elastix®
FREEDOM TO COMMUNICATE

Elastix is based on the popular IP PBX package Asterisk with a simplified management interface, local support and a feature rich set of tools designed to make it a low maintenance and easy manageable system to operate.

Standard features

- Web interface for easy management for trunks and extensions.
- Supports multiple VoIP vendor hardware add-on cards and gateways
- Support multiple codec's from and to devices and service providers
- Easy to setup voice mail
- Built-in reports

- Easy Backup and Restore
- Support Fax to email services
- Integrated instant messaging System
- Integrated CRM System

The Elastix application platform makes it fast and simple to install and configure your business-class telephony system. With unlimited extensions, voicemail-to-email, music on hold, call parking, analogue lines or high density T1/E1 circuits and many other features, Elastix provides all the functionality your business needs. Elastix brings big business PBX features to small and medium-sized businesses.

Now with Elastix 2.0, all you need is a mouse and 15 minutes to get not just Asterisk, but integrated applications like MySQL and SugarCRM. This new version provides the Elastix with increased reliability and many new features including a point-and-click, web-based graphical user interface (GUI) that dramatically increases ease of use, streamlines installation and virtually eliminates the need for the command line.
Elastix provides companies with a cost-effective telephony system and the surrounding applications they need to support their business

Miosa 24
YOUR HELPING HAND IN IT

VoIP PBX

- Call recording
- Voicemail Voicemail-to-Email
- IVR configurable
- Voice synthesis support
- Extension creation Batch Tool
- Integrated Echo Canceller
- Auto phone configurator
- Support for video phones
- Auto Hardware detection
- Integrated DHCP server
- Operator panel
- Call Detail (CDRs) report
- Billing report
- Report of channels
- Support for call queues
- Conference Center.
- Supported wide range of codec's
- Support for analog interfaces as
- Support for digital interfaces as Support for Bluetooth interfaces
- Caller ID supported.
- Multiple Trunk support.
- Incoming and outgoing routes
- Follow-me support
- Support for ring groups
- Support for paging and intercom
- Support for call routing based on Time Conditions
- Support for PIN sets
- Direct Inward System Access (DISA) - Direct access to the PBX via External Line
- Callback

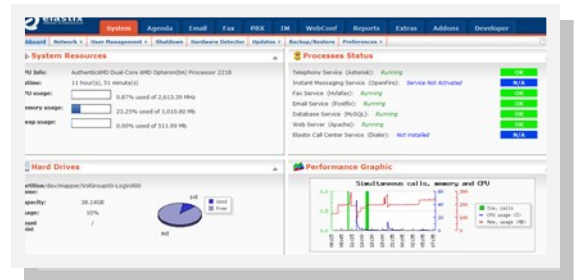Web based interface to the Asterisk console called the CLI

And many more features.
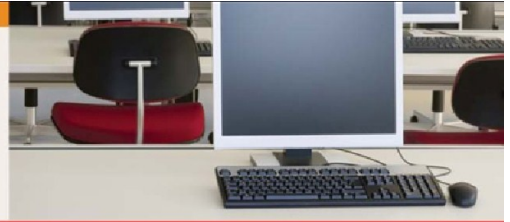
Detailed Features

General Features

- Network configuration
- The server can be shutdown from the Web
- Access control to the Web interface based on the ACL concept
- Interface to manage updates
- Backup/Restore
- Skins support
- Server date/time/time zone configurable from the Web

Fax Features
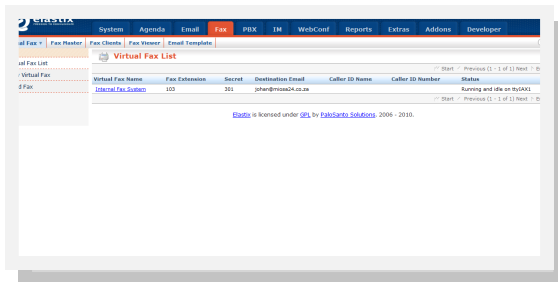
- Fax server based on HylaFax
- The fax functionality is administrable via Web
- Fax visor integrated. The faxes can be downloaded from the Web in PDF format *
- Fax-to-email application
- The email template (from fax-to-email) can be customized
- Access control for fax clients (white list)
- Can be integrated with the Winprint HylaFax plug-in. This application allows printing any document to a virtual fax from a Windows application.

Instant Messaging Features

- Instant Messaging (IM) server based on the Open fire project and integrated with Asterisk. It is based on the Jabber protocol which allows for compatibility with many Jabber clients.
- A call can be started from the IM client if you use the Spark client and have installed the Asterisk-IM plug-in.
- The IM server can be configured from the Web from a friendly interface
- Supports groups of IM users
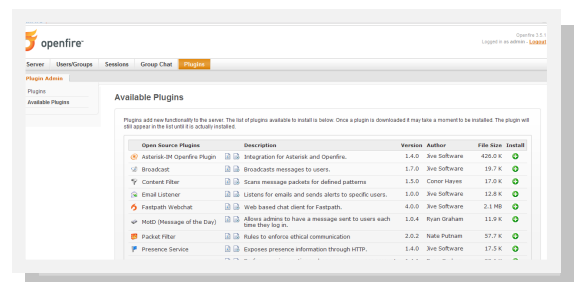
- Supports connection with other IM gateways like MSN, Yahoo Messenger, GTalk, ICQ, etc. This allows the user to connect to several networks from the same IM client
- Report of user sessions * Support for plug-in to extend functionality
- LDAP support
- Support server-to-server connections to share users between two servers

Call center Features
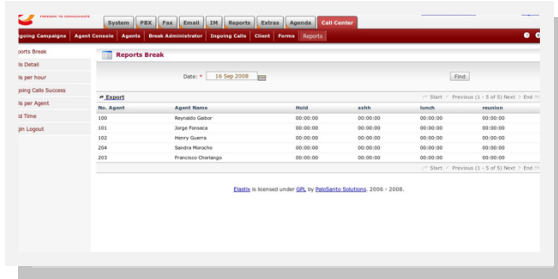
Elastix was the first distribution that included a call center module with a predictive dialer, released entirely as [Free /Libre Software]. This module can be installed from the same web-based Elastix interface through a module loader.

The call center module can handle incoming and outgoing campaigns. Some features are:

- Open Source Predictive dialer
- Support for Do-Not-Call List

- Support for incoming and outgoing campaigns
- Forms can be associated to a campaign and designed through an Web wizard
- A "script" can be associated to a campaign
- Agent console
- Support for various types of breaks
- Advanced Reports

Hardware Support

Elastix has a good support for telephony hardware. It includes drivers for the major manufacturers like:

- OpenVox
- Digium
- Sangoma
- Rhino Equipment
- Xorcom
- Yeastar
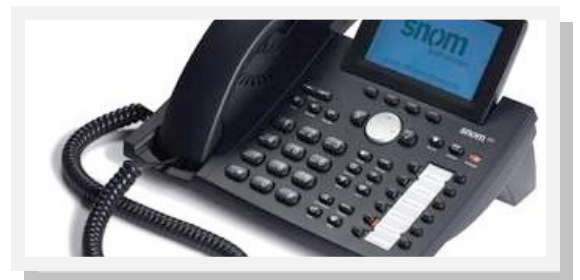
The most of these drivers are supported through the zaptel project or modified versions of it. Other drivers are supported by the mIDSN project and other projects.

Elastix also support other phone brands thanks to the SIP and IAX protocols that Asterisk implement. These protocols are based on public available standards. For this reason any manufacturer can build a product that supports them.

Some supported manufacturers are:

- Polycom
- Atcom
- Aastra
- Linksys
- Snom
- Cisco