

# PBXACT 2000



## Ideal for Large Contact Center or Enterprise Office Deployments

PBXact 2000 is a premise-based IP-PBX appliance built for large enterprises and contact centers looking to seamlessly integrate IP phones, VoIP trunks, PSTN connectivity while improving employee collaboration and productivity with a large suite of advanced features.

### Included PBXact Features

#### Enhanced Modules

All PBXact appliances includes the follow enhanced modules:

- » Call Recording Reports
- » Class of Service
- » Conference Pro
- » Extension Routing
- » Fax Pro
- » Park Pro
- » Page Pro
- » SysAdmin Pro
- » Voicemail Notify
- » Voicemail Reports
- » XMPP Pro

#### Quick-Start Installation Wizard

The quick-start Installation Wizard for PBXact makes it incredibly easy to get your PBX set up with basic configuration in just a few minutes!

#### User Control Panel for Personal Administration

UCP provides each user with a web based login to allow easy control of their personal experience from any device. Users can view their call history, view contacts, set their presence and personalize their phone soft-keys like call forwarding, follow me, call waiting and do not disturb.

#### Zulu UC Desktop Integration

Zulu UC Desktop Integration is included with all PBXact Systems, providing users with: a feature-rich softphone for true office mobility including SMS and FAX capabilities, click-to-call from web browsers and screen pops for helpdesk integration.

### Integration with Sangoma IP Phones

#### Zero Touch Provisioning

Designed specifically for PBXact, Sangoma's line of IP Phones auto-provision themselves out-of-box using our Redirection Service and EndPoint Manager Module.

#### Full Suite of Phone Applications

A suite of applications to control functions and settings directly from the screen of IP phones. No need to remember feature codes! PhoneApps are built-in to Sangoma IP Phones and also offered to 3rd party vendors.

### Quick Facts

- » Ideal for Large Contact Center or Enterprise Office Deployments
- » Supports 2000 extensions / users & 1500 simultaneous calls
- » Field-upgradeable to 5000 extensions / users
- » Open SIP Trunk & PSTN Integration
- » Built-in Auto-provisioning with Sangoma IP Phones Including 3rd Party Options
- » Mobility & CRM Integration
- » Hardware & Software Versions
- » 6 PCI Express Slots for PSTN Cards
- » Management Ports: Console, SSH & IPMI
- » Network Ports: 2x GB Ethernet, 1x IPMI, 1x DB9 & 1x VGA
- » Professional Installation & Maintenance Services Available
- » Offers 1 Year Warranty with Options to Extend

## About Sangoma

Sangoma Technologies Corporation, is a trusted leader in delivering globally scalable Voice-Over-IP telephony systems, both on-site and cloud-based.

As the communication landscape evolves and businesses invest in new strategies to provide effective communications, Sangoma Technologies is your trusted partner; delivering Unified Communications solutions for SMBs, Enterprises, OEMs, Carriers, and service providers.

Sangoma's globally scalable offerings include both on-site and cloud-based business communication systems, SIP trunking, IP Phones, Gateways, Session Border Controllers and Telecom Interface Cards. Together, these provide seamless connectivity between traditional infrastructure and new technologies. Businesses can achieve enhanced levels of collaboration, productivity and ROI by partnering with Sangoma.

Founded in 1984, Sangoma Technologies Corporation is publicly traded on the TSX Venture Exchange (TSX VENTURE: STC).

## Become a Sangoma Partner

Provide your customers with outstanding VoIP and Unified Communications quality products that deliver industry-leading value. As an Empowered by Sangoma Partner, you'll get the help you need to grow your business and the incentives you want to make it easy to win sales.

Discover more at:  
[Sangoma.com/partner-program](http://Sangoma.com/partner-program)

### 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)

### 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
- » EndPoint 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
- » Field-upgradeable to 5000 extensions / users

### Protocol & PSTN Support

- » SIP, IAX2
- » ISDN PRI (T1/E1) with Sangoma (or 3rd party) telephony cards
- » Analog with Sangoma (or 3rd party) telephony cards
- » BRI with Sangoma (or 3rd party) telephony cards

### Hardware

- » 2x GB Ethernet ports
- » 1x IPMI, 1x DB9 & 1x VGA
- » 6 PCI express slots
- » Rack-mount rails included
- » Unit dimensions
  - » 430 x 660 x 130mm (WxDxH)
- » Unit weight
  - » 24.5kgs (54lbs)
- » Dual modular internal 100~240V power supplies

# PBXact 5000



PBXact is an advanced on-premise turnkey unified communications platform which integrates all your business real-time voice and IP telephony applications into one full-featured experience. Whether your company is looking for basic PBX features with the capability of future growth options or enhanced features such as, Call-Center, MS Outlook integration, SMS, IM, CRM and Help Desk integration, PBXact wraps all this into one package.

## Ideal for Large Contact Center or Enterprise Office Deployments

PBXact 5000 is a premise-based appliance built for large enterprises and contact centers looking to seamlessly integrate IP phones, VoIP trunks, PSTN connectivity while improving employee collaboration and productivity with a large suite of advanced features. PBXact 5000 supports up to 5000 licensed extensions and 1500 simultaneous calls.

The following advanced features are included, out-of-box:

### Auto-provisioning Tool

Integrate and manage all your existing IP phones and other endpoint devices, such as Sangoma PSTN Vega Gateways and most third party manufacturers, with the EndPoint Manager module.

### VoIP Connectivity

Seamlessly integrate your vendor's SIP trunks or combine PBXact with Sangoma's own SIP trunking service called SIPStation for deeper integration and easy deployment, auto-configuring your channels at the same time.

### Mobility

Remote workers can take the office with them with PBXact's "anywhere access" allowing them to connect securely with built-in VPN functionality and features like follow-me to forward phone calls, voicemails and presence information.

## Quick Facts

- » Supports 5000 Licensed Extensions & 1500 Calls
- » Console, Web GUI, SSH, IPMI Management Interface
- » 2x GB Ethernet Ports, 1x IPMI, 1x DB9 & 1x VGA
- » 6 PCI Express Slots
- » Optional Annual Support & Software Maintenance Plans
- » Remote Installation & Configuration Services
- » 1 Year Warranty

## ADVANCED CAPABILITIES

### Quick-Start Installation Wizard

The quick-start Installation Wizard for PBXact makes it incredibly easy to get your PBX set up with basic configuration in just a few minutes!



### Survivability and Redundancy

Combine two PBXact systems to create a highly available system for organizations with low tolerance for downtime.

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.

### Personal Administration

#### User Control Panel

UCP provides each user with a web based login to allow easy control of their personal experience from any device. Users can view their call history, view contacts, set their presence and personalize their phone soft-keys like call forwarding, follow me, call waiting and do not disturb.

### Desktop Integration

Zulu UC Desktop Integration is included with all PBXact Systems, providing users with: a feature-rich softphone for true office mobility including SMS and FAX capabilities, click-to-call from web browsers and screen pops for helpdesk integration.

### Integration with Sangoma IP Phones

#### Zero Touch Provisioning

Designed specifically for PBXact, Sangoma's line of IP Phones auto-provision themselves out-of-box using our Redirection Service.

### Full Suite of Phone Applications

Users can now control complicated features directly from their phones right out-of-the-box. There's no need memorize hard to remember feature codes!

## FEATURE SPECIFICATIONS

### Basic Features

#### Business Features:

- » Flexible time-based call routing
- » Built in conference bridge/service
- » Fax to email
- » Hunt / Ring groups
- » Music on hold
- » Voicemail blasting
- » Follow me / Find me calling
- » Personal IVRs
- » Wake up calls
- » Support for video calls, IM & presence
- » Secure communications (SRTP/ TLS)
- » Directory
- » Customizable announcements
- » Dictation
- » Calling queues (ACD/IVR)

#### Calling Features:

- » Three way calling
- » Voicemail
  - » Voicemail to email
- » Caller ID
- » Call transfer
- » Call recording
- » Do not disturb
- » Call forwarding
- » Call waiting
- » Call history
  - » Call detail records and call event logging
- » Speed dials
- » Caller blacklisting
- » Paging / Intercom
- » Call screening
- » DISA

#### Telephony Support:

- » Open standards support for multiple signaling protocols
  - » SIP
  - » IAX2
  - » PRI/T1/E1
  - » POTS/Analog
  - » ISDN
- » WebRTC
  - » Browser-based calling (thru UCP)
- » Soft phone support
- » Specialty device support
  - » Door phones
  - » Overhead paging
  - » Strobe alerts
  - » Paging gateways
  - » Voice gateways
  - » Failover devices

#### Administration:

- » Bulk import utilities
  - » Trunks
  - » Extensions
  - » Users
  - » Phone numbers
- » System dashboards
- » Integrated intrusion detection

### Multiple Language Support:

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

### End User Applications:

- » User Control Panel (UCP)

### Physical Features:

- » Unit dimensions
  - » 430mm (W) x 660mm (D) x 130mm (H)
- » Unit weight
  - » 24.5kgs (54lbs)
- » Dual modular internal 100~240V power supplies
- » 2x GB Ethernet ports
- » 1x IPMI
- » 1x DB9
- » 1x VGA
- » 6 PCI express slots
- » Rack-mount rails included

### Enhanced Features

#### Included with All PBXact Platforms:

- » Call Recording Reports
- » Class of Service
- » Conference Pro
- » \*EndPoint Manager
- » Extension Routing
- » Fax Pro
- » Page Pro
- » Park Pro
- » Zulu UC Desktop Integration
- » \*Phone Apps
- » SysAdmin Pro
- » \*User Control Panel (UCP)
- » Voicemail Notify
- » Voicemail Reports
- » XMPP Pro

\*Included Free for Sangoma IP Phones

### Licensing Options:

- » XactView
  - » Call management and presence desktop for end users
- » EndPoint Manager
  - » Third party phone support for non-Sangoma IP phones
- » Call/Contact Center Features
  - » Enhanced call center functionality
- » High Availability
  - » 1:1 active/standby two-box redundancy to guarantee business continuity