

XVOICE

MULTI FUNCTION IP PBX v3.6



Call Forwarding

- Dialing from any phone, softphone, and X-Voice Web Manager
- Quick dialing with pre-configured numbers
- BLF or speed-dial
- Click&Call from Windows Office (plug-in), X-Voice Web Manager, and web browser
- Copy of phone number to the clipboard and “click&call” function by Windows plug-in

Blind or Supervised Call Transfer, Call Parking

- From any phone with system command and from IP phones with owners command
- Management of call transfer deleted
- Return of call transfer on busy extension
- Phone answering on busy extension receiving a call forwarding

Call Pickup

- Generic or specific call Pickup by means of system commands or BLF function button

Management of Outgoing Call Permission

- Call permissions enabling and disabling for each user
- Whitelist and blacklist for each specific PBX user

Web Contact Manager

- WebPhone: dialing and reception from any PC via web browser
- Contacts list with name and photo
- Contacts Status (available, busy, not registered)
- Real-time monitoring of incoming/outgoing calls for each telephone extension
- List of incoming, outgoing, missed and in progress calls
- Shared address book
- “click&call” from address book, contacts, call list or free number
- SMS and fax from address book, incoming/outgoing calls list or phone/fax number
- Easy and fast update of the contacts directly from the incoming/outgoing calls list
- Management of the Call Manager from touch devices (IPAD, IPHONE, Tablet PC e Monitor Touch, ecc.)
- Sorting filters

Address Book

- Shared address book among PBX users
- Direct call by the function “click&call”
- Direct SMS or e-mail by the “click&send” *function*
- Contacts importing from CSV files (Outlook, Outlook Express, Excel ecc.)
- Contacts classification by group (SMS, mail and fax to groups)
- Search filters (Contact, Company, E-mail, etc.)
- List of telephone *extension* with “click&call” function

Voicemail/Answering service

- Enabling/disabling of voicemail for each extension
- Remote listening, storage and management of audio messages by web and/or phone
- Message notification by e-mail (with or without audio message attachment)
- Message forwarding towards other extensions
- Voicemail on extension busy

FAX Device Management

- FAX identification over any incoming line and automatic routing towards the fax device

Fax Server In/Out

- Transmission, receipt, and storage of FAX in PDF format
- Storage and forwarding by e-mail in PDF format of the receipts of *sent* FAX
- Management of FAX campaigns
- Automatic fax resubmission in case of failure
- Phone or mail notification
- Plug-in PDF2Fax for fast fax sending from Windows
- Enabling/disabling of error correction mode (ECM)
- Dynamic selection of the outgoing fax line

SMS Manager

- SMS sending and reception from Web Contact Manager
- Received SMS forwarding by E-mail or SMS
- SMS notification of missed calls for each user
- Automatic sent/received SMS storage
- Deleting SMS from the archive
- Multiple SMS sending to groups
- Monitoring of sent/received/delayed SMS

Users and Extensions Management

- Insertion and assignment of the users to the available extensions
- Voicemail on each extension
- Notification of voicemail message and its audio message attached by e-mail
- Notification of missed calls by SMS or e-mail
- Remote extensions
- Assignment of the users to groups and/or profiles
- Maximum number of rings customizable for each extension
- Configuration of whitelist and blacklist for outgoing calls for each extension

Groups Management

- Creation of groups of users
- Assignment of a LCR to a group

Lines Management

- Lines management
- Ports configuration: BRI (ISDN) or POTS (RTG)
- VoIP Trunks configuration
- Management of Gateway IP ISDN/RTG/GSM/UMTS
- Management of providers, technology, preselections, and VoIP server parameters
- Configuration of transmission and reception gains, echo cancellation over ISDN ports
- Configuration of RTG lines parameters (voice or fax)
- Management of ISDN port (PTMP/PTP)
- CID configuration for *outgoing* calls (concealment of phone number available)
- DDI configuration for each number over ISDN port
- Automatic Routing for *outgoing* calls (LCR)
- Selection of a phone line for each tipology of call
- Preselection
- Priorization of the output lines
- Creation of different LCR to be assigned to different groups

Incoming Calls Filter (Blacklist)

- Insertion of phone numbers to be banned into the Blacklist

Management of Incoming Calls (IVR)

- Insertion of multiple welcome audio messages
- Association of multiple phone numbers to each IVR
- Configuration of the number of rings before the welcome message
- Ability to reach an extension directly while playing the welcome message (DISA)
- Call redirect towards an external number, an extension, a queue, a sub-menu or a previous menu or the main menu, on the base of user phone key selection
- Pre-call message on queue or extension
- Repetition of the message on time-out
- Call redirect on time-out towards: external or internal number, queue, voice mail, main menu
- Multiple menu
- Time scheduling (time, weekday, festivity, holiday) for the assignment of different IVR
- Automatic IVR selection based on time and date
- Manual enabling and disabling of the time scheduling
- Enabling and disabling of DISA services
- Night/day service settable by web or by code number from user extension

Queue Management (ACD)

- Members assignment to a queue
- Numerical code assignment to a queue
- Configuration of the following management strategies:
 - All:** all the phone extensions *ring* until someone answers;
 - Linear:** according to their order number, *the phone extensions ring* until someone answers;
 - Linear with memory:** as the previous policy but starting from the last answered;
 - The most recent:** *among idle extensions, only the one that answered to the last call rings;*
 - Less calls received:** among idle extensions, the one *that* received less calls rings;
 - Random:** phones ring in a random order until someone answers.

Detailed Calls Report (CDR)

- Incoming and outgoing calls data report
- View of the Calling/Called ID
- Multiple fields search
- Overall CDR or details printing
- CDR export in CSV

Detailed Statistics

- Statistics about lines use, enqueued, incoming, outgoing and missed calls, waiting time, and traffic for the overall system and for each extension
- Multiple field search
- Statistics (overall or details) export in CSV
- Statistics (overall or details) printing

User Services

- Do Not Disturb
- Phone block
- Call forwarding unconditional, on busy line, on no reply
- Call permissions
- Remoting
- Re-call service
- Absence

Management of Audio Conferences

- Room configuration and access code
- Extension admission to the rooms

Music on Hold

- Inserting music
- Pre-listening, download and elimination of music

System Administration

- Configuration of IP addresses, subnet masks, gateway, DNS
- Configuration of static public IP address for extensions remoting
- Setting of local telephone prefix
- Stop and Re-start of phone services buttons
- Reboot and shutdown buttons
- Automatic or manual synchronization of date and time of the PBX

Status Monitoring of Lines and Extension

- Connection state of extension, lines, *telephone* channels, and gateways
- Devices IP addresses monitoring

Backup and Restore

- Backup of Configuration, Music on hold, Voicemail messages, CDR, Address book, Fax, SMS

Diagnostic Tool

- Asterisk Command Line Interface (CLI)
- Ping remote and local host
- DNS resolution
- Packets Inspector on PBX system

Remote PBX

- Trunk between two or more remote PBX
- Extension synchronization among remote PBX
- Free calls among extensions of remote PBX
- Management of distributed queue (queue members can be connected / registered indifferently to any configured X-Voice PBX)

FUNCTIONALITY	PERSONAL	BASIC	OFFICE	PRO	BUS	ENTERPRISE	CORPORATE
Shared Address Book	●	●	●	●	●	●	●
Users and Extension Management	●	●	●	●	●	●	●
Groups Management	●	●	●	●	●	●	●
Audio Conference	●	●	●	●	●	●	●
Automatic Outgoing Call Forwarding (LCR)	●	●	●	●	●	●	●
Queue Management	●	●	●	●	●	●	●
VoIP Lines	●	●	●	●	●	●	●
PSTN Lines	●	●	●	●	●	●	●
Advanced Echo Suppression	●	●	●	●	●	●	●
Call Permissions	●	●	●	●	●	●	●
Call Transfer	●	●	●	●	●	●	●
Call Parking	●	●	●	●	●	●	●
Call Pickup	●	●	●	●	●	●	●
Voicemail/Phone Answering	●	●	●	●	●	●	●
Customizable Music on Hold	●	●	●	●	●	●	●
System Administration Tool	●	●	●	●	●	●	●
Lines and Extensions Status Monitoring	●	●	●	●	●	●	●
Backup and Restore	●	●	●	●	●	●	●
Extension by Web	●	●	●	●	●	●	●
Calls Report (CDR)	●	●	●	●	●	●	●
System Messages with Professional Voice	●	●	●	●	●	●	●
Remote Phone Extension	●	●	●	●	●	●	●
IVR	●	●	●	●	●	●	●
Day/Night Service	●	●	●	●	●	●	●
Incoming Calls Filter (Blacklist) and Outgoing Calls Filter (Whitelist)	○	○	●	●	●	●	●
IVR Time-dependent	○	○	●	●	●	●	●
Statistics	○	○	○	●	●	●	●
Management of DND, Telephone Block and Call Forward by user's telephone	○	○	○	○	○	●	●
Call Manager	○	○	○	○	○	○	○
SMS Manager	○	○	○	○	○	○	○
Diagnostic Tool	○	○	○	○	○	○	○
Plug-in Click&Call / PDF2Fax	○ / ○	○ / ○	○ / ○	○ / ○	○ / ○	○ / ○	○ / ○
Customizable Courtesy Audio Messages	○	○	○	○	○	○	○
Web Call	○	○	○	○	○	○	○
E-mail Call	○	○	○	○	○	○	○
Fax Server In/Out	○	○	○	○	○	○	○
Video Surveillance	-	-	-	-	○	○	○
Video Communication	-	-	-	-	○	○	○

● Standard equipment ○ Optional - Not available

FEATURES	PERSONAL	BASIC	OFFICE	PRO	BUS	ENTERPRISE	CORPORATE
Number of IP extensions	5	10	20	40	80	160	240÷480
Digital Ports BRI via GW IP (*)	0	0÷1	0÷2	0÷4	0÷8	0÷12	0÷24
Digital Ports PRI via GW IP (*)	0	0	0	0	0	0÷1	0÷4
Ports FXO via GW IP (*)	0÷1	0÷2	0÷4	0÷8	0÷16	0÷24	0÷48
Ports FXS via GW IP (*)	0÷5	0÷10	0÷20	0÷40	0÷80	0÷160	0÷480
VoIP Lines	1	2	4	8	16	32	64÷128
IVR Multi-company	1	1	2	4	8	16	32
IVR Levels	1	2	4	8	16	32	64÷128
Queues	2	4	8	16	32	64	128
Groups/LCR	2	4	8	12	16	32	64
Video Surveillance (number of managed cam)	0	0	1	2	2	4	8
Users for audio conference	3	6	9	12	24	48	64÷128

(*) By GW or external ATA