

White Paper: Com.X5 vs. Mitel MiVoice Office

Introduction

The Far South Networks Com.X5 is the entry level IP PBX from Far South Networks, competing the comparatively similar market as the Mitel MiVoice Office.

This document lists and compares the feature set of the two products.

Choice of Product

The MiVoice is available with analog and digital phone extension ports, analog trunk ports and has expansion capability for Primary Rate ISDN.

The Com.X5 supports analog phone extension ports, analog trunk ports and Basic Rate ISDN (BRI). PRI can be supported with an expansion module (Comma iTA) or by selecting the higher-end Com.X10 model.

Feature	MiVoice Office	Com.X5
Interfaces		
Analog phone ports	4 - 20	0 - 24 (3km, REN3)
Analog trunk ports	4 - 20	0 - 24
Basic Rate ISDN	-	0, 4 or 8
Primary Rate ISDN	0 or 1	- (via iTA expansion unit or Com.X10 model)
Networking	1 x Ethernet	4 x Gigabit Ethernet
USB	2	2
UART	-	1
WiFi (802.11a/b/g)	-	1
X.21	Not available	1 (1,984 kbps max)
CDMA	Not available	1 (3G or LTE)
ADSL2+	Not available	1
Peripheral support		

IP phone interoperability	Mitel - yes Others - unknown	Yealink, Polycom, Snom, others
Digital phones	Mitel digital phones	Not available
DECT phones	Mitel DECT phone	Yealink, Gigaset, RTX
Conference phone	Mitel conference unit	Yealink, Polycom, Snom
Switchboard expansion modules	Mitel PKM	Yealink, SNOM expansion panels
Intercom and paging		Cyberdata
Access Control	"Built in" door relay	ITS, 2N
IP phone bulk provisioning	Unknown	Bulk IP phone provisioning, via spreadsheet content
Operator panel	Unknown	Web based Operator Panel, or IP phone with programmable keypad expansion modules
Licensing	Unknown	One license for all PBX features, no limits on extensions, voice mail, trunks or calls
Software platform	Unknown	Open, Linux and Asterisk based platform
Protocols		
TR-069	Not supported	Yes
Network services	DHCP	DDNS, DHCP, NTP, SSH, HTTP
Protocols	Unknown	PPP, PPPoE, HDLC, IPv4, Frame Relay
Firewall/Router	-	Built in firewall, NAT and router capability. SIP ALG.

		Class of Service support
VPN	-	Yes
VLAN	-	Yes, VLAN management via GUI
Standards	SIP, MGCP, G.711, G.729, T.38	SIP, G.711, G.729, T.38
Security	Unknown	Firewall, Blacklisting, Strong password generator
Maintenance		
Software platform	Unknown	Open, Linux and Asterisk based platform
Licensing	Unknown	One license for all PBX features, no limits on extensions, voice mail, trunks or calls
Reporting	Yes	Yes
Network alerts	No	Yes, integrated application (Nagios)
Software update	Unknown	Cloud based repository of Com.X s/w packages. GUI based package manager for remote s/w updates.
Backup and Restore	Unknown	Automated or scheduled backups (configuration, CDR's and recordings)
PBX features		
ACD	Yes	Yes
Auto Attendant	Yes	Yes, unlimited
Agents and queues	Yes	Yes

Budget based call routing	No	Yes
Conferencing	Yes	Yes, unlimited
Hot Desking	Yes	Yes
Advanced call handling, follow-me	-	Yes
Call Back	-	Yes
Camp On	-	Yes
Class of Service	-	Yes
Music on hold	External	Internal, streaming
Call recording	Unknown	Yes, plus streaming to external storage devices
Call Barging and "Spy"	Unknown	Yes
Pin sets	Unknown	Yes
Remote extensions	Yes	Yes
Twinning	Yes	Yes
TAPI	Yes	Yes
Voicemail, and VM to email	Yes	Yes
Applications		
Contact Centre reporting	Not supported	License upgrade
Hosted Voice Logger	Not supported	Licensed upgrade
Managed Services Portal	-	Cloud based service platform ensuring: <ul style="list-style-type: none"> • Connectivity through any firewall • Aggregation of all remote device alerts

Why choose Far South Networks Com.X range?

Robust & Reliable

Analogue telephony interfaces (POTS): The Com.X FXS interface is “near telco grade”, specified to 3km / REN3, supporting superior line drive capacity for deployments in large, legacy environments.

Surge resistance: With tight coupling between internal secondary protection devices and the units chassis ground, together with appropriately selected primary protection devices installed on all extra-building lines, the Com.X is designed and packaged to offer superior resilience to harsh surge conditions.

Integrated Access Device

Integrating a “best of breed”, Linux based, Firewall/Router application, the Com.X supports multiple industry standard WAN ports for secure transport of VoIP and data traffic: X.21 (synchronous serial), ADSL2+, WiFi, 3G/LTE, Gigabit Ethernet.

Integrating support for legacy infrastructure via multiple analogue and ISDN ports.

Expandability

Telephony ports:

- Comma iTA devices support analogue (FXS and FXO), BRI and PRI ports in a single 1U, 19” rack mount package. The Comma iTA provides distributed and seamless port expansion to a Com.X.
- Telco grade: FXS interfaces are specified to 3km/REN3, which supports seamless installation in large campuses where legacy infrastructure exists.

System failover & load balancing:

- Interconnecting a secondary Com.X device via an internal IP trunk, supports system expansion and intra-office dialplan mirroring between units.
- Utilising IP phone multi-line facility, phones may failover for service to a secondary Com.X device when required.
- Emergency ports on power fail: Com.X5 FXS/FXO line card provides an on board switch that seamlessly loops connected analogue exchange lines, FXO, to available POTS on the FXS subscriber ports.

Extensible

Hosted Voice Logger: Cloud based, fully compliant, voice logger service. Backed up and redundant service with 99.99% availability.

Call Center Analyser: A flexible, real-time call queue monitoring and reporting engine for the Com.X PBX

Managed Services Portal: Secure device management and communication services on ANY network via ANY web browser.

CRM: The open standards platform of the Com.X range facilitates simple integration into 3rd party CRM applications supporting, for example, click-to-dial and caller information popup.

HTTP: Web based facility enabling integration to:

1. "Click to dial" from company CRM
2. Call Records and Call Recording archival to 3rd party platform

TAPI: MS TAPI is supported via 3rd party library.

Billing: Database and CSV formats are standard for CDRs. Easily extracted via network interfaces or scripts.

Training programs

Mature technical training programs:

- Programs support Level 1 and Level 2 technical proficiencies
- Practical and hand on
- Inexpensive and adaptable training infrastructure allows the distributor to manage within its own regions
- CRM based registration and trouble ticketing system