


# Gear Up Your PBX

Cut Costs, Boost Profits

**ircsa**  
TECHNOLOGIES

**3CX**



## **Gear Up Your PBX** Cut Costs, Boost Profits

### **Evolve Your Communications With 3CX**

3CX is a software based PBX that works with SIP standard based IP Phones, SIP trunks and VoIP Gateways to provide a full PBX solution – without the inflated cost and management headaches of an ‘old style’ PBX. Used by more than 30,000 companies globally, 3CX has been recognized for its innovation and cutting-edge technology.

### **Take your Extension Anywhere**

3CX includes clients for smartphones and Mac or Windows laptops that allow users to use their office extension from anywhere, seamlessly integrated as if they were in the office. Not only are all calls to the office free of charge, but employees can leverage one single number and make a professional impression.

- Take your extension everywhere you go
- All calls are free of charge – slash your mobile phone bills
- Increase productivity – work from anywhere
- One number – Don't give out your personal mobile number

### **Halve your Telephone Bill and Increase Sales**

With 3CX, companies can reduce their telephone costs by up to 80%, by leveraging SIP trunks, WebRTC, free calling to remote extensions and offices and reducing the number of fixed telephony lines. With the CRM integration, agents get a customer name rather than a number.

- Save on call costs by lowering mobile & customer service number bills
- Easily add and remove extensions – no per user license
- Know who's calling with CRM integration -increase customer satisfaction
- Leverage existing hardware, wiring and low cost open standard hardware

# Take control of your PBX

## Virtualize with Hyper-V & VMWare

vmware  
READY



### An Easy to Install and Manage PBX

#### Plug and Play Configuration of Phones, Gateways & SIP Trunks

Plug-in an IP Phone or Gateway to your network and 3CX will automatically configure them, saving you countless hours of configuration time and removing the learning curve. Connect a SIP trunk within minutes with pre-configured templates for most popular SIP trunk providers, including end to end support from 3CX.

- Configuration templates for supported IP Phones, SIP Trunks, Gateways
- No need to figure out complex IP Phone / Gateway or SIP Trunk settings
- Guaranteed interop and support from 3CX for end to end solution
- Inbuilt template for easy configuration of VoIP Providers / SIP Trunks

#### Easy, Network-Wide Management of IP Phones & Softphones

With 3CX you can manage your IP Phones from within the 3CX Management Console. Deploy new firmwares on many phones with a few mouse clicks. Guaranteed interop with supported IP Phones gives you peace of mind when updating your phones. The 3CX clients for smartphones can easily be deployed via email, whilst software updates are automatic, eliminating help desk calls.

- Upgrade IP Phone firmwares from the 3CX Management Console
- Each new IP Phone firmware is tested by 3CX to avoid interop issues
- Reprovision, reboot IP phones remotely
- Configure advanced IP phone options from the console

#### Virtualize with Hyper V and VMware or Install on Existing Server

The power of 3CX lies in the fact that it is entirely software based. Leverage your existing servers and take full advantage of their power and reliability, without having to add yet another difficult to manage "appliance" to your server room. Get easy backup and redundancy to boot with Hyper V or VMware!

- Completely software based
- Leverage existing servers
- No need to add another 'black box' appliance to your server room
- Easy backup and redundancy to boot with Hyper-V or VMware

# Slash your Phone Bill

Use SIP trunks, WebRTC & Softphones



## Slash your Telco and Travel Costs!

### Reduce your Phone Bill by 80%

Teleworkers or people working from outside the office can make calls free of charge – saving you significant charges. Connect remote offices by using bridges and all calls between offices are free. International DIDs and IP Telephony allow customers to call you cheaply and increase customer satisfaction.

- Connect remote offices with bridges and eliminate interoffice call charges
- Teleworkers or traveling sales people make free office calls
- Save on monthly call costs using SIP trunks
- Leverage WebRTC & reduce 800 number phone bills

### A PBX Which Doesn't Break the Bank

Traditional PBXs or indeed black box appliances are difficult to scale. Add more extensions and you are hit by licensing costs, underpowered hardware or you run out of ports. Not so with 3CX – add extensions, lines, features at no cost and avoid dreaded PBX replacements!

- No per extension licensing
- Scale up to thousands of lines and extensions without extra hardware
- No additional training is required
- Unified Communications features at no additional cost

### Cut Travel Costs With Integrated Web Conferencing

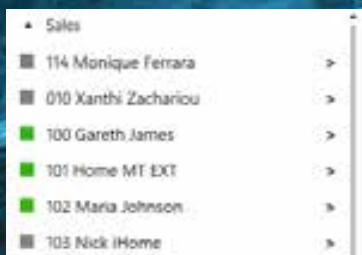
3CX's integrated web conferencing solution saves you travel time and money by allowing users to host web meetings and enjoy face-to-face communication wherever they are. Attend meetings around the world with the cutting edge WebRTC technology of 3CX WebMeeting.

- Eliminate expensive Web Conferencing Services
- All 3CX users licensed free of charge
- Save on call conferencing costs
- No monthly subscription fees



# Unified Communications

## Presence, Chat, Voicemail, Fax 2 Email



### Unified Communications Made Easy

#### See Presence of Colleagues

The ability to view the status of other colleagues (“Presence”) is a great time saver avoiding unnecessary call transfers or voice mail tags and makes managing and working with remote employees easier than ever. Need some quiet time to finish a project? Customize your status and prevent any annoying disturbances.

- Eliminate expensive voice mail tags
- Avoid unnecessary call transfers that irritate customers
- Visible from all 3CX clients: Mac, Windows, iOS & Android

#### Deliver Faxes & Voicemail to Inbox

Inbound faxes are converted to PDF and forwarded to users via e-mail, without requiring any fax server software. Likewise voicemails are converted to sound files and forwarded via e-mail.

- Forward voicemails to inbox
- Listen to voicemails without calling in
- Faxes are received as PDF files in your email

#### Instant Messaging / Text chat

Allow employees to communicate together via text chat, without the need to rely on third party internet messaging systems. 3CX users can send and receive text messages via the 3CX Windows, Mac, iPhone and Android clients from anywhere.

- No need for third party messaging systems
- Send text messages, links and more at no additional cost
- Available on Mac, Windows, iOS and Android

# Office Without Limits

Make calls anywhere using Android, iPhone, Mac & Windows



## Unparalleled Mobility with 3CX's Leading Android and iOS VoIP Clients

### Acclaimed Android and iOS VoIP Clients

3CX features native Android and iOS VoIP clients that are continuously updated and tested and set the standard for mobile phone VoIP clients. With an inbuilt tunnel to avoid remote firewall issues, calling from over 3G or from any Wifi hotspot is extremely reliable. 3CX Android and iOS clients fully support PUSH, allowing the phone to be on standby and save battery life.

- Most advanced and reliable Android & iOS VoIP clients on the market
- No additional licensing costs for softphones
- "PUSH" notifications save mobile battery life
- Inbuilt SIP tunnel/proxy resolves any remote firewall issues

### Use Your Extension From Anywhere

With the 3CX VoIP clients for Android and iOS you can take your extension wherever you go. 3CX delivers the one number concept meaning that you no longer have to give out your mobile number. Set your status so your colleagues can see whether or not you are available to take a call.

- Make and receive calls from your smartphone – at no cost
- Set your status to available, away and out of office from your smartphone
- One number concept
- See the presence of your colleagues from anywhere

### Easy to Configure and Manage

The 3CX clients for Android and iOS utilise VoIP and are easy to setup and manage. The clients can be automatically provisioned from the 3CX Management Console, reducing help desk calls. Because of the inbuilt tunnel, the 3CX clients work seamlessly across all firewalls, making them even more reliable.

- Remotely configurable via email, no hassle setup
- Easily setup conference calls
- Fully integrated, thus easy to use
- SIP Forking – use all clients simultaneously

# Control Your Deskphone From Your Desktop with Inbuilt Softphone



## Powerful, Easy to Use Softphones for Windows and Mac Included

### Use Inbuilt Softphone to Make and Receive Calls

With 3CX's softphones for Mac and Windows you can manage your calls from your desktop and make and receive calls via the office phone system from your computer, even whilst out of the office. Using a headset you can even use a 3CX Client as a full deskphone replacement.

- Launch calls on your IP Phone from your desktop with CTI mode
- No additional softphone licensing fees
- Easy to use and manage
- Work seamlessly as if you were in the office and save on call costs

### Manage your Calls with the 3CX Switchboard

3CX includes a powerful switchboard function that can be tailored to the way you want to view and manage your phonecalls. With 4 different views to choose from it can cater to any job role.

- Drag and drop calls for quick transfer
- Ideal for Call Centers – includes Wallboard and Q-Manager view
- View the presence of colleagues easily
- Receptionist view allows easy management of incoming calls

### Integrates with Office 365, Google, Outlook & Others!

Launch calls directly from your CRM package. Inbound calls are matched to customers based on the caller ID and logged in your CRM system. Accurate call journalling of inbound and outbound calls with call duration allows you to generate insightful reports on customer and agent activities.

- Use Office 365, Google contacts or Internal Phonebook
- Launch calls from your CRM
- Converts cryptical Caller ID to a customer name
- Detailed reports on customer and agent activities, no manual call logging

# Web Conferencing

Clientless via WebRTC with 3CX WebMeeting



## Integrated, Free Web Conferencing

### Hassle Free Web Conferencing with WebRTC

3CX harnesses Google's revolutionary WebRTC technology, which enables video and voice communications to take place through the internet browser, meaning that participants will be able to seamlessly join meetings without the need to download any additional software or plug-ins.

- Clientless
- One-Click Conference
- Interoperability with VoIP and video
- Bandwidth Management and Control

### Video Conferencing for All

With 3CX, companies of all sizes can now take advantage of video conferencing as an advanced collaboration and online meeting tool. Avoid paying a monthly subscription fee for each user and implement open standard peripheral hardware for an inexpensive solution. Unlimited users means inefficient and unprofessional account sharing is eliminated.

- Pricing based on number of participants, no per user licensing
- Unlimited users no matter which package you choose
- No per month costs, just one low, yearly payment
- Integrated with 3CX – free for up to 10 participants

### Advanced Features for Ultimate Collaboration

Being integrated with 3CX in addition to its rich feature-set and user-friendliness, 3CX WebMeeting improves employees' productivity and collaboration while its WebRTC integration and web-based functionality ensures incredible ease of use. Participants can join without the need to login anywhere and easy setup of ad hoc meetings makes launching conferences a breeze for both participants and organizers.

- Plugin & download free web conferencing
- Remote control and assistance for quick & easy troubleshooting
- Pre-upload PowerPoint & PDFs for crisp, responsive delivery
- Easy to use polling tool for feedback



# Features Comparison: Free Edition vs Commercial Editions

General Features	PBX Edition (Free)	Standard	Pro/Enterprise
Extensions	Unlimited	Unlimited	Unlimited
Number of Simultaneous Calls Supported	8	4=>1,024	4=>1,024
Call Logging	•	•	•
Call Reporting		•	•
Call Forward on Busy or No Answer	•	•	•
Call Routing by DID	•	•	•
Auto Attendant / Digital Receptionist	•	•	•
Voicemail/ Music on Hold	•	•	•
Central Phonebook	•	•	•
Call by Name	•	•	•
Call Parking / Pickup		•	•
Call Transfer	•	•	•
Call Queuing		•	•
Call Recording		•	•
MWI – Message Waiting Indicator	•	•	•
Supports Popular SIP Phones	•	•	•
Supports SIP Trunks / Gateways	Single Sip Trunk	•	•
Intercom/ Paging		•	•
Ring Extension & Mobile Simultaneously	•	•	•
Extensive Codec Support (G711, G722, GSM, Speex, ILBC, G729)	No G729	•	•
Automatic Pickup on Busy	•	•	•
Call Recordings Management		•	•

Management and Scalability	PBX Edition (Free)	Standard	Pro/Enterprise
Web-based Management Console	•	•	•
Automated Provisioning of Devices	•	•	•
Real Time Web-based System Status	•	•	•
Integrated Web Server	•	•	•
Easy Backup and Restore	•	•	•
SBC to Configure Remote Extensions	•	•	•
VMware / Hyper-V Compatibility	•	•	•
Connect Remote 3CX PBX Systems (Bridges)		•	•
Scheduled Backup	•	•	•
Scheduled Restore			•
Inbuilt Fail Over Functionality incl. Standby License			•

Yes / Standby  
Licence in  
Enterprise only

Unified Communications	PBX Edition (Free)	Standard	Pro/Enterprise
Setting Up Conference Calls		•	•
See the Presence of Your Colleagues		•	•
Receive Voice Mail via Email	•	•	•
Receive Faxes via Email as PDF	•	•	•
Integrated Fax Server		•	•
Integrate Offices with 3CX Bridge		•	•
Advanced Forwarding Rules	•	•	•
View Presence of Bridged PBXs			•

Mobility	PBX Edition (Free)	Standard	Pro/Enterprise
Android Client	•	•	•
iOS Client	•	•	•
Windows Phone Client	•	•	•
CTI Support	•	•	•
Seamlessly Create Conference Calls	•	•	•
Users can Configure their Own Extension	•	•	•
Provisioning by Email	•	•	•
Manage 3CXPhone from within the Console	•	•	•
Includes 3CX Tunnel to Avoid NAT Problems	•	•	•

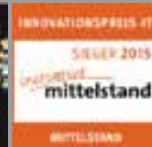
IP Phone Management	PBX Edition (Free)	Standard	Pro/Enterprise
Automatic Plug & Play Phone Provisioning	•	•	•
Manage IP Phones Network Wide from Console	•	•	•
Restart Phones Remotely	•	•	•
Update & Manage Firmware Network Wide	•	•	•

Call Center / Contact Center	PBX Edition (Free)	Standard	Pro/Enterprise
Advanced Queue Strategies			•
Advanced Call Reporting			•
Real Time Queue Statistics			•
Queue Reports			•
Barge In / Listen In / Whisper			•
Query Customer Name Based on Caller ID			•

Continued on the next page

# Features Comparison: Free Edition vs Commercial Editions

Call Center / Contact Center	PBX Edition (Free)	Standard	Pro/Enterprise	Web Conferencing (continued)	PBX Edition (Free)	Standard	Pro/Enterprise
Ability to Use 3CXPhone API			•	Screen Sharing	•	•	•
Link Company Directory with LDAP / ODBC			•	Unlimited Users	•	•	•
Sync Phonebook with Microsoft Exchange			•	Participants Included	5	10	25
Real Time Queue Monitoring			•				
Wallboard			•				
Switchboard Queue Manager View			•				
Call Recordings Search			•				
Supervisor can Log Agents In/Out			•				
Supports External Agents			•				
Callback if queue full			•				
CRM Integration / Scripting Interface			•				
SLA alerting/reporting			•				
Application Integration	PBX Edition (Free)	Standard	Pro/Enterprise				
Microsoft Outlook	•	•	•				
Office 365 (address book only)		•	•				
TAPI		•	•				
Office 365			•				
Salesforce			•				
Microsoft Dynamics			•				
Microsoft Exchange 2013 / LDAP / ODBC			•				
SugarCRM			•				
Google Contacts			•				
Exact			•				
Zendesk			•				
Freshdesk			•				
act!			•				
Datev			•				
Web Conferencing	PBX Edition (Free)	Standard	Pro/Enterprise				
Plugin Free – WebRTC	•	•	•				
One-click conference	•	•	•				
Meeting Recording	•	•	•				
Remote Control / Assistance	•	•	•				



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