



## Xorcom CompletePBX Overview

CompletePBX is a comprehensive, business-grade VoIP telephony system. It is a single product line of varying hardware configurations that are optimized to support the communications requirements of businesses from 5 to 1500 users.

### Major Benefits

- ☐ Web-based interface for easy implementation and management
- ☐ Enterprise-class communication features, unified communication options and basic call center functionality are standard, with no per user license fees
- ☐ Modular support for PRI, BRI, FXO and FXS telephony interfaces
- ☐ Interoperability with SIP standard endpoints, including flexible tool for adding new vendors/models
- ☐ Built-in mechanisms to regulate access for heightened security
- ☐ Hospitality-ready integrated solution that interfaces with leading property management systems (PMS)
- ☐ Open application programmable interface enabling easy integration of third party products

Communication Features	Description
Analog Phone Support	Supports integrated analog ports to connect standard analog telephones, fax machines or credit card machines.
Analog/Digital Ready	Not ready to go 100% VoIP? Xorcom IP-PBX allows you to add options such as analog line modules or T1/E1 PRI or R2 protocol interface modules.
Announcement Interface	Create customized auto attendant announcements, either by a) Uploading pre-recorded .wav files b) Recording announcements through any telephone handset
Auto Provisioning	IP Phone Manager provides complete interoperability with a range of phone manufacturers including Fanvil, Snom, Xorcom and Yealink, allowing CompletePBX to automatically discover IP phones on your network. Input a few settings into CompletePBX, plug your phone into the network, and let the system do the work for you. Complete configuration files are downloaded to your phone saving both time and money.

Backup & Restore	Backup delivers ad-hoc and scheduled backup of both Asterisk and CompletePBX configuration settings. See Rapid Recovery for further options
Blacklists	Create a list of Caller IDs from whom you do not want to receive calls and regulate the telephone system behavior accordingly. For example, CompletePBX can be programmed so when a blacklisted number calls, the caller will hear a message that says: "The party you are trying to reach is not accepting calls at this time."
Blind Transfer	Transfer a call to another extension without the need to wait for the other person to pick up the call. This type of transfer will also send the CID of the outside caller to the extension to which the call is transferred.
Call Detail Record (CDR)	A detailed log of all calls made including: source number, destination number, call duration, date and time, disposition, and account code. Graphic reporting is included as standard.
Call Forward - Busy	Interactive feature to automatically forward calls to another extension or phone number if the phone is busy.
Call Forward - No Answer	Interactive feature to automatically forward calls to another extension or phone number if not answered after a user-defined number of rings.
Call Forward - Unconditional	Interactive feature to automatically forward calls to another extension or phone number.
Call Monitoring	Allows authorized supervisors using My Switchboard to monitor phone conversations.
Call Parking	Allows a call to be 'parked' on a virtual extension and then picked up by a third party by dialing to that extension.
Call Pickup	Answer a phone that is ringing across the office by dialing a feature code such as *8 and the extension number.
Call Queuing	Allows multiple calls to be placed in a queue and answered by the next available operator.
Call Recording by Extension	Set up call recording on an extension-by-extension basis. Call recording can be configured separately for incoming, outgoing, internal, or external calls
Call Recording (On-the-Fly Recording)	Set up on-the-fly call recording on an extension-by-extension basis. Dialing a feature code will result in the call being recorded.
Call Return	Users can access their Call Detail Records through My Extension, a web-based user interface. Missed calls can be viewed from the interface, regardless of the type of telephone being used.
Call Screening	Want to know who is calling you when a call is being transferred from the office to your cell phone? Enable Call Screening within your User Profile and the caller will be prompted to record their name before allowing the system to call you. When you answer, the system will play the caller's

	name and allow you the option of accepting or rejecting the call.
Call Whisper	My Switchboard allows authorized supervisors to whisper to the user taking the call, without the caller hearing. This can be useful when training call-center agents.
Caller ID	Displays the caller's phone number on the phone's screen.
Caller ID Blocking	Block a call based on the caller's phone number.
Caller ID on Call Waiting	See the phone number of a second caller while talking to the first caller.
Caller ID Routing	Route calls to extensions, departments or locations based on the incoming Caller ID.
Call Waiting	Call waiting can be user-controlled by an interactive feature code.
Camp-on	Allows a user to initiate a call to a currently-busy extension as soon as the extension becomes free.
Cell Phone Integration	Find Me/Follow Me interface forwards calls to your cell phone. When used together with the Confirm option, it makes all the functions of CompletePBX available to you.
Conference Bridge	Use Conference Rooms to host a conference call between multiple parties at multiple locations using any phone type; e.g., connect local extensions, remote fixed lines, mobile and VoIP connections – all in one conference.
Conference Rooms	Bring your customers and employees together by sending an option from your auto attendant or pointing one of your inbound phone numbers to a conference bridge. You can have an unlimited number of callers dialed into the conference bridge from within your phone system. Your only limitation for external callers is based on the number of phone lines you have made available in the phone system. Internal users or remote extensions can access the conference bridge without tying up any of your available phone lines.
Database Store/Retrieval	Store incoming and outgoing call information in a database for later retrieval and analysis.
Dial by Name Directory	Send callers to a dial-by-name directory where they can dial the first or last name to reach any extension in your phone system.
Direct Inward Dial Numbers (DIDs)	Support for Direct Inward Dialing (phone numbers provided by your VoIP or E1/T1 provider) which allows each person in the company to have their own unique phone number that rings directly to their extension. A number may also be directed to a ring group, auto attendant or custom routing rule. Take this integration a step further by adding a description to each DID that will be displayed as part of the inbound caller ID for users answering the phone.
Direct Inward System Access (DISA)	The DISA feature allows employees to dial a pre-configured phone number. After successful authentication, the employee would have the ability of making an outside call as if his phone was connected to CompletePBX.

DNIS Routing	Route calls to certain departments or locations based on the number that the caller dialed. This can be useful in a company that uses multiple toll free numbers for customer support, where each support language is associated with a dedicated toll free number
Do Not Disturb	Incoming calls are automatically and unconditionally routed to voicemail, reception or an alternate extension.
Email Configuration	A simple administrator dialog provides full integration of an internal or external mail server for delivery of faxes, voicemails, and various alerts.
Emergency Call Notifications	Special handling for user-defined emergency numbers. Can be used to detect when someone dials an emergency call center. While the call is being processed, another call is made to an alternate destination to notify staff that someone has dialed an emergency number. This feature is particularly useful in hotels, assisted living facilities, and hospitals. CompletePBX can immediately advise other team members which extension made the call
Firewall	For added security, CompletePBX includes a built-in software firewall.
Interactive Voice Response (IVR) / Auto Attendants	An unlimited number of auto attendant messages and rules are easy to create and manage. No license required!
Echo Cancellation – OSLEC (Open Source Line Echo Cancellation)	Integrated, field-tested software-based echo canceller.
Extensions	You can add any type of extension at any time, with no limits and no need to contact your telephone provider. There are no per user license fees to create any type of extension.
Extension Range Flexibility	Configure extension numbers with any number of digits. (Recommended: 3 to 5 digits)
Fax Support	Connect your current fax machine to the Xorcom IP-PBX. Xorcom guarantees the delivery of the Fax with integrated Phase Lock Loop (PLL) technology. VoIP faxing is supported as a best effort service.
Fax to Email	The built-in fax-to-email engine converts inbound faxes into a document and sends it to a user-defined email address. It can be the company's main fax number, or a DID configured for employees who require their own individual fax number. Free fax software for sending faxes from your computer is also available. No license required!
Find Me – Follow Me	Not working at your desk today? Out of town? Working from home? Your customers will never know. Simply login to the web-based user interface and the system will look for you at multiple phone numbers or extensions.
Inbound Call Description	Place a label or description on the inbound call in order to identify the type of call being received. This can be useful to a

	user who takes calls from multiple DIDs to determine how to answer the call.
Interactive Directory Listing	Allows inbound callers to lookup a person's extension by their name.
Inbound Faxes	CompletePBX can accept inbound faxes from any source. Inbound faxes can be routed to a dedicated DID number, or to a DID that doubles as a user's extension (so that the user has a single number for both voice calls and faxes). The fax-to-email engine will send inbound faxes to a user-defined email address. No license required!
Intrusion Prevention	To enhance the security of your system, fail2ban is installed and activated. Fail2ban can detect unauthorized attempts to access CompletePBX. After a potential intruder has been detected, the intruder's IP address can be blocked from further access to the system.
IP Phone Manager	Complete interoperability with a range of phone manufacturers including Fanvil, Snom, Xorcom and Yealink allows CompletePBX to automatically discover IP phones on your network. Input a few settings into CompletePBX, plug your phone into the network, and let the system do the work for you. Complete configuration files are downloaded to your phone saving both time and money.
Least Cost Routing	Allows you to prioritize how local, long distance, international and emergency calls are routed. For example, you may want to use the standard telephone lines for local calls and when those are unavailable, move to another provider. Or you may want to route your long distance or international calls through a specific provider.
Licenses	No limit! No additional license is required when adding extensions, inbound routes, outbound routes, trunks, queues, or conferences.
My Extension	A web-based user interface that provides each user with the functionality to manage and configure their own extension, view voicemail, configure follow me, send faxes, as well as providing access to the user's call history.
My Switchboard	Provides a real-time visualization of system activity, so you can easily see which extensions are busy. My Switchboard is a permission-based tool that can be used to manage your phone, initiate conferences, monitor calls, and a host of additional functionality. This user interface supports multiple languages, including French, Spanish, Portuguese, and many others
Multiple Music on Hold	You can assign custom Music On Hold for each department, group or company.
Music on Hold	No external device is required. CompletePBX comes standard with a varied selection of messages of hold and music tracks. You can easily add your own music by simply uploading the .mp3 or .wav file of your choice.

Music on Transfer	Plays music when transferring calls between extensions. You can easily add your own music by simply uploading the .mp3 or .wav file of your choice.
Operator Panel	See "My Switchboard"
Outbound Faxes	Any user who is defined as a fax recipient can also send outbound faxes, using My Extension, the web-based user interface.
Paging Phones	Page a single phone or a user-defined group of phones on the system by dialing a paging code.
Paging (Overhead)	Integrate with your existing overhead paging system using the Xorcom Rapid PA connector.
Privacy Manager	If a remote caller ID does not display DID information, the Privacy Manager prompts the caller to manually enter their phone number, which is then checked against a blacklist. The call will then be blocked or permitted, as appropriate.
PSTN or Digital Failover	Augment your VoIP strategy with a failover solution. The administrator can easily set outbound dial plans that will automatically allow your E1/T1 PRI or analog lines to take over in the case that your Internet connection or VoIP provider is down.
Rapid Recovery	The Xorcom Rapid Recovery (XRR) is a unique accessory that can back up CompletePBX (including the operating system) to a USB disk-on-key. It enables simple, safe and speedy recovery of your CompletePBX system
Remote Office Support	Use the internet to connect IP phones located in a remote office as local extensions of the central PBX.
Remote Phones	There is no limit to the number of remote phones that you can set up and no toll charges are applicable for extension-to-extension calls, provided that you have a high speed internet connection.
Remote Linked Servers	Use IAX2 protocol to easily link two or more offices together, enabling extensions at each location to seamlessly dial each other as though they were in the next room.
Ring Groups	Create and name an unlimited number of ring groups. You can ring that group as an option from an auto attendant or choose to have the group rung directly from an inbound number. All extensions in the group will ring simultaneously while the caller hears either the standard ring tones or your 'on-hold' music. The first person to pick up will receive the call.
Role-based Security	CompletePBX incorporates the concept of different levels of administrator access. Administrator accounts can have their access restricted to a specific extension range, or to specific functionality.
Route by Caller ID	Connect a call to a given extension, call queue, auto attendant, or group of extensions based on the caller's phone number.

Routing Groups	Enables you to create groups of outbound routes so that only extensions that belong to a Routing Group can access outbound routes that are members of the Routing Group.
Skills-Based Routing	Minimize customer hold time by sending the caller to the agent that is properly trained to handle their query. Transfer callers who require specific handling in a certain area, such as technical support or sales, directly to those agents. Keep the callers in the queue if all agents are busy and provide choices to go to another destination.
Speak Your Extension Number	Plays back the extension number of the extension placing the call. Very useful when setting up CompletePBX, or for testing purposes.
Speed Dialing – System-wide	Creates a system-wide speed dial code so that when any phone on the system dials this code, the phone number that you have programmed is automatically dialed.
Speed Dialing – User Configured	Each user can create their own personal set of speed dial numbers.
Storage Monitoring	Receive an email alert when usage of any storage device exceeds a user-defined threshold.
System Diagnostics	Provides the administrator with a snapshot view of vitally important system status and usage information.
Time and Date	Dialing the Speaking Clock announces the current time to the caller.
Time of Day Routing	Route incoming calls to a separate auto attendant or routing rule during off-hours, nights, weekends, or holidays.
Trunking	Connection to PSTN, ITSP or other PBXs via analog or digital lines or via SIP or IAX2 VoIP communication channels.
Unified Messaging	<p>Define a single DID number to:</p> <ul style="list-style-type: none"> <li>a) Receive a Fax that can be sent to you as a document via email</li> <li>b) Locate you at the phone number of your choice</li> <li>c) Leave you a Voicemail message that can be sent to you as a .wav file to your favorite email client.</li> </ul> <p>Alternatively, you can have a dedicated Fax DID number and a separate DID number to receive voice calls to provide the same functionality.</p>
User Interface	Every user is provided with access to My Extension, a unique web portal interface to manage specific functions relative to their call preferences. Find Me/Follow Me, Unified Messaging, Call Recording, Voicemail .wav files, and personal call history logs. This user interface supports multiple languages, including French, Spanish, Portuguese, and many others
Voicemail Blast Groups	Distribute a single voicemail message to multiple extensions by creating a group of voicemail boxes.

Voicemail Boxes	Voicemail boxes can be automatically set up for a user when an extension is created. In addition, you can create a voicemail box without attaching an endpoint to the extension.
Voicemail Bypass	The CompletePBX receptionist can transfer outside callers directly to a voicemail box without forcing the caller to wait while the extension is rung, saving the outside caller time and frustration.
Voicemail Callback	Caller ID information of the person leaving a voicemail is recorded, allowing the user to choose to call the person back directly from the voicemail box.
Voicemail Web Access	Access voicemail messages through My Extension, the web-based user interface, both from within the office or outside the office with a VPN connection.
Voicemail to e-mail	Sends voicemail messages as .wav files to your email client. Can also send a message to your email client to notify you that you have a new voicemail message in your CompletePBX mailbox. Details include caller ID, length of the message and the time and date that the message arrived.
VoIP Compression	The bandwidth required for VoIP connections depends on the method used to transport it. The standard G.711 that ships with CompletePBX is sufficient in most installations. This method uses up to 100Kbps per phone call. The G.729 codec is an industry standard that supports placement of more calls in limited bandwidth, allowing you to utilize IP voice in a more cost-effective manner. G.729 reduces the bandwidth required to less than half. This compression eliminates the need to replace or upgrade your Internet connection, without sacrificing call quality. G.729 compression can be installed for a one time license fee of \$10 per the number of simultaneous calls you wish to place. Contact your sales representative for more details.
Wake-up Calls	Allows users to create hotel-style wakeup calls or reminders. Authorized users can also create scheduled wakeup calls or reminders.