

## breakfree

with a software based PBX for Windows



## Discover the advantages of 3CX software VoIP IP PBX

3CX Phone System for Windows is an award-winning software-based IP PBX that replaces traditional proprietary hardware PBX. It is based on the SIP standard and supports most popular SIP phones, VoIP Gateways, VoIP service providers and PSTN phone lines. It is easy to manage by system administrators as it integrates well with Windows Network infrastructure.

### Benefits:

- 3CX Phone System can use the existing network and you can do away with phone cables
- Easier to install and manage via its web-based management console
- Far less expensive than a hardware-based PABX
- Allows employees to hot-desk and tele-work
- Users can configure their own extensions using the self-service User Portal
- Utilize any SIP phone instead of being locked into one vendor
- Receive and make calls via existing phone lines using VoIP Gateways
- Save on call costs with 'out of the box' configurations for popular SIP / VoIP providers



### Key Features:

- Phone calls/video calls/ web-conferencing/ Live Chat/
- 3CX Assistant – Desktop Call Control
- 3CXPhone – integrated VoIP SoftPhone
- Web-based management console for easier administration
- Unlimited extensions
- BLF – set presence and eliminate phone tag
- CRM integration – launch calls directly from your favorite CRM
- Connect branch offices seamlessly
- 3CX Tunnel – for easy remote connections
- Fax server
- Unlimited auto-attendant / digital receptionist
- Phone provisioning
- Paging and intercom
- Call forwarding with advanced rules by caller ID, time and type of call
- Call queuing, recording, conferencing
- Call park and pickup



# 3CX<sup>®</sup> Phone System

### How It Works:

3CX Phone System runs on a Windows or MAC machine and connects to any SIP soft or hardware phones and iPhones or Android smartphones as extensions. External lines are connected using VoIP Gateways (keep your PSTN lines) or with a VoIP provider.

## Connect. Communicate. Collaborate.



## Sample of Recommended Phones voip phones



snom 300



snom 320



snom 360



snom 370



snom 710



snom 715



snom 720



snom 760



snom 820



snom 821



snom 870





## Sample of Recommended Phones voip phones



T19P



T20P



T21P



T22P



T26P



T28P



T41P



T32G



T38G



T42G



T46G



T48G



VP530



DECT W52P

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## UNIFIED COMMUNICATIONS PRESENCE VOICE MAIL / FAX TO EMAIL INSTANT MESSAGING

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.

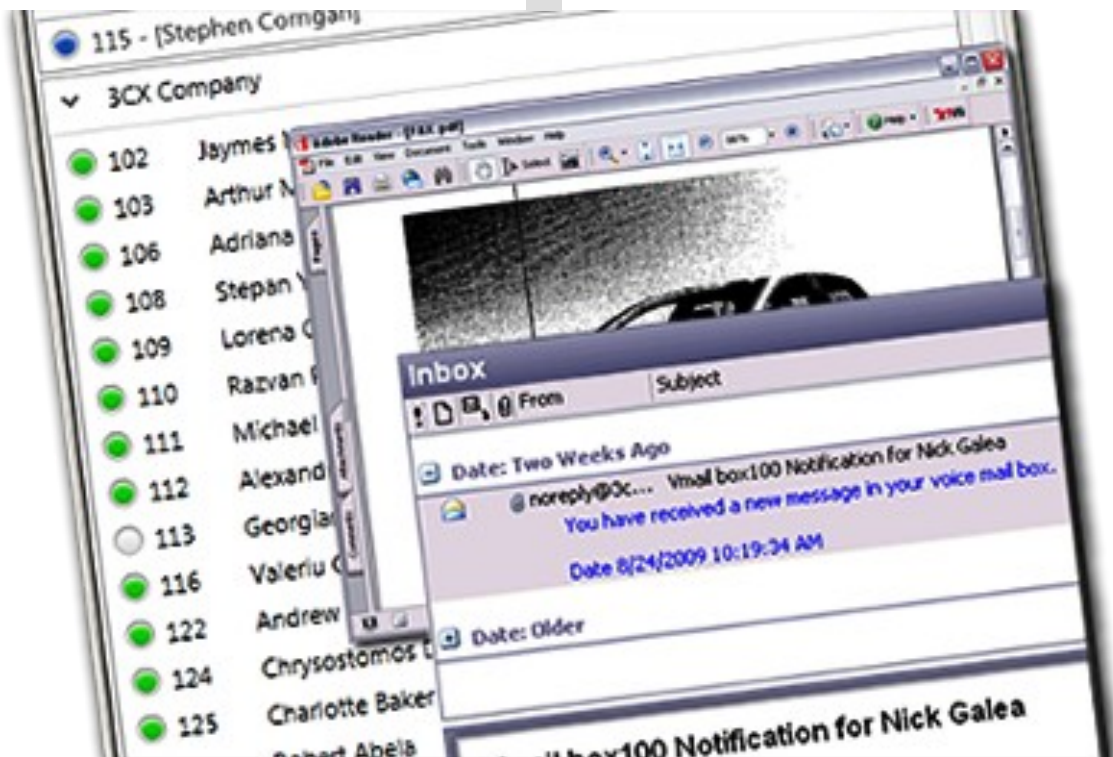
Furthermore, 3CX unifies voice mail and faxes with email by delivering them to the user's inbox.

## Enhance Productivity with Unified Messaging and Presence

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.



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



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## INCREASE MOBILITY AND PRODUCTIVITY MAKE AND RECEIVE OFFICE CALLS FROM ANYWHERE WINDOWS, ANDROID AND IPHONE

### Boost Mobility



**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.

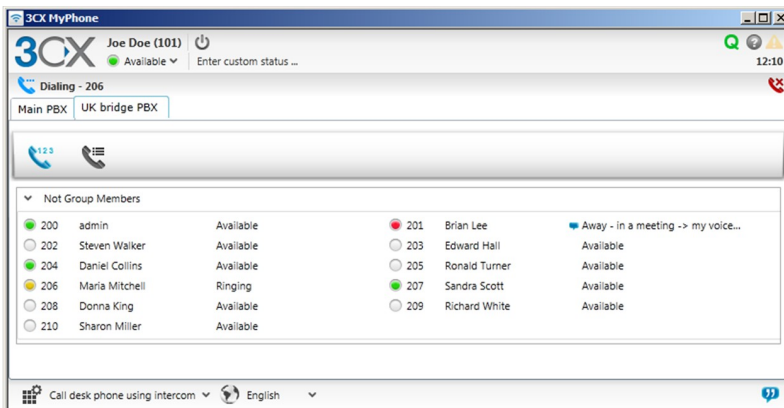
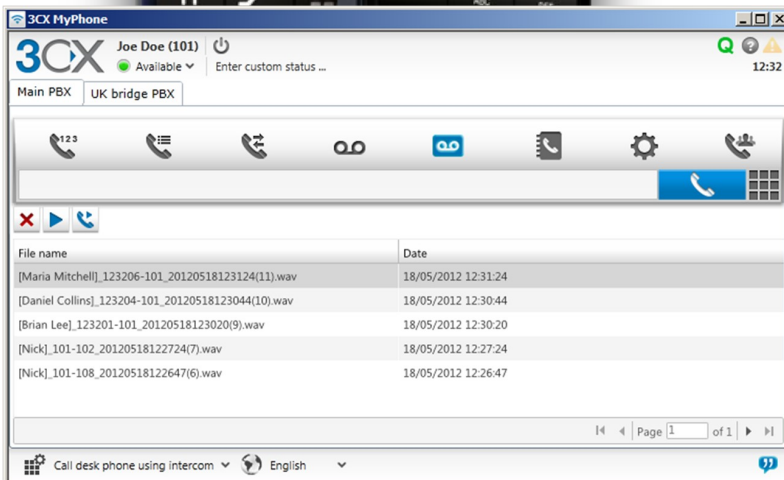
Users can configure extension preferences using a web browser without help from IT staff.

**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.



- 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

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## EASY MANAGEMENT AND INSTALLATION WINDOWS SERVER SOFTWARE SUPPORTS HYPER-V & VMWARE AND POPULAR IP PHONES

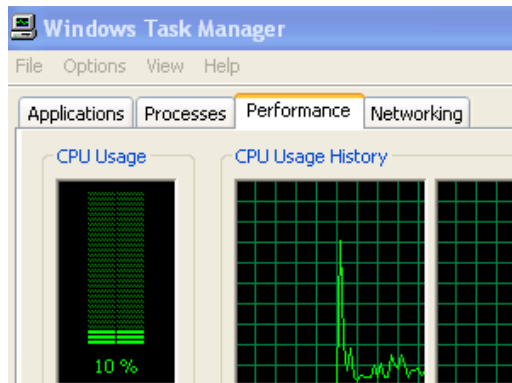


With 3CX, network managers break free from the archaic user interfaces of conventional PBXs and from the traditional PBX vendor.

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.



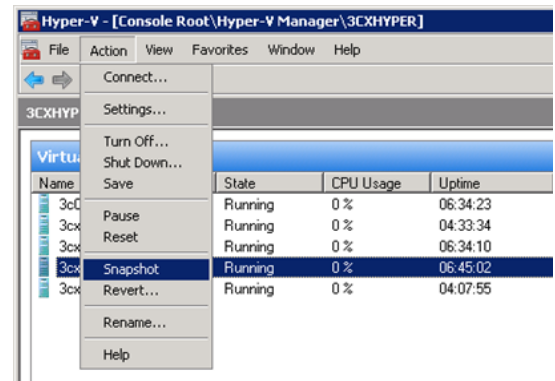
## Manage the Phone System via 3CX's Web-Based Console

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.



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



## HALVE YOUR PHONE BILL FREE CALLS TO COLLEAGUES USE VOIP PROVIDERS & SKYPE & YOUR ANDROID AND IPHONE

**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 Phone System including **Grandstream, Aastra, Linksys, Cisco, Yealink, 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. 3CX comes with 'out of the box' configurations for the leading models.**

## Tested Interoperability with Leading SIP Hardware & VoIP Providers

Leverage low call costs by using 3CX with popular VoIP Providers worldwide or use 3CX Phone System with Skype Connect to make and receive calls to Skype users at no charge.

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

### Edit Extension - Ext.101 Troodia Spyrou

Edit Extension settings and click OK or Apply to save changes.

General Forwarding Rules Phone Provisioning Other

#### Provisioning

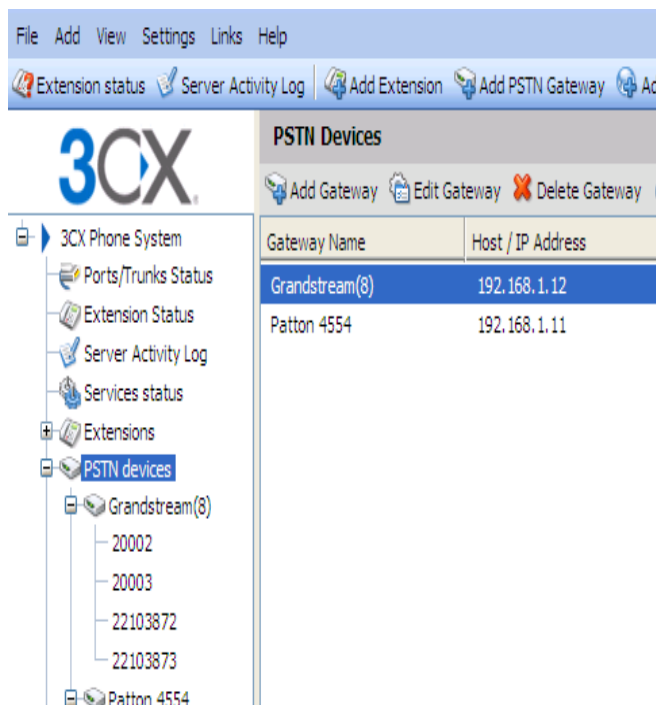
Provisioning ensures the phone settings are centrally retrieved, this limits the amount of time s

MAC Address	OC123456
Model	GrandStream GXP-2000
Select Interface	192.168.1.3

#### BLF (Busy Lamp Fields)

You can map one or more BLF (Busy Lamp Fields) of your phone to particular extensions in order the status of those extensions on his phone.

1	107 Kevin	9	
2		10	







### VOIP Providers

Add VOIP Provider Wizard

Add VOIP Provider Wizard

Name of Provider MyVoIPprovider

Choose a Provider:

-  [Broadvox GoAnywhere](#)
-  [Broadvox SIP Trunk](#)
-  [CallCentric](#)
-  [CellIP](#)
-  [Generic SIP Trunk](#)
-  [Generic VoIP Provider](#)
-  [Generic VoIP Provider \(Compatibility mode\)](#)



- 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**



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## RICH CALL CONTROL FULL CRM INTEGRATION CLICK TO DIAL FOR WINDOWS, ANDROID & IPHONE

One Click Phone Calls with the 3CX Windows and Mac Softphone

3CX Phone System integrates powerful clients for Mac and Windows, allowing you to easily manage your phone calls, whether in the office using CTI and your deskphone, or on the road using the inbuilt softphone. Unlike other PBXs, no additional license fees are charged – and because 3CXPhone is fully integrated its easy to deploy and manage for the administrator, and easy to use for the employees.



### Launch, Answer or Transfer Calls from Your Desktop

3CX Phone System includes a CTI mode that allows you to control your deskphone with a few mouse clicks rather than having to learn a cumbersome cryptic interface. Launch calls on your deskphone without typing the number or transfer a call with a few mouse clicks

### Easy Call & Web Conferencing

With 3CXPhone it's ever so easy to set-up a conference call. You simply add conference recipients (internal & external) and schedule a conference call all with a few mouse clicks and via an easy to use interface.



- Launch calls from your desktop
- Transfer calls without having to learn cryptic function keys
- Increase productivity

### Use Inbuilt Softphone to Make and Receive Calls

3CX Phone System includes an inbuilt softphone for Windows and Mac that allows you to 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 3CXPhone as a full deskphone replacement.

### CRM integration with Outlook, Dynamics, Salesforce & Sage ACT!

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 journaling of inbound and outbound calls with call duration allows you to generate insightful reports on customer and agent activities



- Detailed reports on customer and agent activities, no manual call logging
- Converts cryptical Caller ID to a customer name

Launch calls from your CRM

Requires 3CX Phone System Pro



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## BREAK FREE WITH 3CX PHONE SYSTEM SOFTWARE PBX FOR WINDOWS

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.

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

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.

3CX Company			
102	Jaymes Marsh	Available	Andrew
101	Reception	Available	Nick G
103	Arthur Moroz	Available	Kerstin
106	Adriana Bantu	Available	Jaymes
108	Stepan Yerega	Available	Test N
109	Lorena Ciocanaru	Available	Lorena
110	Aram Sargsyan	Available	Nickv R
112	Alexandru Gnana	Available	

Reject
Transfer
Park
Leave voice mail
Record call
Barge in
Listen
Whisper



- 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.

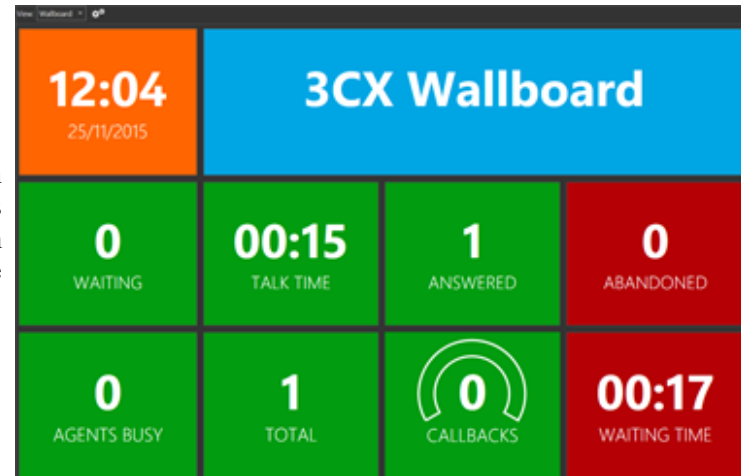


# BETTER CUSTOMER SERVICE WITH SUPERIOR CALL CENTER / CONTACT CENTER SOFTWARE

## Never Miss a Call – Advanced Contact Center Reporting

Traditional proprietary PBX's with call center functionality have proven to be either too expensive or difficult to set up. 3CX improves this with [3CX Pro](#), providing call center management with the information required to monitor call queues in real-time and ensure that not a single call is lost.

- Integrated Wallboard for real-time monitoring
- Detailed reports of longest wait time and abandoned calls
- SLA and Callback Statistics
- Call Back option for customers not willing to wait



9	9	LW:00:01:00	00:00:34	00:01:42		
Ext	Name	Agent Status	Ans	Abn	Last Logged in/out	Total talking time
009	Angela Papanto...	Logged in	0	108	9/25/2013 9:23:21 AM	00:00:00
000	Maria Greera	Logout from queue	1	0	9/25/2013 10:48:17 A...	00:03:11
001	Mark Richardson	Logout from queue	1	0	9/25/2013 10:48:17 A...	00:00:00
002	Kelly Gardner	Logged in	0	0	9/25/2013 10:48:18 A...	00:00:00
003	Mark Antony	Logged in	0	0	9/25/2013 10:48:18 A...	00:00:00
004	John Morgan	Logged in	0	0	9/25/2013 10:48:18 A...	00:00:00
5	2	LW:00:00:32	00:00:19	00:02:07		
Ext	Name	Agent Status	Ans	Abn	Last Logged in/out	Total talking time

## State-of-the-Art Queue Strategies and Real Time Statistics

3CX Contact Center software ensures you provide your customers with quality service, and that your agents always reach their targets. Check the average and longest waiting time as well as the least talk time to guarantee no customer leaves your call center unsatisfied.

- Log agents in and out of queues
- Round Robin
- Hunt by Threes – Random & Prioritized
- Call Back – callers can hang up and keep their position

## Advanced Call Center Features Included

3CX Pro provides you with all the tools required to review your agents' performance at any given time. Answered calls, abandoned calls, average longest waiting time and more are all in easy reach, allowing you to ensure that your call center is running smoothly at any given time.

- Listen in allows you to listen to a call without the caller or agent knowing
- Train new agents during a live call with the whisper function
- Agents making a mess of a call? Use Barge in to take over

View: Q-Manager

Caller	Callee	Duration	Details	
Kelli Fleming[106]	Patricia Ramirez[101]	00:07:27		Barge In
Yealink t38BLF[9900104]	Support[800]	00:00:30	External Call, Waiting in Queue	Listen
Support:Yealink t38BLF[99...	Andrea Johnston[102]	00:00:27	Connected to Queue	Transfer to
				Whisper
				Conference
				Park
				Drop
				Record

**Thousands of companies worldwide rely  
on 3CX**







# INTEGRATED, FREE VIDEO CONFERENCING

3CX's integrated video conferencing solution, enables businesses to save time and money by hosting virtual meetings, whilst enjoying the benefits of face-to-face communication. Video conferences can easily be launched through the 3CX client with a few mouse-clicks. Video conferencing can be used for a wide variety of everyday communication needs to boost productivity and efficiency.

## Hassle Free Video 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



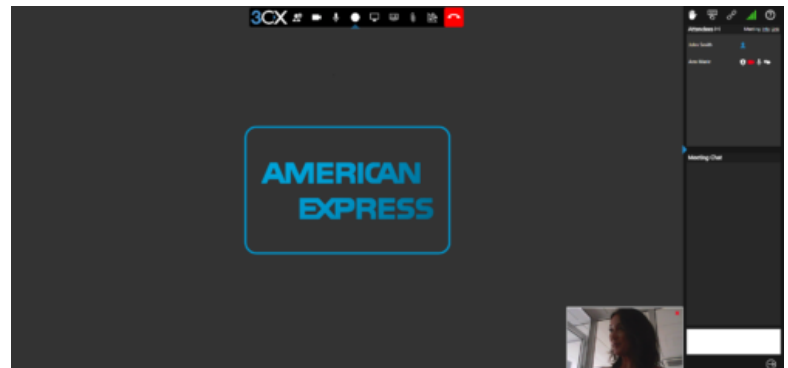
## Video Conferencing for All

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

## 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.



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



## 3CX Impressive Set of Features

### General Phone System Features

	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

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	•	•

### Unified Communications

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	•	•

### IP Phone Management

Automatic Phone Provisioning	•	•
Remotely Manage IP Phones	•	•
Manage IP Phones Network Wide	•	•

### IP Phone Management (continued)

	Standard	Pro
Plug and Play Support	•	•
Provisioning Network Wide with Correct Settings	•	•
Restart Phones Remotely	•	•
Manage Firmware Network Wide	•	•

### 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	•	•

### 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	•	•

\* Requires Valid Maintenance Agreement – First Year Free