



3CX Phone System

Introduktion til 3CX Phone System



Software based PBX for Windows®



Om 3CX Phone System

- 3CX Phone System er en software-baseret PBX til Windows
 - Baseret på den åbne SIP Standard
 - Virker med alle større udbydere af SIP telefoner, VoIP Gateways og VoIP udbydere
 - 3CX er certificeret til at køre på Windows server
 - Windows XP, 2003, Vista, 7 og 2008
 - 3CX er Microsoft Gold Partner
 - Virtualisering af 3CX Phone System
 - VMware og HyperV
- Nem installation
- Hurtig konfiguration
- Mere fleksibilitet
- Bedre produktivitet
- Reducer omkostningerne



Software based PBX for Windows®



100% software-baseret

- Enkel administration
 - Fra web-interface eller manage consol
- Skalérbar
 - Fra 4 til 512 samtidige kald pr. server
- Lynhurtig adgang til nye faciliteter
- Fysisk eller virtuelt
 - Afvikling fra eksisterende Windows PC/server eller virtualisering af din PBX i VMware/HyperV
- Nemt at lave backup
- Hurtigt at genskabe
 - Fx på en anden PC eller server
- Mange funktioner
- Bedre integration
 - Kan bl.a. integreres med Outlook, Salesforce og ACT! CRM



Nem installation

- Wizarden hjælper dig gennem installationen
 - Konfigurationen af 3CX Phone tager typisk under 10 minutter
- Automatisk konfiguration af VoIP udbydere og gateways

The screenshot shows the '3CX User Settings Wizard' interface. The main window is titled 'Welcome to 3CX User Settings Wizard' and features the 3CX logo and the text 'Software based PBX for Windows®'. The left sidebar contains navigation options: 'General Settings' (Language, Extension Digits, SIP Domain, Mail Server, Administrator Login), 'Phone Settings', 'Extensions' (Operator Extensions, VoIP Gateway), and 'Finalize' (Save Configuration, Registration, Finalize). The main content area is titled 'Create Users Extensions' and includes a text box explaining that users can create extensions manually or via Active Directory. Below this is a table with the following data:

Extension	First Name	Last Name	E-mail
100	Joe	Bloggs	jb@3cx.com

Buttons for 'Add Extension' and 'Delete Extension' are located below the table. At the bottom of the wizard are buttons for '< Back', 'Next >', 'Finish', and 'Cancel'. To the right of the wizard is a list of VoIP providers, each with a radio button, a logo, a name, and a location:

- Broadvox GoAnywhere US
- Broadvox SIP Trunk US
- CallCentric US
- CellIP SE
- Generic SIP Trunk
- Generic VoIP Provider
- Generic VoIP Provider (Compatibility mode)
- InPhonex Worldwide
- nettel DK
- nexvortex US
- Prlonet NL
- sipgate DE, UK
- VOIPOn UK
- voip-unlimited UK
- Wide VOIP FR, LU
- XeloQ Worldwide

Enkel administration

- 3CX er "bare" en Windows applikation
- Administrer dit telefonsystem over nettet
 - Via det web-baserede administrationsinterface
- Enkel overvågning
 - Dog anbefaler vi en selvstændig overvågningsløsning fra ManageEngine eller SolarWinds

The screenshot shows two windows. The top window is the 3CX Phone System Management Console, displaying the 'Extension Status' page. The bottom window is the ActiveXperts Network Monitor Manager, showing a list of monitored resources and their status.

Status	Extension	Name
Registered (idle)	100	3cx User
Connected	101	3cx User
Connected	102	3cx User
Connected	103	3cx User
Connected	104	3cx User
Registered (idle)	105	3cx User
Registered (idle)	106	3cx User
Connected	107	3cx User
Registered (idle)	108	3cx User
Connected	109	3cx User
Registered (idle)	110	3cx User
Connected	111	3cx User
Registered (idle)	112	3cx User

The ActiveXperts Network Monitor Manager window shows a list of monitored resources with columns for Display Name, Folder, Type, Last update, Result, and Last Reg. The activity view below shows logs for various resources, including website availability, disk health checks, and printer status.

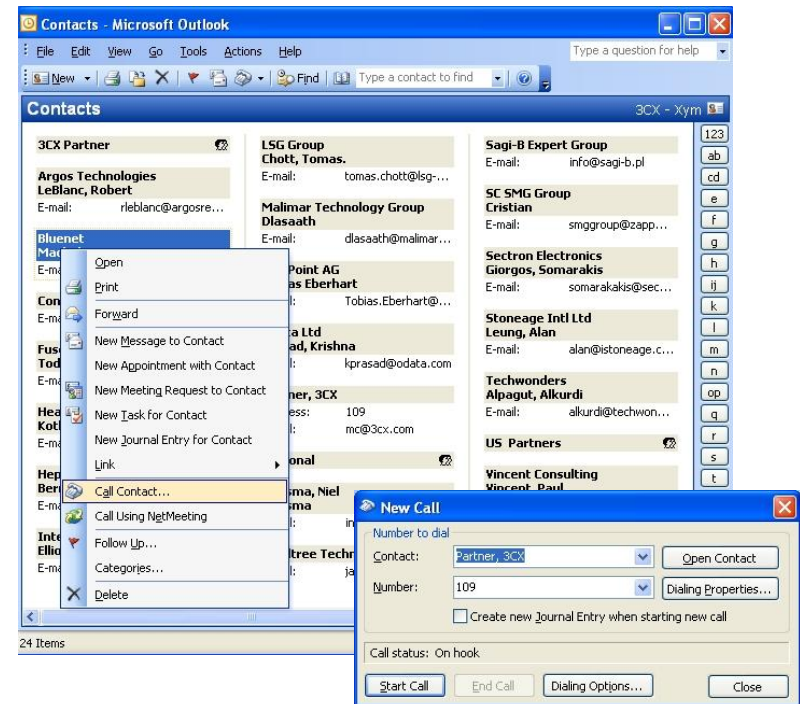


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Outlook integration

- Opkald direkte fra Outlook og Salesforce.com m.fl.
 - Ingen genopkald af telefonnumre
 - Automatisk logging
 - Kan integreres med andre CRM systemer som fx ACT! CRM
- Kontaktoplysninger uden et klik
 - Viser kontaktoplysninger på kunden eller kontaktpersonen ved indkommende opkald



Brugerportal

- Konfiguration af lokalnummer
- Brugeren kan selv tilpasse sit lokalnummer via brugerportalen
- Administrér opkald baseret på opkalds-ID eller tidspunkt

The screenshot displays the 3CX User Portal 2 interface in a Windows Internet Explorer browser. The page title is "Welcome to 3CX User Portal 2" and the URL is "http://10.172.0.15:5000/UserMain.wgx". The main navigation bar includes "Home" and "Extension Settings". The "Extension Settings" section is active, showing "Configure extension details" with the instruction "Specify extension number and voice mail settings." Below this, there are tabs for "Extension Settings" and "Voice Mail Settings". The "Extension Settings" tab is selected, showing fields for "First Name" (Chris), "Last Name" (Martin), "Email address" (info@3cx.com), and "SIP ID" (100). There are also fields for "PIN Number" (100) and "Outbound Caller ID" (22444032). The "Forward Rules Settings" section is also visible, showing a table of rules and a configuration form. The table has columns for "Rule Type", "Hours", "Call Type", "Caller ID/DID", and "Action". The current rule is "No Answer" with "All Hours", "All Calls", and "Forward to Voice mail 100". The configuration form shows "Rule Type" set to "Based on Caller ID", "Hours" set to "All Hours", "Call Type" set to "External Calls Only", and "Action" set to "Forward to External Number". The "Caller ID/DID" field is set to "555555" and the "Destination" field is set to "879789789". There are buttons for "Add Rule", "Update", "Delete", "Move Up", and "Move Down". At the bottom of the form are "OK", "Cancel", and "Apply" buttons.

Forward Rules Settings:

Rule Type: Based on Caller ID
Hours: All Hours
Call Type: External Calls Only
Action: Forward to External Number

Caller ID/DID: 555555
Destination: 879789789

Buttons: Add Rule, Update, Delete, Move Up, Move Down

Rule Type	Hours	Call Type	Caller ID/DID	Action
No Answer	All Hours	All Calls		Forward to Voice mail 100

Extension Settings:

First Name: Chris
Last Name: Martin
Email address: info@3cx.com
SIP ID: 100

PIN Number: 100
Outbound Caller ID: 22444032

Buttons: OK, Cancel, Apply

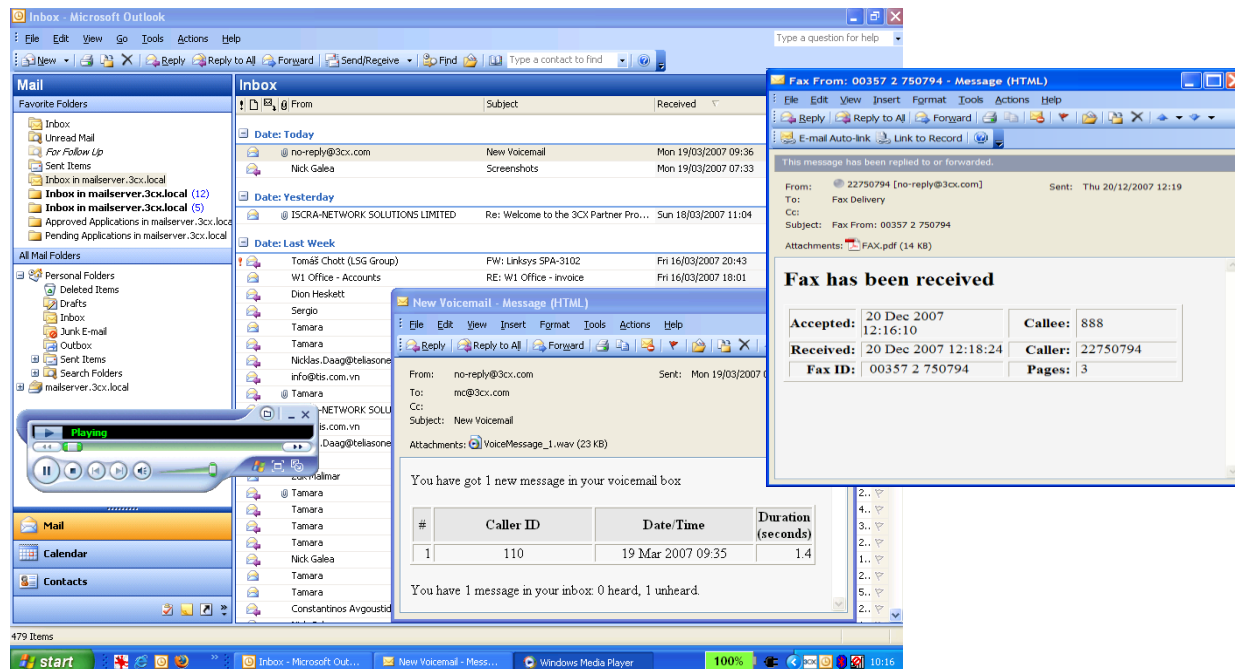


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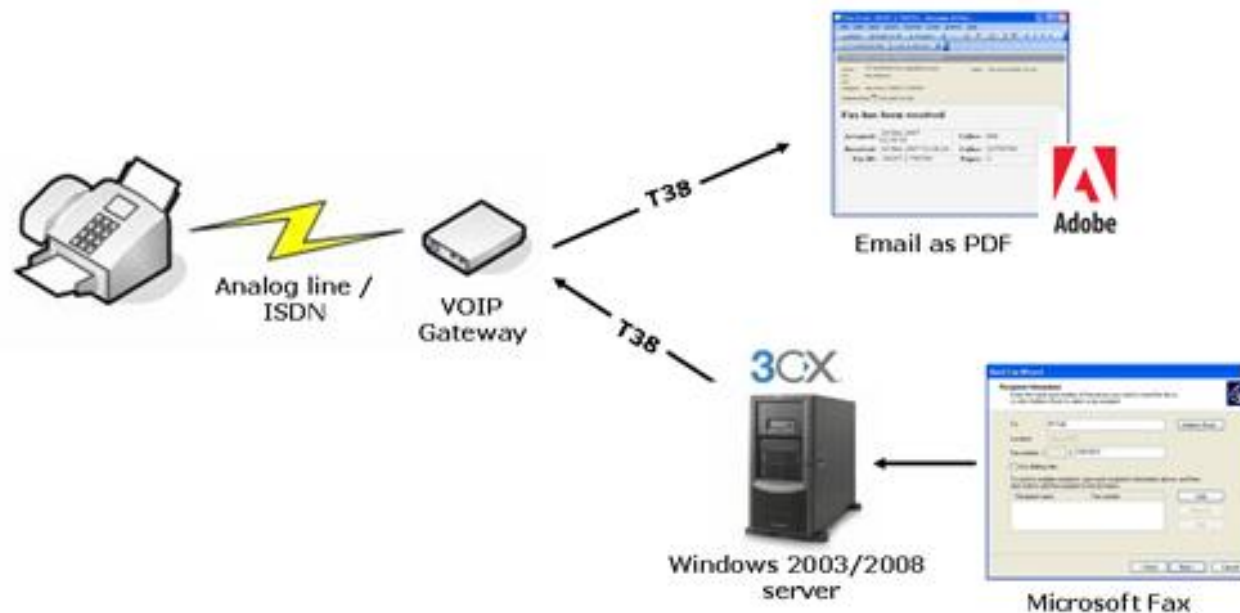
Unified Communication

- Voice mail og fax direkte i din indbakke
 - Få dine telefonbeskeder som e-mail eller aflyt fra brugerportalen
- Mulighed for yderligere udvidelser



FAX Server

- Alle kan sende og modtage fax
- Fax 2 Mail
 - Få dine fax som e-mail i PDF-format
- Send fax med Microsoft Fax



3CX Phone

- Øg mobiliteten og fleksibiliteten
 - Det er nemt at omstille et opkald
- Kan kombineres med hardware telefon
- Brug din laptop/PC som telefon
 - Når du ikke er på kontoret, som fx når du arbejder hjemmefra, er til møde eller er på forretningsrejse
- Ring gratis til dine kollegaer
 - Tal langt billigere også fra udlandet
 - Ring til en kunde hjemme i DK fra udlandet og betal alm. takst
- Ingen konfiguration
 - 3CX Phone System holder dig opdateret
- Mange fordele, ingen udgifter
 - 3CX Phone kan donwloades gratis fra www.draware.dk

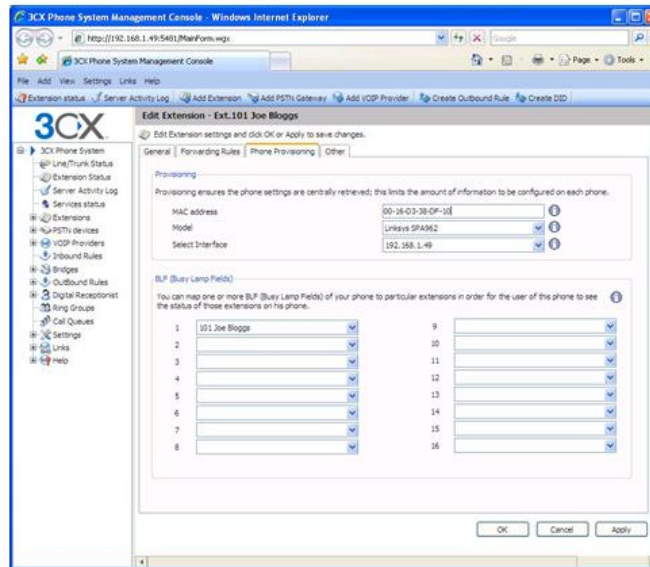


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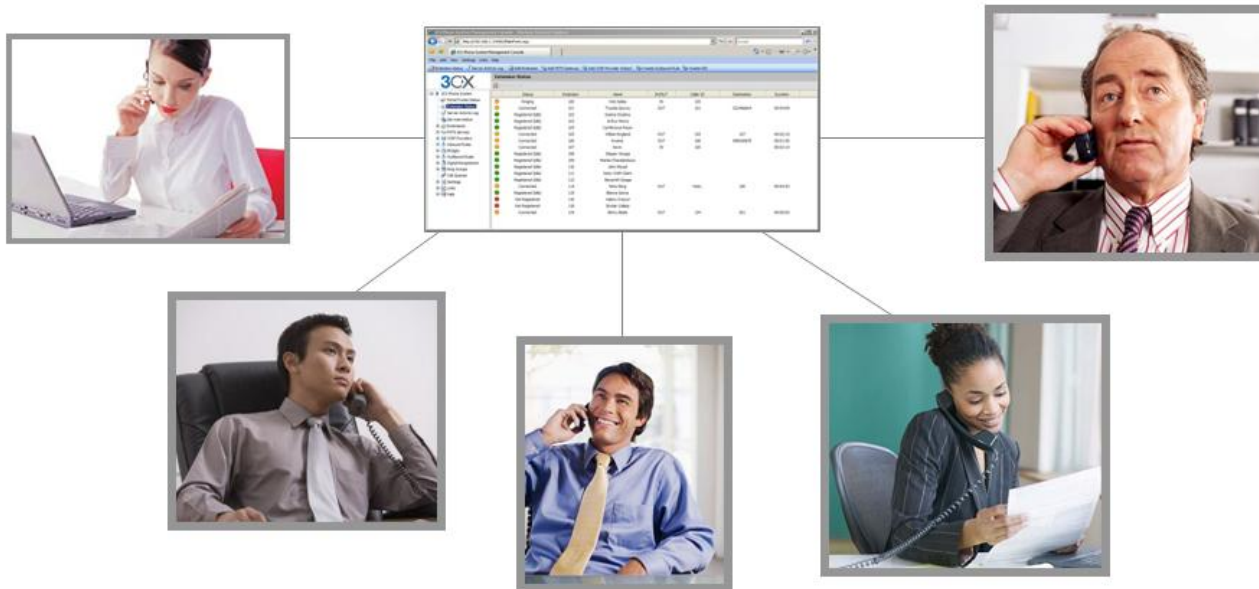
Telefon provisioning

- Konfigurerer automatisk SIP-telefoner
- Automatisk konfiguration og opdatering af den centrale telefonbog, MWI, BLF, samtaleanlæg samt personsøgning



Telefonkonference

- Nem opsætning af interne eller eksterne konferenceopkald
- Udnyt 3CX Bridges til gratis konferenceopkald
 - Mellem lokationer og på tværs af landegrænser

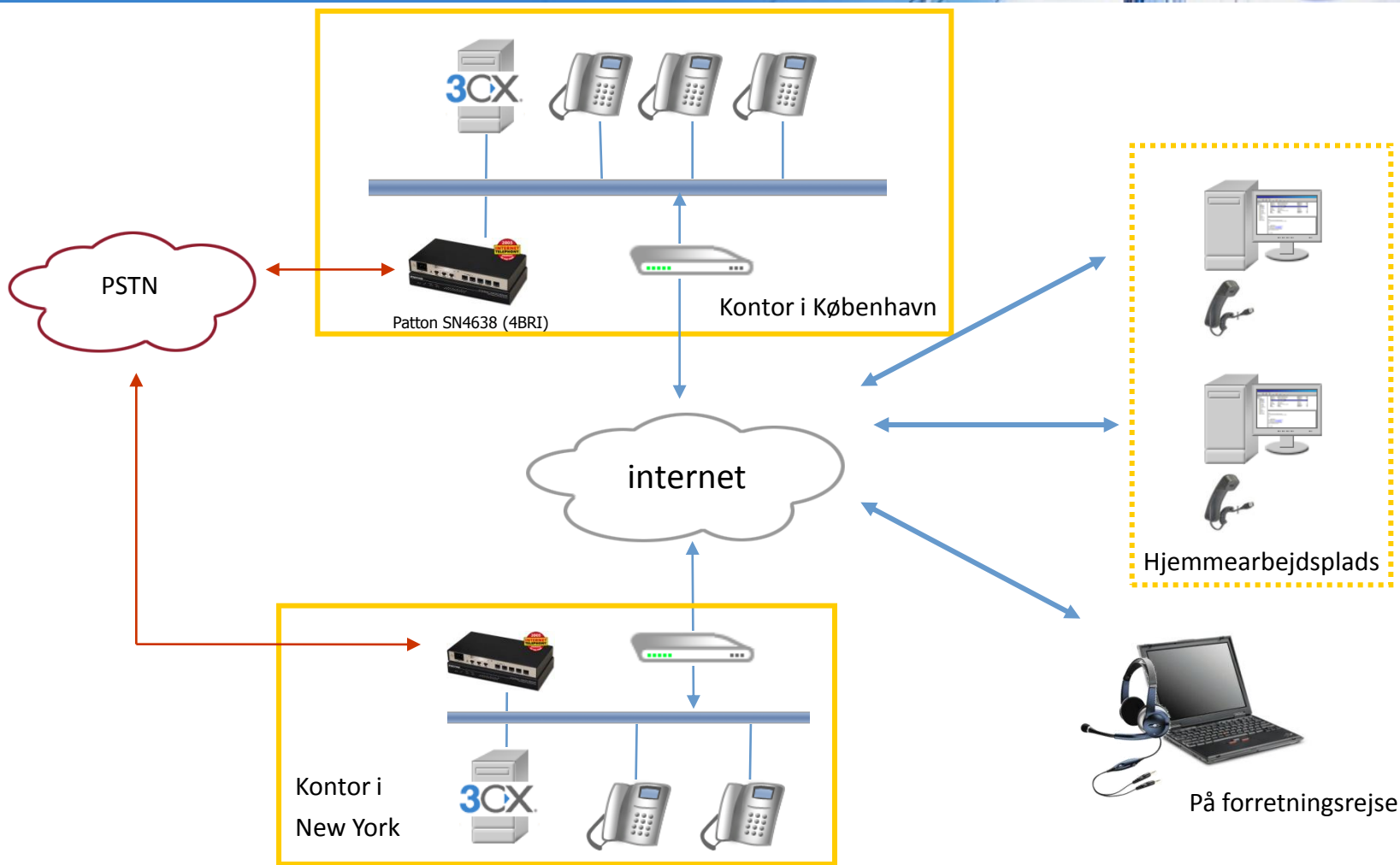


3CX Bridges

- Forbind afdelingskontorer med hovedkontoret
- Opkald mellem kontorer håndteres som interne opkald
- Reducér omkostningerne på telefoni



Typisk konfiguration



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