



PBXact

Fully-featured UC platform based on open-source technology

Datasheet

PBXact is available on certified Sangoma appliances using the Sangoma UCS hardware platform, 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.

Integrated SIPStation™ SIP Trunking

Sign-up with the award winning SIPStation service directly from the administration GUI and automatically configure within seconds.

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!

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	PBXact 1200
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
Connectivity Expansion Options	With Vega Gateways	2 PCI Express Slots	2 PCI Express Slots	4 PCI Express Slots	4 PCI Express Slots
Network/Management Ports	4x GB Network 1x Serial Console* 1x HDMI	3x GB Network 1x Serial Console* 1x HDMI	3x GB Network 1x Serial Console* 1x HDMI	6x GB Network 1x Serial Console* 1x HDMI	6x GB Network 1x Serial Console* 1x HDMI

PBXact software runs on Sangoma UCS hardware

* RJ45 to serial cable required ** 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 (HTTPS/SRTP/SSH/TLS/VPN)
- Wake Up Calls
- Text-to-Speech

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 (DND)
- Call Forwarding
- 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

Protocol Support

- VoIP: SIP, IAX, WebRTC
- Legacy: PRI, T1, E1, J1, R2, POTS/Analog, ISDN (excludes PBXact 25/40)

Softphone Integration

Desktop Softphone (Windows & Mac)

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

*Additional features available with optional license purchases

Mobile (Android & iOS)

- Voice calls, Message Waiting indicator, unattended transfer, push notifications, SMS/MMS (with Sangoma Trunking)
- 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
- Scribe for AI-powered transcriptions of call recordings and voicemails, call summarization, and sentiment analysis
- Advanced Queues for supervisor management: monitor/whisper/barge

*Unlock additional softphone features with Sangoma Scribe AI and Advanced Queues

Codec Support

Software

- G.711 µ-law, G.711 A-law, G.722, Siren7, Siren14, G.726, G.729A
- Codec2, GSM, iLBC, LPC10, Opus, SILK
- 16 bit Signed Linear PCM (8/12/16/24/32/44/48/96/192kHz)

Physical Features

PBXact software runs on Sangoma UCS hardware

PBXact 25/40

- Unit dimensions: 127mm (W) x 127mm (D) x 50mm (H)
- Unit weight: 0.68kgs (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)