

The award-winning trixbox Pro telephony system is finally here for SME's!!

Enterprise features at SME prices



Let's be honest.

Small and medium-sized enterprises (SMBs) looking for telephony solutions have never had a lot of options. Phone systems from larger manufacturers are simply too expensive, and key systems are feature-lean, low technology solutions that don't scale as your business grows. Well, thanks to ITSec, times have changed.

trixbox® Pro is the next evolutionary step in business communications. Built on market-proven commercial technologies, trixbox Pro is an affordable communication solution that is easy to use, easy to manage, scalable, reliable, and delivers enterprise-class features. trixbox Pro supports branch locations, home workers, and even workers on the road. trixbox Pro also gives SMBs the ability to save money by utilising VoIP service providers, and conducting conference calls in-house instead of using expensive third party providers.

trixbox Pro Highlights

- ◆ Low "one-off" lifetime licence fee
- ◆ Hybrid-Hosted
- ◆ Instant Telecommuting
- ◆ Branch Office Capable
- ◆ Advanced Call Center Features
- ◆ FindMe® with Boomerang
- ◆ Multiple Automated Attendants
- ◆ Use VoIP, PSTN, or Both
- ◆ Web-Based Configuration
- ◆ Conference Bridges
- ◆ Graphical Call Reporting
- ◆ Call Recording Tools
- ◆ Free Worldwide Calling via trixNet

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Standard Edition

trixbox Pro Standard Edition (SE) is our base hybrid-hosted telephony solution for small businesses that need enterprise-class features. trixbox Pro SE includes features such as: a powerful and intuitive web interface for both administrators and users, auto-attendant, voicemail-to-email, Outlook integration, music on hold, aspell-by-namedirectory, simplified co-branding, and more. trixbox Pro SE also comes with HUDlite.

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Enterprise Edition

A stepup from trixbox Pro SE, trixbox Pro Enterprise Edition (EE) contains all of the features of Standard Edition, but adds a conference bridge, multiple auto-attendants, paging, intercom (group + individual), group permissions, full reseller re-branding capabilities, and more. trixbox Pro EE also comes with HUD Pro which adds presence management, drag and drop call control, private enterprise chat, interactive desktop alerts, and more.

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Call Center Edition

trixbox Pro Call Center Edition (CCE) builds on the powerful features of both SE and EE by adding advanced call center capabilities at an unbelievably low price. Designed for companies with 2-200 agents, CCE adds robust ACD and IVR capabilities with unlimited queues, skills-based routing, real-time queue statistics, graphical reports, web-based recording access, and more. trixbox Pro CCE comes with HUD Pro and adds advanced agent capabilities such as on-the-fly recording, call barge, call monitor, CRM integration, and one-touch agent login.

trixbox Pro is:

Affordable for the SMB

With three trixbox Pro editions available at a low lifetime license fee, even the smallest business can afford an enterprise-class phone system.

Easy to Use and Manage

trixbox Pro's user-friendly web-based control panel allows businesses to customize their phone system on the fly including adding, moving, and changing extensions as well as how your incoming phone calls are routed.

Hybrid-Hosted

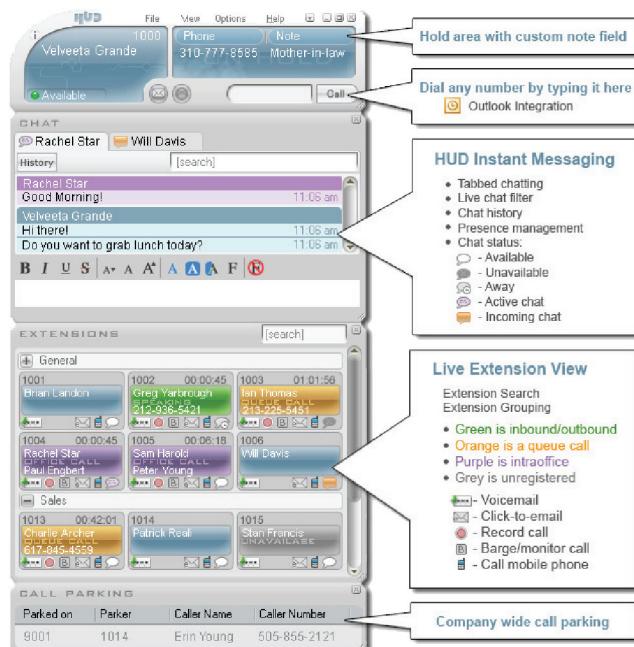
trixbox Pro is a hybrid-hosted phone system that offers the reliability of a premise solution and the cost effectiveness and mobility of a hosted solution. Our hybrid-hosted architecture proactively monitors and maintains your system to ensure that your system is always humming.

Scales As You Grow

trixbox Pro has been designed, and thoroughly tested, for both single-site businesses with basic telephony needs to national corporations with distributed call centers that need advanced presence management and communication tools.

Market-Proven

trixbox Pro is derived from our time-tested PBXtra product that is currently deployed in thousands of businesses around the world. This software has received unparalleled industry recognition including: 2006 Product of the Year by Communications Solutions, 2005 and 2007 Product of the Year and 2006 Editor's Choice from Internet Telephony Magazine, and 2005 Editor's Choice and Best IP-PBX for SMBs from Network Computing.



Heads-up! Your operator has gone electronic.

All trixbox Pro editions come standard with a version of HUD – the all-in-one presence management tool that allows employees to control business communications from their desktops. Like a Head's Up Display, HUD empowers its users with company-wide visibility and information on the "presence" of every colleague, making it easy to interact with one another via a single, simple interface. trixbox Pro SE includes HUDlite while trixbox Pro EE and trixbox Pro CCE include HUD Pro.

"HUD helps us to enhance communication within the office, since we know whether someone is on the phone or not. We also like HUD's drag and drop call transferring capabilities and its integration with caller ID on the PC desktop."
– SunPorch, Westport, CT

trixbox Pro in a box! Get the trixbox Appliance.

Get a trixbox Pro phone system preinstalled and fully tested with the box that it was made to run on. trixbox Appliance is the only complete solution designed for trixbox by trixbox. The hand-selected hardware gives you the highest quality phone calls with VoIP, digital, and analog connectivity options.



trixbox Pro Control Panel



trixbox Appliance

trixbox Pro Features

trixbox Pro SE with HUDlite

- Auto-Attendant (IVR)
- Outlook Integration
- Unlimited Extensions
- Voicemail
- Voicemail-to-Email
- Hot Desk
- Music-on-Hold
- Scheduler
- Custom CTI (AGI)
- Analog & IP Phones
- Ring-All (Blast Group)
- Call Forwarding
- Name Directory
- DIDs
- Unlimited VoIP Accounts
- PSTN Fallback
- Telecommuters
- Branch Office Support
- Web Control Panel
- Powerful Reporting
- Auto Phone Provisioning
- Rebrandable Interface
- Operator Panel (w/BLF)
- Call Parking
- Drag-and-Drop Call Control
- Enterprise Instant Messaging
- Presence Management
- Color-Coded Call Status

trixbox Pro EE with HUD Pro

- All Standard Edition Features
- Conference Bridge
- *FindMe®
- *Boomerang® Mobile Integration
- Extension Groups
- Routing by DIDs
- Paging
- Zone Paging
- Intercom
- Zone Intercom
- Voicemail Groups
- Advanced Call Forwarding
- Call Return
- Call Out
- Report Exporting (.csv)
- Custom Caller IDs
- IVR Authentication
- SMS/Pager Voicemail Notify
- Upload Voice Prompts
- Alerts & Notifications
- Trunks Status Pages
- Real-Time System Graphs
- Historical System Graphs
- Interactive Desktop Alerts
- Group and User Permissions
- Extension Grouping
- Extension Search

trixbox Pro CCE with HUD Pro

- All Standard Edition Features
- All Enterprise Edition Features
- Unlimited Call Queues
- Full Featured A.C.D.
- Skills-Based Routing
- Graphical Queue Reports
- Agent Call Recording
- Agent Variable Log-off
- Agents on Cell Phones
- Agents Shared Across Sites
- Real-Time Queue Stats
- Agent Login/Logout
- Call Monitoring
- Call Barging
- On-the-Fly Recording
- Advanced CRM Integration

From a maximum **£79.99**
per user for a lifetime licence.

From a maximum **£159.99**
per user for a lifetime licence.

From a maximum **£309.99**
per user for a lifetime licence.



Get trixbox in a box!

Get your trixbox phone system up and running quickly and easily with trixbox Appliance.

trixbox Appliance comes with trixbox CE or trixbox Pro preloaded, tested, and ready to configure right out of the box. And that means you can save yourself the hassle of buying separate hardware; downloading, installing, and configuring the hardware; and testing it all yourself.

Certified Hardware

trixbox Appliance is built with fully tested hardware proven to work seamlessly with trixbox. Our confidence in these components is so strong, that when you use trixbox Pro with trixbox Appliance, we'll give you significant discounts on support and extended support coverage.

Rackmount Options

trixbox Appliance can be mounted wherever you need it. The hardware comes with five different mounting options, including a 19" telephony relay rack, a cabinet slide mount, a wall mount, and freestanding options.

Telephony Expansion Capability

While trixbox Appliance is designed for small and medium-sized businesses, that doesn't mean we skimp on features, functions or benefits. In fact, trixbox Appliance can scale up to four T1s or 48 analog lines, and supports Asterisk®-compatible cards from virtually any telephony card manufacturer.

Enhanced Reliability and Data Security

No matter the size of your business, reliability is key. trixbox Appliance keeps your data secure and your phones running thanks to the RAID 1 mirror-configured dual hard drives and the dual power supply options.

Easy Networking

trixbox Appliance's two network cards give it the flexibility to be networked in a variety of configurations to meet your specific business needs. What's more, one of the network cards has an onboard 4-port switch that saves time and enables quick testing.

Increased Air Flow

PBX systems are often kept in enclosed rooms with poor air circulation and cooling. This can lead to overheating and component failure. trixbox Appliance's superior airflow ensures that your system stays cool even under the harshest conditions.

At-A-Glance LCD Display

The prominent back-lit 4-line LCD on the front of trixbox Appliance allows you to program any number of custom displays, including system status plus call and queue metrics.

Description

trixbox Appliance comes with trixbox Pro preloaded, tested, and ready to configure right out of the box. And that means you can save yourself the hassle of buying separate hardware; downloading, installing, and configuring the hardware; and testing it all yourself.

	Base Appliance	Enterprise Appliance
Telephony Interface	Capable of handling up to 48 Ports of analogue or 1T1/E1	Capable of handling up to 48 Ports of analogue or 1T1/E1
SIP Phones	1 to 200 recommended	1 to 200 Recommended
Max. Concurrent Calls	23 for optimal performance	46 for optimal performance
Hardware		
CPU	2.8GHz Dual core 3MB cache	2.8GHz Dual core 3MB cache
RAM	2GB	2GB
Hard Drive	500GB	2 x 250 GB RAID 1
Power	400W Power Supply	2 x 400W HOT SWAP redundant supply
Display	20 character x4 line backlit LCD	20 character x4 line backlit LCD
Network	1 x10/100 Ethernet interface	1 x10/100 Ethernet interface
PCI Cards	Capable of handling up to 6 Telephony cards using Sangoma Remora Interface	Capable of handling up to 6 Telephony cards using Sangoma Remora Interface
Physical		
Dimensions	17"x17.5"x5" (3U)	17"x17.5"x5" (3U)
Weight	28lbs	28lbs
Rackmount Options	19" Telephony relay rackmount options: (front and centre mount) 19" cabinet slide mount Wall mount Free standing floor Free standing tabletop	19" Telephony relay rackmount options: (front and centre mount) 19" Cabinet Slide-Mount Wall mount Free standing floor Free standing tabletop

Buy trixbox Appliance

Purchase a trixbox Appliance from one of our Authorised Distributors listed at www.trixboxshop.co.uk



"The highly expandable trixbox [Appliance] contains more hardware and software features than any of the other PBX products I've recently tested, yet it remains comparably priced."
– By Robert P. Lipschutz, PC Magazine



One Year Limited Hardware Warranty for the trixbox Appliance:

This document describes the terms and conditions of the Limited Hardware Warranty for the trixbox Appliance that is provided by Fonality to its resellers. To receive warranty service, customers must contact their place of purchase (reseller); and follow the outlined RMA process, as Fonality will not provide direct hardware warranty service for the trixbox Appliance to customers.

It should also be noted that some third party components included with the trixbox Appliance may carry their own, separate warranty terms, some of which are outlined below.

One Year Limited Hardware Warranty Terms and Conditions

- 1) **Replacement, Repair or Refund Procedure for Hardware:** Fonality or its authorized distributor will use commercially reasonable efforts to ship replacement parts within five (5) working days after acceptance of the RMA request from the reseller. Actual delivery times may vary depending on Customer location. Fonality may, at its discretion, replace the entire Appliance or refund the purchase price as its exclusive remedy under this Warranty.
- 2) **Returns:** No returns are accepted; and all sales are final.
- 3) **Warranty Procedure:** To Receive a Return Materials Authorization (RMA) Number, the customer must contact the party from whom the Appliance was purchased. The reseller is responsible for contacting Fonality to open a RMA request.
 - a. Upon acceptance of the RMA request, Fonality will use commercially reasonable efforts to ship replacement parts within five (5) working days. Actual delivery times may vary depending on Customer location. The shipping cost associated with the replacement part is covered by Fonality.
 - b. The defective part must be shipped back to Fonality within 10 days of RMA acceptance. The shipping cost associated with the return of the defective unit is the responsibility of the requestor (reseller).
 - c. The requester (reseller) will be charged for the full price of the replacement part, plus all associated shipping and handling costs if the defective unit is not returned within 10 days from the acceptance of the RMA.
- 4) **Warranty Term:** Fonality warrants the trixbox Appliance for the earlier of one (1) year from purchase, or 13 months from original shipment from Fonality.
- 5) **Excluded Components:** This Warranty does not cover any PCI Cards incorporated in the Appliance. Those components are covered under their manufacturer's own warranty.

For your convenience, the following information applies to any Sangoma PCI(e) cards which may be included in your Appliance:

Sangoma components carry a five (5) year limited manufacturer warranty and are serviced direct from the hardware manufacturer.
Please contact Sangoma directly at:

<http://sangoma.com/main/support/techdesk>



- 6) **Exclusions:** THIS LIMITED WARRANTY COVERS NORMAL USE OF THE TRIXBOX APPLIANCE (THE "PRODUCT"). FONALITY DOES NOT WARRANT AND IS NOT RESPONSIBLE FOR DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, VIRUSES, UNAUTHORIZED SERVICE OR PARTS, THE COMBINATION OF COVERED PRODUCTS WITH OTHER PRODUCTS, OR "ACTS OF GOD". ANY WARRANTY APPLICABLE TO THIRD-PARTY PRODUCTS IS PROVIDED BY THE ORIGINAL MANUFACTURER. FURTHERMORE, FONALITY DOES NOT WARRANT AND IS NOT RESPONSIBLE FOR DAMAGES IF THE CONFIGURATION OF THE trixbox APPLIANCE IS ALTERED IN ANY WAY FROM THE ORIGINAL CONFIGURATION BY ANY PARTY (this includes changes to the base SW – CE to PRO or PRO to CE).
- 7) **Dead on Arrival (DOA):** Fonality will provide the reseller with an Advanced Replacement of the DOA unit if the reseller informs Fonality of a DOA condition within 48 hours after confirmed delivery.
 - a. To process a DOA Advanced Replacement, the reseller must follow the RMA process as outlined above.
 - b. DOA Advanced Replacement is subject to the exclusions outlined in section 7 (above).
 - c. If the DOA conditions are met and the RMA is accepted, Fonality will absorb all shipping costs (replacement and return of the defective unit).
 - d. If the returned unit is examined and deemed to be NFF (No Fault Found), or altered from its original configuration, Fonality will charge the reseller the full price of the unit, plus all shipping and handling.
 - e. Should the reseller fail to return the DOA unit within 10 days from RMA acceptance, Fonality will charge the reseller the full price of the unit, plus all shipping and handling.
- 8) **Disclaimer of Warranties; Limitation of Liability.**
 - a) **Disclaimer of Warranties.** EXCEPT AS EXPRESSLY SET FORTH ABOVE, FONALITY PROVIDES THE PRODUCT "AS IS" AND WITH ALL FAULTS. FONALITY HEREBY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, ARISING BY LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, TITLE AND NONINFRINGEMENT, WITH REGARD TO THE PRODUCT.
 - b) **Disclaimer of Certain Damages.** IN NO EVENT WILL FONALITY BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT OR OTHERWISE IN CONNECTION WITH THE PRODUCT, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF FONALITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
 - c) **Limitation of Liability.** FONALITY'S LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT OR OTHERWISE IN CONNECTION WITH THE PRODUCT IS LIMITED TO THE AMOUNT ACTUALLY



PAID BY YOU FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES YOU MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of warranties, disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow the exclusion of implied warranties or the exclusion or limitation of certain damages. To the extent that those laws apply to this Warranty, the exclusions and limitations set forth above may not apply to you. You may have other rights which vary from state to state or province to province. For further warranty information, you may contact Fonality at 200 Corporate Pointe, Suite 350, Culver City, California 90230.

- 8) **Entire Agreement.:** This agreement sets forth the entire agreement of Fonality and you with respect to the Product and the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements whether written or oral. No amendment, modification or waiver of any of the provisions of this agreement will be valid unless set forth in a written instrument signed by the party to be bound thereby.

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