



Hosted PBX — Complete Communications Solution

MIX Networks Hosted PBX ensures high availability and Quality of Service, unifying your entire communications environment with enterprise-grade call management. We meet your business' communications needs with customizable call flows and convenient queue options, equipping your teams with the tools they need to respond faster, keep customers engaged, and deliver consistently better cloud hosted-experiences, with no expensive on-premise hardware required.



Why MIX Networks Hosted PBX?

MIX Networks delivers a feature rich, cloud hosted phone system built to support organizations of every size, from small businesses to large multi-location enterprises. Whether it's a single storefront or a multi-tenant senior living community, our platform adapts and scales to meet your evolving communication needs.

- ✓ No on-premise PBX hardware needed
- ✓ Instant provisioning & easy moves/adds/changes
- ✓ Scalable from small teams to enterprise level businesses
- ✓ Powerful auto attendant & call routing
- ✓ Real-time call status via user portal
- ✓ Mobile-ready with UCFone Mobile App
- ✓ Dedicated U.S.- based support
- ✓ API availability for custom integrations

Advanced Call Management Spotlight



Auto Attendant & Smart Routing

Route callers intelligently with customizable auto attendants, with a visual Auto Attendant Designer that makes building call flows simple. Configure time-of-day routing so customers always reach the right team with no manual effort required.



Call Queues & ACD

Distribute inbound calls automatically with Automatic Call Distribution (ACD) and customizable call queues. Supervisors gain real-time visibility into queue activity, enabling them to manage workloads proactively and maintain consistent service quality.



Silent Monitoring & Call Recording

Empower supervisors to silently monitor live calls, coach agents effectively, and maintain quality assurance across your team. Optional call recording captures every interaction for compliance, training, and dispute resolution.



Hot Desking / Hoteling

Enable flexible workplaces where employees can log in to any available desk phone and have their personal settings, calls, and voicemail follow them, perfect for hybrid teams and shared office environments.

Call Flow & Communication Management

Design and control how every call is routed, handled, and experienced across your organization.

- Auto Attendants (IVR) with visual call flow design
- Multi-level and chained call routing logic
- Call Queues with Automatic Call Distribution (ACD)
- Time-of-day and scheduled call routing (Timeframes)
- Custom answering rules for inbound call handling
- Simultaneous ring and Find Me / Follow Me routing
- Calling plans and configurable dialing permissions
- Hunt Groups and ring groups for team-based routing
- Call Park and Call Pickup (directed and group-based)
- Intercom and paging capabilities
- Conference bridges for multi-party communication
- Music on Hold with customizable audio
- Group announcements and broadcast messaging
- Emergency calling (E911) support
- Purchase instantly usable DIDs

User Productivity Features

Features that empower individual users and improve day-to-day communication

- Call forwarding (Always, Busy, No Answer, Not Reachable)
- Attended and blind call transfer
- Call waiting and three-way calling
- Voicemail with customization and management options
- Voicemail-to-email with transcription and audio playback
- Do Not Disturb (DND) and privacy controls
- Call logs and real-time call status visibility
- Call return, redial, and call notifications
- Busy Lamp Field (BLF) for real-time presence monitoring
- Contact directory and dial-by-name functionality
- Direct inward dialing (DID)
- Custom and default greetings
- Selective call acceptance and rejection
- Shared line / call appearance
- Personalized music on hold
- Simultaneous ring (personal)
- End-user portal access for self-service control
- Mobile access via UCFone app



Administrative & Management Tools

Gain full visibility and control with powerful tools to manage, monitor, and scale your communications environment.

- Office Manager Portal for centralized system control
- User portal for self-service configuration
- Real-time active call monitoring across the organization
- Call detail records (CDRs) and call reporting
- Call analytics, statistics, and activity logs
- SIP call traces for advanced troubleshooting
- Device provisioning and inventory management
- Moves, adds, changes, and deleting (MACD) made simple
- Auto-attendant configuration and management
- Queue management and performance visibility
- Conference bridge configuration tools
- Music on hold upload and management
- Authorization and account codes for call tracking
- Access group and role-based permission management
- Department and multi-site organization support
- Hot desking / hoteling for flexible work environments
- Presence and user status monitoring
- Malicious call trace and call intercept tools
- Simplified number porting with Port Genie
- API availability for custom integrations

Faxing and Internet Faxing

Flexible internet fax solution platform that modernizes communications while preserving reliability, security, and compliance.

- Web-based faxing from secure user portal
- Email-to-fax and fax-to-email integration
- Send and receive faxes digitally (no hardware required)
- Real-time fax delivery and status tracking
- Instant fax notifications via email
- Dedicated fax server options
- Support for both email-based and traditional faxing
- Send and receive faxes from physical machines or digitally
- Flexible deployment across cloud and on-prem environments
- Fax machine support via analog adapters (ATA)
- Seamless integration with existing fax infrastructure
- HIPAA-compliant faxing capabilities
- Audit-ready reporting and activity logs
- T.38 faxing for reliable transmission over IP network

Ready to modernize your business communications?

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Scan or visit us at
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