

# Switchvox®

It's more than a phone system. It's a better way to communicate.

Empowering Communication



# Digium®. The Company that's Reinventing the Phone System.



## Switchvox is the Best Communications System for Your Business

The combination of the Switchvox system and Digium phones provides a complete communications solution for small and mid-sized businesses. This Unified Communications system integrates all of your office communications, including phone, chat and web mashups. Customize your communications experience right down to the phone. Access call queues, your presence, and the applications you need, right on your desk phone.

Count on Switchvox to help you easily transition from simple telephony to a feature-rich UC solution. Now you can truly communicate the way you want. Switchvox can improve productivity by accessing all of your office communications tools no matter where you are – on a mobile phone or at the office. **Talk about flexibility!**

## Who is Digium?

Digium's VoIP solutions provide a competitive edge for small, medium and large businesses. Digium's product lines include Asterisk® custom communications, Switchvox® Unified Communications (UC), Digium Cloud Services including Switchvox Cloud and SIP Trunking\*, and a family of HD IP phones that deliver enterprise-class features at a price businesses can afford.

Digium is the creator, primary developer and sponsor of Asterisk, the world's

most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich voice communications server.

Switchvox is the award-winning UC solution built on the power of Asterisk with thousands of installations worldwide. With Switchvox Anywhere, you can deploy Switchvox on-premises, in a virtual environment, in the Cloud, or on your mobile device.

\*Switchvox Cloud and SIP Trunking are available only in the US lower 48 states.

# Switchvox® is the Smarter Choice for Your Next Phone System

## Deploy How You Want

Switchvox Anywhere allows you to deploy Switchvox in a way that best fits your company. For quick scalability, easy setup, and an OpEx spending model, choose Switchvox Cloud. If you prefer complete control and a larger user capacity, Switchvox on-premises or virtual is the way to go. All deployments offer the same all-inclusive feature set that makes Switchvox the best value in UC and UCaaS.

## Saves You Money

Switchvox comes standard with more features and is more affordable than proprietary systems that have fewer features! Customers can save up to 70% on telephony costs and service charges, both upfront and recurring. And because we don't lock you into specific equipment vendors for your network, you can choose a solution that fits your needs and your budget.

## Easy to Use

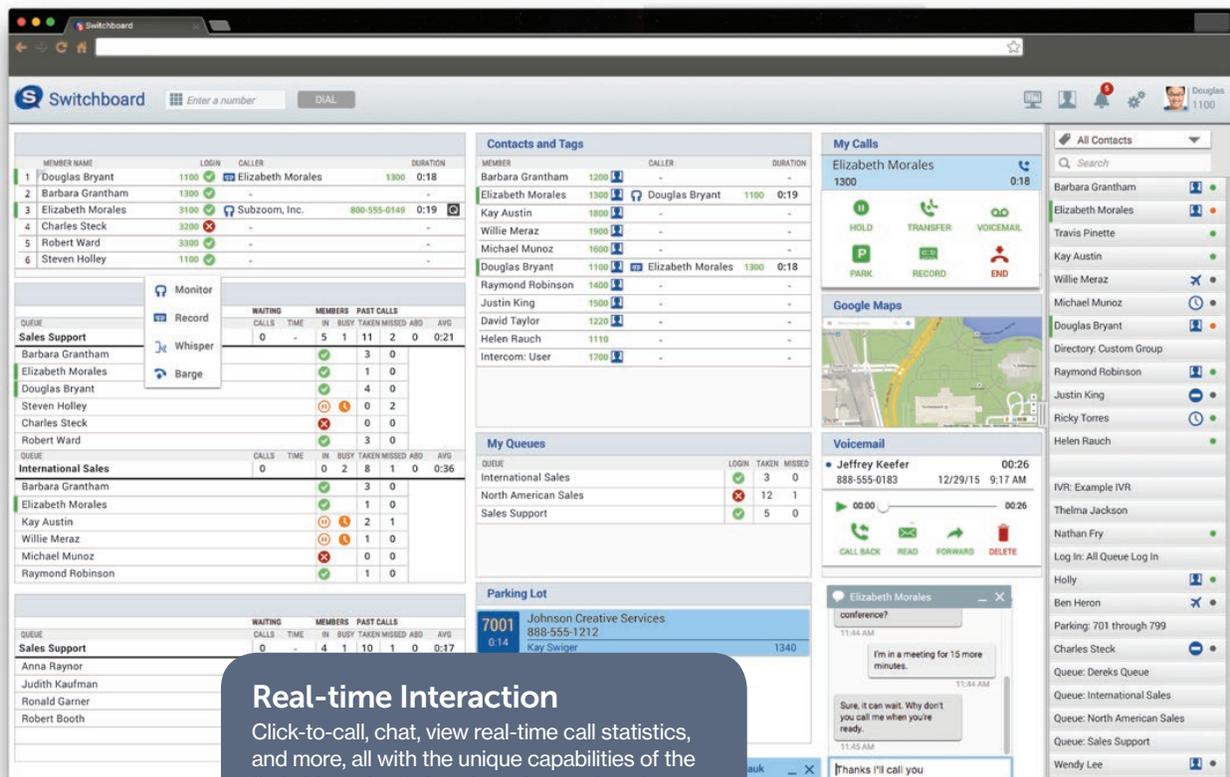
An intuitive interface allows you to manage every aspect of Switchvox from anywhere. Empower your employees to manage their own status and voicemail boxes. You can easily view the "who, what, when, and where" of your business calls using Switchvox's extensive features, which can be accessed directly from your desk phone or Switchboard.

## Future Proof

Regardless of your deployment method, your primary investment is in the Switchvox software which can be migrated to different hardware or deployment types as your business grows or your requirements change. This ensures you never waste a penny of your initial investment. Are you ready to make your last phone system investment?



With Switchvox, customers can save up to 70% in telephony costs and service charges.



**Real-time Interaction**  
 Click-to-call, chat, view real-time call statistics, and more, all with the unique capabilities of the Switchboard web-interface. Access key data right from your Digium phone – such as presence and queue details.

## Switchvox Offers Enterprise-class Features at a Price You Can Afford

### Mobility (Fixed Mobile Convergence)

Access all the power of your desk phone anywhere you go with the Switchvox Softphone for iPhone and Android. Receive, transfer, create conferences, change your status and more, all from your smartphone.

### Presence

See who is in the office, and know who is on a call or away from their desk. Call rules update automatically based on an employee's presence.

### Unified Messaging

With voicemail delivered to your inbox or mobile device, you can stay in communication, wherever you are.

### Reporting and Call Logging

See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.

### Collaboration

The Switchboard's multimedia chat lets you communicate with a customer or coworker using voice, video, screensharing, or text. Multimedia chat lets you share the camera or the screen on your desktop or laptop computer, and includes a text chat.

### Recording and Monitoring

Great for training and auditing calls, managers can easily monitor, whisper, barge and record calls from the Switchboard. You can also record calls directly from your Digium phone.

### Call Queues (Automated Call Distribution)

Not just for the call center, Switchvox and Digium phones bring powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.

### CRM Integration

Switchvox is integrated with Salesforce.com. Your sales and service organization will have customer information right at their fingertips when they get a phone call. What a productivity boost!

### Conferencing

A built-in conference bridge allows all of your employees to manage their own conference rooms on-demand.

### Interactive Voice Response

The extensive built-in IVR allows you to automatically provide information as well as collect information about the caller, and get the caller where they need to go when they first call your office.

# Choose the Switchvox Solution that's Right for You



		Switchvox 80	Switchvox 310	Switchvox 360	Switchvox 380	Switchvox 450	Switchvox 470
Maximum Concurrent Activities	Users	30	150	400	450	500	600
	Concurrent Calls	12	45	75	100	125	150
	Call Recordings	5	10	20	25	30	40
	Conference Participants	5	15	30	40	45	50
Redundant Hard Drives	No			Yes		Yes, SSD	
Power Supply	Single 240W	Single 300W	Dual 350W Redundant				
Telephony Card Slots	1	2					
PCI-Express Telephony Cards (Echo cancellation included)	1TE133F, 1A[4,8]B01F, 1HB8-0000BLF	1TE133F, 1TE235BF, 1TE435BF, 1TE820BF, 1A[4,8]B01F, 1AEX2400ELF, 1HB8-0000BLF					
Installation Hardware	1U case. Rack/wallmount brackets included	2U case. Rackmount brackets and rail kit included					
Dimensions	17.13w, 9.84d, 1.74h (") 43.5w, 25d, 4.4h (cm)	16.81w, 21.93d, 3.46h (") 42.69w, 55.7d, 8.78h (cm)					
Weight (with packaging)	14 lbs 6.35 kg	42 lbs 19.05 kg	47 lbs 21.32 kg				

## Scalability, cost savings, and High-Availability of VMware®

### Technical Information

#### What version of VMware is supported?

vSphere 5.0 and above.

#### Which OS is supported?

32-bit only.

#### What format is the Virtual image?

Open Virtual Application (OVA).

#### What is included in the Virtual image?

Switchvox and the VMware Tools.

#### What resource must I increase to allow for more:

- extensions: CPU and Memory
- concurrent calls and recordings: CPU, assuming Disk IO is sufficient

#### Benchmark Configurations

Number of Users	Concurrent Calls	CPU	RAM
30	12	2 Single-core	4GB
150	45	4 Single-core	4GB
600	150	4 Dual-core	8GB

### Switchvox for VMware

Driven by VMware's disaster recovery capabilities and scalability, Switchvox support for VMware eliminates the need for a dedicated PBX appliance and provides small and medium-size businesses with a phone system that meets the needs of an enterprise at a fraction of the cost of traditional voice deployments.

#### Scalability

Virtualizing Switchvox releases companies from stringent hardware requirements and specifications. VMware provides the flexibility to adjust system resources on the fly, delivering a phone system that grows with the success of your business, and with the performance you demand from your communications.

#### Disaster Recovery

Downtime is expensive, and virtualization is the key to ensuring that downtime is minimized. Utilizing VMware's disaster recovery tools, High Availability is possible with Switchvox, allowing your company to stay connected to customers at all times.

#### Save Money

Switchvox support for VMware lets you take advantage of your existing virtual environment, eliminating the need for costly, dedicated voice appliances. Having fewer appliances also significantly reduces maintenance and power costs.



# The Power of Switchvox in the Cloud

**Switchvox Cloud is Digium's hosted UC solution.** It incorporates the same software as the on-premises Switchvox appliances, so you have access to the same powerful UC features like mobility, IVRs, queues, and tight integration with Digium phones. With Switchvox Cloud, all features are included and no additional licensing fees are required. With prices starting at \$12.99 per user/month, Switchvox Cloud is the best value for your complete hosted UC solution.

Switchvox Cloud gives you access to a business-class phone system while completely

eliminating costly CAPEX. Add Digium phones to your monthly bill instead of expending capital in hardware purchases. Switchvox Cloud makes it so easy to get started with no upfront costs, hassle-free installation and no ongoing maintenance.

For more information and to try Switchvox Cloud completely risk-free for 30 days, visit [www.digium.com/switchvoxcloud](http://www.digium.com/switchvoxcloud)



*\*5 user minimum, available only in the US lower 48 states*

## What's included in Switchvox Cloud?

### Service Features:

- Dedicated local number (DID) per extension
- Unlimited local and long distance calling per extension
- Unlimited extension-to-extension calling
- HD voice (where available)

### General Phone System Features:

- Personalized Switchboard for every user
  - Mobile device support
  - Call queues
  - Visual Voicemail
  - Detailed reporting
  - Conference calling
  - IVR and Auto-attendant
- And more!

## Digium Phones Designed Exclusively for Switchvox

**Digium phones are the first phones designed exclusively for Switchvox.** Offering the tightest integration possible, these phones incorporate plug-and-play installation – saving you time.

Extend your Switchvox system to your desktop phone with built-in apps or build your own apps with an open API. You can customize your complete communications experience whether you're in the office or on the road.

	D60 Entry-level	D62 Entry-level, Gigabit	D65 Mid-level	D80 Executive-level
Line Registrations	2	2	6	1
Feature Keys	4	4	4	Touchscreen
Rapid Dial/ Busy Lamp Field Keys	Up to 1 key 1 contact	Up to 1 key 1 contact	Up to 5 keys 100 contacts	Up to 20 on-screen, scrolling to 100 contacts
Ethernet LAN and PC Port	10/100Base-T	10/100/1000Base-T	10/100/1000Base-T	10/100/1000Base-T
Built-in Bluetooth	No	No	■	Coming soon
Main Display	4.3 inch, color	4.3 inch, color	4.3 inch, color	High-definition 7", color, capacitive touch
Power over Ethernet (PoE)	■	■	■	■
Advanced Phone Applications	■	■	■	■

## Make Your Business More Efficient

### All Models Include:

- HDVoice
- Power Over Ethernet (POE)
- Interactive Voicemail
- Interactive, real-time status
- Parked calls
- Contacts
- Transfer and conference calls
- Call log
- Record and monitor calls
- Agent/manager queue

Learn more at [www.digium.com/phones](http://www.digium.com/phones)

# With all features included, Digium is recognized as the *Best Value in UC Phone Systems.*



*“SMBs are expected to continue to retain a cautious approach to spending, and their UC decisions will be shaped not only by business process and communications improvements, but also by hard cost factors (like cost savings). This means some SMBs will take a more evolutionary approach to UC as they leverage existing investments in phones or communications infrastructure instead of migrating to UC suites in a single leap.”*

Gartner, Marketscope Report, *Magic Quadrant for Corporate Telephony*  
Authors: Jay Lassman, Steve Blood, Geoff Johnson

## About Digium

Digium, Inc., the Asterisk Company, created and is the innovative force behind Asterisk, the most widely used open source telephony software. Since its founding in 1999 by Mark Spencer, Digium has become the open source alternative to proprietary communication providers, with offerings that cost as much as 80 percent less. Digium offers Asterisk software free to the open source community and offers Switchvox, Digium’s Unified Communications solution to power a broad family of products for small, medium and large businesses. The company’s product line includes a wide range of telephony hardware and software to enable resellers and customers to implement turnkey VoIP systems or to design their own custom communications solutions.



Recognized globally, Digium’s Switchvox UC is continually ranked as a winning SMB solution within the telecommunications industry—often beating competitors when it comes to innovation, features and value.



Empowering Communication

[www.digium.com](http://www.digium.com) • [www.digium.com/switchvox](http://www.digium.com/switchvox)

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Please feel free to contact us if you have questions.