Specifications

Overview

- Voice over Internet Protocol (VoIP) phone using SIP 2.0 protocol.
- Supports twelve telephone lines [Model 9112] and two telephone lines [Model 9102].
- Phones designed to easily integrate with Allworx servers and software options.

User configurable settings

- Audible Dialing.
- Auto on Hold.
- Auto Retrieve Calls.
- Call Time.
- Clock mode.
- Display contrast.
- Hold button operation.
- Hold reminder.
- Intercom Auto Answer.
- Message waiting indicators (audible and visual).
- Missed Call Tracking.
- Off Hook Ringing.
- On Hook Dialing.
- Paging.
- Parking Orbit Popups.
- Redial/Call Back/Call History.
- Ten personal speed dials from keypad (in addition to the option of assigning speed dials to the PFKs).
- Multiple voicemail indicators.

Administration¹

- Access to remote Allworx phones for reconfiguring and resetting.
- Automatic software upgrades for phones.
- Automatically reassign user settings when replacing phone(s).
- Customizable templates for quick installation and configuration.
- Dialing plans support international calling.
- Factory test and diagnostics support.
- Mix PBX and Key phone functionality per phone.
- Online installation instructions.
- Programmable dialing plans downloaded to phone.
- Restrict handsets to specific user groups & calling plans.
- Select any combination of SIP line and CO line appearances for Allworx phones.
- Server commanded auto-reboot and manual reboot.
- Status logs.
- The Programmable Function Keys (PFKs) are configured specific to each Allworx phone. The following features are customizable based on end user needs:

| | |
|--------------------------------|---------------------------|
| Busy Lamp Field (BLF) | Line Appearance |
| Call Appearance | Parking Orbit |
| Call Monitor | Parking |
| Centrex Flash | Queue Appearance |
| Day/Night Mode | Redial |
| Direct Station Selection (DSS) | Speed Dial – Company Wide |
| Headset | Speed Dial – Personal |

- Zone paging — make intercom announcements over all Allworx phones in a specific zone.
- Music on hold — background music support.^{1,3}

Functionality

- Call history.
- Call queuing — incoming are routed to specific handsets, calls hear a special message and are answered in consecutive order. Phones support up to ten queues.¹
- Centrex/CO/SIP Line flash.¹
- Different ring types per phone.
- Directory Dialing — access all users' extensions via phone display and auto dial.¹

- Hearing Aid Compatible (HAC) handset (meets American Disabilities Act requirements) and HAC compliance for magnetic coupling to approved HAC hearing aids.
- High quality full duplex speakerphone.
- Missed calls record.
- Non-volatile user settings — will not lose settings if power is lost.¹
- Presence management — view and modify Allworx presence settings from your phone, integrated with Allworx software.¹
- Speed dials — 1,050 programmable, company-wide speed dials¹ and ten personal speed dials per user.
- Visual ring indicator [Model 9112 only] — flashing indicator is visible from all angles.

Remote user (SIP) capability

- Remote users are able to make/receive calls as if they were in office.
- Simple “plug n play” setup for remote use via Internet (Internet Call Access software option not required).
- Built in automatic authentication to Allworx server.
- Automatic NAT transversal negotiation with existing firewall at remote and main location.
- No static IP address required for remote phone.
- Remote user has all functionality of local user (e.g. Call, Line, and SIP Appearance).
- No additional software required.
- Remote phones are able to answer call queues, call monitors, parking orbits, SIP Appearance, and Call or Line Appearances from main office.
- System administrator can change settings & reboot remote Allworx phones without being at remote location.

Phone buttons

- **Conference** — Supports 3-way conference calling. Note: Conference center software option provides additional conference calling capabilities (Allworx 24x – four 8-way conference bridges, Allworx 6x – one 8-way conference bridge)²
- **Do Not Disturb (DND)** — Phone will receive no calls (calls follow current presence routing). Also, pressing DND for 3 or more seconds allows user to switch their Presence.
- **Hold** — Puts active caller on hold at handset location
- **Info** [Model 9112 has Info Button, Model 9102 accesses Info using Programmable Function Key]. — Displays context sensitive information about all buttons on the phone, including Programmable Function Key settings and personal speed dial information.
- **Intercom (station to station intercom)** — Initiate a call to another Allworx handset.
- **Messages** — Used for fast access to the message center; this button is illuminated RED if new voicemail messages have arrived.
- **Mute** — Turns off the microphone of the speakerphone, handset, and headset.
- **Programmable Function Keys** — 12 illuminated PFKs [Model 9112] or two illuminated PFKs [Model 9102]. Used for any combination of Call Appearance, Line Appearance, SIP Appearance, call queuing, call monitors, Centrex flash, parking orbits, headset, speed dials (personal and company), direct station selection, busy lamp field, redial, and info.
- **Release** — Ends call or disconnects call leg or cancels current operation.
- **Transfer** — Allows for both attended and unattended (blind) transfers.

- **Volume** — Volume control for full duplex speakerphone, handset, headset and ringer.
- **3 soft keys** which have different functionality based on operation selected via display.
 - Two arrow buttons: used for scrolling up and down the menu via display
 - Enter button: used for selecting options or settings via display
- **PFK labels** for easy reference [Model 9112 only].

Display and design

- Caller ID — shows name and phone number of incoming caller (as available).
- Case is sturdy textured black ABS plastic.
- Date/Time display.
- Displays multiple simultaneous calls — scroll between calls on hold.
- Handset cord expandable up to nine feet.
- Large graphical LCD screen provides scrollable information.
 - Resolution: 128 × 64 pixels
 - Dimensions: 2.25" × 1.25"
 - Font size: 8 pt and 12 pt
 - Number of lines: up to eight lines of text
- Phones only available in black.
- Three dynamic soft keys: scroll up/down keys and select key that guide user through menus.
- Two clocks — Call Timer and Time of Day.

Technical specifications

- Built-in headset jack (2.5 mm).
- Download firmware updates from any Allworx system.
- G.711 and G.729a audio compression.
- IP address assignment — DHCP client or statically configured.
- Quality of Service (QoS) – supports VLAN capability, Call Admission Control (CAC), DiffServ, and priority queuing.¹
- Supports PoE 802.3af.
- Two integrated 10/100 auto crossover Ethernet switched ports.
- Wall mountable or adjustable tilt base for 9112 phone.
- Wall mountable or one-position base for 9102 phone

Electrical and regulatory information

- Power options:
 - 24V DC adapter, supplied locally at the desktop using the included AC to DC power supply.
 - Power over Ethernet (PoE) 802.3af.
 - UL listed. FCC Class B.

Height and weight

- Model 9112 dimensions: 9" H × 9" W × 7.5" D (22.9 × 22.9 × 19.1 cm).
- Model 9102 dimensions: 8" H × 7.5" W × 6" D (20.3 × 19 × 15.2 cm).
- Model 9112 weight: 2.3 lb (1.04 kg).
- Model 9102 weight: 1.7 lb (0.77 kg).

Options

- Headset.

Warranty

- One year limited warranty from date of reseller purchase.

1. When used with an Allworx server.

2. Sold as an option.

3. Sold as a third-party add-on. Third-party products may be purchased separately.