



*Leading the Pack*  
**WOLF**  
TECHNOLOGY GROUP





## It's Easy for Businesses to Stay in Touch with UnifiedBX Cloud

UnifiedBX Cloud offers all the functionality required by demanding businesses, wrapped up in an easy-to-use, flexible business phone system, delivering full Unified Communications. A professional feature set, together with tools to simplify operation and management, provides the ideal solution for all your company's communications needs.

UnifiedBX Cloud is built on the power of Asterisk, the world's most popular open source phone system with over 10 million active installations, tens of millions of users and a vibrant ecosystem of resellers, integrators and developers. UnifiedBX Cloud is managed in Wolf Technology Group's data centers which are located across geographically dispersed locations throughout the United States and Canada.

Sangoma Technologies is the primary developer behind Asterisk and the core software within UnifiedBX Cloud. Founded in 1984, Sangoma is a true pioneer and global leader in the telecom software and equipment market, offering a wide range of telecommunication solutions including IP phones, Gateways, Session Border Controllers, Telephony Interface server expansion cards and professional services.

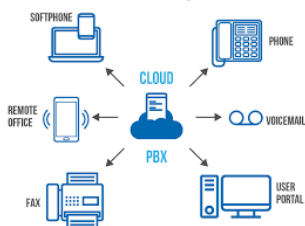
## UnifiedBX - The Complete Solution

UnifiedBX Cloud is a truly scalable, feature rich and flexible platform. Combining this versatility with the many SIP Standards based products available delivers a complete business communications solution. The reassurance that it will "just work", because Wolf Technology Group designed it all to work seamlessly together, means that you can get on with running your business and not worry about the technology. (UnifiedBX supports most SIP Compliant Endpoints such as Mitel, Polycom, Sangoma, Grandstream, Cisco, Yealink, Vtech & more)

### UnifiedBX Cloud

Cloud based systems for the SMB and the Enterprise:

- » 3 - 1000+ users
- » Easily Scaled
- » High performance SSD storage
- » Advanced Modules
- » Redundant Power
- » 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, voice mail notifications. High level of security with built in VPN.



### Connectivity

Most VOIP systems still need to connect to legacy equipment such as paging systems, fax machines, door access control and other analog devices. UnifiedBX facilitates this with a full product range of Ribbon, Sangoma and Grandstream:

- » Session Border Controllers
- » PRI/FXS/FXO Gateways
- » SIP Compliant Hardware



### SIP Trunking

Save money on your phone bills! Wolf Technology Group is a Master Agent for SIPTrunk.com. SIPTrunk.com is a SIP trunking service that is quickly and easily integrated into your UnifiedBX. Manage your account online directly from the SIPTrunk.com website, order new DIDs or port existing DIDs. Start making calls in no time and enjoy unlimited SIP trunking with a low cost flat monthly fee.



# UnifiedBX Unified Cloud Communications

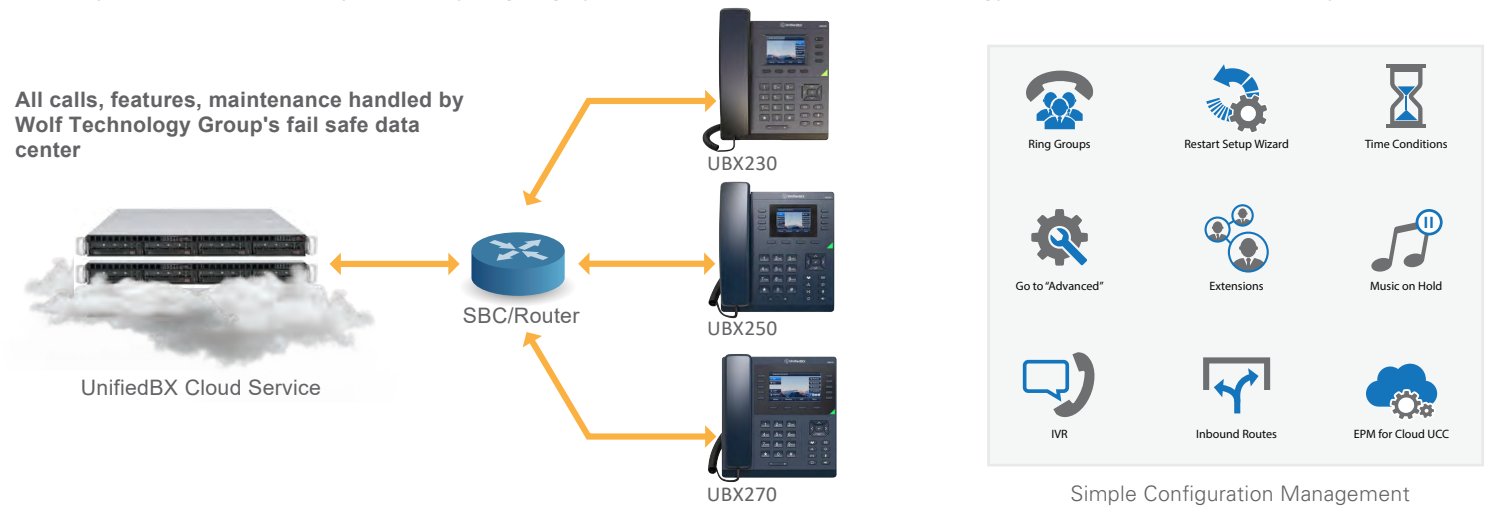
All the features and benefits of UnifiedBX from Wolf's managed cloud



UnifiedBX Cloud is Wolf Technology Group's cloud based UCaaS VOIP system. It uses a hardened Linux Kernel specifically designed for running our Asterisk based software. UnifiedBX is a feature-rich unified-communications-as-a-service solution that offers a complete suite of powerful options such as multiple Conference Bridges, Desktop Fax, ACD with Reporting, Instant messaging, presence, voice and video calling as well as having full control over the inbound routing and queue control. It offers a Web based Operator Panel as well as both Desktop and Mobile Soft Phone Clients along with a simplified management dashboard which makes getting up and running with UnifiedBX Cloud a snap.

Using UnifiedBX Cloud allows you to have an enterprise class business unified communications system without the initial expenses of an on-premise solution. With no upfront fees and just a simple monthly expense, including a minutes bundle, UnifiedBX Cloud gives you a no stress deployment and easy ongoing maintenance. If you have existing SIP phones, no problem, they will work on UnifiedBX and you can even bring your own SIP trunks onto the system or choose to use one of our certified partners.

Starting at 2-3 users, UnifiedBX Cloud fits in a wide range of business sizes and is backed by Wolf Technology Group's full service plan so you don't need to worry about any ongoing system maintenance – Wolf Technology Group takes care of it all for you.



## Why UnifiedBX Cloud vs On-Premise: It's what is Right for Your Business

Not so long ago, the question did not need asking - as a business, you went to your vendors and selected a business communications system to be installed on premise. Along with long term support contracts, installation services and specialized personnel. With the advent of VOIP PBX and IP phones combined with low cost available Internet bandwidth and cloud computing platforms, running your phone system from the Cloud is a sound valid option! Consider these criteria:

Criteria	On-premise System	Cloud System
Hardware	Purchased up front	Monthly fee. Pay as you go
Software	Purchased up front	Monthly fee. Pay as you go
Scalability	Need larger systems if planning future growth	Grows as you need
High Availability	Requires 2 licensed systems	Managed for you
Software Updates	Additional cost for features, patches and updates	Managed for you
Security	Security controlled by your IT provider locally	Managed for you

Premise and Cloud systems each have pros and cons. In the end you need to make the decision based on your business objectives and Wolf Technology Group provides the best cloud based solutions available that will meet your objectives!

# Cloud Based Virtual UnifiedBX

Choose the capacity that meets your needs with these flexible platforms

UnifiedBX Cloud Options	Endpoints/Calls
<b>UnifiedBX SMB10</b> 	Supports up to 10 users or endpoints and 5 simultaneous calls.
<b>UnifiedBX SMB25/50</b> 	Supports up to 50 users or endpoints and 30 simultaneous calls.
<b>UnifiedBX E100</b> 	Supports up to 100 users or endpoints and 50 simultaneous calls.
<b>UnifiedBX E300</b> 	Supports up to 300 users or endpoints and 120 simultaneous calls.
<b>UnifiedBX E1000</b> 	Supports up to 1000 users or endpoints and 300 simultaneous calls.



\*\* Cloud systems are built with SSD storage and are fault tolerant with unlimited bandwidth and expansion capability and are fully managed



The Right Choice

## Integrated Ecosystem

With a wide SIP product portfolio, it's possible to build the UnifiedBX Cloud system that truly fits your needs. Every model in the wide range of phones to gateways has been optimized to be easily deployed and work effectively.

## Great Support

At some point everyone needs a helping hand. Wolf Technology Group support, with national coverage, is always available to solve your problems – no matter how big or small. Comprehensive support is available that can provide 24 x 7 support with Service Level Agreements (SLAs) that suit the most demanding environments.

## National Network

Wolf Technology Group has a national reach with installation and service partners in almost every state. These authorized UnifiedBX Cloud dealers are experts in modern communications and can often advise on the best solution for a particular need. This local expertise means that problems can be dealt with quickly, in the local region and time zone.

## Expand or Upgrade

When the user count grows as your business grows, don't worry, your investment is protected. You'll be able to redeploy your telephones and other communications elements with the upgraded system without a complete replacement. With support for many different vendors it's possible to utilize whatever makes the solution the most cost effective.





## UnifiedBX IP Phones

### Designed Exclusively for UnifiedBX

Designed to work with UnifiedBX Cloud, UnifiedBX IP phones are so smart that you can quickly and easily use them right out of the box. Each phone in the series features industry standard Power over Ethernet (PoE), so no power cables or outlets are required. UnifiedBX IP phones come complete with a full-duplex speakerphone, dual Gigabit Ethernet ports, multi-way conference calling, High Definition (HD) voice quality, and they're Virtual Private Network (VPN) capable.

#### UBX230



Full feature set phone at an entry level price point

- » 4 SIP Accounts
- » HD voice for great sounding audio
- » Built-in speakerphone for hands-free calling
- » Dual 10/100/1000 Network
- » PoE

#### UBX250



Fully featured phone ready for the most demanding user

- » 8 SIP Accounts
- » 2.8 inch full color display
- » Up to 28 programmable soft keys
- » Headset compatible
- » Dual 10/100/1000 Network
- » PoE

#### UBX270



Fully featured phone ready for the most demanding executive

- » 16 SIP Accounts
- » 4.3 inch full color display
- » Up to 36 programmable soft keys
- » Headset compatible
- » Dual 10/100/1000 Network
- » PoE
- » WiFi & Bluetooth

### Zero Touch Provisioning

Many VoIP telephones can be complex to install, and manually configuring several parameters and hundreds of extensions can take hours, but not with UnifiedBX IP Phones. When you buy and install UnifiedBX IP phones, our Redirection Server points the phone to the UnifiedBX Cloud system for automatic and zero-touch configuration. Other vendors have redirection servers, but they have to be programmed with the details of the IP PBX. Only UnifiedBX can provide Zero Touch provisioning with UnifiedBX Cloud UC.















The product line starts with the UnifiedBX UBX230, a full feature set phone with four Session Initiation Protocol (SIP) accounts and a competitive entry-level price point. For mid-range requirements the UnifiedBX UBX250 adds a color screen and 28 programmable soft keys. For the demanding executive the UnifiedBX UBX270 features sixteen SIP accounts a large color screen and 36 programmable soft keys. Accessories like Headset Adapters and Power Supply Units are also available.

Already deployed IP phones on-site? There's no need to replace your investment if you don't have to. With UnifiedBX Cloud most brands of IP phones can be incorporated & managed. Templates can be setup so that groups of phones can be easily configured without touching the phone interface. Individual phones can be programmed as well using the endpoint manager function. Phone side applications like Call Parking, Follow Me, Do Not Disturb, Conference Rooms, Call Forwarding can also be enabled on most common VOIP phone brands.

### Full Integration with UnifiedBX

UnifiedBX Phone Apps are available right on the phone, straight out of the box with no requirement for additional licenses. Users can easily control even the most complex features directly from their phones without the need to remember feature codes. System, operational in 10 minutes

#### User Applications

- |   |  |
|---|--|
|  Call Parking     |  Call Flow              |
|  Follow Me        |  Queue Agents           |
|  Do Not Disturb   |  Transfer to Voice Mail |
|  Conference Rooms |  Visual Voice Mail      |
|  Call Forwarding  |  Presence               |
|  Time Conditions  |  Queues                 |
|  Log In/Out       |  Contacts               |

# Communicate Anywhere



## Endpoints

UnifiedBX Cloud is designed to work seamlessly with all UnifiedBX IP phones, offering phone side user applications and other enhanced functionality. With UnifiedBX zero-touch installation phones will find UnifiedBX Cloud and configure themselves with absolutely no intervention.



## Leverage Existing Infrastructure

Based on open SIP (Session Initiation Protocol) standards, UnifiedBX Cloud can also be used with other vendors IP phones, paging or door entry systems. Even advanced phone side applications can be enabled with other vendor's phones.



## Conferencing and Collaboration

Add as many conference bridges as you need and optionally assign a conference bridge to an individual user and allow that user to control their conference bridge. When a user logs in to their User Control Panel they can easily manage all aspects of that conference bridge.



## Mobile or Remote Users

Stay connected wherever you are with built-in functionality from UnifiedBX Cloud. Remote workers can easily benefit from the full PBX functionality by using VPN to securely connect – built in to UnifiedBX Cloud and UnifiedBX phones.

Connectivity shouldn't need to stop when you leave the office. By supporting open standards most popular soft phone clients running on notebook, tablet or smartphone can be easily integrated into UnifiedBX Cloud allowing virtually "anywhere access".

With the follow-me feature, users can choose to forward calls to their mobile phone or a related extension either immediately or after a number of rings. Voicemail can still be left at the original called extension.



## Desktop Integration

Each user defined within UnifiedBX Cloud gets access to their own User Control Panel (UCP). This allows each user to control presence, view call history and even make and receive phone calls. UCP has a built-in webRTC (Web Real Time Communication) client that can place outbound calls and will ring when inbound calls arrive at the extension.

The Clearly Anywhere license brings deep integration with Microsoft Outlook and web browsers. Users can click to call from email, contact lists and websites as well as set presence and deal with faxes.



## Network Connections

UnifiedBX Cloud supports a range of different connection types to allow calls to the outside world. SIPTrunk, the SIP trunking service from SIPTrunk.com, can be set up in minutes. Complete integration means no tricky configuration anywhere, meaning more time for business.

Legacy Public Switched Telephone Network (PSTN) can be accommodated using Digital or analog connections or can be used as backup or resilience for SIP trunks.

SIP trunks bring flexibility and cost saving versus direct PSTN connections and adding SIP trunks from other vendors is straightforward.



## Integrate

Every business has legacy devices whether they are analog handsets, FAX machines, elevator and safety phones or door entry systems. With UnifiedBX Cloud's comprehensive range of hardware all these devices can be easily integrated.

# Keep in Touch

## Integrated Voicemail

Powerful voicemail applications allow you to keep in touch with your callers wherever you are:

- » Take complete control over voicemail settings for every extension and user
- » Voicemail reports allow system administrators to monitor message counts and check and listen to voicemail greetings
- » Voicemail to email means messages allows you to manage communications from your inbox
- » Voicemail blast can be configured so that messages can be assigned to one of a group of people for processing

## Unified Messaging

UnifiedBX Cloud doesn't just enable voice communications; it enables the full suite of unified communications:

- » Instant messaging allows users to communicate quickly and easily using industry standard XMPP clients
- » Presence sharing means no wasted phone calls when your colleagues are busy or unavailable
- » Faxing can be enabled for every extension and received faxes emailed directly to the user inbox

## Media Services

UnifiedBX Cloud supports voice processing, allowing many advanced features, such as:

- » IVR (Interactive Voice Response)
- » Call recording
- » Auto attendant
- » Automatic Call Distribution
- » Text to speech
- » Announcements



# System Management



## Web Browser Management

Securely administer UnifiedBX Cloud using any compatible web browser over the Internet with complete security via the built in Firewall. All configuration, management and debugging capabilities are available via the easy-to-use webUI.



## Monitoring and Reporting

The UnifiedBX Cloud dashboard, available through the UnifiedBX webUI gives a quick system health check and will locate and display critical system errors that need addressing. More detailed reporting including CDR information, call logging and feature codes can also easily be viewed through the webUI.



## Automatic Back Ups

Never lose any of your important configuration, custom sound prompts, voicemails, call recording or billing data by using the automatic backup facility. This is typically scheduled to run nightly unless specific times are requested for 24/7 operations.



## Voicemail Management

System administrators can check the number of messages in the system and monitor how many names, and other greetings have been recorded.



## Alerts

UnifiedBX Cloud will alert you if problems are detected. The types of alerts range from UPS alerts, system failures or storage resource issues to intrusion detection. Intrusion detection helps prevent unauthorized access to the system and will blacklist the source IP address as required.



## Survivability and Redundancy

UnifiedBX Cloud Instances are highly available systems perfect for organization with a low tolerance for downtime that depend on their communications. Frequent Snapshots means the configuration and status of your system is kept up to date and failover happens seamlessly so there no delay while onsite spares are deployed or repair occurs like with premise systems.



## Personal Administration with UCP

UCP provides each user with a web based login to allow them to easily control their personal experience. Users can view their call history, view contacts, set their presence and personalize their phone softkeys like call forwarding, follow me, call waiting and do not disturb. Additionally personal fax server functions, voicemails and SMS can all be accessed.

# Contact Center

Providing a cost effective means to contact customers and allowing customers to contact you is a key part of many businesses. With the UnifiedBX Cloud contact center suite it's easy to build both inbound and outbound contact center functionality without the need for more equipment or software on site.



## Automatic Call Distribution

Inbound calls can be handled efficiently with UnifiedBX Cloud's ACD (Automatic Call Distribution) or queues feature. Individual queues can be easily defined for different call categories and virtual queues can be created within the queue to deal with important customers faster. With dynamic queue routing and many options for how calls are handled as they age, create the best experience for your inbound calling customers.

## Outbound Calling

UnifiedBX Cloud's broadcast feature easily automates your company's outbound message broadcast dialing. Multiple campaigns can be created and scheduled as necessary. With built-in answering machine and fax detection the call only gets connected when it should be. Override default Calling Line Identifiers (CLIs) so that customer call backs are directed appropriately - choose to play a message or transfer the call directly to an agent.

## Voicemail Management

System administrators can check the number of messages in the system and monitor how many names, and other greetings have been recorded.

## Call Recording

Many industries must record and archive calls for Customer Satisfaction, Employee Evaluation and Training, Security, and Legal Compliance reasons. With the webUI and optional Call Recording Reports Module it's easy to view, sort, listen to, archive and download all recorded calls on your system.

## Reporting

Alongside the full reporting capabilities of UnifiedBX Cloud, queue reporting and call recording reports are easily accessible via the web. The queue reporting system allows you to create custom reports over whatever period is needed. All call statistics can be easily added to a report and the whole report easily exported for analysis or to be built into business analysis tools.

## Website Integration

It's simple to add a call me box to your website to allow customers to contact you directly from the web. Visitors enter their phone number in to be connected with you or a specific destination and will be called when an agent is available. Full control of routing of that call and how it should be managed is provided so that customer contact and priorities are appropriately handled.

# Features

## General

- » ACD (Automatic Call Distribution)
- » Call Queues
- » Announcements
- » Auto-Attendant/IVR
- » Automatic Backup
- » Black List
- » Bulk Import Utilities
- » Busy Lamp Field (BLF) Support
- » Call Detail Reporting
- » Call Flow Control
- » Call Forwarding
- » Call Monitoring
- » Call Parking
- » Call Recording
- » Call Screening
- » Call Spy
- » Call Transfer
- » Callback Services
- » Caller-ID
- » Camp-On
- » Centralized User Management
- » Class of Service
- » Company Directory
- » Conference Rooms
- » Customized Voice Prompts
- » Dictation
- » Direct Inward System Access
- » Do Not Disturb

- » Extensions Management
- » Fail2ban
- » Fax to Email
- » Feature Codes
- » Follow Me
- » Graphical Reports
- » Hunt/Ring Groups
- » Integrated Faxing
- » Multiple Language Support
- » Multiple Offices
- » Multiple Trunks
- » Music on Hold
- » Operator Panel
- » Outbound/Inbound Routes
- » Management
- » Paging and Intercom
- » Phone Directory
- » PINSets
- » Remote Users
- » SIP-Open Standards
- » Soft-Phone Support
- » Speed Dials
- » SRTP
- » System Status Dashboards
- » Three Way Calling
- » Time Conditions
- » TTS- Text to Speech
- » Unlimited Extensions
- » Unlimited IVR ports
- » Unlimited IVR

- » Unlimited VM Messages
- » User Control Panel
- » Video Calling
- » VMX Locator
- » Voicemail
- » Voicemail to Email
- » Voicemail Reports
- » Voicemail Notify
- » Wake Up Calls
- » Web Based Administration GUI
- » IM (XMPP) Chat

## Phone Applications

- » Phone Applications
- » Call Flow
- » Call Forward
- » Conference Room
- » Contact Manager
- » Do Not Disturb
- » Login/Logout
- » Follow Me
- » Call Parking
- » Presence
- » Queue Agents
- » Queues
- » Time Conditions
- » Transfer to Voicemail
- » Visual Voicemail

## User Control Panel Features

- » Call Forward
- » Call History

- » Call Origination
- » Call Waiting
- » Conferences Module
- » Device Management
- » Do Not Disturb
- » Fax
- » Follow Me
- » Presence
- » RSS Feeds
- » Settings
- » Visual Voicemail
- » Voicemail
- » Voicemail Greetings Management
- » WebRTC Phone
- » XMPP Chat

## Language Support

- » English
- » Bulgarian
- » Chinese
- » French
- » German
- » Hebrew
- » Hungarian
- » Italian
- » Japanese
- » Portuguese
- » Russian
- » Spanish
- » Swedish

## Signaling Protocols

- » SIP
- » IAX2
- » PRI/T1/E1

- » POTS/Analog
- » ISDN

## Voice Codex

- » G.711 alaw
- » G.711 ulaw
- » G.722
- » G.729
- » gsm
- » speex
- » speex16
- » speex32

## Video Codex

- » H.264
- » H.263p
- » H.263
- » H.261

## Specialty Device Support

- » Door Phones
- » Failover Devices
- » Overhead Paging
- » Paging Gateways
- » SBC
- » Strobe Alerts
- » Voice Gateways

## Optional Licenses

- » Call Center Builder
- » Third party phone support
- » HA
- » Zulu Desktop integration
- » UnifiedCM
- » Attendant Console



UNIFIED COMMUNICATIONS

UnifiedBX Cloud is your complete business Unified communication system. It's flexible with on premise or hosted deployment options and scalable from 10-1000 users. Plus it's part of a full solution including IP phones, PSTN or SIP connectivity and SIP trunking. Wolf Technology Group is one of the nations leaders in the telecom services market with a well-earned reputation for engineering quality. We are industry pioneers with over 38 years of experience since 1984 and provide a wide range of telecommunications solutions with VOIP UCaaS systems, VOIP Gateways, Session Border Controllers, Legacy Connectivity and professional services.



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