3CX PBX FEATURES
FROM SIERRA EXPERTS

Performance and Configuration

Revamped Interface

Brand new web-based interface designed for usability and easy access to commonly used features. The already user-friendly 3CX admin interface is now even easier to use.

Improved System Performance

3CX can now successfully handle up to 256 simultaneous calls. Users with smaller amounts of traffic will appreciate the reduced resources required to run 3CX and see increased performance.

Standards Based

A VoIP phone system requires the use of SIP phones. These phones are based on the Session Initiation Protocol (SIP), an industry standard to which all modern IP PBXs adhere. The SIP protocol defines how calls should be established and is specified in RFC 3261. Because of SIP, it is possible to mix and match IP PBX software, phones and gateways. This protects your investment in the phone hardware. SIP phones are available in several versions/types.

G729 Codec Support

Save bandwidth using this audio data compression algorithm. *Commercial Only.*

Configuration Wizard

A configuration wizard is now available that will walk users through the configuration process, setting up key components and features. New users will have 3CX up and running in minutes.

Phone Provisioning

Setup new extensions automatically. This feature makes setting up phones quick and easy. Currently available with Grandstream and SNOM phones. More supported phones coming soon. *Commercial Only.*

BLF Provisioning

BLF lights indicating extension status on phones can now be provisioned automatically. SNOM, Aastra, Grandstream and Linksys phones are supported. *Commercial Only.*

Phone Book Provisioning

All extensions will be listed, as well as the ability to add custom entries. *Commercial Only.*

We do IT differently.

Update Console

The Update Console lists the latest versions of phone system software, VoIP provider and gateway templates, prompt sets and translations. To check for the latest versions available, simply click on the Update Console link in the 3CX Admin Console.

PSTN Lines via VoIP Gateway

External calls are received and made on PSTN phone lines. A traditional PBX requires you to connect the PSTN lines to the PBX hardware box. However, in the case of a 3CX Phone System, you have more options. You can connect PSTN lines (physical phone lines) to a VoIP Gateway situated on your internal network. You can also use a hosted phone line from a VoIP Service Provider. In this case, the VoIP service provider has connected external lines to a VoIP Gateway, and allows you to access these lines via your internet connection. To make and receive external phone calls via your regular phone lines, you will have to purchase and configure a VoIP gateway.

Directing Inbound and Outbound Calls

Call Routing

If the phone system knows your normal office hours, it can route a call differently depending on whether the call is received within or outside office hours. You can configure call routing per line in the line configuration.

Ring Groups

A ring group allows you to direct calls on particular numbers to a group of extensions. For example, you could define a group of 3 sales people, and have the general sales number ring on all 3 extensions at the same time or after each other. When you create a ring group, you also assign it a virtual extension number. This will be the number used by the phone system to address the ring group.

Call Forwarding Rules

New call forwarding rules provide administrators with granular control over call routing. Calls can be routed based on caller ID, time of day, whether a call is internal or external, and more. For example, users can now configure 3CX to forward inbound calls after business hours from important clients to a mobile phone, while all other calls go to voicemail.

DID/DDI Support

Many companies provide users and/or departments with Direct Inward Dialing (DID) numbers, which allow their contacts to call them directly, bypassing the receptionist. DID numbers are referred to as DDI numbers in the United Kingdom and as MSN numbers in Germany. Even if you have a digital receptionist, a direct line is often preferable because it's more convenient for the caller. Direct numbers can be easily implemented using DID numbers. DID numbers are provided by your VoIP provider or phone company, and are virtual numbers assigned to your physical lines. Usually you are assigned a range of numbers, which are linked to an existing BRI/T1/E1.

Outbound Rules/Dial Plans

Create outbound rules/dial plans based on number of digits. This allows a dial plan to be set up that does not require a prefix.

BLF and MWI Indicators

If your phone supports these options, this feature will allow you to view a visual indicator displaying whether there are messages waiting if other extensions are on calls, if phone lines are in use, and more. *Commercial Only.*

Call Queue

Call Queuing

Place inbound calls in a queue until a user is available to pick up the call. Calls in queues can be monitored using the 3CX VoIP Client. *Commercial Only.*

Digital Receptionist/Auto Attendant

The digital receptionist feature allows you to answer phone calls automatically using the computer and present the caller with a list of options. The caller can then choose the appropriate option using the numbers on his phone key pad. Using this feature you can implement a menu; for example, "For sales, press 1. For support, press 2." A digital receptionist is also known as an auto attendant. You can configure different menu options and text for the menus based on which line the calls comes in, as well as whether the call is received within or outside office hours. You could have a different answer outside office hours and de-activate menu options accordingly.

Dial By Name

Callers can dial extensions/agents by name using the Digital Receptionist. *Commercial Only.*

Additional Call Queue Options

Callers in a call queue can now select an option to exit the queue and leave a message instead of holding in the queue until an extension becomes available. Administrators can also automatically forward inbound calls to voicemail if no extensions are available within a queue to take the call.

Conferencing and Team Communication

Call Conferencing

Create free ad hoc conference calls for joint conversations through your PBX. This feature scales to large organizations, supporting up to 32 participants. *Commercial Only.*

Paging

Allows one extension to broadcast a message to many extensions through a ring group. *Commercial Only.*

Intercom

Call an extension and force immediate pickup (phone will automatically go to speaker phone). Organizations that require intercom communication will find everything they need in 3CX. Audio will be two-way. Snom, Aastra and Linksys phones currently supported. *Commercial Only.*

Location Based Features

Branch Office Integration

Connect branch offices to your 3CX network using the 3CX VPN, allowing 3CX offices at separate locations to communicate directly, as if they were on the same LAN. *Commercial Only.*

3CX VoIP Client/Softphone

Make and receive calls and check presence information from any Windows desktop or laptop. The multipurpose 3CX VoIP client includes a mini VPN that allows users to register their extension using a common port (e.g., port 80), allowing road warriors to make and receive calls through the 3CX PBX from anywhere, without having to change router or firewall configurations. It also allows users to view other extensions to see if they are available or on a call.

Make Calls from Outlook

Launch calls directly from Microsoft Outlook (or any TAPI or Web enabled application). Call history can automatically be logged in the Microsoft Journal, avoiding cumbersome input of calls.

SIP ID Forking

Allows multiple SIP phones to have the same extension and ring at the same time. This feature can be used to have an agent pick up a call from a desk phone or a softphone, depending on whether they are at home or on the road.

Messaging and Voicemail

Voicemail

The voicemail feature allows messages to be recorded when a particular extension cannot be answered. It is also possible to send particular calls to a voicemail box directly. Voicemail messages are recorded in WAV format and are stored in the user's mailbox and optionally forwarded by email to the user.

The system can:

- Store the voicemail for retrieval by phone by the user.
- Store the voicemail for retrieval by phone and send an email notification to the user.
- Attach the voicemail as a WAV message to an email, and send it to the user's email inbox. After that it can delete the message from the voicemail box.
- Store the voicemail for retrieval by phone as well as send the WAV message by email.

System Prompts

Messages played to the caller by the phone system for standard situations within the voicemail and digital receptionist. For example, when the caller has listened to all his voicemail messages the system will play a system prompt that tells the caller that there are no more messages.

Integrated Fax Server

Receive faxes via the T38 protocol, convert them to PDF files and forward them by email. All leading gateways support the T38 protocol, so you can easily receive faxes using 3CX and a VoIP Gateway. *Commercial Only*

Identification and Reporting

Resolve Inbound Calls to Outlook Contacts

Inbound calls can now automatically bring up the appropriate contact record in Outlook based on caller ID, providing an additional layer of Outlook integration.

Call Recording

Easily record conversations for monitoring purposes. *Commercial Only.*

Call Reports

The reports feature allows you to analyze your call traffic. You can generate reports on your call traffic using the call reports feature or analyze the logs directly using the call logs feature. Using this feature, it is also possible to export the call data in CSV format so you can import it into a spreadsheet or database program for further analysis.

Integrations and Supported Platforms

3CX Call Reporter

This standalone reporting utility allows you to analyze call logs and generate reports on your call traffic.
Download Here: http://www.3cx.com/downloads/3cxcallreporter.msi

System Backup

This feature allows you to create a complete backup of your phone system configuration to a file. Restoring a configuration is as simple as locating the file and clicking 'Restore'.

HTTP API

Allows you to perform a number of actions via a simple HTTP post request. This allows you to trigger certain actions on the PBX from almost any application. Abilities include: switch recording on/off, disable an extension, and disable outbound calls for an extension.

Virtual Environmental Support

3CX can now be installed as a virtual instance on Windows Hyper-V. Users can now save money on hardware and energy costs by installing and running 3CX on a virtual machine.

Windows 2012 Support

Run 3CX in a virtual environment using Windows 2012.

Sangoma Support

3CX now fully supports Sangoma Network Express VoIP Gateway cards. This is the first VoIP Gateway card officially supported by 3CX. It allows for an inexpensive, streamlined Gateway that can either be installed on the 3CX server or on a separate device.

Contact us today to learn more.