



**Connect. Communicate. Collaborate.**

**3CX**<sup>®</sup>  
Phone System

## ▶ 3CX Phone System for Windows



### Break Free with a Software-Based IP PBX for Windows

Break free from expensive proprietary phone systems and move up to an open standard IP PBX that **increases productivity** of employees and IT staff and **costs much less**. Evolve your communications by enabling employee mobility: Calls can be made and answered seamlessly from outside the office and voice mail and faxes received via email. **Globalize your business** by connecting branch offices and re-directing local customer service numbers via the internet to your phone system at negligible cost.

**3CX Phone System** for Windows is an award-winning IP PBX that completely replaces your proprietary PBX, supports standard SIP soft/hard phones from any vendor, VoIP service providers and VoIP gateways to connect traditional PSTN lines. Add extensions or lines by adding standard SIP telephony equipment and save on consultants' fees because of 3CX' easy to use web-based administration. Overcome the limitations of outmoded hardware-based PBX systems, reduce costs significantly and add advanced communications features that will make your company more efficient and competitive!



## ► Unified Communications



### Enhance Productivity with Unified Messaging and Presence

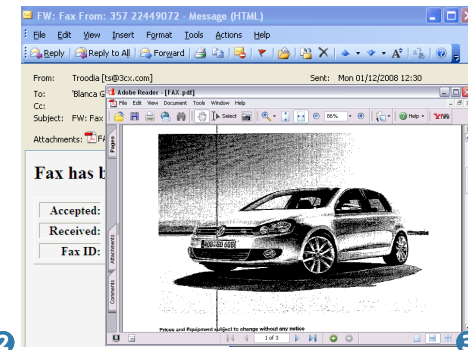
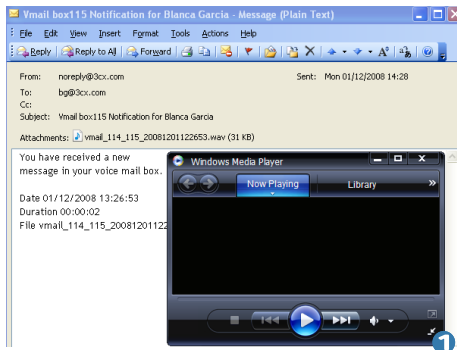
**3CX Phone System for Windows** delivers Unified Communications technology by unifying voice mail, fax and email; as well as providing presence information.

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



1. **Presence** – eliminate expensive telephone tag
2. **Voice mail** – receive voice mail in your inbox
3. **Fax** – receive faxes as PDF files

## ► Freedom to the User



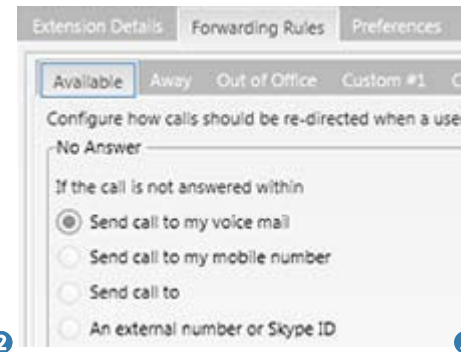
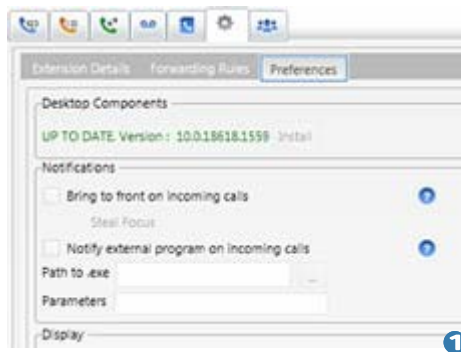
### Boost Mobility and Allow Staff to Tele-Work

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. Important calls can be forwarded to a mobile based on the caller ID.

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 that can be used in or out of the office. 3CX soft phone and the traditional hardware phone 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.



1. **User Portal** – Configure your own extension preferences easily and from anywhere
2. **3CXPhone** – Stay connected to the office wherever you are
3. **Advanced forwarding rules** – Set-up by caller ID, time and type of call

## Freedom to the Network Manager



### Manage the Phone System via 3CX' Web-Based Console

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. 3CX is completely software-based and this has many advantages over a traditional PBX or an IP PBX appliance.

It is easier to manage and control and you do not need to learn how to update and troubleshoot an obscure home-made Linux version. Software-based 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 on an existing server or virtualize it and eliminate extra hardware, energy and management costs. You can easily backup your PBX to a disk and restore on another machine in case of hardware failure - an impossible task when an appliance breaks down.

The screenshot displays the 3CX web-based console interface. On the left, a tree view shows the '3CX Phone System' structure, including 'Ports/Trunks Status', 'Extension Status', 'Server Activity Log', 'Services status', 'Extensions', 'PSTN devices', 'VOIP Providers', 'Inbound Rules', 'Bridges', 'OutBound Rules', 'Digital Receptionist', and 'Ring Groups'. The main area shows a table of 'Ports/Trunks' with columns for 'Status' and 'Virtual Extension'. A 'Hyper-V' console window is open, showing a list of virtual machines with columns for 'Name', 'State', 'CPU Usage', and 'Uptime'. The 'Windows Task Manager' Performance tab is also visible, showing 'CPU Usage' at 10% and a 'CPU Usage History' graph.

Name	State	CPU Usage	Uptime	
3cx0	Running	0 %	06:34:23	
3cx1	Pause	Running	0 %	04:33:34
3cx2	Reset	Running	0 %	06:34:10
3cx3	Snapshot	Running	0 %	06:45:02
3cx4	Revert...	Running	0 %	04:07:55

1. **Web-based Management Console** - Access the phone system from anywhere
2. **Virtualize** - Save on hardware, energy & administration costs
3. **Monitor** - Monitor events & performance of PBX like any other server application

## Freedom of Choice



### Tested Interoperability with Leading SIP Hardware & VoIP Providers

3CX has completed **interoperability testing** with leading industry VoIP hardware providers of SIP Phones and VoIP Gateways, giving businesses total vendor independence and freedom of choice.

Many leading **SIP Phones** are interoperable with 3CX including: Aastra, Linksys, snom, Cisco, GrandStream, Polycom, Siemens and X-Lite. 3CX can automatically configure most SIP phones with the appropriate extension settings.

**VoIP Gateways** that seamlessly interoperate with 3CX include:

Berofix, Patton, Grandstream and Sangoma; and 3CX ships with 'out of the box' configurations for the leading models.

Leverage low call costs by using 3CX with popular **VoIP Providers** worldwide and benefit from 3CX 'out of the box' configurations. Or use the 3CX with **Skype Connect** to make and receive calls to Skype users at no charge.

3CX has a global network of **over 1,000 3CX Partners** who provide businesses with fully integrated, cost-effective VoIP solutions and top grade **support**.

The screenshot displays the 3CX management console with three numbered callouts:

- 1**: Points to the 'Edit Extension - Ext.101 Troodia Spyrou' window, showing provisioning details like MAC Address (OC123456), Model (GrandStream GXP-2000), and Select Interface (192.168.1.3).
- 2**: Points to the 'PSTN Devices' table, which lists Grandstream(8) at 192.168.1.12 and Patton 4554 at 192.168.1.11.
- 3**: Points to the 'VoIP Providers' section, showing a list of providers including Broadvox Go Anywhere, Broadvox SIP Trunk, CallCentric, CellIP, Generic SIP Trunk, Generic VoIP Provider, and Generic VoIP Provider (Compatibility mode).

- SIP Phones** – Automatic configuration of popular SIP Phones
- VoIP Gateway** – Continue to receive and make calls on your existing phone lines
- VoIP Providers** – 'Out of the box' configurations for leading VoIP providers worldwide

## ► Break Away from the Cryptic and Limited Phone Interface



### Finally an Easy Way to Use your Phone from Windows with 3CX MyPhone!

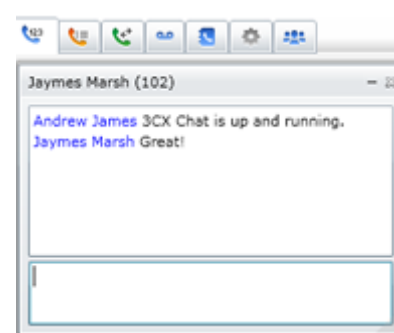
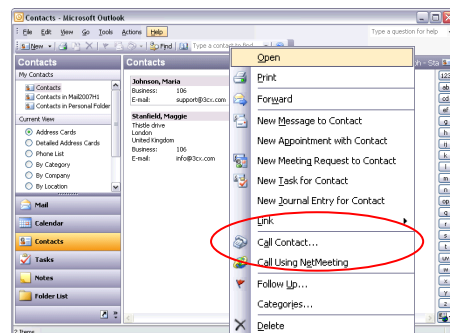
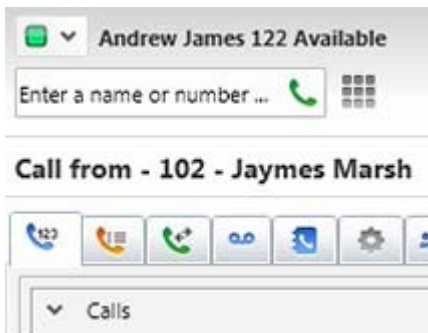
3CX MyPhone is a web-based utility, that can also be installed as a Windows or Mac desktop application, that offers extension users an easy way to transfer, divert, launch or park calls via drag and drop rather than via a cryptic phone interface. You can view status of other colleagues and avoid 'voice mail tag' and unnecessary phone calls. Launch calls by double clicking on an extension, selecting a contact from the phonebook or by highlighting a number on a web page and hitting a function key.

Managers can monitor phone line & call queue status. A handy instant message feature allows you to send text messages to other users

3CX MyPhone works in tandem with any IP phone, 3CXPhone (soft phone) or even analog phones! If using a hardware IP phone, the call will be set -up to the IP phone.

3CX MyPhone also integrates with Microsoft Outlook, Salesforce.com and other CRM systems to allow launching of calls and call journaling. Caller ID can be matched to a contact record to automatically identify the caller as well as bring up information from previous calls for improved customer service.

All extension users can also view their call history, manage voice mails, phonebooks and more.



1. **3CX MyPhone** – Manage your phone from your desktop, not a cryptic phone keypad!
2. **Microsoft Outlook** – Launch calls from Microsoft Outlook or other popular CRM systems
3. **Instant Messaging** – Communicate with colleagues via text chat

## ► Boost Customer Satisfaction with 3CX Call Center Module



### Stay Ahead of the Competition with the 3CX Call Center Module

The 3CX Call Center module 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 follow-up tasks.

The SLA alerts feature allows supervisors and managers to be notified when callers have to wait beyond a configurable amount of time.

The Call Center module is a license key only upgrade to 3CX Phone System. Simply purchase the upgrade, and reactivate your 3CX Phone System to instantly activate the call center features.

The screenshot displays three main components of the 3CX interface:

- Agent Status Table (1):** A table showing the status of agents in the '801 Customer Service' queue. The 'Customer Service' group has 0/0 agents. Individual agents include Bob Taylor, Jane Shultz, Andrew James, Rodney Jackson, and Casey Jordan, with their respective login/logout statuses.
- Call Action Menu (2):** A vertical list of call management actions: Reject, Transfer, Park, Leave voice mail, Record call, Barge in, Listen, and Whisper.
- Queue Configuration (3):** A settings panel for queue '801' (Sales Queue) with options like Least Talk Time, Hunt Random Start, Ring All, Prioritized Hunt, Round Robin, and Longest waiting.

1. **Queue Statistics** – Monitor the queue status, which agents are logged in and out of queues and more.
2. **Call Features** – Listen, Whisper & Barge in to calls.
3. **Configure** – Fully control how queues work right down to setting wrap-up times.

## ► Save on Costs with 3CX



### Say Goodbye to Expensive Expansion Modules and Costly Phone Bills!

**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 you also save on maintenance fees from vendors.

Unlike appliances, 3CX can **scale** to almost unlimited capacity because it can leverage 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.

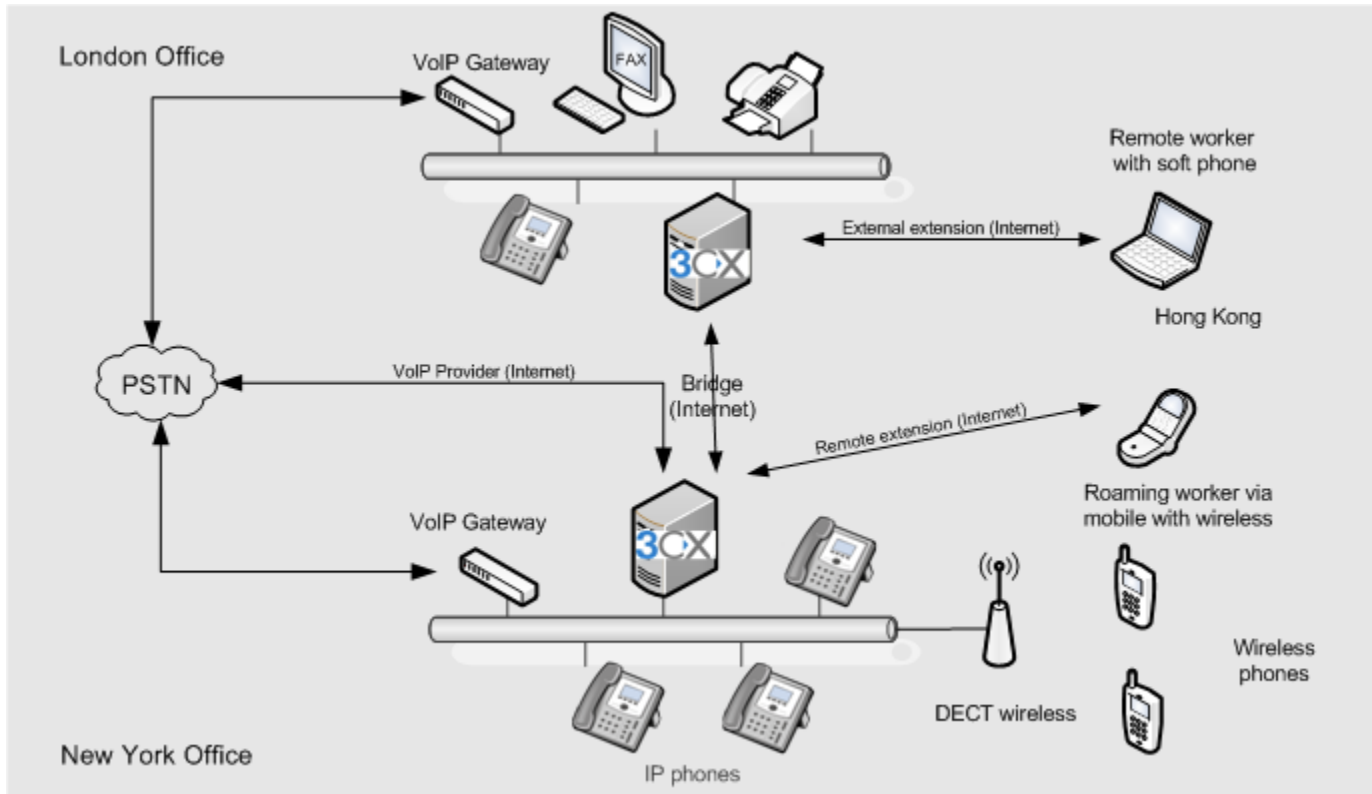
Manage the PBX in house and save on consultants fees.

Further savings come from connecting branch offices with **3CX' Bridges**, so that all inter-office calls are set-up 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.

1. **3CX Bridges** – Set-up inter-office calls as FREE internal calls
2. **Advanced Features** – No extra cost for voice mail, auto attendant and Queues.
3. **Tele-work** – Employees work remotely while staying connected to the company's IP PBX

## ► How it Works



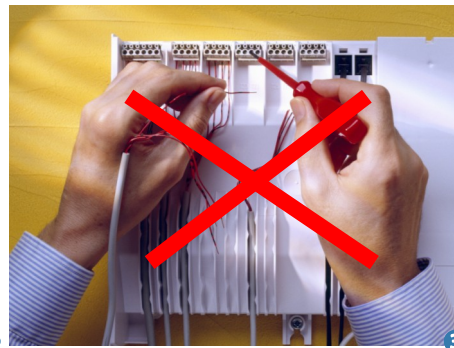
### An Open, Vendor-Independent System that Grows with your Business

A complete **3CX Phone System for Windows** consists of the server software, soft phones or IP phones, and a VoIP Gateway to connect your existing phone lines. It is also possible to re-use existing analog phones with the use of FXS gateways. A VoIP provider can be used to leverage low cost calls across your network.

The system can use the existing computer wiring, sharing the network point with the computer, and can be installed on an existing, non-dedicated Windows server or run as a virtual machine.

Add extensions or lines by simply adding standard SIP telephony equipment and save on consultants' fees because of 3CX Phone System for Windows easy to use web-based administration.

Overcome the limitations of outmoded hardware-based PBX systems, reduce costs significantly and add advanced communications features that will make your employees more productive and your company more efficient and competitive.



1. **Soft phones** – Use in combination with your IP Phone
2. **IP Phones** – Use any leading SIP hardware phone
3. **Phone wiring** – No need for extra cables as phones use your computer network

## ▶ What Others Have to Say About 3CX

### "We don't understand VoIP, but we understand 3CX" - No Tomato Advertising

"3CX Phone System is a great Windows-based PBX solution for our company. It is a cost-effective solution which is easy to install and maintain."

- Mike Faster, President, Coyote Creek Consulting



"3CX has significantly helped in achieving our business goals to expand with mobility."

- Chris Green, Managing Director, NANT Ltd.



"Configurability of 3CX is outstanding - we can easily make changes to the PBX ourselves, something that was unthinkable on a traditional PBX." - Bill Peters, Lotus Racing Head of IT



"3CX is very easy to setup and manage. The MS Exchange 2007 Unified Messaging integration works very well. I am very happy with the product!"

- Craig Hyatt, Information Technology Director for Campus Services, University of North Carolina at Chapel Hill



**3CX is Editor's Best Award winner - Windows IT Pro magazine**

Windows IT Pro editors select winners based on the product's strategic importance to the market, its competitive advantages and its value to the customer. They demand solid value and performance from the products they select using their product knowledge and subject matter expertise.

"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



**Computer Shopper highly recommends 3CX Phone System**

Karl Wright reviewed the Free edition of 3CX Phone System for Windows for UK's biggest technology magazine Computer Shopper and wrote that he "couldn't really fault 3CX's Phone System. The free edition has most of the functions a home office or small business will need...considering you can download it for free, we highly recommend it."

"I was attracted to 3CX' software because of its simplicity, because it runs on Windows and because it has web-based management."

- Steve Hechtman, President, Inductive Automation / Calmetrics Company



**"Our IP PBX is only 30% of the cost of other phone systems"**

Following an interview with 3CX's CEO Nick Galea, Computerwoche's editor Jurgen Hill wrote a very positive article about 3CX Phone System for Windows market position, the advantages of an IP PBX against a traditional PBX, and the Free edition of 3CX VoIP PBX.

**3CX VoIP solution makes an impression on PC PRO editor**

Jon Honeyball with PC PRO believes that analogue telecom is a thing of the past, and that to get more value from a computing infrastructure it is wise to switch to VoIP. He went on to test 3CX Phone System for Windows and after installing the IP PBX he concluded: "Overall, I'm very impressed with this solution."



**3CX Phone System Review in ZDNet**

Alan Stevens from ZDNet reviewed 3CX Phone System for Windows and found it to be a very good product: "Very easy to configure and manage, the 3CX Phone System for Windows scores well on functionality and is compatible with most SIP handsets, gateways and services."



# 3CX Impressive Set of Features

General Phone System Features	FREE Edition	Commercial Editions	Management and Scaleability	FREE Edition	Commercial Editions	3CX MyPhone	FREE Edition	Commercial Editions
Call Logging, Call Reporting	•	•	Web-Based Management Console	•	•	Web-based Utility	•	•
Blind Call Transfer, Attended Call Transfer	•	•	Configuration Wizard	•	•	Transfer Calls	•	•
Call Forward on Busy or No Answer	•	•	Real Time Web-based System Status	•	•	Shows Incoming Calls	•	•
Call Routing (DID) / Caller ID	•	•	Integrated Web Server	•	•	Shows Caller ID	•	•
Conference Calling	•	•	Automated Restore and Backup	•	•	Shows Personal Call History	•	•
Auto Attendant / Digital Receptionist	•	•	Firewall/NAT Friendly Configuration of External Extensions via Tunnel	•	•	Divert Calls to Voice Mail		•
Voice Mail / Music on Hold	•	•	MS Windows Server Certified	•	•	Queue Monitoring		•
Ring Groups & Hunt Groups	•	•	Integrated Enterprise Database (PostgreSQL)	•	•	Shows Status of Other Extensions		•
Central Phonebook	•	•	VM Ware / Hyper V	•	•	Run as Presence Monitor with Desk Phone		•
Call Parking and Pickup		•						
Call Queuing		•	<b>Unified Communications &amp; Mobility</b>			<b>3rd Party Application Integration</b>		
Call Recording		•	MyPhone Self-Service User Portal	•	•	Microsoft Outlook Integration		•
Dial by Name		•	Receive Voice Mail via Email	•	•	Salesforce Integration		•
MWI - Message Waiting Indicator		•	Make Video Calls	•	•	HTTP API to Integrate with any Web CRM		•
BLF Status Updates		•	Advanced Forwarding Rules Based on Caller ID, Time and Type of Call	•	•	Microsoft Exchange 2007 UM		•
Conference Rooms		•	Integrate Branch Offices with 3CX Bridges		•			
Intercom		•	Standards-based Presence Information		•	<b>Devices and Providers</b>		
Paging		•	Integrated Fax Server		•	Supports Popular IP Phones	•	•
			Receive Faxes via Email as PDF		•	Supports VOIP Gateways & cards	•	•
<b>Softphones</b>			<b>IP Phone Management</b>			Make and Receive Skype Calls	•	•
Supports Windows, Android 1.6 and iPhone 4.0 and Up	•	•	Automatic Phone Provisioning	•	•	Supports Popular SIP /VoIP Providers	•	•
Manage Softphone from Management Console	•	•	Remotely manage IP phones	•	•	SIP Trunking Support	•	•
Includes Tunnel to Avoid NAT Problems	•	•	Manage IP Phones Network-Wide	•	•	Free Communication Links to 3CX and other SIP Servers		•
Auto-Provisioning / Remote Configure	•	•	Plug and Play Support	•	•			
Remote Configure	•	•	Provision Network-Wide with Correct Settings	•	•	<b>Codecs (Voice Compression)</b>		
			Restart one or all Phones Remotely	•	•	G711 (a law and u law), GSM, Speex, Ilbc	•	•
<b>SIP Standards Support</b>			See Firmware Network-Wide	•	•	G722	•	•
Fully Supports RFC 3261	•	•	Update Firmware Network-Wide	•	•	G729*		•
SIP Forking	•	•						
Establish SIP Trunks with other SIP Servers		•						



\*The Mini Edition includes two G729 channels, the Small Business Edition includes 4 sim G729 calls, The Pro Editions 8 and the Enterprise Editions 16

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