

User base	2-16	2-200	2-600	2-800	2- >800
Basic costs per server	\$600	\$1600	\$3200	\$4200	\$6000
Installation & Configuration hours	>4	>12	>24	>24	>36

FEATURES	PBX1	PBX2	PBX3	PBX4	PBX5
Extensions					
Extensions	15 max	200 max	Unlimited	Unlimited	Unlimited
IP Phone / ATA extensions	15 max	200 max	Unlimited	Unlimited	Unlimited
Analog phone extensions	15 max	15 max	Unlimited	Unlimited	Unlimited
Extension mobility	✘	Options	Options	Options	Unlimited
Call queue extensions	✓	✓	✓	✓	✓
Max calls simultaneous per server	6	60	250	300	500
Virtual Extensions	✓	✓	✓	✓	✓
IVRs	✓	✓	✓	✓	✓
Extension Templates	✓	Options	Options	✓	✓
Control permissions for each extension	✓	✓	✓	✓	✓
3,4,5 digit extensions	✓	✓	✓	✓	✓
Extension Groups	✘	✘	✘	✓	✓
Calling Methods					
VoIP (SIP, SCCP, MGCP, H323, IAX)	✓	✓	✓	✓	✓
Analog Phone Lines	✓	✓	✓	✓	✓
T1/E1 Phone Lines	✘	✓	✓	✓	✓
PRI & BRI ISDN supported	✘	✓	✓	✓	✓
Enum and DUNDI supported	✘	✓	✓	✓	✓
High Availability Options	✘	✓	✓	✓	✓
Cisco SRST and CallManager links	✘	✓	✓	✓	✓
Load balancing over multiple servers	✘	✓	✓	✓	✓
Call Control					
Hold	✓	✓	✓	✓	✓
Assisted Transfer	✓	✓	✓	✓	✓
Blind Transfer	✓	✓	✓	✓	✓

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Call Parking	✓	✓	✓	✓	✓
Do Not Disturb	✓	✓	✓	✓	✓
Send Calls	✓	✓	✓	✓	✓
Directed Pickup	✗	✓	✓	✓	✓
Switchboard					
Click to call	✗	Options	Options	✓	✓
See who else is on the phone	✗	Options	Options	✓	✓
Drag and drop transfers	✗	Options	Options	✓	✓
Current call control	✗	Options	Options	✓	✓
One click on-the-fly recording	✗	Options	Options	✓	✓
Record others' calls	✗	Options	Options	✓	✓
Monitor, Whisper, Barge	✗	Options	Options	✓	✓
Queue Member view	✗	Options	Options	✓	✓
Queue supervisor view	✗	Options	Options	✓	✓
Call Parking Lot Panel	✗	Options	Options	✓	✓
Presence	✗	Options	Options	✓	✓
Google Maps Panel	✗	Options	Options	✓	✓
CRM Panel	✗	Options	Options	✓	✓
Panel Pops	✗	Options	Options	✓	✓
Screen Pops	✗	Options	Options	✓	✓
Voicemail					
Flexible Voicemail Access	✓	✓	✓	✓	✓
Voicemail to your Email Inbox	✓	✓	✓	✓	✓
Automatic Mailbox Creation	✓	Options	Options	✓	✓
Voicemail mailboxes	16	Unlimited	unlimited	Unlimited	unlimited
Voicemail ports/channels	2	8	8	16	32
Voicemail Blast Groups	✗	✗	✗	✓	✓
Custom Message Notification	✗	✗	✗	✓	✓
Call Queues / ACD					
Unlimited Call Queues	✓	✓	✓	✓	✓
In Queue Call Routing	✓	✓	✓	✓	✓

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Route when a queue caller presses "0"	✓	✓	✓	✓	✓
Queue Caller Timeout	✓	✓	✓	✓	✓
Queue Member Circuit Limit	✗	Options	Options	✓	✓
Route when max queue length reached	✗	Options	Options	✓	✓
Route when no members logged in	✗	Options	Options	✓	✓
Custom Music on Hold per Queue	✓	✓	✓	✓	✓
Invisible Queues	✓	✓	✓	✓	✓
Members Never Busy	✓	✓	✓	✓	✓
Announce Position in Queue	✓	✓	✓	✓	✓
Announce Estimated Hold Time	✓	✓	✓	✓	✓
Announcement Frequency Control	✓	✓	✓	✓	✓
Log-in queue members	✗	✓	✓	✓	✓
Permanent queue members	✓	✓	✓	✓	✓
Real Time Queue Status	✓	✓	✓	✓	✓
Historical Queue Logs	✓	✓	✓	✓	✓
Historical Queue Statistics	✓	✓	✓	✓	✓
Advanced Queue Charts	✗	✗	✗	Options	✓
Acknowledge Call	✗	✗	✗	Options	✓
Auto Log Off	✗	✗	✗	Options	✓
One-touch Log in/Log off	✗	✗	✗	Options	✓
Queue Member Presence	✗	✗	✗	Options	✓
Agent only extensions	✗	Options	Options	Options	✓
Ring All	✓	✓	✓	✓	✓
Round Robin	✓	✓	✓	✓	✓
Fewest Calls	✓	✓	✓	✓	✓
Least Recently Called	✓	✓	✓	✓	✓
Random	✓	✓	✓	✓	✓
<u>Conferencing</u>					
Simple Conference Room	1 max	8 max	16 max	Unlimited	Unlimited

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Meet Me Conference Center	✘	✘	✘	Options	✓
Listen Only Conference Calls	✘	✓	✓	✓	✓
Max concurrent conference users	8	16	32	64	64
Conference via handset	✓	✓	✓	✓	✓
<u>Paging and Intercom</u>					
2-way Intercom	1 max	1 max	2 max	4 max	Unlimited
1-way Paging	1 max	1 max	2 max	4 max	Unlimited
Overhead Paging	✓	✓	✓	✓	✓
Direct Paging and Intercom	✘	✘	✘	✓	✓
<u>Music On Hold</u>					
Custom Music on Hold	✓	✓	✓	✓	✓
Music on Hold included	✓	✓	✓	✓	✓
Queue specific Music on Hold	✓	✓	✓	✓	✓
<u>IVR</u>					
Play Sound	✓	✓	✓	✓	✓
Record Sound	✓	✓	✓	✓	✓
Play Recorded Sound	✓	✓	✓	✓	✓
Email Recorded Sound	✘	✘	✘	✓	✓
Record Digits	✓	✓	✓	✓	✓
Say Digits/Letters	✓	✓	✓	✓	✓
Say a number	✓	✓	✓	✓	✓
Say date/time	✓	✓	✓	✓	✓
Dial Extension	✓	✓	✓	✓	✓
Send to voicemail	✓	✓	✓	✓	✓
Send to external number	✓	✓	✓	✓	✓
Go to another IVR menu	✓	✓	✓	✓	✓
Send call values to a URL	✘	Options	Options	Options	Options
Gate Keeper	✘	Options	Options	Options	✓
Conditional Clause	✘	Options	Options	Options	✓
Time Based Clause	✓	✓	✓	✓	✓
Change Language	✘	Options	Options	Options	✓

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Alter Caller ID	✓	✓	✓	✓	✓
IVR Option Settings	✓	✓	✓	✓	✓
Online Tools					
Users Tool Suite	✓	✓	✓	✓	✓
Administrators Tool Suite	✓	✓	✓	✓	✓
Switchboard (Operator Console)	✗	Options	Options	Options	✓
Recording & Monitoring					
Call Recording	✗	Options	Options	Options	✓
Call Monitoring	✗	Options	Options	Options	✓
Logging & Reporting					
Current Calls	✓	✓	✓	✓	✓
Call Logs	✓	✓	✓	✓	✓
Call Reporting	✓	✓	✓	✓	✓
Queue Status	✗	Options	Options	✓	✓
Queue Reports	✗	Options	Options	Options	✓
Error Log	✓	✓	✓	✓	✓
Voice & Data Integration					
Call Creation API	✗	Options	Options	Options	✓
Call Event Notification API	✗	Options	Options	Options	✓
Outlook Integration	✓	✓	✓	✓	✓
ADAT Integration to URL	✗	✓	✓	✓	✓
Screen Pops	✗	Options	Options	Options	✓
Custom Sound Recordings					
Sound Manager	✓	Options	Options	Options	✓
Custom recordings available	✓	✓	✓	✓	✓
>300 standard sounds included	✓	✓	✓	✓	✓
More Features					
Dial By Name Directory	✓	✓	✓	✓	✓
Custom Time Frames	✓	✓	✓	✓	✓
Upgradeable Hardware	✓	✓	✓	✓	✓
Advanced Diagnostics	✓	✓	✓	✓	✓

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IP Phone Diagnostic Tool	✓	✓	✓	✓	✓
VOIP Provider Diagnostic Tool	✓	✓	✓	✓	✓
Legacy PBX integration	basic	Options	Options	Options	Options
GSM & Cellular gateway support	✓	✓	✓	✓	✓
SMS & FAX gateway support	✓	✓	✓	✓	✓
International analog line support	✓	✓	✓	✓	✓
g729 codec support	✗	Options	Options	Options	✓

