3CX
Innovating Communications

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From Your Outdated Phone System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 tele-working by allowing employees to take their extension with them wherever they go.

- Lower call costs and globalize your business by making use of worldwide 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. The 3CX Phone System web-based management console makes it easy to configure, eliminating the need for expensive maintenance.
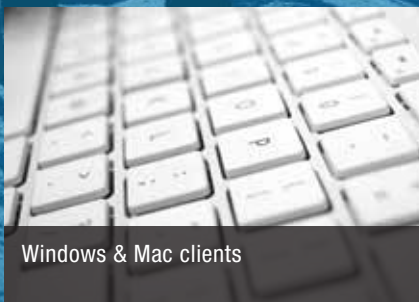
10 Advantages of 3CX Phone System

1. Easy to manage by an IT administrator
2. Costs less to buy and expand
3. Greater return on investment
4. Use existing hardware and make huge savings
5. More features by leveraging Windows technologies
6. Hardware & vendor independent – no vendor lock in
7. Better fault tolerance through easy backup of your PBX
8. 3CX Phone System is more scalable than hardware PBXs
9. Better integration with other business applications
10. Easily build voice applications that increase productivity

Software bases PBX   Mobility Android / iPhone   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 from vendors.

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 consultants fees.

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

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

"
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*

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

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UNIFIED COMMUNICATIONS

ENHANCE PRODUCTIVITY WITH UNIFIED MESSAGING AND PRESENCE

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 3CX MyPhone 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.
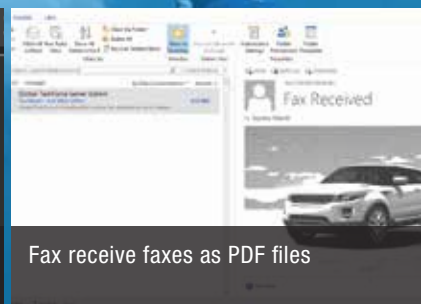
Presence eliminate expensive telephone tag

Voice mail receive voice mail in your inbox

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

BOOST MOBILITY
AND ALLOW STAFF TO TELE-WORK

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 their own 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 VoIP phone, and free VoIP phone apps for iPhone and Android that can be used in or out of the office.

3CXPhone for Windows, 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 soft phone and remain connected to the company's phone system.

UserPortal Configure your own extension preferences easily and from anywhere

UserPortal Configure your own extension preferences easily and from anywhere

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.* "

/ *DStephanie Stephenson,*
Director of Customer Services,
Wiltshire College

Wiltshire College

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MANAGE THE PHONE SYSTEM VIA 3CX'S WEB-BASED CONSOLE
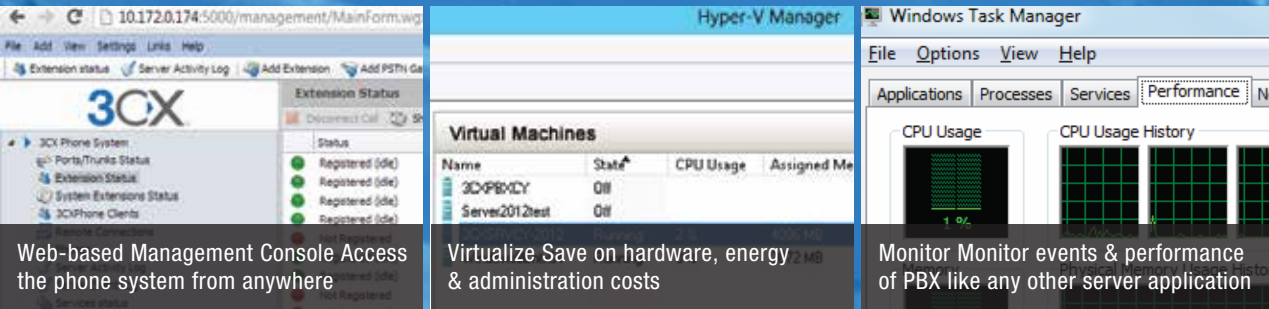
FREEDOM TO THE NETWORK MANAGER

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 the 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*

Web-based Management Console Access the phone system from anywhere

Virtualize Save on hardware, energy & administration costs

Monitor Monitor events & performance of PBX like any other server application

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STAY AHEAD OF THE COMPETITION
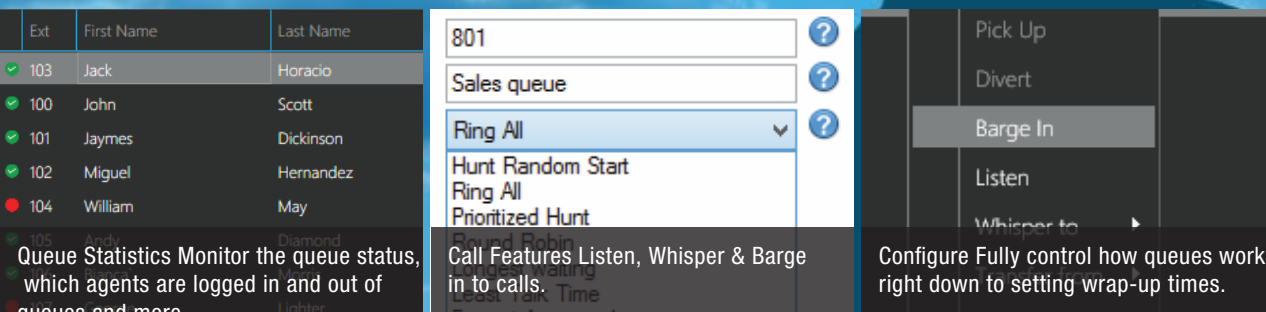## WITH 3CX PHONE SYSTEM PRO

BOOST CUSTOMER SATIFICATION
WITH 3CX PHONE SYSTEM PRO

The 3CX Phone System Pro edition provides professional call center features at an affordable price for small to medium sized businesses. 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 fact that I could install the 3CX Phone System on the existing Windows Server was a great advantage. Rather then buy 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

Queue Statistics Monitor the queue status, which agents are logged in and out of queues and more.

Call Features Listen, Whisper & Barge in to calls.

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

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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		•	•

Management and Scalability

	Free	Standard	Pro
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

	Free	Standard	Pro
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

	Free	Standard	Pro
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

	Free	Standard	Pro
Microsoft Outlook Integration		•	•
Salesforce integration		optional	optional
Microsoft Dynamics Integration		optional	optional
Sage ACT! integration		optional	optional
SugarCRM Integration		optional	optional
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

	Free	Standard	Pro
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)

	Free	Standard	Pro
G711 (a law and u law)	•	•	•
G722	•	•	•
GSM	•	•	•
Speex	•	•	•
ILBC	•	•	•
G729		•	•

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3CX Innovating Communications®

USA	**UK**	**Germany**	**France**	**Russia**	**Hong Kong**	**Japan**
2180 Satellite Boulevard	Unit 2, St. John's Mews	Baaderstrasse 44a	Elysees Defense 7C	Ugreshskaya 14 / 317	Level 3	Semizu Building 4F
Suite 400	13 St. John's Road, Hampton Wick	München	Piazza Duomo	Moscow	Three Pacific Place	1-10-4 Otowa Bunkyo-ky
Duluth, Georgia 30097	Kingston upon Thames, KT1 4AN	80469	92056	115088	1 Queen's Road East	Tokyo 112-0013
USA	United Kingdom	Germany	France	Russia	Hong Kong	Japan
+1 (855) 3CX 1475	+44 (0)203 327 2020	+49 (0)89 2206 1592	+33 (0) 184 881 00	+7 (495) 640 4336	+852 2588 3411	+81 3 6304 1818
info@3cx.com	info@3cx.co.uk	info@3cx.de	info@3cx.fr	info@3cx.ru	info@3cx.hk	info@3cx.jp

Cyprus	**Switzerland**	**Poland**	**South Africa**
Block B	Bahnhofstrasse 32	ul. Powstancow 72G	20, Cambridge Office Park
1 28th October Street	Postfach 1103 6301	05-091	5 Bauhinia Street
Nicosia 2414	Zug	Zabki	Highveld, 0169
Cyprus	Switzerland	Poland	South Africa
+357 22 444 032	+41 (0)41 511 80 00	+48 22 292 5630	+86 11 329 11
info@3cx.com	info@3cx.ch	info@3cx.pl	info@3cx.com