

PRODUCT PORTFOLIO | OVERALL DETAIL

SANGEMA

COMPLETE END-TO-END UNIFIED COMMUNICATION SOLUTIONS



PBXact - Unified Communication | 4

Scalable and feature-rich. Available in software-only solutions or pre-installed on Sangoma appliances.



Cloud Services | 6

Sangoma Meet is a multi-party, video conferencing and desktop sharing, cloud-based service, specially designed to enable a great work from home or collaboration experience. HD video support is standard with Sangoma Meet, ensuring the highest quality video calls possible.



Phones & Headsets | 8

The most advanced IP Phones designed specifically for Sangoma UC systems, including Cloud



Connectivity Gateways | 10

Connect different types of networks together (including modern IP to legacy PSTN) with our low density gateways or Carrier Grade Dialogic IMG and NetBorder VoIP /SS7 gateways.

COMPLETE END-TO-END UNIFIED COMMUNICATION SOLUTIONS

Simplified UC One Vendor for All Your Unified Communications



Security | 12

Session Border Controllers, Software-only and appliance-based SBCs to secure your voice network. As necessary as a firewall is to a data network.



CTI Products – Cards & Boards | 14

Highly compatible and customizable Sangoma, Digium and Dialogic boards supporting ALL key analog and digital standards for both Voice and Data (POTS, T1/E1/J1, BRI, PRI, CAS, R2, SS7 and DATA WAN protocols.



Customer Examples & Success Stories | 18

The Phone Support | Cape Grim Beef | Symbio Network



DISCOVER THE POWER OF SANGOMA'S IP BUSINESS COMMUNICATION SOLUTIONS

PBXact offers all the functionality required by demanding businesses, wrapped in an easy to use, flexible business phone system, delivering full Unified Communication. PBXact is a truly scalable professional feature set that will give your company a seamless communication experience.



PBXact Systems

Premise systems for the SMB and the Enterprise:

- >> 25-5000 users
- >> 1U rack mountable
- >> High performance
 - SSD storage
- »Expansion Modules
- >>Universal Power Supplies
- >> High Availability Clusters
- »Remote Management



IP Phones

Complete range of phones for the enterprise including free access to Zero Touch provisioning tools such as End Point Manager and Redirection Server. Access high productivity features with support for Phone Apps including hot desking, queue control, voicemail notifications. High level of security with built-in VPN.



Connectivity

Every PBX system needs to connect to the PSTN (legacy T1/E1, analog, and ISDN BRI) or to SIP Trunks.

Sangoma facilitates this with a full product range of:

- >>VoIP Gateways
- Session Border Controllers
- >> Telecom Expansion Cards



PBXact Application

System Management

- >> Web Browser Management
- Monitoring & Reporting
- » Automatic Back Ups
- >> Voicemail Management
- >> Alerts
- Survivability & Redundancy
- >> Personal Administration with UCP

Communicate Anywhere

- >> Endpoints
- >> Leverage Existing Infrastructure
- Conferencing & Collaboration
- >> Remote Users
- >> Desktop Integration
- Network Connections
- >> Seamless Integration

Contact Center

- >> Automatic Call Distribution
- >> Outbound Calling
- >> Voicemail Management
- >> Call Recording
- Reporting
- >> Website Integration

Customer Experience

- Customer Satisfaction with Caller Announcements, Web call back, Queue Calls, Music on hold, etc.
- Improved Call Processing with appointment reminder, Automatic Call Distribution, etc.
- >> Quality Control with monitoring and reporting in real-time.



Sangoma Meet enables anyone to start a video conference of up to 50 video participants on any device they want. Collaborate with co-workers on projects, keep in touch with your whole family, share some face-time with your team or meet their family and pets and feel like you're there with them. Just go to <u>meet.sangoma.com</u> and get started!





It's so simple – Create a Video Conference in Seconds!

Premise systems for the SMB and the Enterprise:

- Wherever you are in the world, open a browser, navigate to <u>meet.sangoma.com</u> and start your video chat!
- Invite co-workers or family to your video conference by sharing a simple meeting link via email, text, WhatsApp etc.
- Chat with everyone or Direct Message a specific participant using emojis while on a video call
- >> Invite people with audio-only phone support





Screen Sharing

Sangoma Meet is also a screen-sharing service too! Communicate more efficiently as you collaborate on projects or ideas. Start a video call or a screen-share and switch with a click of a button



Secure

Sangoma Meet is also highly secure, providing fully encrypted password-protected video conferences to avoid problems with unauthorized users hacking into a video meetings. Sangoma will not rent or sell Sangoma Meet user information to any third parties, including any social networks.



Streaming

>> Manage video streaming quality if you are in low bandwidth, you can choose from low definition, standard definition or HD video for the conference..

>> We have built-in reporting for speaker stats as well so you can see based on the call what percentage of talking time each participant contributed.

There is a full suite of shortcuts for toggling your view, muting or unmuting your personal microphone, sending and stopping video, raising your hand, opening and closing of the chat window, and choosing if you prefer to focus on one specific video feed from another participant.

Phones & Headsets

A-Series Phones





A30 IP Phone

A25 IP Phone



A22 IP Phone



A20 IP Phone

Digium A-Series Phone enables you to create a customized communications solution on a budget. Standard features, such as call waiting, call transfer, and auto-answer, make them an affordable option to complete your Asterisk phone system. Each model of the Digium A-Series Phone includes a full-colour display, HD voice & multi-line functionality.

D-Series Phones

Sangoma D-Series IP phones offer the tightest integration possible with Switchvox phone systems. D-Series phones feature simple setup and provisioning with plug-and-play installation. Not only do you save time, but now your IT resources can be used for other projects, instead of managing endpoint installs. Sangoma's line of D-Series phones are perfect for every user type, from casual to call center to managers and

executives. Features: POE (Power Over Ethernet), Programmable Buttons, Auto-Provisioning, Available Sidecar, Advanced Phone Applications, HDVoice



S-Series Phones

Sangoma S-Series IP phones are designed to work exclusively with PBXact phone systems. S-Series phones can be quickly and easily used right out of the box, featuring Zero-Touch auto provisioning. All you need to do is plug them into an Internet connection, wherever you are in the world, and the redirection service will automatically pair the phone with the phone system and configure it. This makes life easier for IT administrators and allows end users to setup their own phones within seconds,

including remote users. Feat Sect

Features: Zero-Touch Auto Provisioning, Programmable Buttons, POE (Power Over Ethernet), Secure, Sidecar, Encryption



Wireless DECT Phones

Designed to work with Sangoma's Switchvox, PBXact, and FreePBX phone systems, the DC201 DECT phone package provides SMBs with high quality, wireless DECT that integrates into your phone system. The DC201 DECT Base + Handset package supports up to 20 users, giving your staff and colleagues the freedom and efficiency of wireless. DECT phones has wide application across all the industries like Manufacturing, Retail, Security & Construction.

Features: Security, Long Range, Multiple Calling, Auto-Provisioning, Supports Additional Handsets, Talk/Standby Time





H10/H20 Wireless Headsets

Enjoy the freedom of wireless while continuing your conversation away from your desk as you roam through the office. H10/H20 wireless headsets are optimized for Sangoma D-Series and S-Series IP phones.

Hands-Free Productivity
Automatic Integration

Superior Sound QualityNoise Cancellation

Superior Call Handling

- ality >> All-Day Battery Life
 - ^{>>} On-call LED

Combine Your Solution with Sangoma IP Phones

Sangoma IP phones come with built-in phone apps that allow users to manage advanced features using the display instead of trying to remember feature codes

- >> Call Recording
- >> Queue
- >> Hot-Desking & Queue Control
- Zero Touch Provisioning All Sangoma IP phones provision automatically as soon as they are plugged into the corporate network or even remotely over standard internet access.
- Increase Staff Productivity All Sangoma phones come pre-built with PhoneApps, which are advanced phone features with intuitive full-screen navigation and control.
- Maintain without Disruption Sangoma phones come with PBXact's EndPoint Manager tool letting users control their global phone settings, program their keys, map extensions, upload images all without rebooting
- Secure Your Investment Sangoma phones are programmed with VPN clients which automatically connect to PBXact's built-in VPN Service, allowing your remote workers to connect to the infrastructures without any security concerns

Z

Softphone - Zulu

The Ultimate Collaboration & Productivity Tool for Your Business

Zulu UC unites the most popular business communication tools & applications enhancing user productivity and mobility, for FreePBX and PBXact business communication systems. Based on WebRTC technology, Zulu UC works great with any network connection, providing the best audio experience.

Zulu Desktop

- Make and receive phone calls from your extension while away from the office
- Dial contacts by name using directory
- Send / receive SMS and fax
- » Presence control
- Chat messaging for team collaboration
- >> File Sharing
- >> Visual Voicemail

Zulu Mobile

- Take your phone extension with you with Zulu Mobile for iOS and Android devices!
- Make and receive phone calls with colleagues and your customers as if you were sitting at your desk
- » Dial-by-contact name
- >> Visual Voicemail
- Full integration with your iOS or Android device's native calling app for intuitive functionality
- >> Automatic low power mode when not in use

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ENTERPRISE AND CARRIER **VolP Gateways**

CHANGE THE WAY YOU COMMUNICATE WITHOUT CHANGING A THING!

Sangoma Vega Gateways let you seamlessly connect VoIP and PSTN networks together without changing your infrastructure, saving you time and money.

Small-to-Medium Businesses (SMBs)

- >> Connect your legacy voice infrastructure to SIP trunks (or VoIP Services) by simply installing a Vega Gateway at the edge of the network.
- >> Vega Gateway automatically handles the call processing, transcoding and translations required between the VoIP and TDM networks. ^{>>} SMBs who already have a VoIP Infrastructure (with an IP-PBXphone system) needing a way to connect to analog phones, fax machines
- or the PSTN, a Vega Gateway makes that happen too

Zero Touch Provisioning

Offer voice services, such as SIP Trunking, to customers with legacy infrastructure by installing a Vega Gateway at each customer site and connect to your services. Provide a secure environment for your customers to connect to you, at the same time, eliminating interoperability difficulties between their and your equipment.

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Vega 60G ^{>>} Up to 8 simultaneous calls ^{>>} Up to 8 FXO and 8 FXS

Vega 3000G/3050G ^{>>} Up to 24/50 FXS Ports

- ^{>>} 2 FXO fallback (optional)
- **T1/E1 (PRI)** Vega 100G/200G
- ^{>>} Up to 30/60 VoIP Channels
- ^{>>} 1 T1/E1 Port
- Vega 400G
- ^{>>} Up to 120 VoIP Channels
- » 4 T1/E1 Ports
- Dedicated Failover Ports

Applications

Multi-Dwelling Solution

Hotels, Schools and apartment buildings can keep existing analog phones, install a Vega Gateway and connect to VoIP.

PSTN-Trunking Solution

Businesses already IP at the core can install Vega Gateways to connect to the PSTN for call-Centers and PSTN failover

VoIP Connection

Use a Vega Gateway to easily connect your analog phones and fax machines to your modern IP infrastructure.

Branch Survivability

BRI

Vega 60G

Guarantee operation of your branch offices during power or Internet failure as Vega automatically re-route calls

>> Up to 8 simultaneous calls

** 4 port BRI + 4 port FXS

^{>>} Up to 4 BRI ports

Simplified Deployment

All Vega Gateways have a Quick Wizard to quickly and easily deploy, eliminating the need of IT admin and complicated setup process.

Built-In Local Survivability

In the event of a VoIP failure the Vega Gateway will allow internal extensions to continue calling each other and automatically route to a failover PSTN connection if available

Highly Interoperable

All Vega Gateways support the standard VoIP/SIP protocol and have built-in transcoding so you can trust that your phone calls and faxes will work even in challenging environments. Vega Gateways also allow for custom WebGUI configuration for the most custom setups.

Long Line Length

Analog Vega Gateways allow you to install up to 8km away from the phones so you store your Vega in the same IT closet as the rest of your equipment.

Dialogic IMG Gateways

The Dialogic® IMG 1010 Integrated Media Gateway is a carrier-ready VoIP gateway that supports both media and signaling in a single chassis. It allows service providers to add new telephony services guickly, and gives them a clear migration path to an all-IP network.

The IMG 1010 provides any-to-any voice network connectivity and can deliver SIP services into legacy SS7, PRI, and CAS networks, as well as IP-to-IP transcoding and multimedia border element functions, such as ISUP variants and other signaling changes

SIP mediation for network edge applications. Its compact 1U high density design, integrated SS7 termination across multiple gateways, GUI-based management, and software licensing for in-service capacity expansion make the IMG 1010 an excellent option for VoIP.

The IMG 1010 also features the Dialogic® Programmable Protocol Language (PPL), which allows rapid implementation of SS7

Benefits:

- Provides a flexible, cost-effective platform that can evolve from TDM-IP to all IP. Optimizes distribution of SIP traffic and improves scalability >> Can reduce complexity and administrative
- overhead for VoIP services, and allows on-the-fly voice coder conversion
- [•] Facilitates efficient operations between incompatible network elements in a service
- provider infrastructure Allows easy scalability from 96 to 1024 channels in a small footprint. And Provides high reliability and service availability
- >> Enables fast connection time and lower phone charges because callers can connect to each other directly without using the PSTN

Digital VoIP Gateways are small stand-alone appliances which allow you to convert voice media between PRI (Primary Rate Interface) connections (which run over T1/E1 lines) or BRI lines (UK) and VoIP connections. They are the most cost-effective solution for businesses with a legacy phone system infrastructure which want to connect to a VoIP network, such as a SIP trunk. They are also great for businesses which have an IP-based phone system and need to connect to the PSTN.

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Low Density VoIP Gateways

Vega Digital Gateways - Vega VoIP digital gateways are small appliances that seamlessly connect your legacy telephony infrastructure, made up of PRI (T1/E1) or BRI lines, to IP networks.





Vega 100G 1-port T1/E1/PRI appliance supporting up to 30 simultaneous calls.

Vega 200G 2-port T1/E1/PRI appliance supporting up to 60 simultaneous calls.

High Density VoIP Gateways

G Digital Gateway -Built on a powerful combination of the Asterisk open source communications engine and a state-of- the-art embedded platform, G400 digital gateways provide the best value for connecting traditional telephony (T1/E1/PRI) to IP (SIP).





G100 1-port software-selectable T1/E1/PRI appliance supporting up to 30 concurrent calls.

G200 2-port software-selectable T1/E1/PRI appliance supporting up to 60 concurrent calls.

G Digital Gateway -Built on a powerful combination of the Asterisk open source communications engine and a state-of-the-art embedded platform, Sangoma's G100 digital gateways provide the best value for connecting traditional telephony (T1/E1/PRI) to IP (SIP).





G100 1-port software-selectable T1/E1/PRI appliance supporting up to 30 concurrent calls..

G200 2-port software-selectable T1/E1/PRI appliance supporting up to 60 concurrent calls.

Vega 400G Digital Gateways - Vega VoIP digital gateways are small appliances that seamlessly connect your legacy telephony infrastructure, made up of PRI (T1, E1) or BRI lines, to IP networks. 4-port T1/E1/PRI supporting up to 120 simultaneous calls. Field upgradable licensing. Built-in bypass ports for failover.



Vega 100G 1-port T1/E1/PRI appliance supporting up to 30 simultaneous calls.

Vega 200G 2-port T1/E1/PRI appliance supporting up to 60 simultaneous calls.

Analog VoIP Gateways are small stand-alone appliances which allow you to convert voice media between FXO and FXS connections and VoIP connections. They are the most cost-effective solution for businesses with a legacy phone system infrastructure which want to connect to a VoIP network, such as a SIP trunk. They are also great for businesses which have an IP-based phone system and need to connect legacy equipment to their IP network, such as analog phones, traditional fax machines and the PSTN for emergency fallback.

Low Density VoIP Gateways



Vega 60G Analog Gateways - Sangoma analog Vega gateways allow businesses to seamlessly connect VoIP and PSTN networks together without changing your infrastructure, saving you time and money. These small appliances reside at the edge of the corporate network and connect directly to the PSTN and internet cabling, automatically handle the call processing and media conversions. Available in five separate analog configurations: 4 and 8 Port FXO trunk ports, 4 and 8 FXS telephone set ports, and 4 FXO trunk with 4 FXS telephone set ports.

High Density VolP Gateways

Vega 3000G Available in 24 port FXS telephone set ports.



Vega 3050G Available in 50 port FXS telephone set ports.

Private Wire VoIP Gateways



Vega G Analog Gateways - Sangoma analog Vega gateways allow businesses to seamlessly connect VoIP and PSTN networks together without changing your infrastructure, saving you time and money. These small appliances reside at the edge of the corporate network and connect directly to the PSTN and internet cabling, automatically handle the call processing and media conversions. These model is typically used in hotels, schools, apartment buildings and other multi-dwelling environments to eliminate the need of changing analog phones and infrastructure to IP.

Vega 4x4 Analog Gateways - Take advantage of the newest Voice over Internet (VoIP) technology by connecting legacy telephony equipment, such as private wire connections and other analog devices seamlessly to IP endpoints. Beneficial within the financial sector where Capital Market Traders still require human interaction with their customers, a Sangoma Vega 4x4 gateway seamlessly connects the two disparate technologies.

Session Border Controllers



A Session Border Controller (SBC) will allow you to connect your remote workers and SIP trunk(s) securely to your phone system without compromising security, automatically detecting VoIP threats and taking action.

Businesses connecting their infrastructure to a SIP Trunk, or VoIP connection will primarily use an SBC to protect their VoIP network, as well as for interoperability, transcoding, and failover of their voice network.

How does it work?



An SBC is a device that sits **between your internet connection and corporate network** and analyses all the VoIP traffic that passes through. It is designed with security features to detect malicious VoIP traffic and automatically take action to save your network.

Applications

Remote Workers

Connect remote workers to the corporate phone system without opening up ports in the firewall. The SBC monitors all the traffic for any malicious registrations or threats and takes immediate action.

Cloud Phone Systems

In a hosted environment, enterprises rely on the service provider for all their phone system services. An SBC protects their networks while managing any interoperability issues.

SIP Trunking

Service providers can use an SBC to not only protect their network but also introduce new revenue streams by providing SIP services to customers using legacy PSTN equipment.

Security

SBCs provide protection against malicious attacks such as Denial-of-Service, toll fraud, and SIP/RTP flooding, while hiding network topology to keep network routes unexposed.





SMB SBC Small to Medium Business SBC 5-30 simultaneous calls



Enterprise SBC Medium to Large Business SBC 25-250 simultaneous calls



Netborder SBC Large Business SBC 250-4000 simultaneous calls

Session Border Controller Features



- >> **VoIP Protection:** Protects VoIP networks from malicious attacks.
- Call Limiting: Limit the amount of traffic through call paths to ensure quality of service and mitigate risk of toll fraud.
- Media Transcoding: Generate the best quality of service the connection can provide, from HD voice quality to small bandwidth optimized codecs.
- >> Call Routing: Provide low-cost routing and load balancing across trunks.
- Simplified Licensing: All SBCs are field upgradable and licensing is per session-based, meaning all the features are always included.
- Hardware Redundancy: Ensure business continuity during catastrophic hardware failures by mirroring two SBCs together.

Telephony Cards

Sangoma's award-winning telephony cards are trusted to power the world's leading phone systems, IVRs, and call center applications. Renowned for their premium quality and dependability, Sangoma's telephony cards are also the most flexible on the market with superior compatibility in most commercially available servers and motherboards.

They are the number one choice amongst Asterisk- and FreePBX-based phone systems, SS7, and Voice API integrators with a wide range of protocol support, including Analog, PRI, BRI, CAS MFCR2, SS7, and WAN protocols.

Digital Telephony Cards

Renown for their premium quality and dependability, Sangoma's T1/E1/BRI digital telephony cards are the most flexible on the market, with superior compatibility in most commercially available servers and motherboards. They are the number one choice amongst Asterisk, FreePBX, and PBXact phone systems, as well as voice API integrators with a wide range of protocol support including PRI, BRI, and CAS MFCR2 protocols.

Sangoma Digital Telephony Cards Features



- >> PSTN Trunking: Use inside a server of your choice, powered by Linux, to create a SIP-TDM Gateway to allow your IP-based phone system to route calls to traditional PSTN.
- >> SIP Trunking: Use inside a server of your choice, powered by Linux, to create a SIP-TDM Gateway with your legacy TDM based phone system to replace expensive connections like PRI (T1/E1) with SIP trunking to allow reduced call costs, reduced line rental, and bring extra flexibility and disaster recovery.
- **Contact Center Solution:** Pair any of our T1/E1 cards with your favorite contact center software to create a voice gateway for high volume inbound/outbound calls.
- >> High Density IVR: Combine Sangoma octal port cards to achieve high density calling to create large scale IVR solutions.
- Call Tapping: Monitor and record telephone conversations for lawful call interception.

Analog Telephony Cards

Sangoma's award-winning analog telephony cards are powering the world's SMBs who rely on analog telephone lines for primary access to the PSTN.

Renowned for their premium quality and dependability, Sangoma's analog telephony cards are the most flexible on the market,

offering superior compatibility in most commercially-available servers and motherboards. They are the number one choice amongst Asterisk and FreePBX phone systems and voice API integrators looking for analog telephony cards.

4 Port Analog Cards | A 4 Series

The A4 Series of analog cards supports up to four connections per card. Using single-port interface modules, A4 series cards can scale from one to four ports.



8 Port Analog Cards | A 8 Series

The A8 Series of analog cards supports up to eight connections per card. Using quad-port interface modules, A8 Series cards can scale from one to eight ports.



24 Port Analog Cards | 2400 Series

The 2400 Series cards support up to 24 analog ports per card. Using guad-port interface modules, 2400 series cards can scale from four to 24 ports.

SD-WAN T1 Failover Cards

Sangoma is the market leader in supporting reliable WAN failover solutions for large retail organizations over a T1 / E1 internet connection. Choose from 1 port of T1/E1 up to 16 ports all using only one (1) PCI or PCI Express slot. They are 2U form factors and compatible in virtually all commercial grade hardware and Linux operating systems.

Transcoding Cards



Sangoma's voice transcoding cards are the most flexible transcoding cards on the market. They are offered in PCI and PCI express form factor and convert simultaneous channels of transcoding, support codecs such as G.729, G.726, G.723.1, G.722, and iLBC without affecting latency or host CPU resources.

All models are field upgradable from 30 to 400 calls with our D100 and D150 models and up to 2000 calls with our D500. All codecs are fully indemnified; no additional licensing is required for their use. Our D150 is especially important for embedded and virtual machine environments where PCI cards are not an option.

Tapping Cards

The T116 Tapping Card is part of Sangoma's family of Advanced Flexible Telecommunications hardware product line — it uses the same high-performance PCI Express interface that is providing superior performance in critical systems all over the world.

The T116 supports the passive tapping of up to 240 voice calls using up to 16 T1, E1 or J1 spans. The T116, like all cards in Sangoma's AFT family, is field upgradable with unbreakable firmware.

Dialogic Boards

Dialogic boards have long time been the leaders of telephony and interface boards for large systems which don't have host resources available to perform voice, fax and media functions. All Dialogic boards feature onboard CPU with large RAM and powerful FPGA chip for fast data streaming between the host CPU, the DSPs, the phone line, and the other active components onboard.



Diva Media Boards

The Diva T1/E1/PRI, BRI and Analog boards offer voice, speech, conferencing, VoIP, modem and fax features and can serve as a base for many communication applications. The boards support many standard applications, and are also suitable for new application development. The Diva boards are available in Half Size and Full Size PCI Express form factor.



JCT Media Boards

JCT Media Boards and Software Products are a family of robust software and hardware products for the integration of multiple applications into a single platform. These Media Boards can be used by developers to provide small- and medium-sized enterprise Computer Telephony (CT) applications that require high-performance voice and fax processing.



DNI Interface

The DNI Boards provide a native PSTN interface to Dialogic® PowerMediaTM Host Media Processing (HMP) Software. DNI boards are compatible with the Dialogic® DSI SS7 Protocol Stacks, allowing combining HMP media on the host, with SS7 signaling on board



CG Boards

The CG Series Media Boards can be used to create powerful communications solutions for public telephone network, IP-only, and converged IP/circuit-switched environments.

Our Customers



Our Success Stories

The Phone Support

A Leading Customer Support Center Experiences **Zero Downtime** Since Deploying Sangoma Vega 400G

Symbio Network

Symbio Networks' **VoIP Service Grows Rapidly** in Australia and Beyond

Cape Grim Beef

Switchvox delivers the **efficient and responsive** communications critical for this worldwide premier-quality beef supplier.

La Vela Saigon Hotel

The La Vela Saigon Hotel Upgrades Communications with Sangoma -**PBXact allows this luxury hotel to provide 5-star service.**





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