



# PBXact

Fully-featured UC platform based on open-source technology

[Datasheet](#)



### Integrated SIPStation™ SIP Trunking

Sign-up with the award winning SIPStation service directly from the administration GUI and automatically configure within seconds. Look no further for VoIP Service without needing technical knowledge for setup.

### Zero-Touch Provisioning

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

### Integration With Your Existing Tools

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

### Mobility & Remote Worker Friendly

Desktop and mobile apps deliver HD voice calling, parking conferencing, SMS/MMS\*\*\*, and group chat, ideal for sales, support or contact center staff.

### Powerful Features From Your Desk Phone

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

### Flexible Deployment

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

### Web-based User Control Panel

User Control Panel (UCP) lets every user manage their own calls settings, conference call rooms, voicemail, and contact center features via customizable widgets.

### Advanced Recovery

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

PBXact	PBXact 25/40	PBXact 60	PBXact 100	PBXact 400/1200	PBXact 2001
Ideal For	Small Businesses	Branch or Small Office	Mid-sized Businesses & Branch Office	Contact Center or Enterprise Office	Large Contact Center or Enterprise Office
User / Call Max. Capacity	25 Users/15 Calls 40 Users/30 Calls	60 Users 40 Calls	100 Users 60 Calls	400 Users/150 Calls 1200 Users/350 Calls	2000 Users 1500 Calls
PCI-E Slots for Connectivity	With Vega Gateways	2 PCI Express Slots	2 PCI Express Slots	4 PCI Express Slots	With Vega Gateways
Network/Management Ports	4x GB Network 1x Serial Console* 1x Video**	3x GB Network 1x Serial Console* 1x Video**	3x GB Network 1x Serial Console* 1x Video**	6x GB Network 1x Serial Console* 1x Video**	2x GB Network 3x USB 1x Micro USB 1x Serial Console* 1x Video**

\* RJ45 to serial cable required

\*\* Video = VGA or HDMI depending on hardware revision

\*\*\* SIPStation service subscription required

# Technical Specifications

## General Features

- Unlimited auto-attendant / IVR
- Flexible time-based call routing
- Class of Service
- User management and group creation
- Fax Pro: unlimited in/outbound fax-to-email
- Hunt/Ring groups with pre-call announcement
- Music-on-hold
- Voicemail-to-email & Voicemail blasting
- Directory / Contact management
- 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
- Multi-Factor Authentication (MFA)
- Secure communications (SRTP/TLS/VPN)

## Call Features

- Unlimited conference bridge & control
- Find me/ Follow me calling
- Hot Desking
- 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 ID Blocklist and Allowlist
- 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

## VoIP Protocol Support

- SIP / IAX

## Softphone Integration

### Desktop Softphone (Windows & Mac)

- Group chat, file-transfer, fax, SMS, presence

### Mobile

- Voice calls, Message Waiting indicator, unattended transfer, push notifications, SMS/MMS (with Sangoma Trunking)
- iOS/Android Support
- Apps: Visual Voicemail, Call Forward, Follow Me

## CRM Integration

- Click-to-Call and Screen-pop and call history for SugarCRM, SuiteCRM, Salesforce, Zoho, ConnectWise, and other apps using custom webhooks

## 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
- Call Accounting for Billing
- Queue Wallboard: contact center dashboards
- Queue: call center statistics, advanced call-center reporting
- EndPoint Manager for non-Sangoma IP Phones
- Queue call-back for inbound callers
- Web Call-back
- Outbound campaign (Call-center feature)
- Appointment Reminder
- Outbound Call Limiting
- Hotel Property Management

- Oracle Connector for Hospitality

## Codec Support

### Software

- ulaw, alaw, gsm, g.722, g.726, slin, ilbc, g.729 and opus

## 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 100

- Unit dimensions: 430mm (W) x 320mm (D) x 45mm (H)
- Unit weight: 4.0kgs (8.9lbs)
- Internal 100~240V power supply

### PBXact 400/1200

- Unit dimensions: 430mm (W) x 620mm (D) x 43mm (H)
- Unit weight: 9.8kgs (21.5lbs)
- Internal 100~240V power supply (Dual optional)

### PBXact 2001

- Unit dimensions: 482mm (W) x 610mm (D) x 43mm (H)
- Unit weight: 13.6kgs (29.9lbs)
- 350W/550W hot plug power supplies with full redundancy option
- Dell iDRAC service available