



Switchvox: The Complete, Affordable UC Business Phone Solution

More than a phone system – a better way to communicate

Switchvox® On-Prem by Sangoma is the smarter, all-in- one UC solution that gives you total control, without the complexity or hidden costs. With all features included— voice, video, chat, IVR, call queues, reporting, CRM, MS Teams, and more—Switchvox delivers enterprise- grade communications in one powerful, easy-to-manage platform. You'll gain full ownership of your system, unmatched flexibility for remote work, and seamless scalability—with no recurring licensing fees per feature.

Switchvox appliances offer a reliable, plug-and-play on-premises UC solution with the power and flexibility businesses need to stay in control. With SSD storage, integrated Sangoma software, and seamless connectivity to Sangoma IP phones, SIP trunking, and gateways, Switchvox appliances ensure high performance, easy scalability, and long-term investment protection—all with zero-touch provisioning and centralized management.



Receive an exclusive
15% OFF SIPStation
SIP trunking service when
paired with Switchvox!



	Switchvox E510	Switchvox E525
Phones	150	400
Concurrent Calls	50	100
Processor Type	Intel Celeron J3455	Intel Ultra 5 235
RAM	1 × 8GB @ 1600 Mhz DDR3	1 × 8GB @ 5600 MT/s DDR5
SSD Storage	1 × 120GB	1 × 256GB
LAN	1 x GbE	1 x GbE
Video Port	HDMI	HDMI

Technical Specifications

General Features

- › Unlimited auto-attendant / IVR
- › Flexible time-based call routing
- › Class of Service
- › User management and group creation
- › Unlimited in/outbound fax-to-email
- › Hunt/Ring groups with pre-call announcement
- › Music-on-hold
- › Voicemail-to-email
- › Shared Voicemail
- › Directory / Contact management
- › Customizable announcements
- › Built-in multi-language IVR, voicemail and announcements
- › Calling queues (ACD/IVR)
- › Enhanced timezone support
- › Call Recording Reports
- › Call logging interface
- › Multi-Factor Authentication (MFA)
- › Secure communications (SRTP/TLS/VPN)
- › NetOps: Centralized monitoring across Switchvox systems

Call Features

- › Unlimited conference bridge & control
- › Find me/ Follow me calling
- › Hot Desking
- › Intercom
- › Call Parking / Call Pickup
- › Caller-ID
- › Do-not-disturb
- › Call Forward
- › Call Waiting
- › Call History and CDR
- › Speed Dial
- › Caller ID Blocklist and Allowlist
- › Multi-parking lot

Unified Communications

End user Control panel (Switchboard)

- › Conference rooms
- › Voicemail control
- › Call forwarding, call-waiting, DND and Follow-me control
- › Presence

VoIP Protocol Support

- › SIP / IAX

Softphone Integration

Sangoma Phone (Softphone)

- › Group chat, file-transfer, fax, SMS, presence
- › Sangoma Phone for MS Teams: Included free of charge, make/receive calls directly within the MS Teams Interface using embedded Sangoma Phone
- › MacOS / Windows / Web support

Mobile

- › Voice calls, Message Waiting indicator, unattended transfer, push notifications, SMS/MMS (with Sangoma Trunking)
- › iOS/Android Support
- › Apps: Visual Voicemail, Call Forward, Follow Me

CRM Integration

- › Click-to-call, screen-pop and call history for Salesforce and Zendesk, other apps using custom webhook

Telephone Features

- › Built-in Auto-Provisioning with redirect service (included with Sangoma IP Phones)

Call-Center Features (Built-in)

- › Call Queuing (ACD)
- › Advanced Ring Strategies
- › Caller Announcement
- › Agent wrap-up time
- › Max Queue callers
- › CRM Integration
- › Call Recording
- › Queue Wallboard: contact center dashboards
- › Queue: call center statistics, advanced call-center reporting
- › Queue call-back for inbound callers
- › Outbound Call Limiting

Codec Support

Software

- › ulaw, alaw, gsm, g.722, g.726, slin, ilbc, g.729 and opus

Add Ons

- › SIPStation SIP trunking service
- › MS Teams Integration via Direct Routing
- › Sangoma Scribe: AI-powered transcription of voicemails and phone calls, enabling sentiment analysis and call summaries

Physical Features

Switchvox E510

- › Unit dimensions: 5 x 5 x 2.0 (in)
127 x 127 x 50 (mm)
- › Power Supply: External Wall 65W

Switchvox E525

- › Unit dimensions: 11.9 x 3.7 x 11.5 (in)
303 x 95 x 293 (mm)
- › Power Supply: Internal 360W