



#### Flexible Delivery Methods:

- CD
- Tarball
- Hosted Network
- Appliances

#### Flexible Hardware:

- Open Standards Hardware

#### CTI Integration:

- OutCALL
- OPCOM
- User Self Care

#### PBXware Interface

PBXware Administration is performed through included Web Interface or CLI. Auto updates, system backup, provider templates, call recordings, real time call monitoring are just some of advanced features included.

#### User Self Care

Extension of the administration interface used for basic extension administration by the extension owner

#### OPCOM

Application designed for integration with PBXware giving user powerful soft-phone tools at hand.

#### OutCALL

Application designed for integration with MS Outlook giving users powerful tools at hand placing and receiving calls.

### Legacy Compability

PBXware supports traditional PSTN technology making legacy integration possible.

### Lower Costs

PBXware supports PSTN and/or VoIP technologies which together with included least cost routing lowers total communication costs.

### Easy Moves

Should system need to be moved to another physical location, there is no need for rewiring since the system will use existing data network.

### Higher Productivity

Included remote working features, remote access, remote extensions are just some of the features resulting in the higher productivity for your employees.

### Reduced Maintenance Costs

PBXware includes simple to use yet very advanced web administration interface. It allows your organisation to delegate system administration to appropriate personnel. This in turn reduces system maintenance costs.



### Scalable Proven Solution

PBXware has now many thousands of installs that have helped build a thoroughly tested product

### TurnKey Solution!

PBXware is a complete turn-key solution delivered ready to use through CD, tarball, hosted or appliance delivery methods. Its setup wizard insures appropriate working configuration in minutes.

### Easy to Setup and Use

PBXware is smooth to use, intuitive and flexible. It includes a powerful setup wizard allowing PBX system setup in minutes. Included web interface is logically designed in order to allow administration by anyone with basic computer knowledge.

### Wide range of supported handsets!

PBXware supports a wide variety of handsets : Snom, Sipura, Grandstream, Cisco, Lynksys, Polycom & Aastra are some of the manufactures supported. Each handset has its own set-up guide, full install giude and most are auto provisioned.



### Flexibile Hardware Platforms

PBXware appliances range from low cost industrial grade to high performance or hardware fault tolerant solutions.

### Superior Support!

PBXware users and resellers are supported directly through ticketing and live online support to best ensure customer satisfaction.

### Flexible platforms and delivery!

PBXware is delivered in CD, Tarball, appliance or hosted formats hence as such it may be delivered in a manner to suit all users, resellers and distributors.



## Software Editions

- SOHO
- Business
- Call Centre

## Delivery Methods

- CD
- Tarball
- VServer
- Appliance

## UADs

- Analog (POTS)
- IP Phones
- Soft Phones
- Fax Machines
- FAX over IP (FoIP)
- Instant Messaging Services
- Aastra
- Cisco
- Digium
- Grandstream
- Linksys
- Polycom
- Sipura
- Snom
- Xten Networks

## System Administration

- Web Browser Administration
- Role Based Administration
- Services Permissions
- Multi Site Administration
- Setup Wizard
- Standard/Advanced Options
- Auto Provisioning/Configuration
- Auto Hardware Recognition

## Setup and Configuration

- Unlimited Expandability
- System Setup Wizard
- Phones Auto Provisioning
- Trunks Auto Configuration
- System Locality
- Service Provider Templates

## Standard Features

- Extensions
- PSTN/VoIP Trunks
- IVR Auto Attendants
- Conferencing
- Music On Hold
- FAX over IP (FoIP)
- Instant Messaging Service
- Networking and Branch Support
- Least Cost Routing
- DIDs
- Operation Times
- Name Directory
- Emergency Trunks
- Dynamic IP Support
- Ring Groups
- Call Recording
- Call Monitor/Barge

## PSTN/VoIP Trunks

- T1/E1 PRI
- BRI ISDN
- POTS Analog
- VoIP (SIP, IAX)
- Emergency Trunks
- Service Provider Templates

## Enhanced Services

- Follo Me
- Group Hunt
- Call Forwarding
- Do Not Disturb
- Caller ID
- Last Caller
- Call Park
- Instant Recording
- Paging/Intercom
- Remote Access

## Billing

- CDRs
- Real Time Billing

PBXware is a new generation PBX solution featuring the best of traditional telephony and emerging VoIP technologies.

PBXware helps branch offices communicate easily by VoIP or PSTN dramatically reducing telephone costs.

PBXware has been designed with simplicity and advanced options as primary goals. This is achieved by using powerful role based system administration, Fuser agents and service provider's templates and logical interface design.

PBXware can be installed onto Intel or AMD based systems lowering the costs of the solution and it is available in a range ready to go appliances.

PBXware supports phone and trunks devices from: Cisco, Snom, Polycom, Grandstream, Aastra, Linksys, Sipura, Xten and Digium.

PBXware is delivered either as CD, Tarball, appliance or Hosted formats each with an easy to use Setup Wizard to assist you to have a functional PBX in minutes. Administration is performed through Web Interface or CLI

The Call Center Edition offers a set of features needed for an organisation to effectively start and manage inbound or outbound call campaigns. Unlimited ACD Queues, Unlimited call agents, comprehensive reporting, real time queue statistics, real time queue monitoring, soft phone, predictive inbound and out bound dialling, skills based routing to name a few.

## User Self Care

- Edit user details
- Administer voicemail messages
- View/download CDR of all calls
- Listen/download recorded calls
- Administer all enhanced services
- Set various personal settings

## Voicemail

- Voicemail Universal  
Access Number
- PIN Protection
- Away and Unavailable Greetings
- Default or Custom Greetings
- Multiple Mail Folders
- Web Interface for Voicemail  
Checking
- Voicemail Forwarding
- Visual Message Waiting Indicator
- Message Waiting Stutter Dialtone
- Time Zones Support
- Voicemail Groups
- Operator/Exit Digit

## Queues

- Real Time Queue Statistics
- Real Time Queue Monitoring
- Skills Based Routing
- Enhanced ACD Queues
- Call Agents

## IVR Auto Attendants

- System destinations
- Remote Access
- Operation times
- Direct dialing of user extensions
- Ringing options
- Rings to answer
- Account access only
- Status change
- Custom greetings upload
- Operator extension

## System Backup

- Time of Day
- Manual

## Local/Remote Extensions

- Ring Groups
- Caller ID
- Dialing Permissions
- Call Recording
- Real Time Call Monitoring
- Voicemail Boxes
- Codec Preferences
- Group Answer/dial
- Auto Provisioning
- Email Notifications
- Conference Permissions
- Network Settings
- Channels Limitation
- Status Change
- Security Settings

## Customization and reliability

- Service Monitoring
- Sounds Administration
- System Alarms
- System Backup
- Auto Updates
- Powerful Reporting
- File System Rotation

## Operation Times

- IVRs
- DIDs
- ACD Queues

## End User Applications

- OutCALL
- OPCOM
- Self Care

## Product/Customer Support

- Firmware Updates
- Customer Support
- Comprehensive Documentation

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## SOHObox



### Motherboard

- Processor AMD GX2 333Mhz
- 128MB DDR Memory
- Chipset AMD GX2-466
- Fanless Cooling System
- Low Power
- Operating Temperature 0°C-60°C
- 32-pin Flash-IDE-Chip socket

### I/O

- 1x RJ45 Ethernet Port(s)
- 1x VGA port(s)
- 4x USB port(s)
- 1x 100MBs Ethernet

### Front Panel

- Power switch
- Power/HDD/LAN Led
- Audio jacks: line-out and mic-in

### Capacity

- 16x Extensions
- 2x ISDN BRI LINES
- 8x Concurrent Calls

### Regulatory & Safety

- FCC,CE

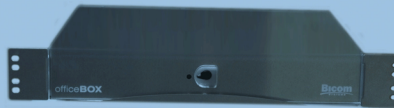
### Operating Temperature

- 0°C to 60°C

### Dimensions

- W28mm x D132mm x H167mm
- Desktop/Wall Mount

## OFFICEbox



### Motherboard

- Processor VIA C7 @ 1.5GHz
- 512MB DDR Memory
- Chipset VIA CN700 + 8237RP
- Fanless Cooling System
- Operating Temperature 0°C-60°C
- Low Power
- 2 SATA Devices with RAID 0,1

### I/O

- 2x RJ45 Ethernet Port(s)
- 1x VGA port(s)
- 6x USB port(s)
- 2x 1000MBs Ethernet

### Front Panel

- Power switch
- Power Led

### Capacity

- 60x Extensions
- 32x Analog Lines
- 16x ISDN BRI Lines
- 32x Concurrent Calls

### Regulatory & Safety

- FCC,CE

### Operating Temperature

- 0°C to 60°C

### Dimensions

- 170mm(W) x 170mm(D)
- Desktop/Wall Mount

PBXware appliances are delivered with software editions installed ensuring the maximum reliability and performance. All models support PSTN/ISDN/VoIP trunks allowing for legacy PBX integration, VoIP only or hybrid systems design

- Wall/desktop/rack mount
- Fault tolerant, redundant or industrial grade hardware
- Scalability
- Redundant Components
- Open standards platform
- Solid state or raid systems
- Purpose built systems
- Preinstalled software
- Setup wizards
- Wide range of devices supported
- High availability
- E1/T1/Zaptel/VoIP trunking
- Standard or high system performance
- Easy backup and restore
- No moving parts
- Fanless/Zero noise operation
- Small footprint
- Energy savings
- Stylish looks

## MaxiRACK



### Motherboard

- Processor Pentium4 2.8GHz
- 1-4GB DDR Memory
- 2x80mm Fans
- Operating Temperature 0°C-60°C
- 2x250GB RAID 1

### I/O

- 2x RJ45 Ethernet Port(s)
- 1x VGA port(s)
- 1x Serial port(s)
- 2x 100MBs Ethernet

### Capacity

- 256x Extensions
- 48x Analog Lines
- 24x ISDN BRI Lines
- 128x Concurrent Calls

### Regulatory & Safety

- FCC,CE

### Operating Temperature

- 10°C to 35°C

### Dimensions

- W480mm x 790mm x 117mm

## ftRACK



### Motherboard

- 1-4GB DDR Memory
- Chipset VIA CN700 + 8237RP
- 8x40mm Fans
- Operating Temperature 0°C-60°C
- 2x250GB RAID 1

### I/O

- 4x RJ45 Ethernet Port(s)
- 1x VGA port(s)
- 2x USB port(s)
- 2x Serial port(s)
- 2x 1000MBs Ethernet

### Capacity

- 256x Extensions
- 48x Analog Lines
- 24x ISDN BRI Lines
- 128x Concurrent Calls

### Regulatory & Safety

- FCC,CE

### Operating Temperature

- 10°C to 35°C

### Dimensions

- W480mm x D790mm x H117mm

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