



**Connect. Communicate. Collaborate.**



## ▶ 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 employees more productive and your company more efficient and competitive.



## ► Unified Communications



DN	Description
114	Nicky
115	Blanca
116	Valeri
124	Bert
666	Leu
10000	1000
10001	22444032

**1** Vmail\_box115 Notification for Blanca Garcia - Message (Plain Text)

From: noreply@3cx.com Sent: Mon 01/12/2008 14:28  
 To: bg@3cx.com  
 Cc:  
 Subject: Vmail\_box115 Notification for Blanca Garcia  
 Attachments: vmail\_114\_115\_20081201122653.wav (31 KB)

You have received a new message in your voice mail box.  
 Date: 01/12/2008 13:26:53  
 Duration: 00:00:02  
 File: vmail\_114\_115\_20081201122653.wav

**2** Windows Media Player

Now Playing

**3** FW: Fax From: 357 22449072 - Message (HTML)

From: Trooda [st@3cx.com]  
 To: Blanca Garcia  
 Cc:  
 Subject: FW: Fax From: 357 22449072  
 Attachments: FAX.pdf (16 KB)

**Fax has been received**

Accepted: 2008-11-07 15:22:01  
 Received: 2008-11-07 15:22:28  
 Fax ID: 357 22449072

### 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 users can easily see the **presence** of other users and avoid unnecessarily making or transferring calls. Presence is displayed in any standards-based SIP client, including 3CX VoIP Phone and various SIP hardware phones. Furthermore, 3CX unifies **voice mail** and faxes with email by delivering them to the user's inbox.

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 from anywhere without help from IT staff using a web browser. 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.

The image displays three screenshots of the 3CX user interface. The first screenshot (1) shows the 'Extension Settings' page for extension 115, where users can configure details like name, email, and SIP ID. The second screenshot (2) shows the '3CX VoIP Client' interface, which includes a dial pad, call controls, and a list of DN (Directory Numbers) with their descriptions. The third screenshot (3) shows the 'Forwarding Rules' configuration page, where users can set up rules based on criteria like 'No Answer', 'Out of Office Hours', or 'External Calls Only'.

1. **User Portal** – Configure your own extension preferences easily and from anywhere
2. **3CX VoIP Phone** – 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 context menu is open over the '3CXHYP' process, showing options like 'Connect...', 'Settings...', 'Turn Off...', 'Shut Down...', 'Save', 'Pause', 'Reset', 'Snapshot', 'Revert...', and 'Rename...'. A table below the menu shows process details for '3CX' instances.

Name	State	CPU Usage	Uptime
3CX	Running	0 %	06:34:23
3CX	Running	0 %	04:33:34
3CX	Running	0 %	06:34:10
3CX	Running	0 %	06:45:02
3CX	Running	0 %	04:07:55

On the right, the 'Windows Task Manager' Performance tab is visible, showing 'CPU Usage' at 10% and a 'CPU Usage History' graph.

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:

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

Leverage low call costs by using 3CX with most popular **VoIP Providers** worldwide: Broadvox, CallCentric, Cellip, Inphonex, Nettel, Nexvortex, PrioNet, VoIP Unlimited, VoIPon, WideVoIP and Xeloq; and benefit from 3CX 'out of the box' configurations.

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 interface. On the left, the 'Edit Extension - Ext.101 Troodia Spyrou' window is open, showing provisioning settings like MAC Address (OC123456), Model (GrandStream GXP-2000), and Select Interface (192.168.1.3). Below this is a BLF (Busy Lamp Fields) table with two rows. In the center, the '3CX' main interface shows a tree view of 'PSTN Devices' with a table listing 'Grandstream(8)' and 'Patton 4554' with their respective host/IP addresses. On the right, the 'VOIP Providers' section is active, showing an 'Add VOIP Provider Wizard' with a text field for 'Name of Provider' containing 'MyVoIPProvider'. Below this is a 'Choose a Provider:' section with a list of provider links: Broadvox Go Anywhere, Broadvox SIP Trunk, CallCentric, CellIP, Generic SIP Trunk, Generic VoIP Provider, and Generic VoIP Provider (Compatibility mode). Three numbered callouts (1, 2, 3) are placed on the interface: 1 points to the BLF table, 2 points to the PSTN Devices table, and 3 points to the 'Generic VoIP Provider (Compatibility mode)' link.

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

## ► 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.

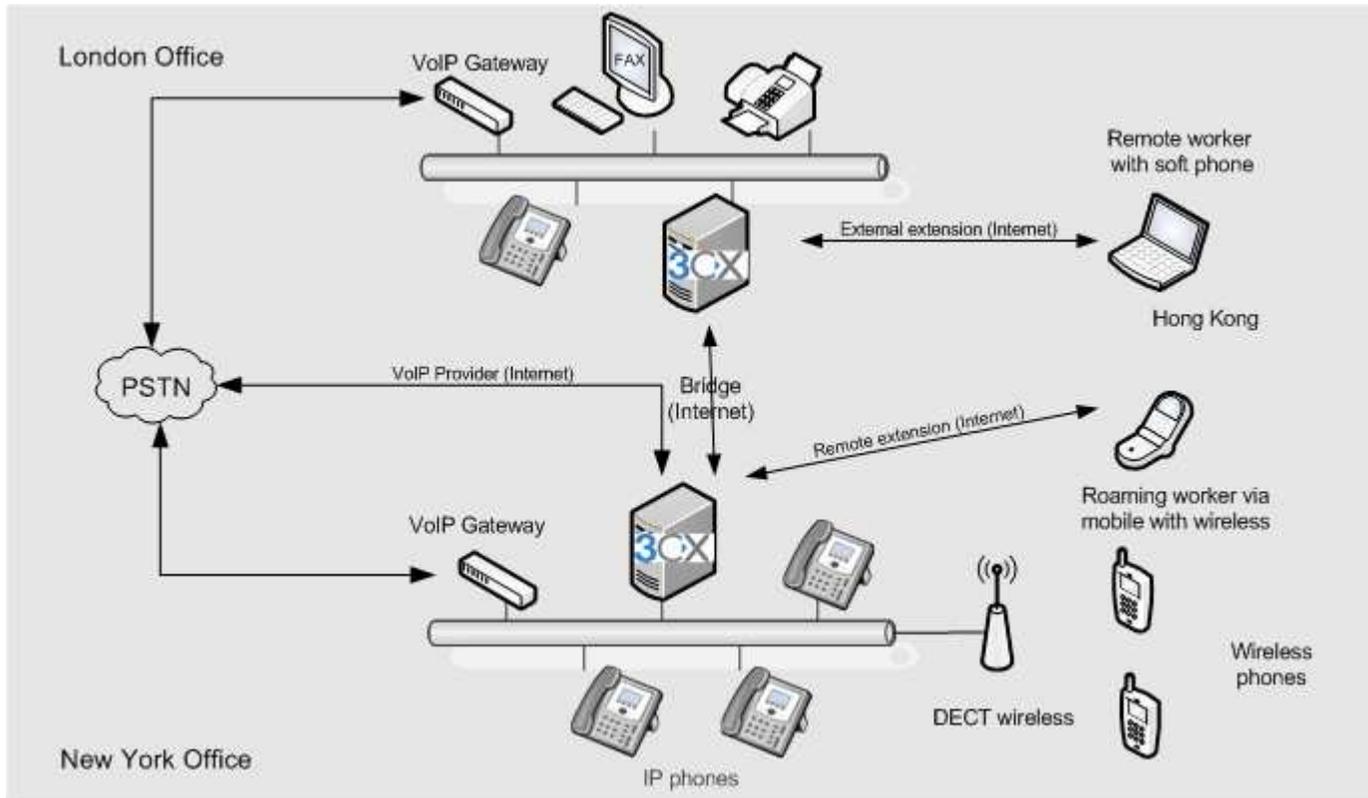
With 3CX, businesses can also use **VoIP Providers** to save on international calls and to terminate international customer service numbers on the local IP PBX.

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** – Do not pay extra for voice mail, central phone book, etc.
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.

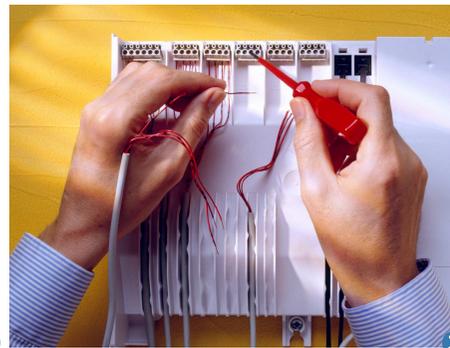
Overcome the limitations of outmoded hardware-based PBX systems, reduce costs significantly and add advanced communications features that will make your employees more productive and your company more efficient and competitive.



1



2



3

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

**COYOTECREEK**  
CONSULTING



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

- Chris Green, Managing Director, NANT Ltd.

**NANT** LTD



#### 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 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 scales well and is definitely much cheaper to scale up than comparable hardware PBXs."

- Ryan Crompton, Systems Administrator, ZYTO Corp.

**ZYTO**™



#### 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 Impressive Set of Features

General Phone System Features	FREE Edition	Commercial Editions	Management and Scaleability	FREE Edition	Commercial Editions	3CX VoIP Client / VoIP Phone	FREE Edition	Commercial Editions
Call Logging	•	•	Web-based management console	•	•	Compact Windows System Tray Applet	•	•
Call Reporting	•	•	Configuration Wizard	•	•	Tunnel all VoIP Traffic over a Single Port	•	•
Blind Call Transfer	•	•	Real Time Web-based System Status	•	•	Transfer Calls	•	•
Attended Call Transfer	•	•	Integrated Web Server	•	•	Shows Incoming Calls	•	•
Call Forward on Busy	•	•	Automated Restore and Backup	•	•	Shows Caller ID	•	•
Call Forward on No Answer	•	•	Firewall Friendly Configuration of External Extensions via Tunnel	•	•	Shows Personal Call History	•	•
Call Routing (DID)	•	•	MS Windows Server 2003 Certified	•	•	Divert Calls to Voice Mail		•
Caller ID	•	•	Integrated Enterprise Database (PostgreSQL)	•	•	TAPI for Integration with Microsoft Outlook		•
Conference Calling	•	•	Run as Windows 2008 Virtual Machine	•	•	Queue Monitoring		•
Auto Attendant / Digital Receptionist	•	•	Run as Vmware Virtual Machine	•	•	Shows Status of Other Extensions		•
Voice Mail	•	•	Supports Windows Clustering	•	•	Run as Presence Monitor with Desk Phone		•
Music on Hold	•	•	Automatic Phone Provisioning	•	•			
Ring Groups	•	•	Allow Users to Configure Own Extensions	•	•			
Hunt Groups	•	•						
Central Phonebook	•	•	<b>Unified Communications &amp; Mobility</b>			<b>3rd Party Application Integration</b>		
Call Parking		•	MyPhone Self-Service User Portal	•	•	Microsoft Outlook		•
Call Pickup		•	Receive Voice Mail via Email	•	•	Salesforce Integration		•
Call Queuing		•	Public SIP ID for Extensions	•	•	HTTP API to Integrate with any Web CRM		•
Call Recording		•	3CX Tunnel for Easy Remote Connections	•	•	Microsoft Exchange 2007 UM		•
Dial by Name		•	Advanced Forwarding Rules Based on Caller ID, Time and Type of Call	•	•			
MWI - Message Waiting Indicator		•	Integrate Branch Offices with 3CX Bridges		•	<b>Devices and Providers</b>		
BLF Status Updates		•	Standards-based Presence Information		•	Supports SIP Hardware Phones	•	•
Conference Rooms		•	Integrated Fax Server		•	Supports SIP Software Phones	•	•
Intercom		•	Receive Faxes via Email as PDF		•	Supports Leading SIP / VOIP Gateways	•	•
Paging		•				Supports Sangoma Cards	•	•
			<b>SIP Standards Support</b>			Supports Popular SIP /VoIP Providers	•	•
			Fully Supports RFC 3261	•	•	SIP Trunking Support	•	•
			SIP Forking	•	•	Create Free Links to other 3CX Systems		•
			Establish SIP Trunks with other SIP Servers		•	Free Communication Links to other SIP Servers		•
						<b>Codecs (Voice Compression)</b>		
						G711 (a law and u law), GSM, Speex, Ilbc	•	•
						G729*		•



\*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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