

# UCP More Than Just a User Control Panel



Brian Hyrek  
Todd Bryant



Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

## Hardware

featuring over 60 manufacturers that offer over 16,000 products

## CloudSpan MarketPlace

a single place to shop various VoIP service providers - finding the perfect match for your client's diverse business needs

## Fulfillment

provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

## Refresh & Reclaim

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## Welcome to VoIP Supply

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

Featuring the most robust VoIP specific product catalog that contains over 5,000 products from over 60 of the industry's leading manufacturers, at VoIP Supply you will find everything you need for VoIP.

### Customer Feedback

"Great service. Michael gave me recommendations on a wireless headset. Placing the order online was simple." - June 16, 2017



### Featured Brands

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## Simplest way to get started...

1. **Expert guidance and support**
2. **Pair you with the right technologies and provider**
3. **Provide a solution that addresses your on-premise and hosted needs**
4. **Your business benefits from the improved features and savings**

**One stop shop!**

**VoIP hardware + services**

**Never ending features for your business**

**Solutions for single person thru SMB to enterprise**

**VoIP Supply, better savings on service and hardware than if you go direct**



## Recommended Next Steps

### Become a VoIP Supply Partner

**Call or Email Brian Hyrek at 7165314318 or [BHyrek@voipsupply.com](mailto:BHyrek@voipsupply.com)**

- Complete partner program agreements & paperwork
- Create an Onboarding Game Plan with your Account Representative (Training & Equipping your Team)
- Marketing & Sales Collateral - <https://www.voipsupply.com/partner-portal-home-page/>
- Opportunity Support – Consulting & Solution Design, Proposal / Pricing

# Q&As

**Brian Hyrek**

**716.531.4318**

**[BHyrek@voipsupply.com](mailto:BHyrek@voipsupply.com)**



# Agenda

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- Introduction to FreePBX and PBXact
- What is UCP
- Benefits and Features

# What is FreePBX

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- All-in-one IP PBX, Free-Of-Charge and includes all the basic elements you need to build a phone system
- Compatible on virtually all commercial hardware
- Intuitive WebGUI for control and configuration
- Comes in Software and Hardware options
- Powerful features
  - Compatible with most telecommunication vendors
  - Highly customizable from API level
  - Commercial add-on to add specific features, tightly integrated with the FreePBX store

# FreePBX – Built-in Features

Business Features	Calling Features	Telephony Support	Administration	User Control Panel (End User Dashboard)
<ul style="list-style-type: none"> <li>» Calling Queues (ACD)</li> <li>» Interactive Voice Response (IVR)</li> <li>» Unlimited extensions</li> <li>» Conference Bridge</li> <li>» Fax to E-mail</li> <li>» Ring Groups</li> <li>» Music on Hold</li> <li>» Calendar with third party integration</li> <li>» Voicemail Blasting</li> <li>» Find Me / Follow Me Calling</li> <li>» Wake Up Calls</li> <li>» Support for Video Calling</li> <li>» Secure Communications (SRTP/TLS)</li> <li>» Announcements</li> <li>» Text to Speech</li> </ul>	<ul style="list-style-type: none"> <li>» Three-Way Calling Support</li> <li>» Voicemail</li> <li>» Voicemail to E-mail</li> <li>» Caller ID Support</li> <li>» Call Transfer</li> <li>» Call Recording</li> <li>» Do Not Disturb</li> <li>» Call Waiting</li> <li>» Call History/Call Detail Records</li> <li>» Call Event Logging</li> <li>» Speed Dials</li> <li>» Caller Blacklisting</li> <li>» Call Screening</li> </ul>	<ul style="list-style-type: none"> <li>» Open Standards Support for Multiple Protocols</li> <li>» SIP, PJSIP, IAX2</li> <li>» PRI, T1, E1, J1, R2, POTS/Analog, ISDN, GSM</li> <li>» WebRTC</li> <li>» Softphone Support</li> <li>» Specialty Device Support               <ul style="list-style-type: none"> <li>o Door Phones</li> <li>o Overhead Paging</li> <li>o Strobe Alerts</li> <li>o Paging Gateways</li> <li>o Voice Gateways</li> <li>o Failover Devices</li> </ul> </li> <li>» Desktop/Mobile Phone Support</li> <li>» 21-day free trial of SIPStation sip trunking</li> </ul>	<ul style="list-style-type: none"> <li>» System Upgrade from webgui</li> <li>» Bulk Import Utilities (Trunks, Extensions, Users, DIDs)</li> <li>» Localization in both GUI and Sound Files for Multiple Languages</li> <li>» Backup and Restore Utilities</li> <li>» Custom Destination Administration</li> <li>» Web-based Config File Management When Needed</li> <li>» System Recording Management</li> <li>» GUI Controls for DNS, Network Settings, and More!</li> </ul>	<ul style="list-style-type: none"> <li>» Supported on Desktop, tablet and mobile devices</li> <li>» Widgets to customize popular features</li> <li>» WebRTC Softphone</li> <li>» Call History (Details and Recording Playback / Download)</li> <li>» Contact Management</li> <li>» Presence Management</li> <li>» Conference Room Management</li> <li>» Settings Management               <ul style="list-style-type: none"> <li>o Find Me / Follow Me</li> <li>o Call Forwarding, Call Waiting, Do Not Disturb</li> <li>o Call Confirmation</li> </ul> </li> <li>» Voicemail               <ul style="list-style-type: none"> <li>o Visual Voicemail – Playback and Management</li> <li>o Notification Options</li> <li>o Greetings Management</li> </ul> </li> </ul>



# What is PBXact

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- Sangoma's Commercial PBX offering
- Based on FreePBX, but different in the following way:
  - More secure as firmware is more tightly managed
  - Includes most of the commercial add-ons of FreePBX
  - More Intuitive webgui
- Also offered in software and hardware options

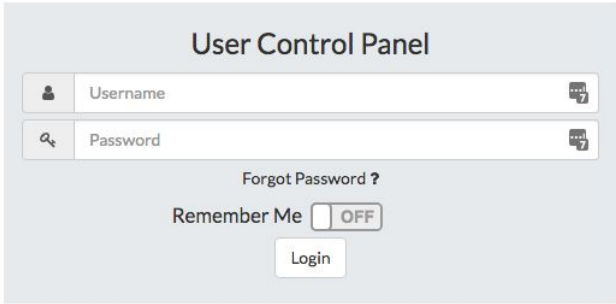
# PBXact – Built-in Features

	Included in Base	Additional Add-Ons
<b>PBXact Enhanced Features</b>		
🔍 Call Recording Reports	✓	
🔍 Class of Service	✓	
🔍 Conference Pro	✓	
🔍 Extension Routing	✓	
🔍 Fax Pro	✓	
🔍 Park Pro	✓	
🔍 Page Pro	✓	
🔍 SysAdmin Pro	✓	
🔍 Voicemail Notify	✓	
🔍 Voicemail Reports	✓	
🔍 XMPP Pro	✓	
🔍 Phone Apps for Sangoma Phones	✓	

<b>Third Party Phone Support</b>		
🔍 EndPoint Manager	📞 Free for Sangoma Phones	✓
<b>High Availability</b>		
🔍 High Availability		✓ Requires a license for each PBX
<b>Operator Panel</b>		
🔍 XactView Operator Panel (20 Pack)		✓
🔍 XactView Operator Panel Queue License		✓
<b>Desktop Application</b>		
🔍 Zulu UC Desktop Application (Full user license)	✓	
<b>Customer Relationship Management (CRM) Integration</b>		
🔍 CRM Link Module	✓	
<b>Call Center Features</b>		
🔍 Appointment Reminder	🔍 PinSet Pro	✓
🔍 Outbound Calling Campaign	🔍 Queue Pro	
🔍 CallerID Management	🔍 Queue Reporting	
🔍 Outbound Call Limiting	🔍 Web CallBack	

# What is UCP

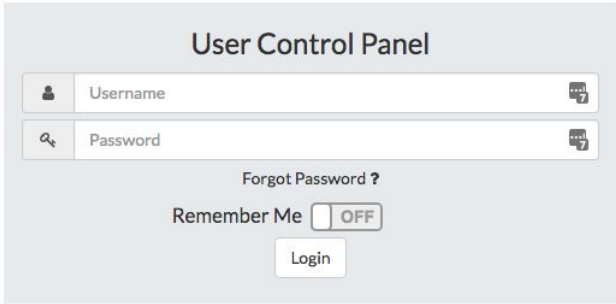
- Personal Extension Manager for every PBX user
- Fully accessible from the web or any mobile/tablet
- Great local and remote users



The screenshot displays the 'User Control Panel' login interface. It features a light gray background with a white title bar at the top containing the text 'User Control Panel'. Below the title bar, there are two input fields: 'Username' with a user icon on the left and a copy icon on the right, and 'Password' with a magnifying glass icon on the left and a copy icon on the right. Below the password field, there is a link for 'Forgot Password?'. Underneath that, there is a 'Remember Me' label followed by a toggle switch currently set to 'OFF'. At the bottom of the form is a 'Login' button.

# What is UCP

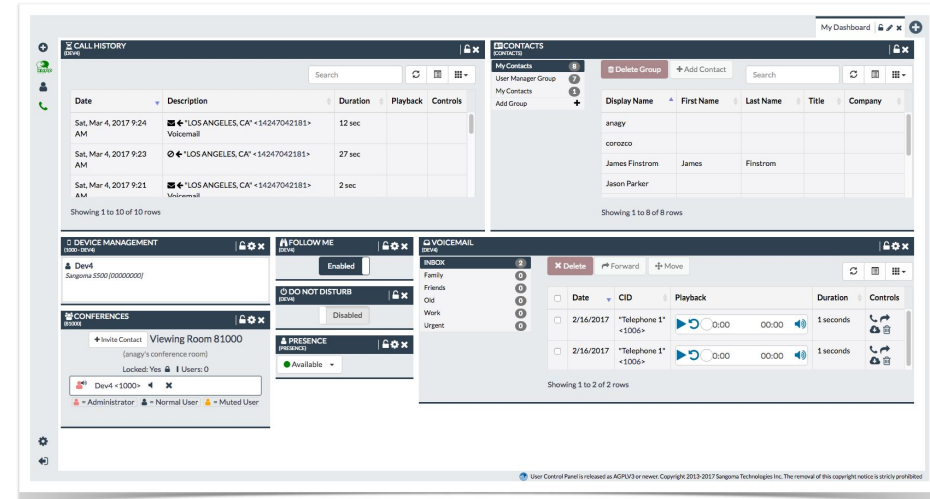
- Features which user control:
  - Call History
  - Conference Rooms
  - Fax (with Fax Pro)
  - Presence
  - Settings
    - Call Forwarding
    - Call Waiting
    - DND
    - Follow Me
  - Voicemail



The image shows a screenshot of a web-based User Control Panel (UCP) login interface. The panel has a light gray background and a white border. At the top, the title "User Control Panel" is centered. Below the title, there are two input fields: "Username" and "Password". Each field has a small icon on the left (a person for Username, a magnifying glass for Password) and a small icon on the right (a speech bubble with a question mark). Below the password field, there is a link "Forgot Password ?". Underneath that, there is a "Remember Me" checkbox, which is currently unchecked and labeled "OFF". At the bottom of the panel, there is a "Login" button.

# Features and Benefits

- Customize look & feel
- Prioritize your most popular features
- Take your extension with you
- Be more Productive



# LIVE DEMO

# Q&A

**Thank You**