

Switchvox® SMB Appliances



	AA65 Appliance with 10 Silver Subscriptions	AA305 Appliance with 10 Silver Subscriptions	AA355 Appliance with 10 Silver Subscriptions
Ideal For:	Offices that don't have a computer rack and need the space-savings of a small platform.	Medium-sized businesses with a computer rack or shelf space that want the power of a server-class PBX.	Medium to large businesses that want a high performance, highly redundant, full featured rackmount PBX.
Users / Calls:	- Supports 1 to 30 users - Up to 12 concurrent calls	- Supports 1 to 150 users - Up to 45 concurrent calls	- Supports 1 to 400 users - Up to 75 concurrent calls
Expansion Slots:	Two	Three	Three
Recording / Conferencing:	- Up to 5 concurrent recorded calls - Up to 5 simultaneous conference users	- Up to 10 concurrent recorded calls - Up to 15 simultaneous conference users	- Up to 20 concurrent recorded calls - Up to 30 simultaneous conference users
Redundancy / Failover:	Cold Spare Available	Cold Spare Available	- RAID Controller with mirrored drives - Redundant Power Supplies - Cold Spare Available
Subscription Options:	- Silver Subscription Plan - Gold Subscription Plan - Platinum Subscription Plan	- Silver Subscription Plan - Gold Subscription Plan - Platinum Subscription Plan	- Silver Subscription Plan - Gold Subscription Plan - Platinum Subscription Plan
Warranty Options:	- Standard 1 Year Warranty - 3 Year Extended Warranty	- Standard 1 Year Warranty - 3 Year Extended Warranty	- Standard 1 Year Warranty - 3 Year Extended Warranty

Switchvox® SMB 4.0 Feature Highlights*

Calling Methods

- VoIP
- Analog Phone Lines
- T1/E1 (PRI ISDN) Phone Lines
- BRI ISDN Lines
- Connect Switchvox PBXs

Switchboard

- Presence Across Switchvox PBXs
- Click to Call
- Drag and Drop Transfer
- Monitor, Whisper, Barge
- One-Click, On-the-Fly Recording
- Desktop Operator Panel
- Current Call Control
- Record Others' Calls
- Queue Member & Supervisor Views
- Call Parking Lot Panel
- Google™ Maps Panel
- CRM Panel
- Custom Panels
- One-Click Queue Login/Logout
- Multiple Phonebook Panels
- Company Directory Panel
- Chat Panel

Voicemail

- Voicemail to your E-mail Inbox
- Flexible Voicemail Access
- Automatic Mailbox Creation
- Voicemail Blast Groups
- Multiple Voicemail Greetings
- Voicemail Quotas Per Person or Group
- Administrative View of All Voicemail

Voice & Data Integration

- Outlook Integration
- Call Creation API
- Call Event Notification API
- Firedialer
- Screen Pops
- Fax Integration
- Unified IMAP Mailbox
- Video Integration
- Advanced, Web-Aware IVR Tools

Paging & Intercom

- 2-way Intercom
- 1-way Paging
- Overhead Paging

Sound Recordings

- Custom Recordings
- Over 300 Pre-recorded Sound Files
- Recording & Monitoring
- Call Recording
- Call Monitoring
- Whisper
- Barge

Call Queues / ACD

- Unlimited Call Queues
- Real-time Queue Statistics
- Queue Caller Timeout
- Queue Member Circuit Limit
- Route When No Members Logged In
- Custom Music on Hold per Queue
- Announce Position in Queue
- Announce Estimated Hold Time
- Announcement Frequency Control
- Historical Queue Logs
- Historical Queue Statistics
- Auto Log Off
- Five Different Ring Strategies

Logging & Reporting

- Call Logs
- Call Reporting
- Current Calls
- Queue Status
- Queue Reports
- Access via XML-Based API
- Error Log

Extensions

- 3,4,5, and 6-digit extensions
- Virtual Extensions
- Extension Templates
- Control Permissions for Extensions
- Extension Groups

Call Control

- Directed Pickup
- Hold
- Assisted Transfer
- Blind Transfer
- Call Parking
- Do Not Disturb

* Some features may not be available in all locations. Please contact a Digium Reseller for complete details.



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SWITCHVOX® SMB 4.0

The First Web-Aware Phone System for Business

“...if there's an appliance or SMB IP-PBX to beat, this is the one.”

- Matthew Nickasch, Network World



Is your phone system
Web-Aware?
Switchvox SMB 4.0 is!

*Digium's award winning,
turn-key IP PBX, Switchvox®,
is the solution for small and
medium-sized businesses.*

Know the who, what, when, and
where of your calls using Switchvox's
extensive features, including the
integration of caller ID with web
applications and call history.

Saves You Money

- Simplified licensing
- Eliminates expensive technician visits
- Use your existing network infrastructure
- 40-60% lower total cost of ownership (TCO)
- Choose the service provider that suits your needs
- Easily integrate remote workers and road warriors
- Built in conference bridges reduce 3rd party dependence
- Ext to ext dialing between locations, even internationally

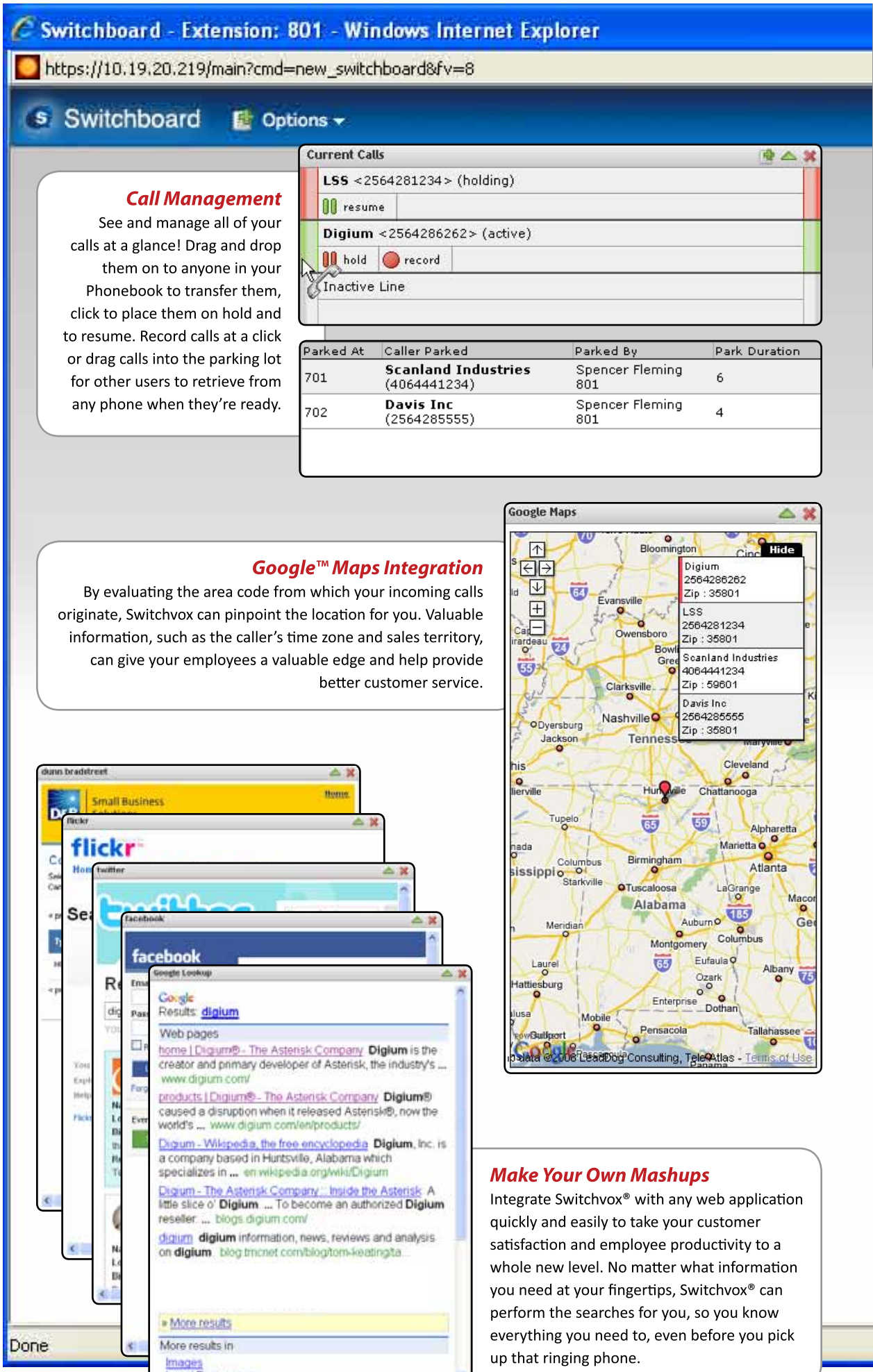
Easy to Manage

- Fully web-based interface
- Schedule automatic back-ups
- Upgrade and update with one click
- On-site; no secondary networks needed
- Extension templates to quickly add new users
- Automatic call routing based on date and time
- Extension groups to manage extensions efficiently
- Multiple administrative log-ins with controlled access

Boosts Productivity

- Click to dial
- Video integration
- Detailed call reporting
- Drag and drop transfer
- Mobility; find me, follow me
- Chat integration using Jabber
- CRM and web application integration
- Unified Messaging (voice-mail to e-mail)
- Fax integration including notification e-mails
- Presence; know when co-workers are not available
- Unlimited custom greetings, menus, and music on hold





Call Management

See and manage all of your calls at a glance! Drag and drop them on to anyone in your Phonebook to transfer them, click to place them on hold and to resume. Record calls at a click or drag calls into the parking lot for other users to retrieve from any phone when they're ready.

Google™ Maps Integration

By evaluating the area code from which your incoming calls originate, Switchvox can pinpoint the location for you. Valuable information, such as the caller's time zone and sales territory, can give your employees a valuable edge and help provide better customer service.

Make Your Own Mashups

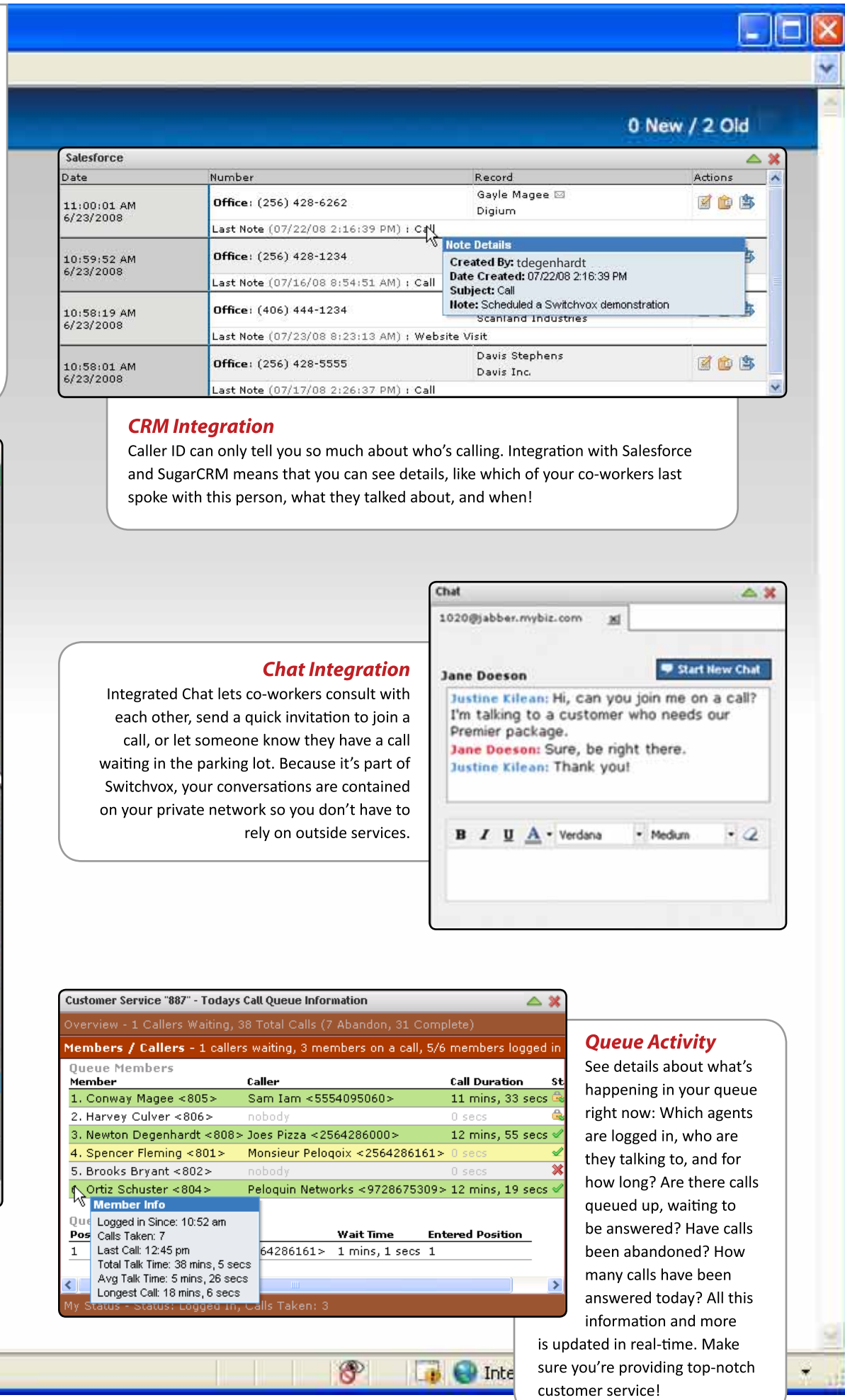
Integrate Switchvox® with any web application quickly and easily to take your customer satisfaction and employee productivity to a whole new level. No matter what information you need at your fingertips, Switchvox® can perform the searches for you, so you know everything you need to, even before you pick up that ringing phone.

Switchboard Overview

Every extension on your Switchvox SMB system has access to a real-time call control panel called the Switchboard. The Switchboard is an intuitive way for your workforce to see the phone calls their co-workers are on, and interact with calls taking place in the system. Every user's Switchboard can be customized to streamline tasks. The Switchboard is driven by permissions set up by the administrator, so your customer service manager can be granted permission to listen in on calls to the customer service line. The Switchboard is web based, so it will run in Internet Explorer® or Firefox®. When new features are released, the update is server-side; all clients are updated at the same time.

Interactive Phonebook

Keep your finger on the pulse of your business! At a glance, see who else is on the phone and everyone's status. One click lets you call, intercom, or chat with someone, or even record, monitor, whisper, or barge in on a call (only if you have permission of course)! Easily customize multiple Phonebooks for quick access to different groups of people.



CRM Integration

Caller ID can only tell you so much about who's calling. Integration with Salesforce and SugarCRM means that you can see details, like which of your co-workers last spoke with this person, what they talked about, and when!

Chat Integration

Integrated Chat lets co-workers consult with each other, send a quick invitation to join a call, or let someone know they have a call waiting in the parking lot. Because it's part of Switchvox, your conversations are contained on your private network so you don't have to rely on outside services.

Queue Activity

See details about what's happening in your queue right now: Which agents are logged in, who are they talking to, and for how long? Are there calls queued up, waiting to be answered? Have calls been abandoned? How many calls have been answered today? All this information and more is updated in real-time. Make sure you're providing top-notch customer service!