PhoneBox

Voice over IP Business Grade Communication System

SBT
Scottish Broadband Telecom

The Product

PhoneBox is an exceptionally featured, greatly flexible and extremely reliable Phone System (or PBX), available in many different configuration profiles to suit all your existing and future requirements.

Based on industrial grade hardware, its resilience and durability will provide years of uninterrupted service with minimal maintenance.

Its secure software logic, based on a hardened core Linux OS, is solid yet extremely flexible and powerful, and ready to take on the most demanding tasks and applications.

PhoneBox can be configured to be connected to legacy analog or digital telephone lines (PSTN, ISDN, etc.), and fully embraces 21st century technologies (SIP, VoIP).

Based on open standards, allows you to use SIP-based VoIP products from any manufacturer in any combination. Phones from major brands can be connected *plug&play*, with no manual configuration through the phone keypad.

The Company

Scottish Broadband Telecom is a dynamic and rapidly growing business established in 2007, with a large and constantly expanding range of services and a consolidated presence on the Scottish market.

Our customers get expert guidance and constant support with truly unbiased advice. We are completely independent from any hardware, software and service provider, so we will provide you with tailored solutions from the best on the market.

To fully complement our **PhoneBox**, we can offer a wide range of related hardware and services:

- Broadband Internet (ADSL, FTTC)
- Geographic and 08xx numbers
- SIP and IAX2 Trunks
- Desk VoIP phones
- Conference VoIP phones
- Fax to Email

- New telephone lines
- International numbers
- Move your number to VoIP
- Wireless VoIP phones
- Mobile extensions
- Number redirection

PhoneBox 10

Inconspicuous and discreet but still very powerful.

With up to 10 extensions and 5 VoIP numbers, this PBX can effectively manage communications for any shop, small office, bar, club or restaurant, at a very low price point.

PhoneBox 25

Much like another well-known box, is "Small outside, but big inside".

Supporting up to 25 extensions, 10 VoIP numbers and 2 BRI ISDN or 8 PSTN lines, this is the ideal PBX for the enterprising 21st century SME, ready to grow and thrive with it.

PhoneBox 50

Standard size box, well above standard PBX.

Packed full with powerful features and many services, this unit can run up to 50 extensions, 20 VoIP numbers and 1 PRI ISDN, or 4 BRI ISDN, or 24 PSTN lines.

PhoneBox 100+

Our top of the range enterprise grade PBX has been engineered to instantly achieve uncompromising results.

Ready to install in your 19" rack, this mighty machine will deliver flawless services to 100 or more extensions, and host an unlimited number of lines of any type.

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Features List

Call Handling

- Call Hold (with 18 preloaded songs or custom music and messages)
- Blind/Attended Transfer with optional return on no answer
- Call re-direct or shunt
- Call pickup groups
- Call parking
- Call Forwarding - (on busy, no answer or unconditional)
- Call waiting (multi line handsets)
- Do not disturb
- Welcome messages
- Multi-level IVR/Automated attendant for a more efficient call handling (i.e. press 1 for etc...)
- Direct dial to extension
- Interactive directory name/number lookup
- Messages can be customised from the handset or uploaded from a PC
- Blacklisting

Call queuing

- Call queuing with strict answer ordering
- Choice of call distribution methods (ring all, round robin, round robin memory, least recently called first, fewest number of calls first or random)
- Static and dynamic agents can log-in/out of the call queues

- Caller announcements including queue position and estimated hold time.
- Access to an IVR while in queue to select different options
- Min. and Max. people in queue settings
- Max. wait time for queued calls
- Queue skip if no active agents
- Queue priorities and weights
- Choice of hold music

Voice mail

- Voicemail settings per extension (no port limits)
- Message retrieval by phone (local or remote) & web browser
- Email notification (with a recording of the message if required)
- Visual and stutter dial tone Message Waiting Indication
- Group mailboxes
- Busy, Unavailable and Temporary Messages
- Message forwarding and append options
- Multiple message folders for filing/archiving

Advanced call routing

- Automated outbound calls fail-over to secondary routes
- Provider selection for LCR (least cost routing)

- Dialled number manipulation (pattern match, add/subtract digits)
- Route PIN protection (class of service)
- Inbound call routing (based on number called, calling number or both)
- Time of day / day of week / exact date / date range based inbound call routing
- Transcoding between codecs for maximum compatibility

Handset features

- Compatible with any SIP compliant handset
- 3 way conferencing
- Busy lamp field support
- Stutter dial tone for message waiting
- Missed/Dialled and Received calls logging
- Remote workers
- Caller ID name & number support
- Multiple codec support

Call distribution

- Flexible extension numbering
- Ring groups with timers and fail overs for call distribution including off site calling
- Follow Me (hunt group)
- Director/Secretary
- Day/Night manual control

Large scale conferences

- Conference rooms for larger group calls
- Open or managed
- Pin protected access
- Member announcements (join/leave)
- Mute/Un-mute per user

Reporting

- Detailed call logging with selection, search and PDF/CSV export
- Call comparison over time graphs
- Monthly traffic graphing
- Daily load graphing

Music on hold

- Multiple music on-hold tracks
- Multiple music categories
- Live internet streams or MP3/WAV files

Other services

- DISA (Direct Inward System Access) and Callback, with optional PIN
- Paging and Intercom
- Message dictation
- Speed dials
- Internal Phonebook

Integration

- Open standards allow bespoke integration with your existing systems (CRM, SFA, BI, etc.)