

Frequently asked Questions

1. What is PBX in a Box?

PBX in a Box is a micro, cost-effective IP switchboard that supports different types of connectivity such as analogue, digital, fibre and SIP. The box is specifically tailored for small business and integrates voice, data, wireless and IT services into one single unit.

2. What is included in the solution?

Connects to 4 analogue lines/2 BRI and 3 SIP sessions for incoming and outgoing calls, with 4 extensions pre-configured. Customer can have up to 12 extensions on the PBX.

3. What options do I get?

- Wired solution: 1x LIP 9020 Operators terminal, 3x LIP 9002 desk terminals, Lightning protection and installation with LAN included.
- Wireless Solution: 1x LIP 9020 Operators terminal, 3x GDC 480 Dect terminals, Lightning protection and installation with LAN included.
- Mobile Solution: 1x LIP 9020 Operators terminal, 3x 3rd Party SIP Phone Licenses, Lightning protection and installation with LAN included.

4. Can a customer connect a mobile phone that is on another operator's network?

Yes, but it highly advisable that we promote our own mobile offers to customers

5. Who will setup and configure the solution?

All Telkom provided PABX solutions will be installed and configured by trained BCX DAS technicians with HIGH standard Quality of Service (QOS).

6. What do I need if I want my mobile phones to work as extensions?

With the Mobile solution you need to include 3rd party license, broadband access, static IP.

7. What Access do I require?

- Junction lines (maximum 4) or,
- Broadband (DSL or Fibre) or,
- SIP Trunk (Maximum 3) or,
- ISDN (Maximum 2).

8. Can I use it on my Smartphone as an extension?

Absolutely! You can use it with any compatible SIP/VoIP application for your phone (eg: Zoiper)

9. Can a customer have a combination of dect, mobiles and IP phones in one bundle?

Yes, customer can in future request additional extensions with any of the devices (wired, wireless or mobile).

10. What's features are standard?

- Forward Call.
- Night Service - **Call Forward to Voice mail**
- Call Pickup – Direct Call Pick up and Group Call Pick up
- Speed dial
- Music on Hold
- Conference Call - 3 Party Conferencing.

11. What is the customers benefits?

- Easy to setup PBX
- Cost-effective PBX offer
- Convenience: Pre-configured with 4 extensions but easily scalable
- Improved productivity: customer can start working immediately once installation is concluded
- Improved efficiency: an integrated communication solution

12. Can I add additional equipment?

Yes, it depends on the PABX capacity at that time. The following can be added but it will affect the price point.

- 3rd Party SIP Phone License - PBX in a Box (Telkom) - Rental R19.74 pm (Excl VAT)
- GDC-480H - PBX in a Box (Telkom) - Rental R55.85 pm (Excl VAT)
- IP Phone Power Adapter (No Power Hub) - Installation charge R8.40 (Excl VAT) Rental R10.64 pm (Excl VAT)
- LAN Cable 10m - PBX in a Box (Telkom) - R1.79 pm (Excl VAT)
- LIP-9002 - PBX in a box (Telkom) - Rental R26.29 pm (Excl VAT)
- LIP-9020 - PBX in a box (Telkom) - Rental R68.34 pm (Excl VAT)
- Main Component - Teltraces/Pro (PA139A) – **Pricing depends on various options**
- One-A-Log Call Recorder - Installation charge R228.90 (Excl VAT) Rental R226.05 pm (Excl VAT)
- OptiCon Micro UPS - Rental R142.38 (Excl VAT)
- IP Terminal Switch (1gig) - R27.89 (Excl VAT)

Please note that the above prices are subjected to ROE

13. What is the maximum extension ratio per solution?

- Wired solution: 1x LIP 9020 Operators terminal, 3x LIP 9002 desk terminals (Maximum 11 x extensions (LIP terminals) + 1 x onboard SLT)
- Wireless Solution: 1x LIP 9020 Operators terminal, 3x GDC 480 Dect terminals, (Maximum 11 x extensions (LIP terminals) + 1 x onboard SLT, maximum 6 x DECT handsets out of the 11 extensions)
- Mobile Solution: 1x LIP 9020 Operators terminal, 3x 3rd Party SIP Phone Licenses, (Maximum 11 x extensions + 1 x onboard SLT, maximum 11 x SIP 3rd party extensions)

Note the golden rule, the combination of LIP terminals, DECT extensions and 3rd party SIP extensions cannot exceed 11, and only maximum DECT x 6 extensions. This is only applicable to the locked unit. Also, maximum 3 x VOIP trunks for SIP exchange line connectivity.