





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

PBXact UC 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 UC is built on the power of FreePBX, the world's most popular open source phone system with over 2 million active installations, tens of millions of users and a vibrant ecosystem of resellers, integrators and developers. PBXact Unified Cloud Communications (PBXact UCC) is the cloud based version managed in Sangoma's data centers.

Sangoma Technologies is the main sponsor and primary developer behind FreePBX. 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 UC - The Complete Solution

PBXact UC 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 UC Systems

Premise systems for the SMB and the Enterprise:

- » 10-1000 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 Phone Apps 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 UC. Sign online directly from the PBX management GUI, order new DIDs or port existing DIDs. Start making calls in no time and enjoy unlimited SIP trunking with flat monthly fee.



PBXact Unified Cloud Communications

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

PBXact UCC 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 UCC is a snap. Simply point your browser to <https://cloud.pbxact.com/> and sign up. You will have a full system, operational in 10 minutes.



Using PBXact UCC 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 UCC gives you a no stress deployment and easy ongoing maintenance.

Starting at 5 users, PBXact UCC 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
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 UC

Choose the capacity that meets your needs with these flexible platforms

PBX Model	Endpoints/Calls	Networking	Expansion	Dimensions	Power Supply
PBXact 10 	Supports up to 10 users or endpoints and 5 simultaneous calls.	1GB Ethernet (x3)	None	(W x H x D): 125 x 20 x 120 mm	1 external single AC - 36 W 100 ~ 240V @ 50 ~ 60 Hz
PBXact 60 	Supports up to 60 users or endpoints and 30 simultaneous calls.	1GB Ethernet (x3)	PCIe Bus 2 Front Access Max Card Combos <ul style="list-style-type: none"> • 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
PBXact 100 	Supports up to 100 users or endpoints and 30 simultaneous calls.	1GB Ethernet (x3)	PCIe Bus 2 Front Access Max Card Combos <ul style="list-style-type: none"> • 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
PBXact 300 	Supports up to 300 users or endpoints and 120 simultaneous calls.	1GB Ethernet (x5)	PCIe Bus 1 Front Access 1 Rear Access Max Card Combos 1 full or 2 half lengths	(W x H x D): 431 x 44 x 305 mm	1 internal Single AC - 150 W 100 ~ 240V @ 50 ~ 60 Hz
PBXact 1000 	Supports up to 1000 users or endpoints and 300 simultaneous calls.	1GB Ethernet (x7)	PCIe Bus 2 Front Access 2 Rear Access Max Card Combos <ul style="list-style-type: none"> • 2 full + 2 half lengths • 1 full + 3 half lengths • 4 half lengths 	(W x H x D): 431 x 44 x 468 mm	Redundant internal Modular AC - 300 W 100 ~ 240V @ 50 ~ 60 Hz

Sangoma PBXact UC

The Right Choice

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. Comprehensive support packages are available that can provide 24 x 7 support with Service Level Agreements (SLAs) that suit the most demanding environments.

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 often advise on the best solution for a particular need. This local expertise means that 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. With support for many different vendors it's possible to utilize whatever makes the solution the most cost effective.





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.



s300



- Full feature set phone at an entry level price point
- » 2 SIP Accounts
 - » HD voice for great sounding audio
 - » Built-in speakerphone for hands-free calling
 - » Dual 10/100 Network
 - » PoE

s500



- Fully featured phone ready for the most demanding user
- » 4 SIP Accounts
 - » 3.5 inch full color display
 - » Up to 28 programmable soft keys
 - » Headset compatible
 - » Dual 10/100/1000 Network
 - » PoE

s700



- Fully featured phone ready for the most demanding executive
- » 6 SIP Accounts
 - » 4.3 inch full color display
 - » Up to 45 programmable soft keys
 - » Headset compatible
 - » Dual 10/100/1000 Network
 - » PoE

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 UC 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. Only Sangoma can provide Zero Touch provisioning with PBXact UC.

The product line starts with the Sangoma s300, a full feature set phone with two Session Initiation Protocol (SIP) accounts and a competitive entry-level price point. For mid-range requirements the Sangoma s500 adds a colour screen and 28 programmable soft keys. For the demanding executive the Sangoma s700 features six SIP accounts a large colour screen and 45 programmable soft keys. Accessories like Headset Adapters and Power Supply Units are also available.

Already deployed IP phones onsite? There's no need to replace your investment if you don't have to. With PBXact most brands of IP phones can be incorporated & managed. Templates can be setup so that groups of phones can be easily configured without touching the phone interface. Individual phones can be programmed as well using the endpoint manager function. Phone side applications like Call Parking, Follow Me, Do Not Disturb, Conference Rooms, Call Forwarding can also be enabled on some phone brands.

Full Integration with PBXact

PBXact Phone Apps are available right on the phone, straight out of the box with no requirement for additional licenses. Users can easily control even the most complex features directly from their phones without the need to remember feature codes.system, operational in 10 minutes.

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 UC 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. By supporting open standards most popular soft phone clients running on notebook, tablet or smartphone can be easily integrated into PBXact allowing virtually "anywhere access".

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, 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.

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

- » ACD (Automatic Call Distribution)
- » Call Queues
- » Announcements
- » Auto-Attendant/IVR
- » Automatic Backup
- » Black List
- » Bulk Import Utilities
- » Busy Lamp Field (BLF) Support
- » Call Detail Reporting
- » Call Flow Control
- » Call Forwarding
- » Call Monitoring
- » Call Parking
- » Call Recording
- » Call Screening
- » Call Spy
- » Call Transfer
- » Callback Services
- » Caller-ID
- » Camp-On
- » Centralized User Management
- » Class of Service
- » Company Directory
- » Conference Rooms
- » Customized Voice Prompts
- » Dictation
- » Direct Inward System Access
- » Do Not Disturb
- » Extensions Management
- » Fail2ban
- » Fax to Email
- » Feature Codes
- » Follow Me
- » Graphical Reports
- » Hunt/Ring Groups
- » Integrated Faxing
- » Multiple Language Support
- » Multiple Offices
- » Multiple Trunks
- » Music on Hold
- » Operator Panel
- » Outbound/Inbound Routes
- » Management
- » Paging and Intercom
- » Phone Directory
- » PINSets
- » Remote Users
- » SIP-Open Standards
- » Soft-Phone Support
- » Speed Dials
- » SRTP
- » System Status Dashboards
- » Three Way Calling
- » Time Conditions
- » TTS- Text to Speech
- » Unlimited Extensions
- » Unlimited IVR ports
- » Unlimited IVR

- » Unlimited VM Messages
- » User Control Panel
- » Video Calling
- » VMX Locator
- » Voicemail
- » Voicemail to Email
- » Voicemail Reports
- » Voicemail Notify
- » Wake Up Calls
- » Web Based Administration GUI
- » IM (XMPP) Chat

Phone Applications

- » Phone Applications
- » Call Flow
- » Call Forward
- » Conference Room
- » Contact Manager
- » Do Not Disturb
- » Login/Logout
- » Follow Me
- » Call Parking
- » Presence
- » Queue Agents
- » Queues
- » Time Conditions
- » Transfer to Voicemail
- » Visual Voicemail

User Control Panel Features

- » Call Forward
- » Call History

- » Call Origination
- » Call Waiting
- » Conferences Module
- » Device Management
- » Do Not Disturb
- » Fax
- » Follow Me
- » Presence
- » RSS Feeds
- » Settings
- » Visual Voicemail
- » Voicemail
- » Voicemail Greetings Management
- » WebRTC Phone
- » XMPP Chat

Language Support

- » English
- » Bulgarian
- » Chinese
- » French
- » German
- » Hebrew
- » Hungarian
- » Italian
- » Japanese
- » Portuguese
- » Russian
- » Spanish
- » Swedish

Signaling Protocols

- » SIP
- » IAX2
- » PRI/T1/E1

- » POTS/Analog
- » ISDN

Voice Codecs

- » G.711 alaw
- » G.711 ulaw
- » G.722
- » G.729
- » gsm
- » speex
- » speex16
- » speex32

Video Codecs

- » H.264
- » H.263p
- » H.263
- » H.261

Specialty Device Support

- » Door Phones
- » Failover Devices
- » Overhead Paging
- » Paging Gateways
- » SBC
- » Strobe Alerts
- » Voice Gateways

Optional Licenses

- » Call Center Builder
- » Third party phone support
- » HA
- » Zulu Desktop integration
- » Xactview Attendant Console



PBXact UC is your complete business communication system. It's flexible with on premise or hosted deployment options and scalable from 10-1000 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 30 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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