


















# PBXact Features

## PBXact Premise Systems Feature Support Included in All Systems

Business Features	Calling Features	Telephony Support
<ul style="list-style-type: none"> <li>• Flexible Time-Based Call Routing</li> <li>• Built-In Conference Bridge</li> <li>• Fax to E-mail</li> <li>• Hunt/Ring Groups</li> <li>• Music on Hold</li> <li>• Voicemail Blasting</li> <li>• Find Me / Follow Me Calling</li> <li>• Personal IVRs</li> <li>• Wake Up Calls</li> <li>• Support for Video Calling</li> <li>• Secure Communications (SRTP/TLS)</li> <li>• Announcements</li> <li>• Text to Speech</li> <li>• Calling Queues (ACD)</li> <li>• Interactive Voice Response (IVR)</li> <li>• CRM Link Module</li> </ul>	<ul style="list-style-type: none"> <li>• Three-Way Calling Support</li> <li>• Voicemail</li> <li>• Voicemail to E-mail</li> <li>• Caller ID Support</li> <li>• Call Transfer</li> <li>• Call Recording</li> <li>• Do Not Disturb</li> <li>• Call Waiting</li> <li>• Call History / Call Detail Records</li> <li>• Call Event Logging</li> <li>• Speed Dials</li> <li>• Caller Blacklisting</li> <li>• Call Screening</li> </ul>	<ul style="list-style-type: none"> <li>• Open Standards Support for Multiple Protocols</li> <li>• SIP, IAX2, PRI, T1, E1, J1, R2, POTS /Analog, ISDN, GSM</li> <li>• WebRTC</li> <li>• Softphone Support</li> <li>• Specialty Device Support</li> <li>• Door Phones</li> <li>• Overhead Paging</li> <li>• Strobe Alerts</li> <li>• Paging Gateways</li> <li>• Voice Gateways</li> <li>• Failover Devices</li> <li>• Desktop and Mobile Phone Support</li> </ul>
Administration	User Control Panel (UCP)	Zulu UC
<ul style="list-style-type: none"> <li>• Upgrade System with Granular Control</li> <li>• System Dashboards</li> <li>• Bulk Import Utilities (Trunks, Extensions, Users, DIDs)</li> <li>• Localization in both GUI and Sound Files for Multiple Languages</li> <li>• Backup and Restore Utilities</li> <li>• Custom Destination Administration</li> <li>• Web-based Config File Management When Needed</li> <li>• System Recording Management</li> <li>• GUI Controls for DNS, Network Settings, and More!</li> </ul>	<ul style="list-style-type: none"> <li>• Responsive GUI (Desktop, Tablet, and Mobile Device)</li> <li>• WebRTC Softphone</li> <li>• Call History (Details and Recording Playback / Download)</li> <li>• Contact Management</li> <li>• Presence Management</li> <li>• Conference Room Management</li> <li>• Settings Management               <ul style="list-style-type: none"> <li>• Find Me / Follow Me</li> <li>• Call Forwarding, Call Waiting, Do Not Disturb</li> <li>• Call Confirmation</li> </ul> </li> <li>• Voicemail               <ul style="list-style-type: none"> <li>• Visual Voicemail - Playback and Management</li> <li>• Notification Options</li> <li>• Greetings Management</li> </ul> </li> </ul>	<p>Zulu UC Desktop Application</p> <ul style="list-style-type: none"> <li>• Firefox and Chrome Click to Call</li> <li>• Firefox and Chrome URL Call Popups</li> <li>• Click to Dial from Outlook</li> <li>• Send and Receive Faxes</li> <li>• Send and Receive SMS               <ul style="list-style-type: none"> <li>• With SIPStation SIP Service only</li> </ul> </li> <li>• Softphone for making and receiving calls               <ul style="list-style-type: none"> <li>• Tied to your primary extension</li> </ul> </li> <li>• 1 Zulu User license included with each Extension license on the PBX up to 1000 users only.               <ul style="list-style-type: none"> <li>• Example a PBXact 60 comes with 60 Extension licenses and 60 Zulu User licenses.</li> <li>• Example a PBXact 5000 comes with 5000 Extension licenses and 1000 Zulu User licenses.</li> </ul> </li> </ul>
Add-ons		
<p>The Base Platform includes a base of system enhanced features (see chart below)</p> <p>Additional functionality can be added as needed:</p> <ul style="list-style-type: none"> <li>• High Availability (License Required per PBX Node)</li> <li>• Call/Contact Center Features (Enhanced Call Center Functionality)</li> <li>• Operator Panel / Wall Boards</li> <li>• Third Party Phone Support (for Non-Sangoma IP Phones)</li> </ul>		

Enhanced Features	PBXact Premise Included in Base Price	PBXact Add On Bundles

(Known as Commercial Modules in FreePBX)		Call Center Features	Third Party Phone Support
Call Recording Reports			
Class of Service			
Conference Pro			
EndPoint Manager	Sangoma Phones Only		 (Non Sangoma Phones)
Extension Routing			
Fax Pro			
Park Pro			
Page Pro			
Phone Apps	Sangoma Phones Only		 (Non Sangoma Phones)
SysAdmin Pro			
User Control Panel Device Management	Sangoma Phones Only		 (Non Sangoma Phones)
Voicemail Notify			
Voicemail Reports			
XMPP Pro			
High Availability	Purchased as a Add On		
Operator Panel XactView 20 Pack	Purchased as a Add On		
Operator Panel XactView Queue License	Purchased as a Add On		
Zulu UC Desktop Application	 Max 1000 users		
Appointment Reminder			
Broadcast			
Caller ID Management			
Outbound Call Limiting			

PIN Set Pro			
Queue Pro (Includes Queue Call Backs)			
Queue Reporting			
Web CallBack			
CRM Link Module			
Queue WallBoard	Purchased as Yearly Add On		
Sangoma Property Manager	Purchased as Yearly Add On		