Switchvox®

It’s more than a phone system. It’s a better way to communicate.
Who is Digium, A Sangoma Company?

Digium offers VoIP solutions that provide a competitive edge for small, medium, and large businesses.

Digium's product lines include Asterisk custom communications, Switchvox® Unified Communications (UC), SIP Trunking* services, and a line of VoIP gateways designed specifically for use with Switchvox and Asterisk®, and HD IP phones that are available at a price all businesses can afford.

Digium is the creator, primary developer and sponsor of Asterisk, the world's most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich voice communications server.

Switchvox is the award-winning UC solution built on the power of Asterisk with thousands of installations world-wide. With Switchvox, you can deploy your communications system according to your business needs – on a dedicated appliance, in a virtual environment, or in the cloud.

Switchvox is the Best Communications System for Your Business

The combination of Switchvox and Digium D-Series phones provides a complete Unified Communications solution for small and mid-sized businesses by integrating all of your office communications, including phone, fax, chat and web conferencing, to give you a customized communications experience. It allows you to access call queues, presence and the applications you need right at your fingertips.

Count on Switchvox to help you easily transition from simple telephony to a feature-rich UC solution. Available in multiple deployment options, Switchvox allows you to collaborate on your terms and to improve your productivity no matter where you are – on a mobile phone or at the office. Talk about flexibility!

*Switchvox Cloud and SIP Trunking are available only in the US lower 48 states.
Digium’s line of phones are designed to work with Switchvox, allowing you to:

- Enjoy crystal clear HDVoice
- Easily customize and control your caller’s experience with built-in phone apps
- Enhance your communications with a fully-integrated end-to-end solution

Switchvox provides the power to communicate where and how you want, whether you’re at your desk or on the road.

**Powerfully Intuitive**
Let Switchvox work for you by easily integrating other business applications with your phone calls. Access real data, trigger events and enable business processes with incoming calls. Automatically access your caller’s record with built-in support for Salesforce.com. Administrators and users are able to easily access real-time call queue information and detailed reports within Switchvox. Monitor calls whether you’re remote or in the office. Discover everything you need to know about your caller before you pick up the phone.

**Powerfully Collaborative**
Today’s conversations involve more than just your voice. With Switchvox, you can click on an extension to initiate high-definition calls with Digium phones. Switchvox systems also support high-quality video calling with IP video phones so you feel more connected with remote callers and won’t have to miss a facial expression. Think of how much you can save if you don’t have to travel by airplane every time you want to get business done.

**Powerfully Mobile**
Switchvox lets you define where and when you communicate. Imagine being able to receive your office phone calls on any phone. Whether you are at your desk, on your cell phone, or using the hotel phone, others in your office will see you are on the phone – your extension and “presence” stay with you. Easily transfer calls from any phone back to your Digium desk phone or another caller without interrupting the call, allowing you to take your office on the road!
Switchvox Switchboard Puts Your Entire Communications System Just One Click Away

Maximize productivity with Switchvox.

Users can access time-saving features, such as click-to-dial, call history, chat, real-time call statistics and more, right from the Switchboard web-interface or their Digium phone.

Switchvox provides all of these advanced features and more in every system for every user, without any additional licensing or costs!
Presence
See who is in the office, who is on a call, and who is away from their desk. Call rules update automatically based on an employee's presence.

Chat (Instant Messaging)
Improve employee communication with integrated chat. Communicate as your workflow demands—without using unsecured public video and instant messaging servers for corporate communications.

Recording and Monitoring
Great for training and auditing calls. Managers can easily monitor, whisper, barge and record calls from the Switchboard. You can also record calls directly from your Digium phone.

Mobility (Fixed Mobile Convergence)
Access all the power of your desk phone anywhere you go with the Switchvox Softphone for iPhone® and Android®. Receive and transfer calls, create conferences, change your status, and more—all from your smartphone.

Unified Messaging
With voicemail delivered to your inbox or mobile device, you can stay in communication wherever you are.

Reporting and Call Logging
See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.

Conferencing
A built-in conference bridge allows all of your employees to manage their own conference rooms on-demand.

Video Calling
Collaborating over long distances has never been easier or less expensive since video phones are compatible with Switchvox.

Digium SIP Trunks
A perfect VoIP match featuring unparalleled reliability, simplicity and cost-effectiveness. Pair your Switchvox with Digium SIP Trunk services for a complete UC solution with high-quality audio and easy management.

Real-Time Interaction
Switchvox's Switchboard has click-to-call, transfer and many other features that make it easier than ever to communicate intuitively.

Call Queues (Automated Call Distribution)
Not just for the call center, Switchvox and Digium phones bring powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.

Switchvox Apps
Easily integrate Switchvox with any web application to give your employees everything they might need for a call—before they answer it!

The Switchboard Web Interface Provides Real-time Call Control and More

CRM Integration
Switchvox is integrated with Salesforce.com. Your sales and service organization will have customer information right at their fingertips when they receive a phone call. What a productivity boost!

Fax
With Switchvox, on-premise fax is integrated. One number works for faxes and calls. Faxes are delivered directly to your inbox! (Cloud options also available)

Developer Friendly
Switchvox's Extend API makes it easy for a web application developer to integrate Switchvox with any web tool. The Digium Phone API allows custom apps to run natively right on the phone.

Interactive Voice Response
The extensive built-in IVR allows you to provide information to the caller, collect information about the customer need, and transfer the caller to the appropriate person or department.

Traditional and VoIP Calls
By mixing VoIP with traditional calls, your business can optimize communications and save money without sacrificing features.

Learn more at: www.digium.com/switchvox and www.digium.com/sip-trunking
Choose the Switchvox Solution that’s Right for You

With Switchvox, you can ensure your business communications investment is protected. Because all deployment methods incorporate the same software, you can easily migrate from a Switchvox Cloud installation to a Switchvox premise-based solution should you decide the hosted solution no longer fits your particular business needs. Most importantly, when moving from Digium’s cloud-based solution, you maintain all of your settings and phones, making it a truly seamless transition for your employees. With Switchvox, you have the flexibility to grow into the phone system you need in the future. Switchvox can also be deployed in a virtual environment using the power, scalability and disaster recovery tools available with VMware. Virtualization eliminates the need for a dedicated appliance and provides small and medium-sized businesses with a phone system that is able to meet the needs of an enterprise at a fraction of the cost.

Four models to fit your needs. Starting from the top: Switchvox E510, Switchvox E520, Switchvox E530, Switchvox E540

<table>
<thead>
<tr>
<th></th>
<th>Switchvox E510</th>
<th>Switchvox E520</th>
<th>Switchvox E530</th>
<th>Switchvox E540</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phones</td>
<td>150</td>
<td>300</td>
<td>600</td>
<td>1,000</td>
</tr>
<tr>
<td>Concurrent Calls</td>
<td>50</td>
<td>100</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>Storage</td>
<td>SSD</td>
<td>SSD</td>
<td>SSD</td>
<td>Mirrored SSD</td>
</tr>
<tr>
<td>Integrated Dell Remote Access with Lifecycle Controller (iDRAC)</td>
<td>No</td>
<td>No</td>
<td>IDRAC8 Enterprise</td>
<td>IDRAC8 Enterprise</td>
</tr>
<tr>
<td>Power Supply</td>
<td>External Wall 65W</td>
<td>External Inline 65W</td>
<td>Internal 250W</td>
<td>Internal Redundant 350W</td>
</tr>
<tr>
<td>Installation</td>
<td>Wallmount Bracket</td>
<td>Rackmount with Shelf (sold separately)</td>
<td>1U Rackmount</td>
<td>1U Rackmount</td>
</tr>
<tr>
<td>Dimensions (D x W x H)</td>
<td>5 x 5 x 2.0 (in) 127 x 127 x 50 (mm)</td>
<td>7.2 x 7.0 x 1.2 (in) 183 x 178 x 30 (mm)</td>
<td>19.5 x 19.0 x 1.7 (in) 495 x 483 x 43 (mm)</td>
<td>24 x 19.0 x 1.7 (in) 610 x 483 x 43 (mm)</td>
</tr>
<tr>
<td>Package Weight</td>
<td>3.4 lbs (1.5 kg)</td>
<td>6 lbs (2.7 kg)</td>
<td>24 lbs (10.9 kg)</td>
<td>38 lbs (17.2 kg)</td>
</tr>
<tr>
<td>Operating Temp</td>
<td>0°C to +50°C</td>
<td>+5°C to +35°C</td>
<td>+10°C to +35°C</td>
<td>+10°C to +35°C</td>
</tr>
</tbody>
</table>

Protect Your Investment
Stay up-to-date with all new software releases

The Platinum subscription plan from Digium gives Switchvox On-Premise customers access to all the latest software releases as well as 24/7 US-based support.

Platinum Subscription Benefits

- Upgrades and Updates
- Unlimited Email Support
- Unlimited Phone Support during Business Hours
- Phone Support outside Business Hours (5 Incidents)

Additional subscriptions are also available through participating channel partners. Contact your local Digium channel partner to find out more about the subscription options available in your area.
The Power of Switchvox in the Cloud

**Switchvox Cloud is Digium’s hosted UC solution.** It incorporates the same software as the on-premise Switchvox appliances, so you have access to the same powerful UC features like mobility, IVRs, queues, and tight integration with Digium phones. With Switchvox Cloud, all features are included and no additional licensing fees are required. With prices starting at $12.99 per user/month, Switchvox Cloud is the best value for your complete hosted UC solution.

Switchvox Cloud gives you access to a business-class phone system while completely eliminating costly CapEx. You can even add Digium phones to your monthly bill with the Digium Phone Rental Program to avoid expending capital in hardware purchases.

*5 user minimum, only available in US lower 48 states

For more information and to try Switchvox Cloud completely risk-free for 30 days, visit [www.digium.com/switchvoxcloud](http://www.digium.com/switchvoxcloud)

**What’s included in Switchvox Cloud?**

**Service Features:**
- Dedicated local number (DID) per extension
- Unlimited local and long distance calling per extension
- Unlimited extension-to-extension calling
- HD voice (where available)

**General Phone System Features:**
- Personalized Switchboard for every user
- Mobile device support
- Call queues
- Visual Voicemail
- Detailed reporting
- Conference calling
- IVR and Auto-attendant and more!

---

**Digium D-Series Phones**

**Designed Exclusively for Switchvox**

**Digium D-Series phones are the only phones designed exclusively for Switchvox.** Offering the tightest integration possible, they incorporate plug-and-play installation – saving you time.

Extend your Switchvox system to your desktop phone with built-in apps or build your own apps with an open API. You can customize your complete communications experience whether you’re in the office or on the road.

**Make Your Business More Efficient**

**All Models Include:**
- Full-color display screen
- HDVoice
- Power Over Ethernet (POE)
- Interactive Voicemail
- Interactive, real-time status
- Parked calls
- Contacts
- Transfer and conference calls
- Call log
- Record and monitor calls
- Agent/manager queue

**D60 Entry-level**

<table>
<thead>
<tr>
<th>Feature</th>
<th>D60</th>
<th>D62</th>
<th>D65</th>
<th>D80</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Registrations</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Feature Keys</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>Touchscreen</td>
</tr>
<tr>
<td>Rapid Dial/Busy Lamp Field Keys</td>
<td>Up to 1 key 1 contact</td>
<td>Up to 1 key 1 contact</td>
<td>Up to 5 keys 100 contacts</td>
<td>Up to 20 on-screen, scrolling to 100 contacts</td>
</tr>
<tr>
<td>Ethernet LAN and PC Port</td>
<td>10/100Base-T</td>
<td>10/100/1000Base-T</td>
<td>10/100/1000Base-T</td>
<td>10/100/1000Base-T</td>
</tr>
<tr>
<td>Built-in Bluetooth</td>
<td>No</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main Display</td>
<td>4.3 inch, color</td>
<td>4.3 inch, color</td>
<td>4.3 inch, color</td>
<td>High-definition 7.0 inch, color, capacitive touch</td>
</tr>
<tr>
<td>Power over Ethernet (PoE)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced Phone Applications</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
With all features included, Digium is recognized as the **Best Value in UC Phone Systems**.

“SMBs are expected to continue to retain a cautious approach to spending, and their UC decisions will be shaped not only by business process and communications improvements, but also by hard cost factors (like cost savings). This means some SMBs will take a more evolutionary approach to UC as they leverage existing investments in phones or communications infrastructure instead of migrating to UC suites in a single leap.”

Gartner, Marketscope Report, Magic Quadrant for Corporate Telephony
Authors: Jay Lassman, Steve Blood, Geoff Johnson

---

Want to find out more about Switchvox? Access product information, videos, white papers, and interactive demos at [www.digium.com/switchvox](http://www.digium.com/switchvox)

---

We’re changing the way the world communicates. **Again.**

Digium®, A Sangoma Company, provides Asterisk® software, telephony hardware, and Switchvox® business phone systems that deliver enterprise-class Unified Communications at an affordable price.

Digium is the creator, primary developer and sponsor of the Asterisk project; the world’s most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich communications server. With a community of more than 80,000 developers and users worldwide, Asterisk has been used to create VoIP communication solutions in more than 170 countries. Since 1999, Digium has empowered developers to create innovative communications solutions based on open standards and open source software, providing an alternative to proprietary phone system vendors. Our business communications products are sold through a worldwide network of reseller partners.

For more information on Switchvox: [www.digium.com/switchvox](http://www.digium.com/switchvox) • +1 256-428-6271

Digium Headquarters: +1 256-428-6000 • [www.digium.com](http://www.digium.com)

---

Recognized as the best in the industry.