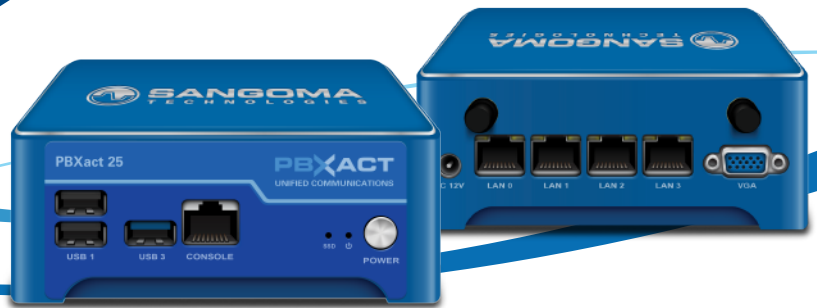# SANGOMA

PBXACT 25

Ideal for Small Businesses

PBXact 25 is our smallest on-premise based appliance built for small businesses looking to seamlessly integrate IP phones and VoIP trunks while improving employee collaboration and productivity with a large suite of advanced features. PBXact 25 supports up to 25 licensed users and 15 simultaneous calls.

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 Small Office Deployments

- » Supports 25 Extensions / Users & 15 Simultaneous Calls

- » Open SIP Trunk Integration

- » Built-in Auto-provisioning with Sangoma IP Phones Including 3rd Party Options

- » Mobility & CRM Integration

- » Console Web GUI SSH

- » Management Ports: 1x Serial Console (RJ45) & 3x USB

- » Network Ports: 4x GB Ethernet & 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

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
» Mult-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, ConnectWise
  › 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

Protocol Support:

» SIP V1/V2, IAX2

Codec Support:

» Software
  › ulaw, alaw, gsm, g.722, g.726, slin, ilbc and *g.729

    May impact overall call capacity
    *PBXact 14 and above

Hardware:

» 4x GB Ethernet ports
» 1x VGA
» 3x USB ports
» 1x serial console (RJ45)
» Unit dimensions
  › 127 x 127 x 50mm (WxDxH))
» Unit weight
  › .68kgs (1.5lbs)
» External universal AC/DC power brick

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