

PBX

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Product Catalog Info

Product Code:

SFT-MAN-PBX STANDARD

Product Description:

PBX Standard The PBXStandard provides direct PBX integration to allow Caller ID Injection. Compatible PBX Systems: Tadiran IPX Tadiran Aeonix Avaya Enterprise (AES server required)

(Private Branch eXchange, and has become a general term used to describe a business telephone system that offers multiple inbound and outbound)

<https://boldgroup.lightning.force.com/lightning/r/Product2/01t6g000002jG1jAAE/view>

Product Code:

SUS-MCS-PBX ENT

Product Description:

PBX Enterprise PBXEnterprise provides Caller ID Injection, Auto Dialing AND to support the following Bold MediaGateway modules: TwoWayPLUS (TwoWayVoice and InstantConnect), and OpenVoice. Licenses sold separately.

<https://boldgroup.lightning.force.com/lightning/r/Product2/01t6g000005SKeJAAW/view>

Knowledge Base

Installation guide: (INTERNAL)

PBX Server Installation Guide

<https://securityandalarminternalkb.knowledgeowl.com/help/1875>

Video Guide:

Alarm Monitoring Software - PBXEnterprise Solution

<https://www.youtube.com/watch?v=DhCGmYauchw>

Pre-Requisite Document

n/a

Supplementary information

Compatible telephony systems

PBX is only compatible with:

- 1) Tadiran IPX Tadiran Aeonix
- 2) Avaya Enterprise (AES server required)

Where is the TAPI driver installed?

On the client, not the server. The TAPI that the PBX uses, for example Cisco, needs to be installed on the workstation and then setup under phones and modems.

Fundimentally, if the customer can dial from windows then the Manitou client will be able to dial.

Is it possible to get the Bold TAPI driver for evaluation ?

Yes, it is a file that Professional Services must provide to the customer.

Effort and Process

On Prem / Hosted

The installation takes 8 hours

1) PM to obtain answers to the questions

2) PM to book time with the System Consultant and the customer

Questions for the Customer

Question 1: Is Tadiran IPX Tadiran Aeonix or Avaya Enterprise (AES server required) currently in use.

Question 2: [on prem only] IP and Port of the on prem PBX

Training

n/a
