



SWITCHVOX

The Complete Affordable UC
Business Phone Solution

Datasheet



Switchvox is your smarter choice for your next communications system

Switchvox isn't just another VoIP business phone system – unlike other vendors we use the same software for cloud, as a Service, on-premise & virtual deployments; users can communicate & collaborate where & how they want at the office or remotely – all with a single app for multi-channel communication across different devices.



More than a phone system – a better way to communicate



Switchvox Cloud

A fully managed service from Sangoma; sold by number of seats. Scalable to 1,000 seats; easy to deploy and scale with pre-provisioned phones. Available as Month-to-Month, 12 Month or 36 Month contracts.



Switchvox as a Service

All the benefits of Sangoma's hosted UC Solution, but with YOUR choice of SIP Trunking. Don't get penalised for terminating current SIP trunking contracts early.



Switchvox Virtual

Use the power, scalability, and disaster recovery tools available with VMware or Hyper-V; eliminates the need for a dedicated PBX server.



Switchvox Hardware

Switchvox appliances are cost effective for large centralised workforces; those who prefer up-front cost and want to own the hardware. Can automatically connect to Sangoma gateways, SBCs, IP phones, and SIP trunking services.



	Phones	Concurrent Calls	Storage
Switchvox E510	150	50	SSD
Switchvox E525	400	100	SSD

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
- › Customisable 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
- › 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 (Switchboard)

- › Conference rooms
- › Voicemail control
- › 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)

Call-Center Features (Built-in)

- › Call Queuing (ACD)
- › Advanced Ring Strategies
- › Caller Announcement
- › Agent wrap-up time
- › Max Queue callers
- › CRM Integration
- › Call Recording
- › Queue Wallboard: contact center dashboards
- › Queue: call center statistics, advanced call-center reporting
- › Queue call-back for inbound callers
- › Outbound Call Limiting
- › Oracle Connector for Hospitality

Codec Support

Software

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

Physical Features

Switchvox E510

- › Unit dimensions: 5 x 5 x 2.0 (in) 127 x 127 x 50 (mm)
- › Package Weight: 3.4 lbs (1.5 kg)
- › Power Supply: External Wall 65W

Switchvox E525

- › Unit dimensions: 11.5 x 3.7 x 11.4 (in) 292 x 94 x 290 (mm)
- › Package Weight: 15 lbs (6.8 kg)
- › Power Supply: Internal 300W