Switchvox®

Cloud

SANGOMA

Sangoma's Award-winning Switchvox — Now Available in the Cloud

Switchvox® Cloud

Switchvox Cloud is Sangoma's cloud-based Unified Communications (UC) solution for small and medium-sized businesses (SMBs), comfortably handling up to 500 seats per location. Switchvox Cloud is more than a hosted IP PBX; it is a fully-featured, affordably priced UC cloud solution starting at $12.99 per user. In addition to receiving reliable, high-quality VoIP phone service for all employees, Switchvox Cloud also gives you access to the following features: **mobility, call queues, voicemail, unified messaging, presence, chat, IVRs, integration with Salesforce CRM, monitoring, reporting, on-demand recording, and more.** All of the features are included with no additional fees, making Switchvox Cloud the best value for your complete hosted UC solution.

Switchvox Cloud is based on Sangoma's award-winning Switchvox business phone system. Recognized as a powerful IP communications system, Switchvox is built for SMBs looking for enterprise-class features at an affordable price. The same features and flexibility of the premise-based Switchvox phone system are now available in Switchvox Cloud and are easily accessible to businesses with as few as five users or with hundreds of users.

With Switchvox Cloud, you can have access to a business-class phone system while completely eliminating costly CapEx. Now with Unlimited and Metered minute pricing plans, you can choose the pricing that works best for your company, starting as low as $12.99 per user/per month! Switchvox Cloud makes it easy to get started with no upfront costs, hassle-free installation and no ongoing maintenance.

**Switchvox Cloud is available only in the US lower 48 states.*

Why Cloud?

- U.S.-based, in-house support for onboarding and post-sales technical support
- All features included
- Best user experience in the industry
- No hidden costs
- Complementary desktop phone, mobile, and desktop softphones
- Free 30-day trial with phones included

What's Included with Cloud?

SERVICE FEATURES

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

GENERAL PHONE SYSTEM FEATURES

- Personalized Switchboard for every user
- Mobile device support
- Contact center suite
- Call queues
- IVR and auto-attendant
- Visual voicemail
- Detailed reporting
- Conference calling

Switchvox Cloud Offers **Enterprise-Grade Features** at a Price You Can Afford

MOBILITY
Access the power of your desk phone anywhere you go with Switchvox Softphone apps for iOS, Android, and desktop or laptop computers. Receive, transfer, and create conferences, change your status, and more.

PRESENCE
See who is in the office, 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 connected 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, screen sharing, or text. Multimedia chat lets you share the camera or the screen on your desktop or laptop.

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 D-Series phone.

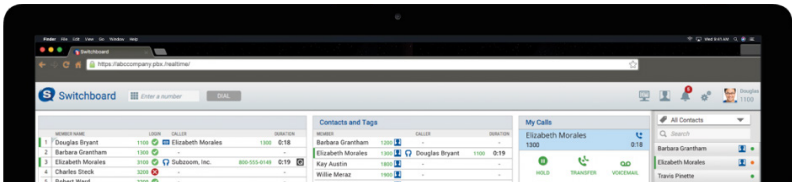
CALL QUEUES
(AUTOMATED CALL DISTRIBUTION)
Not just for the contact center, Switchvox and D-Series phones bring powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.

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. Kick or mute conference participants from your Switchboard or D80 phone.

INTERACTIVE VOICE RESPONSE
The extensive built-in IVR allows you to automatically provide information, collect information about the caller, and get the caller to their desired destination.

Test Drive the Switchboard:
www.sangoma.com/business-phone-systems/free-demo/



Communicate Wherever, Whenever

with Switchvox Softphones for Desktop and Mobile

Enjoy all of the advanced Unified Communications features you expect from Switchvox on the go. Amazingly simple to set up and use, allowing you to flow between devices as needed. Converge the softphones to your D-Series phone for no additional cost. That's three devices for the price of one! Desktop softphone available for Mac and Windows. The Switchvox Mobile Softphone is available for iOS and Android.

D-Series Phones Designed Exclusively for Switchvox Cloud

The Sangoma D-Series phones are the first phones designed exclusively for Switchvox Cloud. Offering the tightest integration possible, these phones save you time with plug-and-play installation. You can customize your complete communications experience whether you're in the office or on the road.

Switchvox Cloud allows you to acquire phones in a way that fits best for your budget. You can purchase the phones outright, or choose to take advantage of the Sangoma IP Phone Rental Program. The phone rental program lets you bundle the cost of phones with your monthly Switchvox Cloud bill and fully eliminate the upfront hardware costs associated with the implementation of your hosted PBX.

D-Series phones are the perfect complement for Switchvox Cloud and are available for purchase or for rent at a low monthly rate.

FREE IP PHONE FOR EVERY USER

There is no better time than now to take your company communications to the next level and experience the power of Switchvox Cloud. While supplies last, **sign up for Switchvox Cloud and receive a free D60 IP phone for every user!**

Combined with the additional service discount of a 3-year agreement, **you can save over $3000 with Sangoma's fully-featured hosted PBX solution**.

Don't Miss Out on This Limited Time Offer

Switchvox®
Cloud

- » **Send and receive calls with office extension**
- » **Protect privacy – callers see only your work number**
- » **Make extension-to-extension calls**
- » **Advanced call control – 3-way calling, transfer, hold, and more**
- » **Real-time user presence / status**
- » **Connect over WiFi, 4G, or LTE**

Upfront hardware costs associated with the implementation of your hosted PBX.	**D60** ENTRY-LEVEL	**D62** ENTRY-LEVEL, GLOBAL	**D65** MID-LEVEL	**D80** EXECUTIVE-LEVEL
Line Registrations	2	2	6	6
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	■	■
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	■	■	■	■

Choose Switchvox Cloud, a Fully-Featured Hosted PBX, and **Save Over $3000**

Here's how it works:

1. **Sign up** for a 3-year Switchvox Cloud unlimited service plan while D60 supplies last.
2. **Receive a D60 IP phone free for every new Switchvox Cloud seat**.
3. **Enjoy Switchvox Cloud** for the entire 3-year term and **pay nothing for the D60 IP phones**.

To learn more about **D-Series IP phones**, visit:
www.Sangoma.com/Business-Phone-Systems/Hosted-PBX/Phone-Rental/

The Switchvox® Cloud

Services Difference

Sangoma understands that your phone system is the gateway to your customers. We take every measure to ensure network reliability at all times. Our data center is SSAE16 certified and, for your peace of mind, we provide a Guaranteed Uptime Service Level Agreement (GUSLA). Our mission is to provide a highly-available network and the business continuity you need to stay connected.

Systems Infrastructure

Our systems infrastructure has been specifically engineered to maintain constant uptime for our customers. It has been architected with redundancy, backups, 24/7 monitoring, and rigorous security parameters. All systems are connected through a fully-redundant fiber storage network and feature dual-power supplies and line cards. Our redundant servers provide fault tolerance for hardware failures and prevent service loss for your business communications.

Network Infrastructure

Our network infrastructure is a carrier-class backbone with a fully redundant network architecture. It features GigE network connectivity with multiple Tier 1 data and voice carriers for redundancy. Our network is protected by redundant firewalls for next-generation level protection.

Data Center

The Sangoma Cloud Services Data Center is designed to support and safeguard the assets necessary to deliver your business communications. The facility has been equipped with N+1 redundant cooling, dual-secured entry, an FM200 fire suppression system, and a high-sensitivity grounding grid. Sangoma has taken a proactive approach to securing our data center and protecting our customers' services.

To learn more about how Sangoma Cloud Services can give your business an advantage, visit:

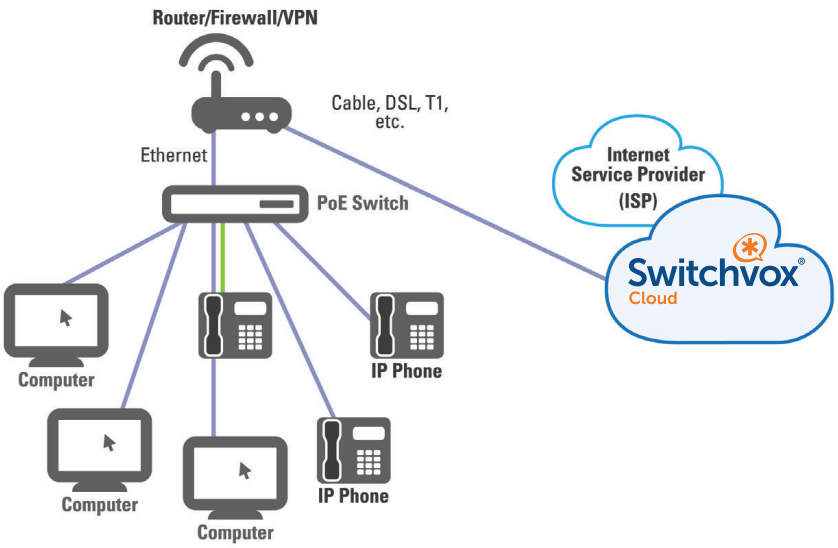
Sangoma.com/SwitchvoxCloud

Network Readiness

By far, the most important key to success with hosted phone service is a reliable internal network. Let's take a look at some key factors and some ways to be prepared.

Network Components:

One of the major benefits of cloud-based phone systems like Switchvox Cloud is that you really don't need a lot of equipment to get started. Here's a list of components you will need for a quality network and a diagram of how it's all laid out:



Important Features:

QUALITY OF SERVICE (QOS)

QoS is a feature available for routers and switches that ensures that the traffic generated by your phone calls receives priority over other traffic like general web traffic, video downloads, or social media viewing. It makes sure that your phone calls always come through and sound great regardless of what else is going on in your business. Sangoma recommends using routers and switches that support QoS to ensure your voice traffic gets priority on your network.

POWER OVER ETHERNET (POE)

PoE is an optional feature available on some network switches that allows you to power IP phones over an ethernet cable instead of an external power supply that connects to a wall outlet. The switch will power the phones for you so you can reduce outlet use and not spend any additional money to power your phones.

INTERNET CONNECTION

All of your phone calls and phone features will be controlled and passed over your Internet Service Provider (ISP). So, as you can imagine, it's important that you have an Internet connection that is reliable and provides the necessary bandwidth. As a general rule, you need to have 100kb of bandwidth for every simultaneous call to be sufficient. So, if you predict that you will handle 10 simultaneous calls at your peak, you need to have a minimum of 1MB of bandwidth available for your phone system.

MODEM

The modem is the device that is typically provided by your ISP that's the link between their service and your office.

ROUTER/FIREWALL

A router is a device in your network that is responsible for prioritizing and routing your network traffic, as well as connecting devices to your Internet connection. A firewall is equipment that helps protect your company from malicious content and individuals when devices are connected to the Internet.

SWITCHES

Network switches allow you to connect multiple devices to your network and are responsible for directing the appropriate traffic to those devices. In short, these are what your phones will connect to.

Important Information
Regarding Firewalls

Before Sangoma can activate your account, we will need you to prepare your network to receive our service. At a minimum, you will need to configure yourfirewall such that it:

- Allows traffic to and from your network to the Sangoma Cloud Services network on the following ports and protocols
- UDP port range 5060-5062 (SIP signaling)
- UDP port range 10000-20000 (RTP media streams)
- UDP port range 40000-50000 (D-Series phone options signaling)
- Disables SIP Application Layer Gateway (SIP ALG) functionality or any other SIP transformation functionality available in your firewall
- Enables consistent Network Address Translation (NAT) functionality where available
- Applies Quality of Service (QoS) priority to traffic moving to and from the Sangoma Cloud Services network on the ports referenced previously (SIP signaling, RTP media streams, D-Series phone options signaling)

A failure to **properly implement these configurations** will result in one or more of the following service issues:

- Poor call quality
- One-way audio on phone calls
- Inability to connect phones to our service
- Inability to make and take phone calls over our service

Sangoma recommends that you **consult your IT resource(s) in advance of your scheduled activation call** to make sure that they are able to implement the required configurations. If your IT resources require further information or assistance, they can access the Sangoma Cloud Services knowledge base in our support portal.

Need help with your network?
For helpful tools and tips, visit
Sangoma.com/SwitchvoxCloud

Switchvox® Cloud

Want to find out more about Switchvox Cloud? Access product information, videos, white papers, and interactive demos at: **Sangoma.com/SwitchvoxCloud**

"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

Why **Sangoma** is Preferred by Companies

Sangoma offers our customers **superior, overall solutions** when considering the combined value of our pricing, features, quality, and support. This enables businesses to communicate and connect better with their customers through a **high-quality solution with a low total cost of ownership**. In today's fast-paced world, Sangoma believes organizations can achieve greater levels of success by having access to powerful, affordable communications solutions from a reliable partner. Building tomorrow's solutions will help the world to connect and collaborate in new ways.

As a leading voice and Unified Communications (UC) solution provider, Sangoma is doing just that with our award-winning cloud and on-premise UC PBX solutions and continuing product innovation. With Sangoma, businesses of all sizes can find affordable cloud and on-premiseUC systems with advanced functionality. We are a leader in enterprise-grade, value-based communications, **delivering industry-leading quality at price points that maximize customers' return on investment**. Sangoma is also the primary developer and sponsor of the Asterisk project,the world's most widely-used open source communications software, and FreePBX, the world's most widely-used open source PBX software. Sangoma's global footprint extends to over **2 million customers** using our products and services, with service providers in **over 150 countries**.

To learn more about Sangoma products and services, visit us at: **Sangoma.com**

With all features included,

SANGOMA

is recognized as the

Best Value in UC Phone Systems

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