



BREAK FREE

From Your Outdated Phone System

**REDUCE YOUR COSTS
INCREASE YOUR
PRODUCTIVITY AND MOBILITY
WITH 3CX PHONE SYSTEM FOR WINDOWS**

Move to 3CX Phone System - an open standard Windows-based IP PBX that provides superior features and flexibility at a far lower cost.

10 Advantages of 3CX Phone System

1. Easy to manage by an IT administrator
2. Costs less to buy and expand
3. Greater return on investment
4. Use existing hardware and make huge savings
5. More features by leveraging Windows technologies
6. Hardware & vendor independent – no vendor lock in
7. Better fault tolerance through easy backup of your PBX
8. 3CX Phone System is more scalable than hardware PBXs
9. Better integration with other business applications
10. Easily build voice applications that increase productivity

- Evolve your communications by allowing employees to hot desk anywhere in the office.
- Enable tele-working by allowing employees to take their extension with them wherever they go.
- Lower call costs and globalize your business by making use of worldwide VoIP providers and bridging your offices for free inter-office calls.

3CX Phone System completely replaces a hardware PBX without the need for additional phone wiring. It supports popular SIP phones, VoIP providers, and traditional PSTN lines. The 3CX Phone System web-based management console makes it easy to configure, eliminating the need for expensive maintenance.

**SAY GOODBYE TO EXPENSIVE
EXPANSION MODULES AND COSTLY
PHONE BILLS!**

SAVE ON COSTS WITH 3CX

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 Phone System you also save on maintenance fees from vendors.

Unlike appliances, 3CX can scale to an almost unlimited capacity because it leverages 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 setup 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 voicemail, integration with Microsoft Outlook, central phone book and more.



3CX Bridges: Setup inter-office calls as FREE internal calls

Advanced Features: No extra cost for voicemail, auto-attendant and call queues

Tele-work: Employees work remotely while staying connected to the company's IP PBX

CATERHAM
FIT TEAM

“Configurability of 3CX is outstanding – we can easily make changes to the PBX ourselves, something that was unthinkable on a traditional PBX.”

Bill Peters, Head of IT, Caterham F1

ENHANCE PRODUCTIVITY WITH UNIFIED MESSAGING AND PRESENCE

UNIFIED COMMUNICATIONS

3CX Phone System for Windows delivers Unified Communications technology by unifying voicemail, 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 voicemail 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 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.

MANAGEMENT

DEFAULT

| Ext | First Name | Last Name |
|-----|------------|-----------|
| 115 | Samantha | Hunt |
| 100 | Gareth | James |
| 101 | Home | MT EXT |
| 102 | Maria | Johnson |
| 103 | Nick | Home |
| 104 | Jones | Fung |
| 105 | Dexter | Morgan |
| 106 | Emily | White |
| 107 | Ricky | DeJong |
| 108 | Lia | Bond |

3CXPhone - 103

(106) Bianca` Morris

21/06/2013 14:20:50 00:00:01

(105) Andy Diamond

21/06/2013 14:20:48 00:00:14


(112) John Reeves

21/06/2013 14:20:47 00:00:04

(101) Jaymes Dickinson

21/06/2013 14:20:16 00:00:03

Fax Received





"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

Presence: Eliminate expensive telephone tag

Voicemail: Receive voicemail in your inbox

Fax: Receive faxes as PDF's

BOOST MOBILITY AND ALLOW STAFF TO TELE-WORK



FREEDOM TO THE USER

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.

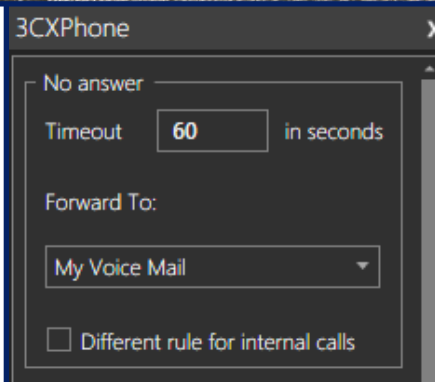
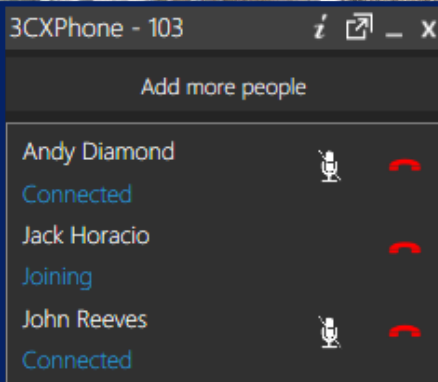
Users can configure extension preferences using a web browser without help from IT staff.

Call forwarding rules can be created based on time received, caller ID and type of call. For example, calls outside your own working hours can be routed to voicemail or a mobile phone.

This way, crucial calls are never missed, and there is no need to give out personal mobile numbers when away from the office.

3CX is the only IP PBX to include a free Windows VoIP phone, and free VoIP phone apps for Android and iPhone 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.



“3CX Phone System is proving flexible and reliable, and it's on target to reduce our ongoing telephony maintenance, line rental, support, and call costs by 70 percent per annum, about £70,000.”

Stephanie Stephenson, Director of Customer Services, Wiltshire College

User Portal: Configure your own extension preferences easily and from anywhere

3CXPhone: Stay connected to the office wherever you are

Advanced Forwarding Rules: Setup by caller ID, time and type of call

MANAGE THE PHONE SYSTEM VIA 3CX'S WEB-BASED CONSOLE

FREEDOM TO THE NETWORK MANAGER

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.

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.

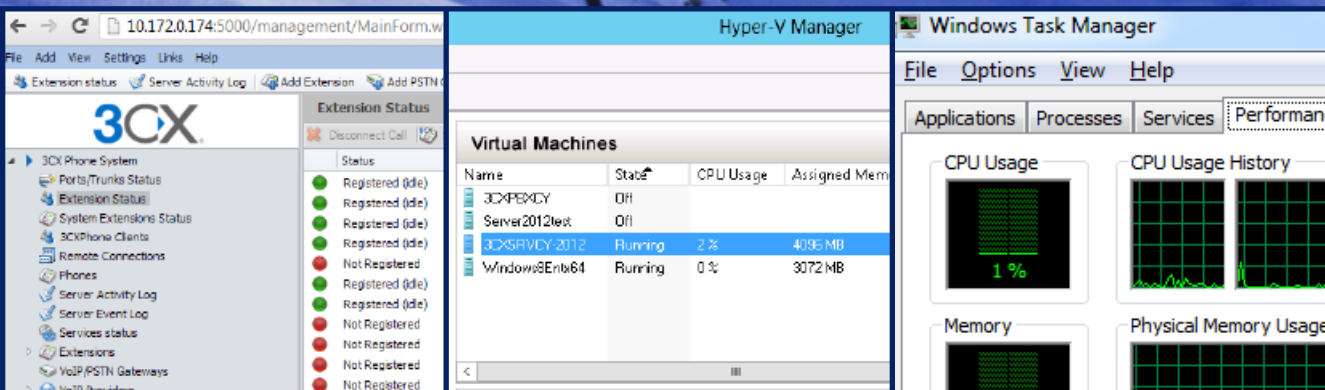
A software-based phone system scales a lot better too — just add more phones and lines as you go along without being limited by the ports or processor on the appliance.

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.



“The implementation of the 3CX Phone System in our company has improved the efficiency and communications between our branches worldwide and has cut down our call costs significantly... Utilizing its trunking and advanced call routing features, we were able to lower our telephony cost by about a four-figure sum per month.”

Volkan Sanverdi, CFO, Chip One Exchange



Virtualize: Save on hardware, energy and administration costs

Event Log: Monitor events and performance of your PBX like any other server application

Web-based Management Console: Access your phone system from anywhere

STAY AHEAD OF THE COMPETITION WITH 3CX PHONE SYSTEM PRO

BOOST CUSTOMER SATISFACTION WITH 3CX PHONE SYSTEM PRO

The 3CX Phone System Pro Edition, is designed to improve businesses' customer service and boost staff productivity via innovative and unique features including advanced call centre features, Microsoft Exchange integration, cross-office presence and superior call reporting.

3CX Phone System Pro improves customer service by allowing customers to hang up and still keep their position in a queue with the Call Back feature. A Wallboard displays real-time queue and call statistics, keeping employees alert and focused. The SLA alerts feature allows supervisors and managers to be notified when callers have to wait beyond a configurable amount of time.

Save valuable time as 3CX Phone System Pro integrates seamlessly with Microsoft Exchange Server and queries contacts directly from the Exchange Server with 3CX's phonebook, ensuring staff always know who's calling. 3CX Phone System Pro spans its Unified Communications features across offices by allowing users to see the presence of their colleagues in other offices using the 3CXPhone for Windows, Android and iPhone clients.

CRM integration with Salesforce, Microsoft Dynamics, Sage ACT!, SugarCRM, Google Contacts and Microsoft Outlook comes as standard with the 3CX Phone System Pro.

New powerful reports deliver key information on queue, team, SLA and callback statistics, call distribution, abandoned calls and other reports, providing businesses with real-time data so as to enhance their staff productivity and customer service.

Check out the 3CX Phone System Pro Edition page - www.3CX.com/Phone-System/Pro-Edition



“The fact that I could install the 3CX Phone System on the existing Windows Server was a great advantage. Rather than buy a “black box”, I could leverage my Windows skills to administer the phone system and

Stefan Pfender, CEO of The Maierl Hotel

| Ext | First Name | Last Name |
|-----|------------|-----------|
| 103 | Jack | Horacio |
| 100 | John | Scott |
| 101 | Jaymes | Dickinson |
| 102 | Miguel | Hernande |
| 104 | William | May |
| 105 | Andy | Diamond |
| 106 | Bianca | Morris |
| 107 | George | Lighter |

801

Sales queue

Ring All

Hunt Random Start

Ring All

Prioritized Hunt

Round Robin

Longest waiting

Least Talk Time

Fewest Answered

Hunt by Threes Random

Hunt by Threes Prioritized

Pick Up

Divert

Barge In

Listen

Whisper to

Transfer from

Drop

Queue Statistics: Monitor the queue status, which agents are logged in and out of queues and more

Call Features: Listen, Whisper and Barge into calls

Configure: Fully control how queues work right down to setting wrap-up times

3CX IMPRESSIVE SET OF FEATURES

| General Phone System Features | Free | 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 | • | • | • |

* Requires Valid Maintenance Agreement – First Year Free

| Unified Communications | Free | Standard | Pro |
|-------------------------------------|------|----------|-----|
| 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 | • | • | • |

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 | | • | • |

IP Phone Management

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

| IP Phone Management (continued) | Free | Standard | Pro |
|---|------|----------|-----|
| Plug and Play Support | • | • | • |
| Provisioning Network Wide with Correct Settings | • | • | • |
| Restart Phones Remotely | • | • | • |
| Manage Firmware Network Wide | • | • | • |

3rd Party Application Integration

| | | | |
|---|--|---|---|
| Microsoft Outlook Integration | | • | • |
| Salesforce Integration | | | • |
| Microsoft Dynamics Integration | | | • |
| Sage ACT! integration | | | • |
| SugarCRM Integration | | | • |
| 3CXPhone Plugin API to Integrate with 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 | | • | • |



Microsoft®
GOLD CERTIFIED
 Partner

CRN
 EMERGING
 VENDORS
2011

CRN
 EMERGING
 VENDORS
2012

CRN 5^{STAR}
 PARTNER PROGRAM WINNER
2013

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