



BREAK FREE

From Your Outdated Phone System

3CX PHONE SYSTEM YOUR COMPLETE UNIFIED COMMUNICATIONS SOLUTION

REDUCE YOUR COSTS, INCREASE YOUR PRODUCTIVITY & MOBILITY WITH 3CX PHONE SYSTEM FOR WINDOWS

Move to 3CX Phone System - an open standard Windows-based IP PBX that provides superior features and flexibility at a far lower cost.

- Evolve your communications by allowing employees to hot desk anywhere in the office.
- Enable teleworking by allowing employees to take their extension with them wherever they go.
- Lower your call costs and globalize your business by making use of world-wide VoIP providers and bridging your offices for free inter-office calls.

3CX Phone System completely replaces a hardware PBX without the need for additional phone wiring. It supports popular SIP phones, VoIP providers, and traditional PSTN lines. 3CX Phone System's web-based management console makes it easy to configure, eliminating the need for expensive maintenance.

10 Advantages of 3CX Phone System

1. Software based: Easy to install & manage
2. Inexpensive to buy and expand
3. Work from anywhere with iOS & Android clients
4. Leverage existing IT infrastructure & Server hardware
5. Save on your phone bill with SIP Trunks & Mobile / Remote clients
6. Integrated video conferencing using WebRTC
7. Better customer service with advanced call queues
8. Integrate with CRM & Accounting software
9. Standards based – use popular IP Phones, SIP Trunks
10. Click 2 Call from your website



Software based
PBX



Mobility
Android / iOS



Windows & Mac
Clients

SAY GOODBYE TO EXPENSIVE EXPANSION MODULES AND COSTLY PHONE BILLS!

SAVE ON COSTS WITH 3CX

3CX Phone System for Windows is much cheaper than a traditional phone system. The initial purchase cost and the expansion cost are both much lower compared to a proprietary PBX, and with 3CX Phone System you also save on maintenance fees.

Unlike appliances, 3CX can scale to an almost unlimited capacity because it leverages modern server hardware.

With 3CX, businesses can also use VoIP Providers & Skype to save on international calls and to terminate international customer service numbers on the local IP PBX.

Manage the PBX in house and save on consultant's fees.

Further savings come from connecting branch offices with 3CX Bridges, so that all inter-office calls are setup as internal calls and are therefore free. Also, integration of remote workers is easy with the 3CX Tunnel, boosting mobility and resulting in savings from teleworking possibilities.

3CX Phone System includes enterprise-level features as standard. Businesses do not need to pay extra for advanced features or add-ons, as 3CX already: inbuilt fax server, digital receptionist, paging/intercom, integrated voice mail, central phone book and more.



3CX Bridges: Setup inter-office calls as FREE internal calls



Advanced call features at no additional cost



Remote employees can make phone calls free of charge

“ *Configurability of 3CX is outstanding – we can easily make changes to the PBX ourselves, something that was unthinkable on a traditional PBX.* ”

CATERHAM
F1 TEAM

/ Bill Peters, Head of IT, Caterham F1

ENHANCE PRODUCTIVITY WITH UNIFIED MESSAGING AND PRESENCE

UNIFIED COMMUNICATIONS

3CX Phone System for Windows delivers Unified Communications technology by unifying voice mail, fax and email, as well as providing presence information.

With 3CX Phone System, employees can easily see the presence of other users and avoid making or transferring calls unnecessarily.

Presence is displayed in any standards-based IP phone, as well as in the 3CXPhone user portal.

Furthermore, 3CX unifies voice mail and faxes with email by delivering them to the user's inbox.

3CX provides full video capability - using 3CXPhone or a SIP video phone, video calls can be made with a click of a button.

3CX includes a fax server that is able to route incoming faxes as PDFs to email. Users can send faxes via traditional fax machines or by using a 3rd party T38 capable fax server software.

With 3CX, businesses save time and money as they can forget about fax machines and extra telephone lines.

MANAGEMENT

Ext	First Name	Last Name	Status
115	Samantha	Hunt	Available
100	Gareth	Jones	Available
101	Home	MT EXT	Available
102	Maria	Johnson	Available
103	Nick	Johnson	Available
104	James	Pung	Available
105	David	Morgan	Available
106	Emily	White	Available

3CXPhone - 103

(106) Bianca Morris

21/06/2013 14:20:50

00:00:01

(105) Andy Diamond

21/06/2013 14:20:48

00:00:14

Voicemail: Receive voice mail in your inbox

Fax Received



Fax: Receive faxes as PDF files

“ 3CX was remarkably flexible and easy to install. It was also extremely simple to manage and being able to run 3CX on Windows Server offers great peace of mind. ”

/ Dustin Adam, Director of IT, RE/MAX

3



BOOST MOBILITY AND ALLOW STAFF TO TELEWORK

FREEDOM TO THE USER

3CX gives total freedom to the user, by enhancing mobility and allowing staff to work remotely.

3CX Phone System includes a web-based user portal that gives extension users complete mobility and independence.

Users can configure extension preferences using a web browser without help from IT staff.

Call forwarding rules can be created based on time received, caller ID and type of call. For example, calls outside working hours can be routed to voice mail or a mobile phone.

This way, crucial calls are never missed, and there is no need to give out personal mobile numbers when out of the office.

3CX is the only IP PBX to include a free Windows & Mac VoIP phone, and free VoIP phone apps for iPhone and Android that can be used in or out of the office.

3CXPhone for Windows, Mac, iPhone and Android and traditional hardware phones, can be used at the same time using the same credentials.

For example, the hardware phone can be used when at the office, but when at home or on the road it is very easy to switch to the softphone and remain connected to the company's phone system.



3CXPhone - 103

Add more people

Andy Diamond
Connected

Jack Horacio

User Portal: Configure your own extension preferences easily and from anywhere

Stay connected to the office from wherever you are with 3CXPhone

3CXPhone

No answer

Timeout in seconds

Forward To:

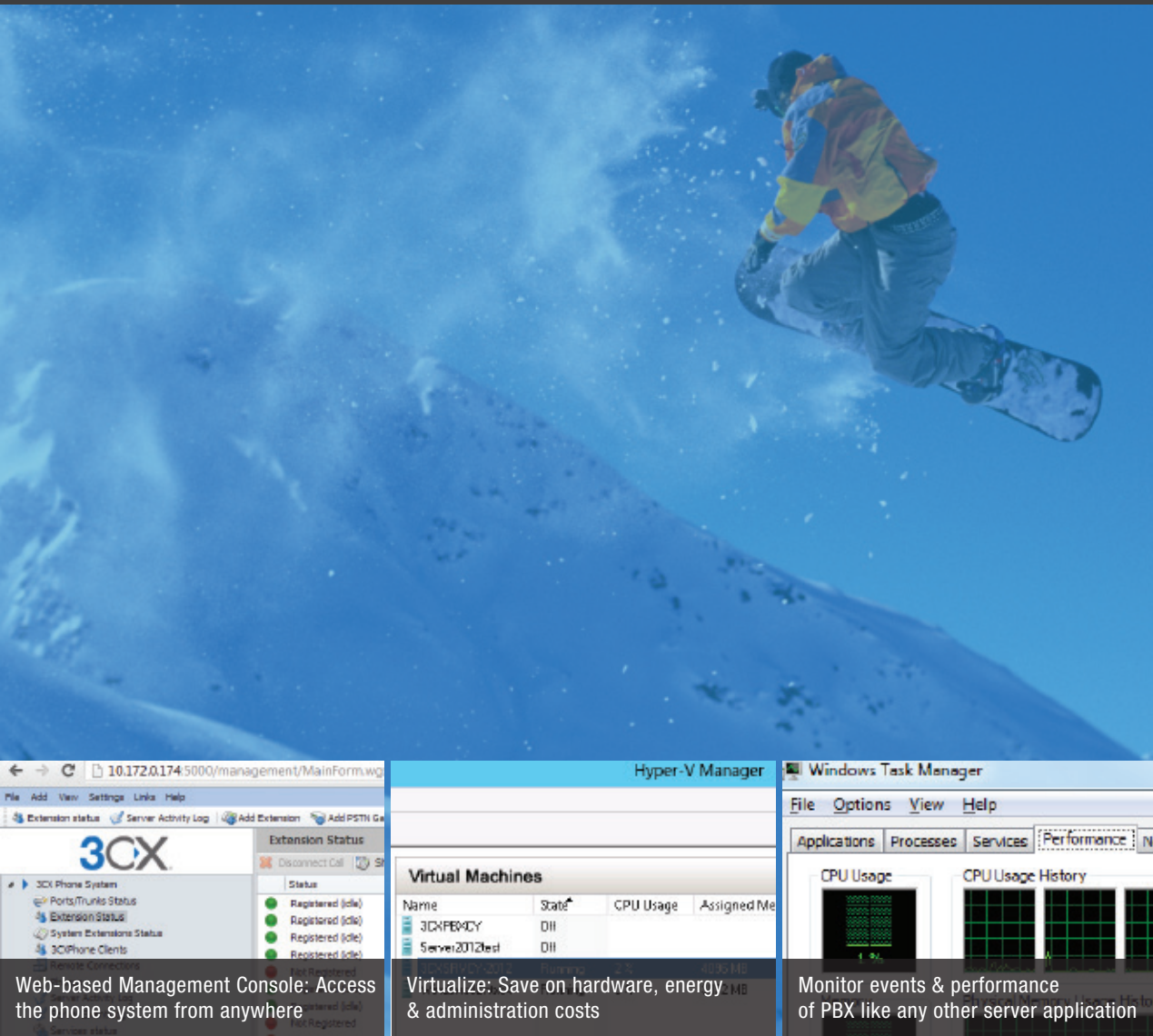
Advanced forwarding rules: Set-up by caller ID, time and type of call

“ 3CX Phone System is proving flexible and reliable, and it's on target to reduce our ongoing telephony maintenance, line rental, support, and call costs by 70 percent per annum, about £70,000. ”



/ Stephanie Stephenson,
Director of Customer Services,
Wiltshire College

MANAGE YOUR PHONE SYSTEM VIA 3CX'S WEB-BASED CONSOLE



FREEDOM TO THE NETWORK MANAGER

With 3CX, network managers break free from the archaic user interfaces of conventional PBXs and from the traditional PBX vendor. With the intuitive web-based console, administrators can easily create extensions and make PBX configuration changes without needing the PBX vendor.

Because 3CX Phone System is just another Windows server application, it is easy to manage too. It can be monitored just like any other Windows server application using your existing network monitoring package.

As 3CX Phone System is completely software-based, it provides many advantages over a traditional PBX or an IP PBX appliance.

It's easier to manage and control and you do not need to learn how to update and troubleshoot an obscure home-made Linux version.

A software-based phone system scales a lot better too. Just add more phones and lines as you go along without being limited by the ports or processor on the appliance.

You can install 3CX Phone System on your existing server or virtualize it and eliminate extra hardware, energy and management costs. You can easily backup your PBX and restore it on another machine in case of hardware failure - an impossible task when an appliance breaks down.

“ The implementation of 3CX Phone System in our company has improved the efficiency and communications between our branches worldwide and has cut down our call costs significantly... Utilizing its trunking and advanced call routing features, we were able to lower our telephony cost by about a four-figure sum per month. ”



/ Volkan Sanverdi, CFO,
Chip One Exchange

STAY AHEAD OF THE COMPETITION WITH 3CX PHONE SYSTEM PRO

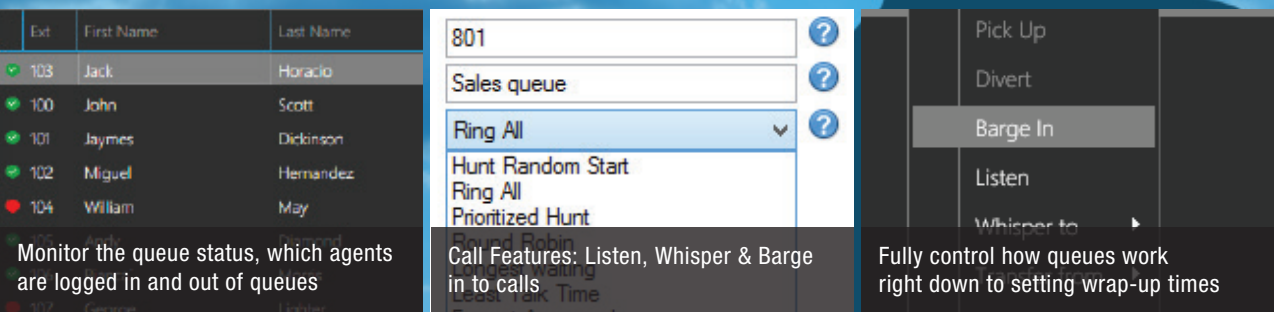
BOOST CUSTOMER SATISFACTION WITH 3CX PHONE SYSTEM PRO

The 3CX Phone System Pro edition provides professional call center features at an affordable price for any size of business. Boost your customer care agents' productivity by reviewing real time queue and agent statistics. Supervisors can review the number of calls in a queue, how many calls have been answered or unanswered, average and longest wait-times and more. Improve your customers' satisfaction with the Call Back feature. Customers can hang up after a configurable length of time and maintain their position in the queue.

Using the Listen feature, supervisors have the ability to listen in to calls. The Whisper feature allows the supervisor to speak directly to an agent, giving them vital feedback whilst on the call and without the customer hearing. The Barge feature allows the supervisor to enter the call and assist the customer further. With more detailed call center driven reports, you're always up to date with how your customer care is developing.

Wrap-up time, assigns a configurable amount of time for your employees to carry out any admin tasks or to complete other followup tasks. The SLA alerts feature allows supervisors and managers to be notified when callers have to wait beyond a configurable amount of time.

3CX Phone System Pro is a license key only upgrade. Simply purchase the upgrade, and reactivate 3CX Phone System to instantly activate the call center features.



The screenshot displays the 3CX Phone System Pro interface. On the left, a table lists agents in a queue. In the center, a dropdown menu shows call features. On the right, a sidebar contains various call control buttons.

Ext	First Name	Last Name
103	Jack	Horacio
100	John	Scott
101	Jaymes	Dickinson
102	Miguel	Hernandez
104	William	May

Call Features: Listen, Whisper & Barge in to calls

Fully control how queues work right down to setting wrap-up times

“ The fact that I could install 3CX Phone System on the existing Windows Server was a great advantage. Rather than buying a “black box“, I could leverage my Windows skills to administer the phone system and greatly reduce the administration time of the PBX. ”



/ Stefan Pfender,
CEO of The Maierl Hotel

BRING YOUR BUSINESS & CUSTOMERS CLOSER WITH 3CX WEBMEETING

WEB CONFERENCING MADE EASY

3CX's easy to use video conferencing solution, 3CX WebMeeting, enables businesses to save time and money by hosting virtual meetings, whilst enjoying the benefits of face-to-face communication.

3CX WebMeeting can be used for a wide variety of everyday communication needs, from enriching a standard phone call with video, to visualising a sales pitch with a product presentation. Businesses can host webinars or online trainings using the Virtual Classroom features, or even provide technical support by taking control of a participant's desktop to fix or show something on their computer.

Video conferences can easily be launched through the 3CXPhone client with a few mouse-clicks. Fully integrated with 3CX Phone System, 3CX WebMeeting is delivered as a hosted add-on, meaning that 3CX customers can easily enjoy the web conferencing feature without installing additional server hardware or requiring additional bandwidth.

All 3CX customers are automatically licensed to hold video conferences with 3CX WebMeeting for a low six month or yearly cost, offering excellent value for money.

10 fps 128 kbit/s

128 kbit/s
160 kbit/s
192 kbit/s
256 kbit/s

801
Sales queue
Ring All
Hunt Random Start
Ring All
Prioritized Hunt

3CX

Face-to-face meetings with colleagues and clients all over the world

Choose the bandwidth you want to use for your meeting

Participants can chat during the meeting

3CX IMPRESSIVE SET OF FEATURES

General Phone System Features	Free	Standard	Pro
Call Logging	•	•	•
Call Reporting *	•	•	•
Blind & Attended Call Transfer	•	•	•
Call Forward on Busy or No Answer	•	•	•
Call Routing by DID	•	•	•
Caller ID		•	•
Auto Attendant / Digital Receptionist	•	•	•
Voicemail / Music on Hold	•	•	•
Central Phonebook	•	•	•
Call by Name	•	•	•
Call Parking & Pickup		•	•
Call Queuing		•	•
Call Recording		•	•
MWI – Message Waiting Indicator		•	•
BLF Status Updates		•	•
Intercom / Paging		•	•
Ring Extension & Mobile Simultaneously		•	•
Automatic pickup on busy	•	•	•
WebRTC	•	•	•
Webmeeting	•	•	•
Web applications secured with HTTPS	•	•	•
Management and Scalability			
Web-based Management Console	•	•	•
Configuration Wizard	•	•	•
Real Time Web-based System Status	•	•	•
Integrated Web Server	•	•	•
Backup and Restore The PBX	•	•	•
Configure External Extensions via 3CX Tunnel	•	•	•
Integrated Enterprise Database	•	•	•
VM Ware / Hyper V	•	•	•
Establish SIP Trunks with other SIP Servers	•	•	•

* Requires Valid Maintenance Agreement – First Year Free

Unified Communications	Free	Standard	Pro
Setting Up Conference Calls		•	•
See the Presence of Your Colleagues		•	•
View the Presence of Other Offices			•
Receive Voicemail via Email		•	•
Receive Faxes via Email as PDF		•	•
Integrated Fax Server		•	•
Integrate Offices with 3CX Bridge		•	•
Public SIP ID for Extensions	•	•	•
Advanced Forwarding Rules	•	•	•
Unparalleled Mobility with Windows, iPhone & Android			
CTI Support (Windows)	•	•	•
Seamlessly Create Conference Calls	•	•	•
See the Presence of Your Colleagues	•	•	•
Users can Configure their Own Extension	•	•	•
Plug and Play Provisioning	•	•	•
Email Provisioning	•	•	•
Manage 3CXPhone from within the Console	•	•	•
Includes 3CX Tunnel to Avoid NAT Problems	•	•	•
Tunnel All VoIP Traffic Over a Single Port	•	•	•
Transfer Calls	•	•	•
Shows Caller ID	•	•	•
Shows Personal Call History	•	•	•
Divert Calls to Voicemail	•	•	•
Queue Monitoring		•	•
IP Phone Management			
Automatic Phone Provisioning	•	•	•
Remotely Manage IP Phones	•	•	•
Manage IP Phones Network Wide	•	•	•

IP Phone Management (continued)	Free	Standard	Pro
Plug and Play Support	•	•	•
Provisioning Network Wide with Correct Settings	•	•	•
Restart Phones Remotely	•	•	•
Manage Firmware Network Wide	•	•	•
3rd Party Application Integration			
Microsoft Outlook Integration		•	•
Salesforce integration			•
Microsoft Dynamics Integration			•
Sage ACT! integration			•
SugarCRM Integration			•
HTTP API to integrate with Any Web-based CRM			•
Microsoft Exchange 2007/2010/2013 UM			•
Microsoft Exchange Contact Phonebook			•
Microsoft Exchange Auto Attendant			•
Devices and Providers			
Supports Popular IP Phones	•	•	•
Supports VoIP Gateways	•	•	•
Make and Receive Skype Calls	•	•	•
Supports SIP / VoIP Providers	•	•	•
SIP Trunking Support	•	•	•
Free Communication Links to SIP Servers		•	•
Codecs (Voice Compression)			
G711 (a law and u law)	•	•	•
G722	•	•	•
GSM	•	•	•
Speex	•	•	•
ILBC	•	•	•
G729		•	•



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