

Switchvox® Feature Comparison



Switchvox is Digium’s family of VoIP Phone systems for small and medium businesses.

Switchvox systems are designed to be easy to use, full of helpful features and cost less than a traditional PBX.

Switchvox SMB

Switchvox SMB is a complete business phone system designed for small to medium-sized businesses seeking a full feature set and powerful functionality. This means you can say goodbye to the monolithic PBX of the past. Now you can have the freedom to grow from a single office to a global network without breaking the bank. And because Switchvox systems are compatible with today’s high speed data networks and traditional telephony infrastructure, you can change at your own pace.

Switchvox SOHO

Ideal for demanding small offices or home offices that need a professional phone system, Switchvox SOHO has an easy web interface, so there’s no need to worry about the details that make traditional phone systems so complicated. We know that the smaller you are, the faster things change, and the last thing you need is to worry about the technology that’s supposed to be making things easier. Switchvox SOHO delivers an incredible set of features to even the smallest offices, even when you’re out of the office.

Switchvox Free

Switchvox Free is the pared-down version of Switchvox’s award-winning, Asterisk-based, IP-PBX. If you’ve thought about replacing your current PBX with something better, we think you should give Switchvox Free Edition a try. Its a great way for businesses to get started with a full-featured phone system that’s easy to configure and manage.

| | FREE | SOHO | SMB |
|-------------------------------|---------------|---------------|---------------|
| Unified Communications | 3 of 7 | 3 of 7 | 7 of 7 |
| Voice Over IP | ✓ | ✓ | ✓ |
| Conferencing | ✓ | ✓ | ✓ |
| Call Queues | ✓ | ✓ | ✓ |
| Fax | ✗ | ✗ | ✓ |
| Chat (instant messaging) | ✗ | ✗ | ✓ |
| Video Calling | ✗ | ✗ | ✓ |
| IMAP Mailbox | ✗ | ✗ | ✓ |

| | 9 of 11 | 9 of 11 | 11 of 11 |
|--|----------------|----------------|-----------------|
| Extensions | 9 of 11 | 9 of 11 | 11 of 11 |
| Extensions ¹ | 15 max | Unlimited | Unlimited |
| IP Phone / ATA Extensions ¹ | 15 max | Unlimited | Unlimited |
| Analog Phone Extensions ¹ | 15 max | Unlimited | Unlimited |
| Call Queue Extensions | ✓ | ✓ | ✓ |
| Virtual Extensions | ✓ | ✓ | ✓ |
| IVRs | ✓ | ✓ | ✓ |
| Extension Templates | ✓ | ✓ | ✓ |
| Control Permissions for Each Extension | ✓ | ✓ | ✓ |
| 3-, 4-, and 5-Digit Extensions | ✓ | ✓ | ✓ |
| 6-Digit Extensions ¹ | ✗ | ✗ | ✓ |
| Extension Groups | ✗ | ✗ | ✓ |

| | 3 of 5 | 4 of 5 | 5 of 5 |
|---------------------------------|---------------|---------------|---------------|
| Calling Methods | 3 of 5 | 4 of 5 | 5 of 5 |
| VoIP | ✓ | ✓ | ✓ |
| Analog Phone Lines | ✓ | ✓ | ✓ |
| T1/E1 (PRI ISDN)Phone Lines | ✗ | ✓ | ✓ |
| BRI ISDN Lines | ✗ | ✗ | ✓ |
| Connecting Multiple Switchvoxes | ✓ | ✓ | ✓ |

¹You may add as many extensions as you’d like. However, each extension requires a subscription.

| | FREE | SOHO | SMB |
|---------------------|--------|--------|--------|
| Call Control | 6 of 7 | 6 of 7 | 7 of 7 |
| Hold | ✓ | ✓ | ✓ |
| Assisted Transfer | ✓ | ✓ | ✓ |
| Blind Transfer | ✓ | ✓ | ✓ |
| Call Parking | ✓ | ✓ | ✓ |
| Do Not Disturb | ✓ | ✓ | ✓ |
| Send Calls | ✓ | ✓ | ✓ |
| Directed Pickup | ✗ | ✗ | ✓ |

| Switchboard | 0 of 18 | 0 of 18 | 18 of 18 |
|--------------------------------|---------|---------|----------|
| Chat Panel | ✗ | ✗ | ✓ |
| Company Directory | ✗ | ✗ | ✓ |
| Centralized Presence | ✗ | ✗ | ✓ |
| Queue Member View | ✗ | ✗ | ✓ |
| Click to Call | ✗ | ✗ | ✓ |
| See who else is on the phone | ✗ | ✗ | ✓ |
| Drag and Drop Transfers | ✗ | ✗ | ✓ |
| Current Call Control | ✗ | ✗ | ✓ |
| One-Click on-the-fly Recording | ✗ | ✗ | ✓ |
| Record others' calls | ✗ | ✗ | ✓ |
| Monitor, Whisper, Barge | ✗ | ✗ | ✓ |
| Queue Supervisor View | ✗ | ✗ | ✓ |
| Call Parking Lot Panel | ✗ | ✗ | ✓ |
| Presence | ✗ | ✗ | ✓ |
| Google® Maps Panel | ✗ | ✗ | ✓ |
| CRM Panel | ✗ | ✗ | ✓ |
| Panel Pops | ✗ | ✗ | ✓ |
| Screen Pops | ✗ | ✗ | ✓ |

| | FREE | SOHO | SMB |
|-------------------------------|--------|--------|--------|
| Voicemail | 3 of 7 | 3 of 7 | 7 of 7 |
| Multiple Custom Greeting | ✗ | ✗ | ✓ |
| Custom Message Notification | ✗ | ✗ | ✓ |
| Flexible Voicemail Access | ✓ | ✓ | ✓ |
| Voicemail to your Email Inbox | ✓ | ✓ | ✓ |
| Automatic Mailbox Creation | ✓ | ✓ | ✓ |
| Voicemail Blast Groups | ✗ | ✗ | ✓ |
| 0 out of Voicemail | ✗ | ✗ | ✓ |

| Conferencing | 2 of 4 | 2 of 4 | 4 of 4 |
|------------------------------|--------|--------|-----------|
| Simple Conference Room | 1 max | 1 max | Unlimited |
| Meet Me Conference Center | ✗ | ✗ | ✓ |
| Listen-only Conference Calls | ✗ | ✗ | ✓ |
| Conference via Handset | ✓ | ✓ | ✓ |

| Music on Hold | 3 of 3 | 3 of 3 | 3 of 3 |
|------------------------------|--------|--------|--------|
| Custom Music on Hold | ✓ | ✓ | ✓ |
| Music on Hold Included | ✓ | ✓ | ✓ |
| Queue Specific Music on Hold | ✓ | ✓ | ✓ |

| | FREE | SOHO | SMB |
|----------------------------|--------|--------|-----------|
| Paging and Intercom | 3 of 4 | 3 of 4 | 4 of 4 |
| 2-way Intercom | 1 max | 1 max | Unlimited |
| 1-way Paging | 1 max | 1 max | Unlimited |
| Overhead Paging | ✓ | ✓ | ✓ |
| Direct Paging and Intercom | ✗ | ✗ | ✓ |

| IVR | 14 of 32 | 14 of 32 | 32 of 32 |
|---------------------------------------|----------|----------|----------|
| Play Sound | ✓ | ✓ | ✓ |
| Record Sound | ✓ | ✓ | ✓ |
| Play Recorded Sound | ✓ | ✓ | ✓ |
| Email Recorded Sound | ✗ | ✗ | ✓ |
| Record Digits | ✓ | ✓ | ✓ |
| Say Digits / Letters | ✓ | ✓ | ✓ |
| Say a Number | ✓ | ✓ | ✓ |
| Say Date / Time | ✓ | ✓ | ✓ |
| Dial Extension | ✓ | ✓ | ✓ |
| Send to Voicemail | ✓ | ✓ | ✓ |
| Send to External Number | ✓ | ✓ | ✓ |
| Go to another IVR menu | ✓ | ✓ | ✓ |
| Send Call Values to a URL | ✗ | ✗ | ✓ |
| Gate Keeper | ✗ | ✗ | ✓ |
| Conditional Clause | ✗ | ✗ | ✓ |
| Time-based Clause | ✓ | ✓ | ✓ |
| Change Language | ✗ | ✗ | ✓ |
| Alter Caller ID | ✓ | ✓ | ✓ |
| IVR Option Settings | ✓ | ✓ | ✓ |
| Send an Email | ✗ | ✗ | ✓ |
| Set Global Variable | ✗ | ✗ | ✓ |
| Get Global Variable | ✗ | ✗ | ✓ |
| Get Extension Status | ✗ | ✗ | ✓ |
| Get Extension Type | ✗ | ✗ | ✓ |
| Check User Password | ✗ | ✗ | ✓ |
| Perform Math | ✗ | ✗ | ✓ |
| Concatenate Variables | ✗ | ✗ | ✓ |
| Send Recorded Sound to Voicemail | ✗ | ✗ | ✓ |
| Store Recorded Sound in Sound Manager | ✗ | ✗ | ✓ |
| Upload Recorded Sound | ✗ | ✗ | ✓ |
| Play Sound from URL | ✗ | ✗ | ✓ |
| Merge Sounds | ✗ | ✗ | ✓ |

| Administration | 0 of 4 | 0 of 4 | 4 of 4 |
|----------------------------|--------|--------|--------|
| Phone Provisioning | ✗ | ✗ | ✓ |
| Disk-space Quotas | ✗ | ✗ | ✓ |
| Bulk Import for Extensions | ✗ | ✗ | ✓ |
| Access Control | ✗ | ✗ | ✓ |

| Online Tools | 2 of 3 | 2 of 3 | 3 of 3 |
|--------------------------------|--------|--------|--------|
| Users Tool Suite | ✓ | ✓ | ✓ |
| Administrators Tool Suite | ✓ | ✓ | ✓ |
| Switchboard (Operator Console) | ✗ | ✗ | ✓ |

| | FREE | SOHO | SMB |
|---------------------------------|---------------|---------------|---------------|
| Recording and Monitoring | 0 of 2 | 0 of 2 | 2 of 2 |
| Call Recording | ✗ | ✗ | ✔ |
| Call Monitoring | ✗ | ✗ | ✔ |

| Logging and Reporting | 4 of 7 | 4 of 7 | 7 of 7 |
|------------------------------|---------------|---------------|---------------|
| Scheduled Reports | ✗ | ✗ | ✔ |
| Current Calls | ✔ | ✔ | ✔ |
| Call Logs | ✔ | ✔ | ✔ |
| Call Reporting | ✔ | ✔ | ✔ |
| Queue Status | ✗ | ✗ | ✔ |
| Queue Reports | ✗ | ✗ | ✔ |
| Error Log | ✔ | ✔ | ✔ |

| Voice and Data Integration | 2 of 6 | 2 of 6 | 6 of 6 |
|-----------------------------------|---------------|---------------|---------------|
| Switchvox Extend XML API | ✗ | ✗ | ✔ |
| Call Creation API | ✗ | ✗ | ✔ |
| Call Event Notifications API | ✗ | ✗ | ✔ |
| Outlook Integration | ✔ | ✔ | ✔ |
| Firedialer | ✔ | ✔ | ✔ |
| Screen Pops | ✗ | ✗ | ✔ |

| More Features | 7 of 9 | 7 of 9 | 9 of 9 |
|-----------------------------------|---------------|---------------|---------------|
| Dial-by-Name Directory | ✔ | ✔ | ✔ |
| Custom Time Frames | ✔ | ✔ | ✔ |
| Upgradable Hardware | ✔ | ✔ | ✔ |
| Advanced Diagnostics | ✔ | ✔ | ✔ |
| IP Phone Diagnostic Tool | ✔ | ✔ | ✔ |
| VoIP Provider Diagnostic Tool | ✔ | ✔ | ✔ |
| International Analog Line Support | ✔ | ✔ | ✔ |
| g722 and g729 Codec Support | ✗ | ✗ | ✔ |
| Organized Phonebooks | ✗ | ✗ | ✔ |

| Support & Maintenance | 0 of 4 | 2 of 4 | 4 of 4 |
|----------------------------------|---------------|---------------|---------------|
| Silver Support Subscriptions | ✗ | ✔ | ✔ |
| Gold Support Subscriptions | ✗ | ✗ | ✔ |
| Platinum Support Subscriptions | ✗ | ✗ | ✔ |
| Software Maintenance | ✗ | ✔ | ✔ |

| | FREE | SOHO | SMB |
|---------------------------------------|-----------------|-----------------|-----------------|
| Call Queues / ACD | 19 of 29 | 19 of 29 | 29 of 29 |
| One-touch Log-in / Log-out / Pause | ✗ | ✗ | ✔ |
| Unlimited Call Queues | ✔ | ✔ | ✔ |
| In Queue Call Routing | ✔ | ✔ | ✔ |
| Route when a Queue Caller Presses "0" | ✔ | ✔ | ✔ |
| Queue Caller Time-out | ✔ | ✔ | ✔ |
| Queue Member Circuit Limit | ✗ | ✗ | ✔ |
| Route when Max Queue Length Reached | ✗ | ✗ | ✔ |
| Route when No Members Logged In | ✗ | ✗ | ✔ |
| Custom Music on Hold Per Queue | ✔ | ✔ | ✔ |
| Invisible Queues | ✔ | ✔ | ✔ |
| Members Never Busy | ✔ | ✔ | ✔ |
| Announce Position in Queue | ✔ | ✔ | ✔ |
| Announce Estimated Hold Time | ✔ | ✔ | ✔ |
| Announcement Frequency Control | ✔ | ✔ | ✔ |
| Log-in Queue Members | ✗ | ✗ | ✔ |
| Permanent Queue Members | ✔ | ✔ | ✔ |
| Real-time Queue Status | ✔ | ✔ | ✔ |
| Historical Queue Logs | ✔ | ✔ | ✔ |
| Historical Queue Statistics | ✔ | ✔ | ✔ |
| Advanced Queue Charts | ✗ | ✗ | ✔ |
| Acknowledge Call | ✗ | ✗ | ✔ |
| Auto Log-off | ✗ | ✗ | ✔ |
| Queue Member Presence | ✗ | ✗ | ✔ |
| Agent-only Extensions | ✗ | ✗ | ✔ |
| Ring All | ✔ | ✔ | ✔ |
| Round Robin | ✔ | ✔ | ✔ |
| Fewest Calls | ✔ | ✔ | ✔ |
| Least Recently Called | ✔ | ✔ | ✔ |
| Random | ✔ | ✔ | ✔ |

| Custom Sound Recordings | 3 of 3 | 3 of 3 | 3 of 3 |
|--------------------------------------|---------------|---------------|---------------|
| Sound Manager | ✔ | ✔ | ✔ |
| Record Same Sound in Multiple Lang. | ✔ | ✔ | ✔ |
| Switchvox Comes with over 300 sounds | ✔ | ✔ | ✔ |

