PBXACT

PBXact is a fully-featured business communications platform based on open-source technology which makes fit virtually any deployment type.

Integrated SIPStation™ SIP Trunking
Sign-up with the award winning SIPStation service directly from the administration GUI and automatically configure within seconds. No need to look further for VoIP service or need technical knowledge to set up.

Zero-Touch Provisioning
Out-of-box automatic configuration with Sangoma's S-Series IP phones, from anywhere in the world. The EndPoint Manager Tool within the administration GUI enables centralized control of every phone's configuration and firmware.

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

Remote Worker Friendly
Desktop and mobile apps deliver HD video calling, screen-sharing and chat for sales, support or contact center staff.

Flexible Deployment
PBXact is available on certified Sangoma appliances, as a software for your own hardware and virtual machines, and as a service (Saas) for partners to offer to their customers.

Web-based Dashboard
User Control dashboard lets every user manage their own call settings, conference call rooms, voicemail and contact center features via customizable widgets.

Integration With Your Existing Tools
Built-in click-to-dial and screen-pop for web-based Customer Relationship Management (CRM) tools.

Advanced Recovery
Avoid catastrophic failure with the Advanced Recovery module which delivers automatic failover to a secondary PBXact system.

	PBXact **25/40**	PBXact **60**	PBXact **75**	PBXact **100**	PBXact **400/1200**	PBXact **2001**
Ideal For	Small Businesses	Branch or Small Office Deployments	Small to Mid-sized Businesses and Branch Office Locations	Mid-sized Businesses and Branch Office Locations	Contact Center or Enterprise Office Deployments	Large Contact Center or Enterprise Office Deployments
User / Call Capacity	25: 25 Users / 15 Calls 40: 40 Users / 30 Calls	60 Users / 40 Calls	75 Users / 45 Calls	100 Users / 60 Calls	400: 400 Users/150 Calls 1200: 1200 Users/350 Calls	2000 Users / 1500 Calls
PCI Express Slots	N/A	2 PCI Express Slots	1 PCI Express Slot	2 PCI Express Slots	4 PCI Express Slots	None Available – See Vega Gateways for Connectivity
Network / Management Ports	4x GB Network / 1x Serial Console (RJ45) / 1x VGA	3x GB Network / 1x Serial Console (RJ45) / 1x VGA	3x GB Network / 1x Serial Console (RJ45) / 1x VGA	3x GB Network / 1x Serial Console (RJ45) / 1x VGA	6x GB Network / 1x Serial Console (RJ45) / 1x VGA	2x GB Network / 3x USB / 1x Micro USB / 1x Serial Console (RJ45) / 1x VGA

Technical Specifications

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 phone GUI and end user device support (UCP and IP phone)
- 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

Protocol Support:

- SIP V1/V2, IAX2

Softphone Integration

Desktop Softphone (Windows & Mac)
- Video call, screen-share, team chat, file-transfer, fax, SMS, presence

Mobile
- Video call, voicemail, unattended transfer, push notifications, presence control
- iOS/Android Support

CRM Integration

- Click-to-Call and Screen-pop and call history for SugarCRM, SuiteCRM, SalesForce, Zoho and ConnectWise

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)

- Advanced Recovery - Automatic failover
- Queue Wallboard - contact center dashboards
- 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

Codec Support

Software
- ulaw, alaw, gsm, g.722, g.726, slin, ilbc and *g.729 May impact overall call capacity *PBXact 14 & above

Physical Features

PBXact 25/40
- Unit dimensions - 127mm (W) x 127mm (D) x 50mm (H)
- Unit weight - .68kgs (1.5lbs)
- External universal AC/DC power brick

PBXact 60:
- Unit dimensions - 430mm (W) x 320mm (D) x 45mm (H)
- Unit weight - 3.95kgs (8.7lbs)
- Internal 100~240V power supply

PBXact 75:
- Unit dimensions - 350mm (W) x 290mm (D) x 60mm (H)
- Unit weight - 1.9kgs (4.2lbs)
- Single external 100~240V power supply

PBXact 100:
- Unit dimensions - 430mm (W) x 320mm (D) x 45mm (H)
- Unit weight - 3.95kgs (8.7lbs)
- Internal 100~240V power supply

PBXact 400/1200:
- Unit dimensions - 430mm (W) x 520mm (D) x 44.5mm (H)
- Unit weight - 13.5kgs (30lbs)
- Internal 100~240V power supply (Dual optional)

PBXact 2001:
- Unit dimensions - 610mm (W) x 483mm (D) x 43mm (H)
- Unit weight - 13.6kgs (29.9lbs)
- 350W/550W hot plug power supplies with full r redundancy option
- Dell iDRAC service available

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