





# PBXACT



## It's Easy for Businesses to Stay in Touch with PBXact

PBXact offers all the functionality required by demanding businesses, wrapped up in an easy-to-use, flexible business phone system, delivering full Unified Communications. A professional feature set, together with tools to simplify operation and management, provides the ideal solution for all your company's communications needs.

PBXact is a fully featured UC phone system available in two offerings:

**PBXact:** An on-premise phone system offered in both a stand-alone software package and complete line of hardware platforms.

**PBXact Cloud (US, UK & Canada only):** Cloud-based version managed by Sangoma's data centers.

Founded in 1984, Sangoma is a true pioneer and global leader in the telecom equipment market, offering a wide range of telecommunication solutions including IP phones, Gateways, Session Border Controllers, Telephony Interface server expansion cards and professional services.

## PBXact - The Complete Solution

PBXact is a truly scalable, feature rich and flexible platform. Combining this versatility with the Sangoma product range delivers a complete business communications solution. The reassurance that it will "just work", because Sangoma designed it all to work seamlessly together, means that you can get on with running your business and not worry about the technology.

### PBXact Systems

Premise systems for the SMB and the Enterprise:

- » 25-5000 users
- » 1U rack mountable
- » High performance SSD storage
- » Expansion Modules
- » Universal Power Supplies
- » High Availability Clusters
- » Remote Management

### IP Phones

Complete range of phones for the enterprise including free access to Zero Touch provisioning tools such as End Point Manager and Redirection Server. Access high productivity features with support for PhoneApps including hot desking, queue control, voice mail notifications. High level of security with built in VPN.

### Connectivity

Every PBX system needs to connect to the PSTN (legacy T1/E1, analog and ISDN BRI) or to SIP Trunks.

Sangoma facilitates this with a full product range of:

- » VoIP Gateways
- » Session Border Controllers
- » Telecom Expansion Cards

### SIP Trunking

Save money on your telephone bills! SIPStation from Sangoma is a SIP trunking service that is quickly and easily integrated and configured into PBXact. Sign online directly from the PBX management GUI, order new DIDs or port existing DIDs. Enjoy unlimited SIP trunking with a flat monthly fee (CAD and USA only)



# PBXact Cloud

## All the features and benefits of PBXact from Sangoma's managed cloud

PBXact Cloud is Sangoma's cloud based UC solution. It uses the same software as on-premise appliances, but in the cloud. You still benefit from the same great UC features: IM, presence, voice and video calling as well as having full control over the inbound routing and queue control. With the same simplified management dashboard, getting up and running with PBXact Cloud is a snap. Just visit [cloud.pbxact.com/](http://cloud.pbxact.com/) in the US or Canada or [cloud.pbxact.co.uk/](http://cloud.pbxact.co.uk/) in the UK. You will have a full system, operational in 10 minutes.



PBXact Cloud is available in the US, UK & Canada

Using PBXact Cloud allows you to use an enterprise class business unified communications system without the initial expenses of an on-premise solution. With no upfront fees, just a simple monthly expense, including a minutes bundle, PBXact Cloud gives you a no stress deployment and easy ongoing maintenance.

PBXact Cloud fits in a wide range of business sizes and backed by Sangoma's full service plans you don't need to worry about any ongoing system maintenance – Sangoma takes care of all that.



## PBXact On-premise or In the Cloud: Choose What is Right for Your Business


Not so long ago, the question did not need asking - as a business, you went to your vendors and selected a business communications system to be installed on premise. Along with long term support contracts, installation services and specialized personnel. With the advent of IP PBX and IP phones combined with available internet bandwidth and low cost computing platforms, running your phone system from the Cloud is a sound valid option! Consider these criteria:

Criteria	On-premise System	Cloud System (US, UK & Canada only)
Hardware	Purchased up front	Monthly fee. Pay as you go
Software	Purchased up front	Monthly fee. Pay as you go
Scalability	Need larger systems if planning high growth	Grows as you need
High Availability	Requires 2 licensed PBXact systems	Managed for you
Software Updates	Self management of add-ons, patches and updates	Managed for you
Security	Security controlled by you locally	Managed for you

Premise vs Cloud systems each have pros and cons. In the end you make the decision based on your business objectives. And Sangoma provides the solutions that meet your objectives!

# On-premise PBXact

Choose the capacity that meets your needs with these flexible platforms!

PBX Model	Endpoints/Calls	Networking	Expansion	Dimensions	Power Supply
<b>PBXact 25 &amp; PBXact 40</b> 	Supports up to 25 / 40 users or endpoints and 15 / 30 simultaneous calls.	1GB Ethernet (x4)	<b>None</b>	(W x H x D): 127 x 50 x 127 mm	1 external single AC - 36 W 100 ~ 240V @ 50 ~ 60 Hz
<b>PBXact 60</b> 	Supports up to 60 users or endpoints and 40 simultaneous calls.	1GB Ethernet (x3)	<b>PCIe Bus</b> 2 Front Access  <b>Max Card Combos</b> • 2 full or 2 half lengths • 1 full + 1 half lengths	(W x H x D): 431 x 44 x 323 mm	1 internal Single AC - 60 W 100 ~ 240V @ 50 ~ 60 Hz
<b>PBXact 75</b> 	Supports up to 75 users or endpoints and 45 simultaneous calls.	1GB Ethernet (x3)	<b>PCIe Bus</b> 1 Front Access  <b>Max Card Combos</b> • 1 full	(W x H x D): 350 x 60 x 290 mm	Single external 100 ~ 240V Power Supply
<b>PBXact 100</b> 	Supports up to 100 users or endpoints and 60 simultaneous calls.	1GB Ethernet (x3)	<b>PCIe Bus</b> 2 Front Access  <b>Max Card Combos</b> • 2 full or 2 half lengths • 1 full + 1 half lengths	(W x H x D): 431 x 44 x 323 mm	1 internal Single AC - 60 W 100 ~ 240V @ 50 ~ 60 Hz
<b>PBXact 400</b> 	Supports up to 400 users or endpoints and 150 simultaneous calls.	1GB Ethernet (x6)	<b>PCIe Bus</b> 2 Front Access 2 Rear Access  <b>Max Card Combos</b> • 2 full + 2 half lengths • 1 full + 3 half lengths • 4 half lengths	(W x H x D): 430 x 44.5 x 520 mm	Dual internal Modular AC - 300 W 100 ~ 240V @ 50 ~ 60 Hz
<b>PBXact 1200</b> 	Supports up to 1200 users or endpoints and 350 simultaneous calls.	1GB Ethernet (x6)	<b>PCIe Bus</b> 2 Front Access 2 Rear Access  <b>Max Card Combos</b> • 2 full + 2 half lengths • 1 full + 3 half lengths • 4 half lengths	(W x H x D): 430 x 44.5 x 520 mm	Dual internal Modular AC - 300 W 100 ~ 240V @ 50 ~ 60 Hz
<b>PBXact 2000 &amp; PBXact 5000</b> 	Supports up to 2000 / 5000 users or endpoints and 1500 simultaneous calls.	1GB Ethernet (x2)	<b>PCIe Bus</b> 6 Rear Access  <b>Max Card Combos</b> • Up to 6 of any length	(W x H x D): 430 x 130 x 660 mm	Dual internal Modular AC - 300 W 100 ~ 240V @ 50 ~ 60 Hz

## Sangoma PBXact

The Right Choice

### Global Network

Sangoma has a truly global reach with partners in almost every country. These authorized Sangoma dealers are experts in modern communications and can advise on the best solution for a particular need. Problems can be dealt with quickly, in the local language and time zone.

### Expand or Upgrade

When the user count grows as your business grows, don't worry your investment is protected. You'll be able to redeploy your telephones and other communications elements with the upgraded system without a complete replacement.

### Integrated Ecosystem

With the wide Sangoma product portfolio it's possible to build the PBXact system that truly fits your needs. Every model in the Sangoma range from phones to gateways has been optimized to be easily deployed and work effectively with PBXact.

### Great Support

At some point everyone needs a helping hand. Sangoma support, with global coverage, is always available to solve your problems - no matter how big or small. Available support packages can provide 24x7 support that suit the most demanding environments.



## Sangoma IP Phones

### Designed Exclusively for PBXact

Designed to work with PBXact, Sangoma IP phones are so smart that you can quickly and easily use them right out of the box. Each phone in the series features industry standard Power over Ethernet (PoE), so no power cables or outlets are required. Sangoma IP phones come complete with a full-duplex speakerphone, dual Ethernet Ports, multi-way conference calling, High Definition (HD) voice quality, and they're Virtual Private Network (VPN) capable.

Because Sangoma IP Phones are the only phones designed for PBXact, the user experience is unmatched with built-in advanced features which are not available with any other IP Phone.

### Entry Level Phones

Designed for cost effective applications Sangoma offers a line of entry-level IP phones, featuring back-lit LCD displays, Power-Over-Ethernet (PoE), 5-way conference calling, VPN security, Hot Desking and a full-suite of advanced features.

### Mid Level Phones

Designed for demanding users Sangoma offers a line of mid-level IP phones, featuring large color displays, Gigabit Ethernet and 28 or more programmable soft keys to take advantage of the included suite of advanced features.

### Executive Level Phones

Designed for Executive users, Sangoma offers a high-end line of IP phones, featuring large color displays, Wifi and Bluetooth capabilities and 45 programmable soft keys to take advantage of the included suite of advanced features.

Discover all our phones and the different features of each, visit <http://sangoma.com/phones>



### Zero Touch Provisioning

Many VoIP telephones can be complex to install, and manually configuring several parameters and hundreds of extensions can take hours, but not with Sangoma IP Phones. When you buy and install Sangoma IP phones, our Redirection Server points the phone to the PBXact system for automatic and zero-touch configuration. Other vendors have redirection servers, but they have to be programmed with the details of the IP PBX.



### EndPoint Manager Included

When using a Sangoma IP phone, EndPoint Manager software inside PBXact IP-PBX is automatically enabled. This lets your users control global settings, program their phone keys, map extensions, upload images, download new firmware, and much more.



### VPN Security

To ensure the security of remote workers as they connect to the main office phone system, all Sangoma IP phones are designed with VPN clients which seamlessly connect to the built-in VPN servers within PBXact IP-PBX. Provide high level of voice quality and protection to your remote staff without compromising firewall settings.

### Eliminate the Need to Remember Feature Codes using PhoneApps

PBXact PhoneApps are a suite of IP Phone applications designed for PBXact, allowing users to control complex features simply by navigating the phone's display and programmable buttons, eliminating the need to remember feature codes

#### User Applications

	Call Parking		Call Flow
	Follow Me		Queue Agents
	Do Not Disturb		Transfer to Voice Mail
	Conference Rooms		Visual Voice Mail
	Call Forwarding		Presence
	Time Conditions		Queues
	Log In/Out		Contacts

# Communicate Anywhere



## Endpoints

PBXact is designed to work seamlessly with all Sangoma IP phones, offering phone side user applications and other enhanced functionality. With Sangoma zero-touch installation phones will find PBXact and configure themselves with absolutely no intervention.



## Leverage Existing Infrastructure

Based on open SIP (Session Initiation Protocol) standards, PBXact can also be used with other vendors IP phones, paging or door entry systems. Even advanced phone side applications can be enabled with other vendor's phones.



## Conferencing and Collaboration

Add as many conference bridges as you need and optionally assign a conference bridge to an individual user and allow that user to control their conference bridge. When a user logs in to their User Control Panel they can easily manage all aspects of that conference bridge.



## Mobile or Remote Users

Stay connected wherever you are with built-in functionality from PBXact. Remote workers can easily benefit from the full PBX functionality by using VPN to securely connect – built in to PBXact and Sangoma phones.

Connectivity shouldn't need to stop when you leave the office. With the Zulu UC desktop softphone and iOS/Android Mobile App, call, chat, sms, fax and control your presence, from where-ever you are.

With the follow-me feature, users can choose to forward calls to their mobile phone or a related extension either immediately or after a number of rings. Voicemails can still be left at the original called extension.



## Desktop Integration

Each user defined within PBXact gets access to their own User Control Panel (UCP). This allows each user to control presence, view call history and even make and receive phone calls. UCP has a built-in webRTC (Web Real Time Communication) client that can place outbound calls and will ring when inbound calls arrive at the extension.

The Zulu license brings deep integration with Microsoft Outlook and web browsers. Users can click to call from email, contact lists and websites as well as set presence and deal with faxes.



## Network Connections

PBXact supports a range of different connection types to allow calls to the outside world. SIPStation (available in Canada and USA), the SIP trunking service from Sangoma, can be set up in minutes. Complete integration means no tricky configuration anywhere, meaning more time for business.

Legacy Public Switched Telephone Network (PSTN) can be accommodated using Digital or analog connections or can be used as backup or resilience for SIP trunks.

SIP trunks bring flexibility and cost saving versus direct PSTN connections and adding SIP trunks from other vendors is straightforward.



## Integrate

Every business has legacy devices whether they are analog handsets, FAX machines, elevator and safety phones or door entry systems. With Sangoma's comprehensive range of hardware all these devices can be easily integrated

Built-in CRM integration allows PBXact to connect with the most popular CRM softwares, such as SugarCRM, Salesforce, Zoho and ConnectWise.

# Keep in Touch

## Integrated Voicemail

Powerful voicemail applications allow you to keep in touch with your callers wherever you are:

- » Take complete control over voicemail settings for every extension and user
- » Voicemail reports allow system administrators to monitor message counts and check and listen to voicemail greetings
- » Voicemail to email means messages allows you to manage communications from your inbox
- » Voicemail blast can be configured so that messages can be assigned to one of a group of people for processing

## Unified Messaging

PBXact doesn't just enable voice communications; it enables the full suite of unified communications:

- » Instant messaging allows users to communicate quickly and easily using industry standard XMPP clients
- » Presence sharing means no wasted phone calls when your colleagues are busy or unavailable
- » Faxing can be enabled for every extension and received faxes emailed directly to the user inbox

## Media Services

PBXact supports voice processing, allowing many advanced features, such as:

- » IVR (Interactive Voice Response)
- » Call recording
- » Auto attendant
- » Automatic Call Distribution
- » Text to speech
- » Announcements



# System Management



## Web Browser Management

Securely administer PBXact using any compatible web browser from the LAN or enable external administration from the WAN. All configuration, management and debugging capabilities are available via the easy-to-use webUI.



## Monitoring and Reporting

The PBXact dashboard, available through the PBXact webUI gives a quick system health check and will locate and display critical system errors that need addressing. More detailed reporting including CDR information, call logging and feature codes can also easily be viewed through the webUI.



## Automatic Back Ups

Never lose any of your important configuration, custom sound prompts, voicemails, call recording or billing data by using the automatic backup facility. This can be scheduled to run nightly, weekly or monthly.



## Voicemail Management

System administrators can check the number of messages in the system and monitor how many names, and other greetings have been recorded.



## Alerts

PBXact will alert you if problems are detected. The types of alerts range from UPS alerts, system failures or storage resource issues to intrusion detection. Intrusion detection helps prevent unauthorized access to the system and will blacklist the source IP address as required.



## Survivability and Redundancy

Combine two PBXact systems to create a highly available system perfect for organization with a low tolerance for downtime that depend on their communications. Automatic mirroring means the configuration and status of both systems is kept up to date and failover happens immediately so no delay while onsite spares are deployed or repair occurs.



## Personal Administration with UCP

UCP provides each user with a web based login to allow them to easily control their personal experience. Users can view their call history, view contacts, set their presence and personalize their phone softkeys like call forwarding, follow me, call waiting and do not disturb. Additionally personal fax server functions, voicemails and SMS can all be accessed.

# Contact Center

Providing a cost effective means to contact customers and allowing customers to contact you is a key part of many businesses. With the PBXact contact centre suite it's easy to build both inbound and outbound contact centre functionality without the need for more equipment or software onsite.



## Automatic Call Distribution

Inbound calls can be handled efficiently with PBXact's ACD (Automatic Call Distribution) or queues feature. Individual queues can be easily defined for different call categories and virtual queues can be created within the queue to deal with important customers faster. With dynamic queue routing and many options for how calls are handled as they age, create the best experience for your inbound calling customers.

## Outbound Calling

PBXact's broadcast feature easily automates your company's outbound message broadcast dialling. Multiple campaigns can be created and scheduled as necessary. With built-in answering machine and fax detection the call only gets connected when it should be. Override default Calling Line Identifiers (CLIs) so that customer call backs are directed appropriately - choose to play a message or transfer the call directly to an agent.

## Voicemail Management

System administrators can check the number of messages in the system and monitor how many names, and other greetings have been recorded.

## Call Recording

Many industries must record and archive calls for Customer Satisfaction, Employee Evaluation and Training, Security, and Legal Compliance reasons. With the webUI it's easy to view, sort, listen to, archive and download all recorded calls on your system.

## Reporting

Alongside the full reporting capabilities of PBXact, queue reporting and call recording reports are easily accessible via the web. The queue reporting system allows you to create custom reports over whatever period is needed. All call statistics can be easily added to a report and the whole report easily exported for analysis or to be built into business analysis tools.

## Website Integration

It's simple to add a call me box to your website to allow customers to contact you directly from the web. Visitors enter their phone number in to be connected with you or a specific destination and will be called when an agent is available. Full control of routing of that call and how it should be managed is provided so that customer contact and priorities are appropriately handled.

# Features

## General Features:

- » Unlimited auto-attendant/IVR
- » Flexible time-based call routing
- » Class of Service
- » User Management and Group Creation
- » Fax Pro - Unlimited inbound/outbound Fax-to-email
- » Hunt/Ring groups with pre-call announcement
- » Music-on-hold
- » Voicemail-to-email
- » Voicemail blasting
- » Directory
- » Customizable announcements
- » Built-in multi-language IVR, voicemail and announcements
- » Multi-language admin GUI and end user device support (UCP and IP phones)
- » Calling queues (ACD/IVR)
- » Built-in calendar used for call-based routing (Holiday and office hours routing)
- » Enhanced timezone support
- » Call Recording Reports
- » Call logging interface
- » Secure communications (SRTP/TLS)

## Call Features:

- » Unlimited conference bridge & control
- » Follow me/Find me calling
- » HotDesking
- » Intercom
- » Enhanced Paging (Page Pro): Valet style, scheduled with custom recording
- » Call Parking/Call Pickup
- » Caller-ID

- » Do-not-disturb
- » Call Forward
- » Call Waiting
- » Call History and CDR
- » Speed Dial
- » Caller Blacklist
- » Multi-parking lot (Park Pro)

## Unified Communications:

- » End User Control Panel (Dashboard):
  - > Conference rooms
  - > Voicemail control
  - > WebRTC phone with chat
  - > IP Phone programmable button customization (EPM for UCP)
  - > Fax dashboard
  - > Call forwarding, call-waiting, DND and follow-me control
- » Presence
- » Zulu UC Desktop Integration
  - > Desktop softphone (Windows & Mac): call, team chat, fax, SMS, presence
  - > Click-to-Call from browser, email client and CRM
  - > Screen-Pop for helpdesk and CRM
- » Mobile Client
  - > iOS/Android Support
  - > Presence Control
- » CRM Integration
  - > SugarCRM, SuiteCRM, SalesForce, Zoho
  - > Click-to-call, call history, call recording, screen-pop

## Telephone Features:

- » Built-in Auto-Provisioning with redirect service (Included with Sangoma IP Phones)
- » EndPoint Manager - Centralized tool for IP phone provisioning for customization and configuration
  - \*Included with Sangoma IP Phones
- » Sangoma IP PhoneApps

## Call-Center Features (built-in)

- » Call Queuing (ACD)
- » Advanced Ring Strategies
- » Caller Announcement
- » Agent wrap-up time
- » Max- Queue callers
- » CRM Integration
- » Call Recording

## Licensed Add-ons (additional fee)

- » XactView Wallboard - User status view and call control
- » Queue - Call center statistics, barging, call-override, advanced call-center reporting
- » End-Point-Manager for non-Sangoma Phones
- » Professional Greetings
- » Queue call-back for inbound callers
- » Web Call-back
- » Outbound campaign (call-center feature)
- » Appointment Reminder
- » Outbound Call Limiting
- » Hotel Property Management

## PBXACT

PBXact is your complete business communication system. It's flexible with on premise or hosted deployment options and scalable from 40-5,000 users. Plus it's part of a full solution including IP phones, PSTN or SIP connectivity and SIPStation trunking.

Sangoma Technologies is one of the global leaders in the telecom equipment market with a well-earned reputation for engineering quality. We are industry pioneers with over 35 years of company experience since 1984 and provide a wide range of telecommunication solutions with UC/PBX systems, VoIP Gateways, Session Border Controllers, Telephony Interface server expansion cards and professional services.



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