### Switchvox® SMB Appliances

<table>
<thead>
<tr>
<th>A60 Appliance with 10 Silver Subscriptions</th>
<th>AA300 Appliance with 10 Silver Subscriptions</th>
<th>AA350 Appliance with 10 Silver Subscriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideal For:</td>
<td>Medium-sized businesses with a computer rack</td>
<td>Medium to large businesses that want a high performance, highly redundant, full-featured rackmount PBX.</td>
</tr>
<tr>
<td>Users / Calls:</td>
<td>Supports 1 to 15 users</td>
<td>Supports 1 to 150 users</td>
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<tr>
<td></td>
<td>Up to 12 concurrent calls</td>
<td>Up to 45 concurrent calls</td>
</tr>
<tr>
<td></td>
<td>Supports 1 to 350 users</td>
<td>Supports 1 to 400 users</td>
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<tr>
<td></td>
<td>Up to 75 concurrent calls</td>
<td></td>
</tr>
<tr>
<td>Expansion Slots</td>
<td>Two</td>
<td>Three</td>
</tr>
<tr>
<td>Recording / Conferencing:</td>
<td>- Up to 5 concurrent recorded calls</td>
<td>- Up to 20 concurrent recorded calls</td>
</tr>
<tr>
<td></td>
<td>- Up to 5 simultaneous conference users</td>
<td>- Up to 30 simultaneous conference users</td>
</tr>
<tr>
<td>Redundancy / Failover:</td>
<td>Cold Spare Available</td>
<td>Redundant Power Supplies</td>
</tr>
<tr>
<td></td>
<td>Cold Spare Available</td>
<td>RAID Controller with mirrored drives</td>
</tr>
<tr>
<td>Subscription Options:</td>
<td>Silver Subscription Plan</td>
<td>Silver Subscription Plan</td>
</tr>
<tr>
<td></td>
<td>Gold Subscription Plan</td>
<td>Gold Subscription Plan</td>
</tr>
<tr>
<td></td>
<td>Platinum Subscription Plan</td>
<td>Platinum Subscription Plan</td>
</tr>
<tr>
<td>Warranty Options:</td>
<td>Standard 1 Year Warranty</td>
<td>Standard 1 Year Warranty</td>
</tr>
<tr>
<td></td>
<td>- 3 Year Extended Warranty</td>
<td>- 3 Year Extended Warranty</td>
</tr>
<tr>
<td></td>
<td>Standard 3 Year Warranty</td>
<td></td>
</tr>
</tbody>
</table>

### Switchvox® SMB Feature Highlights

- **Switchboard:**
  - Click to call
  - Drag and drop transfer
  - Monitor, Whisper, Barge
- **Presence:**
  - Desktop Operator Panel
  - Current call control
  - One click on-the-fly recording
- **Queue:**
  - Queue Master view
  - Call Parking Lot Panel
- **Integration:**
  - Google Maps Panel
  - CRM Panel
  - Custom Panels
- **Voicemail:**
  - Voicemail to your E-mail Inbox
  - Flexible Voicemail Access
  - Automatic Mailbox Creation
  - Voicemail Blast Groups
- **Recordings:**
  - Ability to make custom recordings
  - Over 300 pre-recorded sound files
- **Call Control:**
  - Directed Pickup
  - Hold
  - Assisted Transfer
  - Blind Transfer
  - Call Parking
  - Do Not Disturb
- **Voice & Data Integration:**
  - Call Creation API
  - Call Event Notification API
  - Firefighter
  - Screen Pops
- **Additional Features:**
  - Dial by Name Directory
  - Custom Time Frames
  - Find Me / Follow Me
  - Music on Hold
  - IVR/Auto Attendant
  - Upgradable hardware
  - Advanced diagnostics

### Digium's award winning, turn-key IP PBX, Switchvox®, is the solution for small and medium sized businesses.

Switchvox® puts the power of VoIP into your hands in an easy to use package that is cost effective, easy to manage and boosts productivity.

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**Under the Risk-Free Guarantee, Digium® will refund the purchase price of any qualifying Digium product(s) for any customer that is not 100% satisfied with the performance of the Digium product(s) they purchased.** For more detailed information about Digium® ESP Program, please visit www.digium.com/esp.

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www.digium.com/switchvox - www.asterisk.org  

**Saves You Money**
- Simplified licensing
- Eliminates expensive technician visits
- Use your existing network infrastructure
- 40-60% lower total cost of ownership (TCO)
- Choose the service provider that suits your needs
- Easily integrate remote workers and road warriors
- Built-in conferencing bridges reduce 3rd party dependence
- Ext to ext dialing between locations, even internationally

**Easy to Manage**
- Fully web-based interface
- Schedule automatic back-ups
- Upgrade and update with one click
- On-site; no secondary networks needed
- Extension templates to quickly add new users
- Automatic call routing based on date and time
- Extension groups to manage extensions efficiently
- Multiple administrative logs with controlled access

**Boosts Productivity**
- Click to dial
- Detailed call reporting
- Drag and drop transfer
- Mobility; find me, follow me
- CRM and web application integration
- Unified Messaging (voice-mail to e-mail)
- Presence; know when co-workers are not available
- Unlimited custom greetings, menus, and music on hold
Interactive Phonebook

Keep your finger on the pulse of your business! See who else is on the phone, click to call or intercom. Even record, monitor, whisper or barge, only if you have permission, of course! Set status messages to communicate your availability at a glance. Customize for you, with all your company’s extensions or just a select few.

Google Maps Integration

By evaluating the area code where your incoming calls originate, Switchvox® can pinpoint the location for you. Know their timezone, which sales territory your caller is in... giving your employees a valuable edge when they take a call.

Make Your Own Mashups

Integrate Switchvox® with any web application quickly and easily to take your customer satisfaction and employee productivity to a whole new level. No matter what information you need at your fingertips, Switchvox® can perform the searches for you, so you know everything you need to, even before you pick up that ringing phone.

Switchboard Overview

Every extension on your Switchvox® SMB system has access to a real-time call control panel called the Switchboard. The Switchboard is an intuitive way for your workforce to see the phone calls their co-workers are on, and interact with calls taking place in the system. Every user’s Switchboard can be customized to streamline their tasks and the whole thing is driven by permissions set up by the administrator, so your customer service manager can be granted permission to listen in on calls to the customer service line, but no others. The Switchboard is web based, so it will run in Internet Explorer or Firefox, and when new features are released, the update is server side, so much easier to manage than having to update everyone’s desktop clients.

CRM Integration

Caller ID can only tell you so much about who’s calling. Integration with Salesforce and SugarCRM means that you can see details, like which of your co-workers last spoke with this person, what they talked about, and when!

Call Management

See and manage all your calls at a glance! Drag and drop on to anyone in your Phonebook to transfer, record any of your calls, click to place calls on hold and resume. Or drag calls into the parking lot for other users to retrieve from any phone when they’re ready.

Agent Activity

See details about what’s happening in your queue right now. Which agents are logged in? Who’s on the phone? With whom? Are there calls queued up, waiting to be answered? Make sure you’re providing top notch service, even when you’re not a call center.

Queue Activity

Are you getting more calls in the past week since your new ad campaign started? Are they shorter or longer calls than usual? With an overview of your call queues, you can have these answers and more, all updated in real time.

Interactive Phonebook

Interactive Phonebook Entry

Keep your finger on the pulse of your business! See who else is on the phone, click to call or intercom. Even record, monitor, whisper or barge, only if you have permission, of course! Set status messages to communicate your availability at a glance. Customize for you, with all your company’s extensions or just a select few.

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