



# Take Control of Your PBX

Deploy on Windows, Linux or in the Cloud

[WWW.3CX.COM](http://www.3CX.com)

**3CX**

# Gear Up Your PBX

On-Premise or in the cloud - cut costs!

## Take Control of your Phone System. Anywhere.

3CX is an open-platform, software VoIP phone system that works with popular IP Phones and SIP trunks whether on-premise or in the cloud.

Offering a complete Unified Communications solution with advanced features, 3CX is more than just your average business telephone system. Simple, affordable and flexible, 3CX eliminates the cost and management headaches of outdated, traditional phone systems or the limitations of shared cloud PBXs.



## Affordable, Easy to Install and Manage

3CX is free for up to 16 sim calls and for larger installations is available at one low yearly price. You have complete freedom of where to install your PBX and which SIP trunks or IP phones to use – saving you thousands per year on your business phone system. Setup 3CX in minutes – in the cloud using our PBX Express tool or using the wizard for on-premise installs.

- ✓ Plug and Play with IP Phones, Gateways & SIP Trunks
- ✓ No per extension licensing
- ✓ Save thousands on phone calls with YOUR choice of SIP Trunk
- ✓ Get your hands on your free PBX licence for up to 16 sim calls

## On-Premise – On Appliance or Virtualized

You decide where to run 3CX. Run the system on an existing server using Hyper V, VMware or KVM, or run smaller installations on a low cost PBX appliance from Intel NUC, Shuttle, Zotac Zbox & Gigabyte. Easily move your office phone system to another server or into the cloud using built-in backup and restore.

- ✓ Virtualize with VMware, Hyper V or KVM
- ✓ Easily scale your installation
- ✓ Run on a low cost MiniPC PBX appliance

## In the Cloud – with YOUR Cloud Provider

Whether in the cloud or on-premise – you are in control. Self host with popular cloud providers offering standard Linux VPS. Pay a low monthly fee per PBX rather than an inflated price per extension and stay away from long term contracts, or outsource to a managed 3CX hosting partner.

- ✓ Self host on Google, Amazon, Azure, OVH & more
- ✓ PBX express tool launches your 3CX instance in minutes
- ✓ Easily move your hosted PBX between cloud providers with inbuilt backup & restore

# Take control of Your PBX

## Self host in the Cloud or Virtualize

### Easy to Install & Manage On-Premise or Cloud PBX

3CX's Unified Communications solution sets itself apart with its easy installation and management. Setup takes minutes; the phone system will run on-premise on an existing Windows or Linux machine and can be virtualized on Hyper-V, VMware or KVM.

You can also host your PBX system in the cloud with Google Cloud, Amazon, OVH and many more. With its web-based setup wizard, provisioning IP Phones, Gateways, SIP Trunks and smartphone clients takes minutes and server-side CRM integration makes using 3CX with your preferred applications easy.



### Plug and Play With IP 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.

### Easy Management of IP Phones & Softphones

With 3CX you can manage your IP Phones from within the management console; deploy new firmware on many phones with a few mouse clicks. Guaranteed interop with supported IP Phones gives you peace of mind when updating your phones. 3CX clients can be easily be deployed via email, whilst software updates are automatic, eliminating help desk calls from end users.

### Install on Windows/Linux, Virtualize On-Premise or Cloud

3CX is software based and multi-platform. Install the IP PBX on-premise and leverage your existing servers using Hyper V, VMware or KVM, or install on a low-cost Mini PC. Easily deploy in the cloud on any Linux VPS using the PBX Express Tool. Stay in control of your PBX wherever you decide to install it!

- ✓ Configuration templates for supported IP Phones, SIP Trunks, Gateways
- ✓ Guaranteed interop and support from 3CX for end to end PBX solution
- ✓ Inbuilt templates for easy configuration of VoIP Providers / SIP Trunks

- ✓ Upgrade IP Phone firmwares from the 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

- ✓ Available for Linux or Windows
- ✓ Virtualize for easy backup and redundancy
- ✓ Install on a low-cost Mini PC
- ✓ Deploy to any Linux VPS using the PBX Express Tool

# Slash your phone bill

Use SIP trunks, WebRTC & Softphones

## Slash your Telco and Travel Costs with IP Telephony

In addition to the many features built to boost productivity, enhance customer service and increase efficiency, 3CX's Unified Communications system will also cut your telco costs in half with IP communications and SIP trunking.

With an IP telephony system your phone bill will be slashed, and so will the cost of buying, expanding and maintaining your VoIP phone system. If you decide to host in the cloud you can self host and pay a low monthly per PBX fee rather than an expensive per extension price per month.



## Reduce your Phone Bill by 80%

Remote workers or employees on the go can make telephone calls free of charge with the 3CX softphone and mobile application. Easily connect the telephone systems of remote offices, improve communication, and make interoffice phone calls free. International DIDs and IP Telephony allow customers to call you cheaply, increasing customer satisfaction.

- ✓ Connect remote offices – 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 That Doesn't Break the Bank

Traditional phone systems or 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. Cloud PBXs are all the rage but they can lock you into expensive per extension and per minute pricing...Not so with 3CX! Self host in your own cloud provider or virtualize on your own hardware.

- ✓ No per extension licensing, one low price per PBX
- ✓ Self host or run on own hardware
- ✓ Easily self manage, no additional training is required
- ✓ Open-platform – choose your IP Phones & SIP Trunks

## Cut Travel Costs With Integrated Web Conferencing

When plain old voice communication just isn't enough, 3CX's integrated video conferencing solution saves you travel time and money by allowing users to connect and collaborate in real-time and enjoy face-to-face communication wherever they are. Attend meetings around the world with the cutting edge technology of the WebRTC-based 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

No matter how big or small your company is, the right Unified Communications solution can take your business communications to the next level, helping to improve collaboration, boost productivity, increase mobility and enhance the customer experience. 3CX's UC functionality is inbuilt and included as standard on-premise or in the cloud, all on one user-friendly platform - no need to purchase add-ons or extras.

With 3CX's modern, intuitive VoIP softphone and smartphone clients, users have instant access to communication tools such as presence, instant messaging, web conferencing, fax & voicemail to email and more.



### 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.

### 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.

### Instant Messaging / Text chat

Allow employees to communicate together via text messaging, without the need to rely on third party internet messaging systems or give out personal phone numbers. 3CX users can send and receive text messages via the 3CX Windows, Mac, iOS and Android clients from anywhere.

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

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

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

# Office Without Limits

Make calls anywhere using Android, iPhone, Mac & Windows

## Go Mobile with Leading Android and iOS VoIP Apps

3CX includes VoIP clients for Android and iOS which allow you to take your office extension with you anywhere. With a modern and intuitive user-interface, 3CX's integrated softphone applications offer a full range of Unified Communications features including presence, chat, conferencing and more.

Answer calls to your office phone extension via your mobile device and transfer to colleagues without asking customers to call another number. Slash your company's mobile phone costs, increase productivity and make sure you never miss a call again!



## 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.

## 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 personal mobile number. Set your status so your colleagues can see whether or not you are available to take a call.

## Easy to Configure and Manage

The 3CX clients for Android and iOS utilize VoIP and are secure and 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.

- ✓ **Most advanced and reliable** Android & iOS VoIP softphones on the market
- ✓ **No additional licensing costs** for softphones
- ✓ **"PUSH" notifications** save mobile battery life
- ✓ **Inbuilt SIP tunnel/proxy** resolves any remote firewall issues
- ✓ Make and receive calls from your smartphone – at no cost
- ✓ Set your status to available, away & out of office from your smartphone
- ✓ One number concept
- ✓ See the presence of your colleagues from anywhere
- ✓ **Remotely configurable** via QR code, no hassle setup
- ✓ **Secure communication** with end-to-end encryption
- ✓ **Fully integrated**, thus easy to use
- ✓ SIP Forking – **use all clients simultaneously**

# Office Without Limits

Make calls anywhere using Android, iPhone, Mac & Windows

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

With powerful softphones for Mac and Windows, 3CX allows you to easily manage your phone calls, whether in the office using CTI and your desk phone, or on the road using your laptop.

Unlike other PBXs, no additional licence fees are charged - and because the clients are fully integrated they are easy to deploy and manage for administrators, as well as easy to use for employees.



## Use your Softphone to Make & Receive Calls

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

## Manage your Calls with the 3CX Switchboard

The 3CX softphone applications include a powerful switchboard function that can be tailored to the way you want to view and manage telephone calls in real-time. With 5 different views to choose from it can cater to any job role.

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

Launch calls directly from your CRM software. 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.

- ✔ Launch calls on your IP Phone from your desktop with CTI mode
- ✔ Access to full range of Unified Communications features
- ✔ Easy to use and manage with intuitive interface
- ✔ Work seamlessly as if you were in the office and save on call costs

- ✔ 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

- ✔ 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 / agent activities, no manual call logging

# Web Conferencing

Clientless via WebRTC with 3CX WebMeeting

## Integrated, Free Video Conferencing

Video conferencing has become an essential part of daily business communications. Whether its to catch up with a team member who is travelling or to give a sales presentation, no one can argue that its a means of communicating that has become a part of the norm. 3CX's integrated video conferencing is easy to use and enables businesses to save time and money by hosting virtual meetings, whilst enjoying the benefits of face-to-face communication.

Video conferences can be easily launched through the 3CX client with a few mouse-clicks and 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 high-quality video and voice communications to take place through your Web browser. Participants will be able to seamlessly join meetings without the need to download any additional software or plug-ins, enabling a better user experience for your partners, customers and employees.

## Video Conferencing for All

Whether a small business or large enterprise, companies of all sizes can now take advantage of video conferencing as an advanced real-time 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.

## Advanced Features for Ultimate Collaboration

3CX's video conferencing is feature-rich and user friendly. Participants can enjoy video communication without the need to login anywhere and easy setup of ad-hoc meetings makes launching conferences ever so easy for both participants and organizers – employees can even use their mobile devices to join meetings.



- ✔ Clientless
- ✔ One-Click Conference
- ✔ Interoperability with VoIP and video
- ✔ Bandwidth management and control

- ✔ 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 250 participants

- ✔ Plugin & download free video conferencing
- ✔ Remote control and screen sharing for quick & easy troubleshooting
- ✔ Pre-upload PowerPoints & PDFs for crisp, responsive delivery
- ✔ Easy to use polling tool for feedback



# 3CX PBX in the Cloud

## 1 year FREE - no commitments!

### Get Your Own Free Cloud PBX in 5 Minutes

Get your free, cloud-based PBX up and running in minutes with 3CX's web-based installation wizard.

3CX's free PBX gives you control over your business communications and lets you enjoy all the features of a full Unified Communications solution - no hidden costs or add-ons! Plug and play with popular IP Phone manufacturers; such as Snom, Yealink and Fanvil; SIP Trunks and gateways without the hassle of a long-winded installation process and tedious configuration. Utilize 3CX's open-platform technology to install your new phone system with your choice of cloud service provider. Run 3CX in your own cloud account today!



### A free PBX - Hosted with your Cloud Provider

Take the PBX Express to get your own UC solution in the cloud. Create your own powerful IP PBX installation within minutes, hosted with your choice of cloud provider. Just 5 simple steps, 1 powerful PBX.

- ✓ Choose from Google Cloud, Amazon Lightsail, Azure, OVH, or AWS
- ✓ Use your own cloud account or 3CX demo account
- ✓ Get your free 3CX license with three months free hosting!
- ✓ Retain control of your PBX and data!

### Pack your Bags - What You'll Need

The PBX Express will help you configure and deploy 3CX on Linux automatically in just 5 steps. Designed to make administrator's lives easier while giving the end user access to user friendly unified communications. If you want to deploy it with your own cloud provider, you will need to configure your account correctly with one of the following providers or use a 3CX Trial Account.

- ✓ Google
- ✓ Amazon Lightsail
- ✓ Microsoft Azure
- ✓ OVH
- ✓ Amazon Web Services
- ✓ Openstack

### Get a Fully Licensed Free Cloud PBX

The PBX Express Tool will automatically issue a 3CX Standard licence for up to 16 simultaneous calls, absolutely free. You will get one year free DNS hosting and a free SSL certificate. No commitments!

- ✓ Free 16 simultaneous call licence (up to 50 extensions)
- ✓ One year free DNS Hosting and SSL certificate
- ✓ Free software and security updates
- ✓ Community based support

## Edition Comparison

Choose the best solution for your business. No add-ons, expansion modules or additional licensing considerations. Three simple plans, one powerful communications system.

General Features	Standard Free up to 16SC	Pro From \$188	Enterprise From \$225
Extensions	Unlimited	Unlimited	Unlimited
Number of Simultaneous Calls Supported	> 1,024	> 1,024	> 1,024
Call Logging	•	•	•
Call Forward on Busy or No Answer	•	•	•
Call Routing by DID	•	•	•
Auto Attendant / Digital Receptionist	•	•	•
Voicemail/ Music on Hold	•	•	•
Central Phonebook	•	•	•
Call Transfer	•	•	•
MWI – Message Waiting Indicator	•	•	•
Ring Extension & Mobile simultaneously	•	•	•
Automatic Pickup on Busy	•	•	•
Supports SIP Trunks/ Gateways	•	•	•
Sennheiser Headset Integration	•	•	•
Extensive Codec Support (G711, G722, GSM, Speex, ILBC)	•	•	•
G729 Codec Support	•	•	•
Busy Lamp Field (BLF)	•	•	•
Call Reporting	•	•	•
Call Parking / Pickup	•	•	•
Intercom/ Paging	•	•	•
Custom SMTP Server	3CX SMTP	•	•
Custom FQDN	3CX FQDN	•	•
Configure BLF's from the Clients		•	•
Hot desking		•	•

<b>Management and Scalability</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
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 / KVM Compatibility	•	•	•
Scheduled Backup	•	•	•
Connect Remote 3CX PBX Systems (Bridges)	•	•	•
Scheduled Restore		•	•
Inbuilt Fail Over Functionality		•	•
Standby Licence			•

<b>Unified Communications</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
See the Presence of Your Colleagues	•	•	•
Receive Voice Mail via Email	•	•	•
Advanced Forwarding Rules	•	•	•
Setting Up Conference Calls	•	•	•
Click2Call Extension	•	•	•
Receive Faxes via Email as PDF	•	•	•
Integrated Fax Server	•	•	•
View Presence of Remote Offices		•	•

<b>IP Phone Management</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
Automatic Plug & Play Phone Provisioning	•	•	•
Manage IP Phones Network Wide from Console	•	•	•
Restart Phones Remotely	•	•	•
Update & Manage Firmware Network Wide	•	•	•
Supports Popular SIP Phones	•	•	•

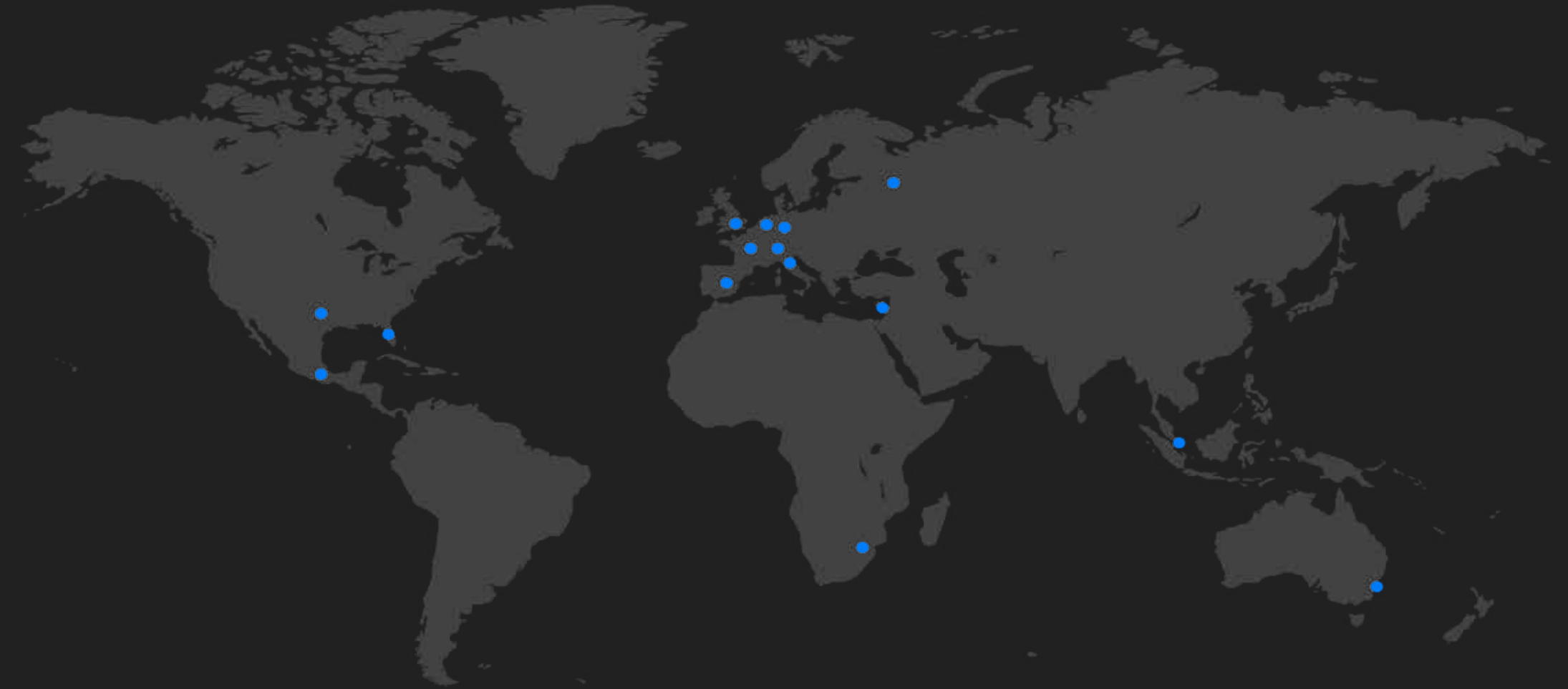
<b>Mobility</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
Android Client	•	•	•
iOS Client	•	•	•
Windows Client	•	•	•
Mac Client	•	•	•
Web Client	•	•	•
Manage the 3CX Client from within the Console	•	•	•
Includes 3CX Tunnel to Avoid NAT Problems	•	•	•

<b>Application Integration</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
Office 365 (address book only)	•	•	•
Microsoft Outlook	•	•	•
TAPI		•	•
Office 365		•	•
Salesforce		•	•
Microsoft Dynamics		•	•
Microsoft Exchange 2013 / LDAP / ODBC		•	•
Google Contacts		•	•
Exact		•	•
Zendesk		•	•
Freshdesk		•	•
Datev		•	•
Hotel Module		•	•
Fidelio Certified		•	•
Mitel Compatible		•	•
Multiline TAPI		•	•

<b>Call Center / Contact Center</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
Call Recordings Search	•	•	•
Call Recordings Management	•	•	•
Call Queuing	•	•	•

<b>Call Center / Contact Center continued</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
Call Recording	.	.	.
Call Flow Designer		.	.
Advanced Queue Strategies		.	.
Advanced Call Reporting		.	.
Real Time Queue Statistics		.	.
Queue Reports		.	.
Barge In / Listen In / Whisper		.	.
Query Customer Name Based on Caller ID		.	.
Ability to Use 3CX Clients API		.	.
Link Company Directory with LDAP / ODBC		.	.
Sync Phonebook with Microsoft Exchange		.	.
Real Time Queue Monitoring		.	.
Wallboard		.	.
Switchboard Queue Manager View		.	.
Supervisor can Log Agents In/Out		.	.
Supports External Agents		.	.
Callback if queue full		.	.
CRM Integration / Scripting Interface		.	.
SLA alerting/reporting		.	.
Call Recording Control			.

<b>Web Conferencing</b>	<b>Standard</b>	<b>Pro</b>	<b>Enterprise</b>
Plugin Free - WebRTC	.	.	.
One-click conference	.	.	.
Meeting Recording	.	.	.
Remote Control / Assistance	.	.	.
Screen Sharing	.	.	.
Unlimited Users	.	.	.
Participants Included	25	100	250



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