

# BREAK FREE

From Your Outdated Phone System



**3CX**<sup>®</sup>  
Innovating Communications

**3CX Phone System v12.5**

**Innovating Communications**

## 3CX Phone System v12.5 Embraces WebRTC

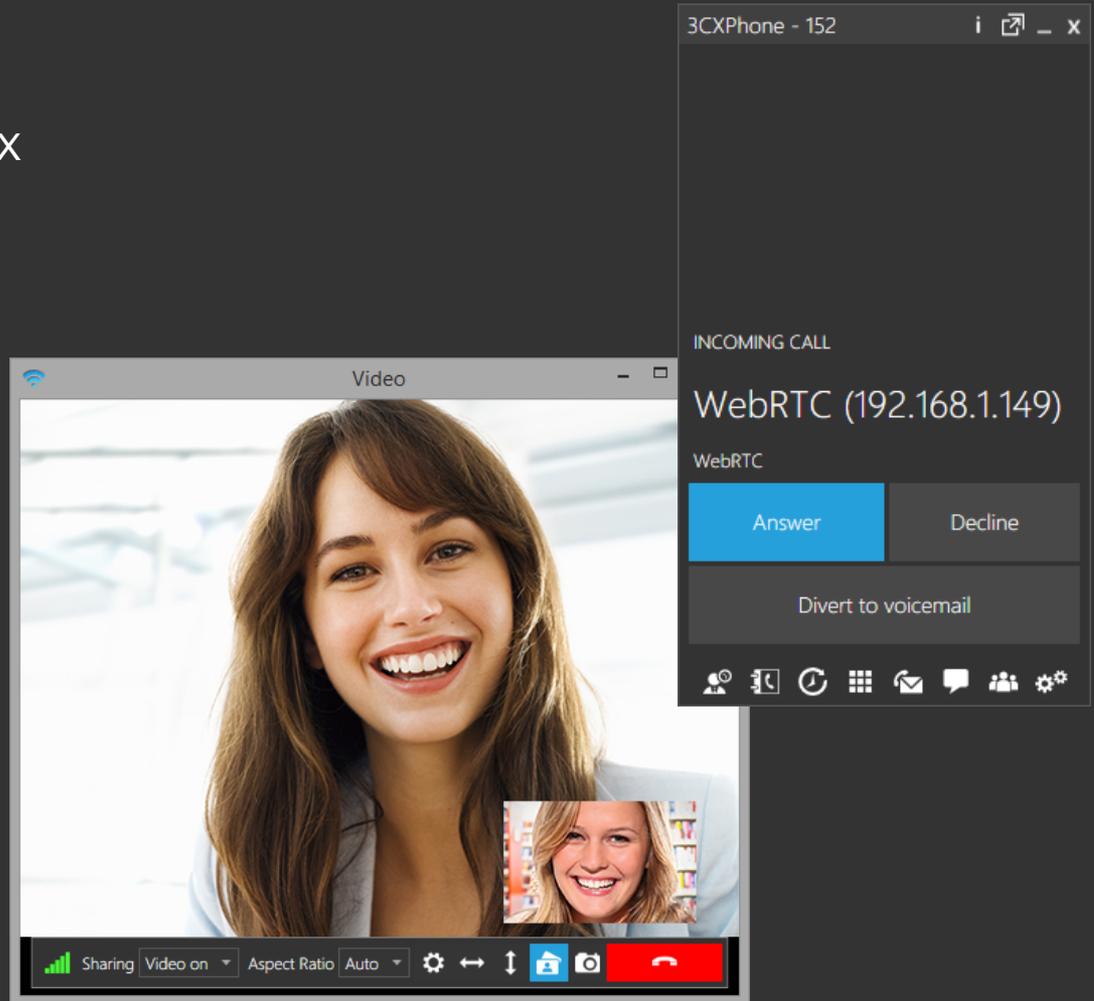
- New standard enabling real-time video and audio communications from a browser
  - No need for any plugins or clients
  - Developed and championed by Google
  - Implemented in open standards browsers - Chrome, Opera and FireFox
- Game changer for video conferencing & telecoms

*“Analysts predict that by 2019 more than 2 billion people and 6 billion devices are expected to use and support WebRTC”*



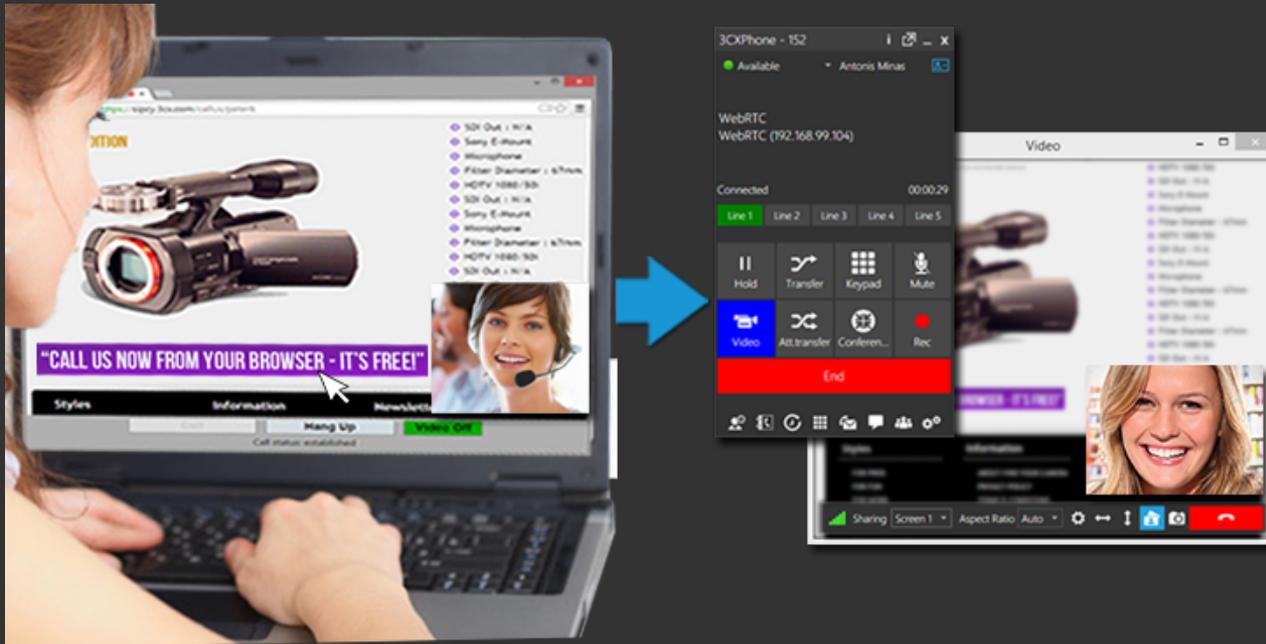
## 3CX Phone System v12.5

- Inbuilt WebRTC gateway
- Accepts calls via WebRTC
- Seamless integration with the PBX
- Forward to IVR, Queues
- Supports call transfer, park, hold



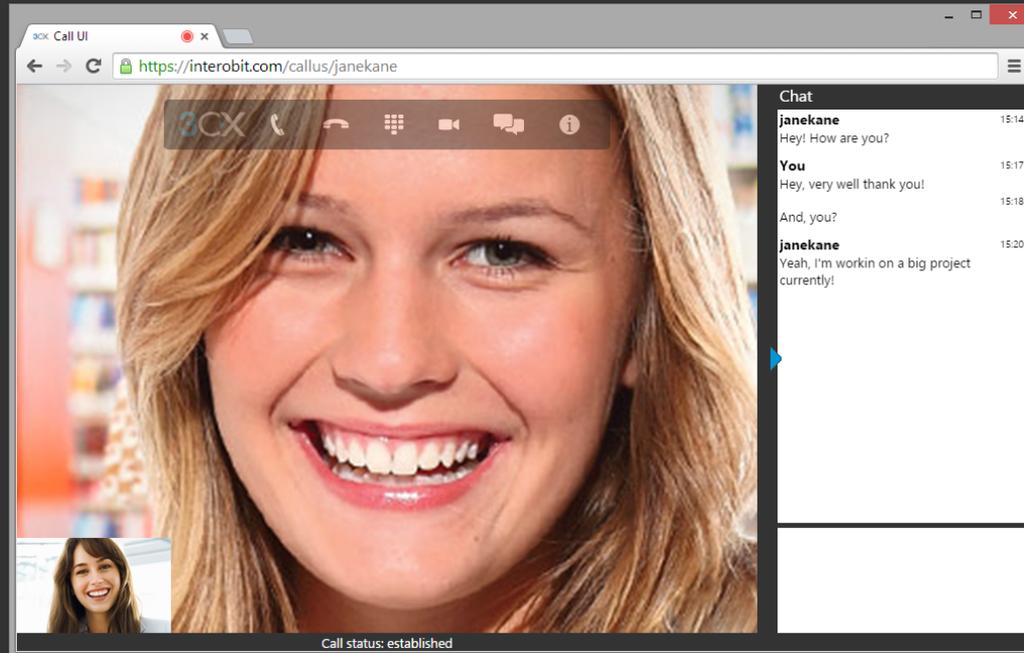
## WebRTC Applications - Click-to-Call

- Calls go directly to 3CX Phone System
- Reduce 800 number costs
- Improve customer service
- Elevate to a video call - including screen sharing
- [Watch](#) our video on this new feature!



# WebRTC Applications - Video & Screen Sharing

- Adhoc video conference calls
- Video
- Screen sharing
- Just send web link to start conference call
- Each extension user has their own “WebRTC DID”



# WebRTC Applications

- Provide links to call queues
- Caller avoids IVR
- Calls are free, monthly cost of 800 numbers reduced

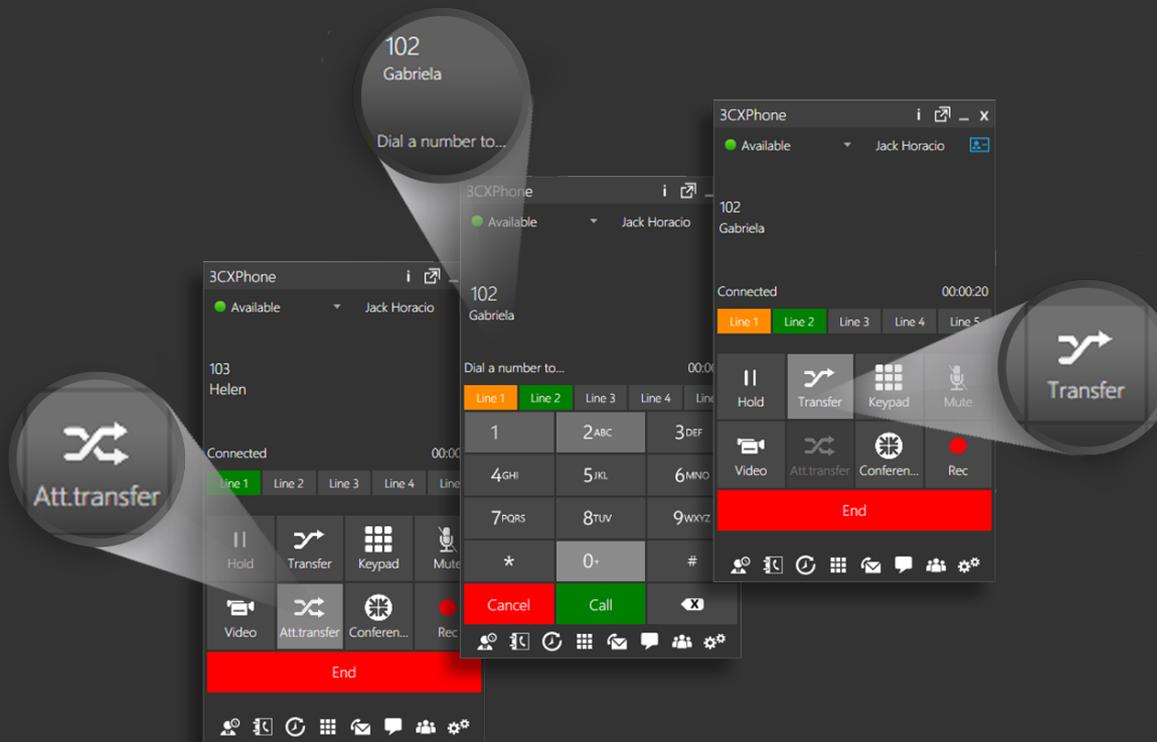
## 3CX Technical Support - Contact Details and Working Hours

Country	Opening Hours (Monday to Friday)	Support Number	Call with WebRTC
US (NYC) & Canada	06:30 – 18:30	<a href="#">1-800-393-9393</a>	Call
United Kingdom	07:30 – 11:00   11:30 – 21:00	<a href="#">+44 1253 330000</a>	Call
Australia (SYD)	18:30 – 09:00	<a href="#">+61 2 9585 9393</a>	Call
France	08:30 – 12:00   12:30 – 17:00	<a href="#">+33 1 47 33 33 33</a>	Call
Germany	08:30 – 12:00   12:30 – 17:00	<a href="#">+49 30 2500 3333</a>	Call
Russia	11:00 – 20:00	<a href="#">+7 495 777 3333</a>	Call
Italy	08:00 – 17:30	<a href="#">+39 02 7600 3333</a>	Call
Spain	08:00 – 17:30	<a href="#">+34 91 480 3333</a>	Call
Netherlands	08:30 – 12:00   12:30 – 17:00	<a href="#">+31 20 480 3333</a>	Call

READ THE [ADMINISTRATION MANUAL](#), [CONFIG GUIDES](#) AND OUR [TECH SUPPORT BLOG](#)!

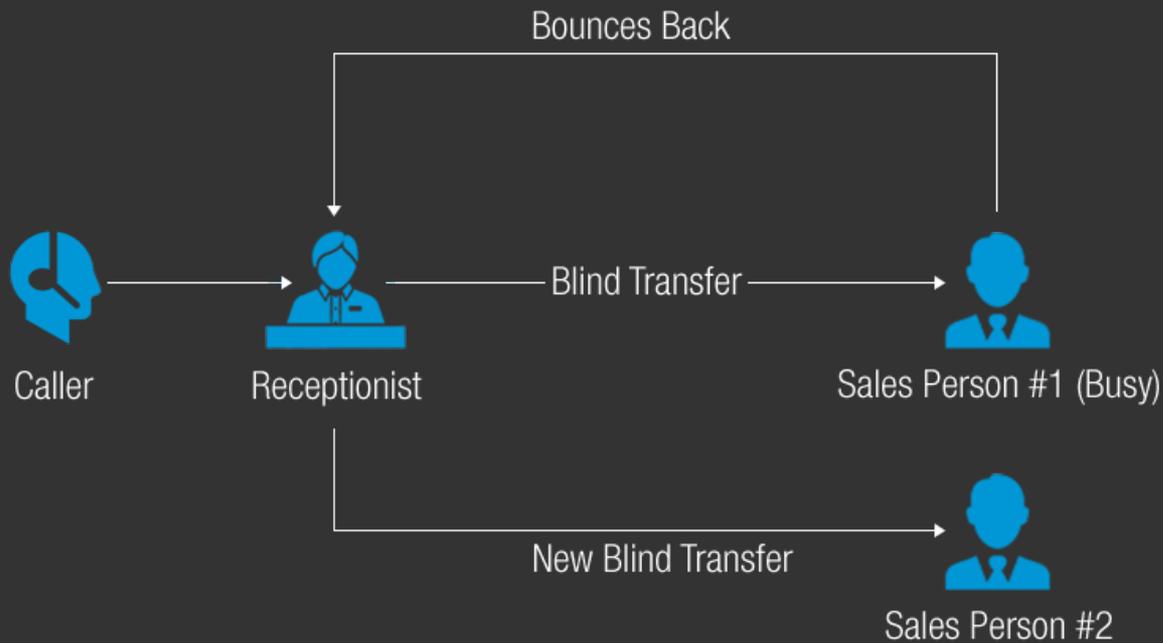
## Attended Transfer in CTI Mode

- Make attended transfers on your IP Phone right from 3CXPhone via the CTI mode
- Avoid having to learn cryptic phone interface
- Works with snom, Yealink, Fanvil & Htek phones
- [Watch](#) our video on this new feature!



## Bounce Back Call on Unsuccessful Blind Transfer

- Use blind transfer to quickly transfer calls
- If callee is busy, call will “bounce back” to transferor
- Transfer elsewhere or to user’s voice mail



## Support for HTEK IP Phones

- Full support for Htek IP Phones
  - Htek UC: 802, 803, 804, 806, 840, 842, 860, 862
- Competitively priced, good quality phones
- Fully templated within 3CX
- Plug n Play configuration supported
- Works in CTI mode



## Polycom Legacy Phone Support - Easy Migration

- Migrate users stuck on insecure and older IP PBX software
- But they retain their investment in IP Phones
- Provision & manage Polycom phones easily from within 3CX
- Supports Polycom phones
  - Polycom SoundPoint: 301, 320, 321, 330, 331, 335, 450, 501, 550, 560, 600, 601, 650, 670
  - Polycom SoundStation: 4000, 5000, 6000, 7000
- Note - CTI and 'Plug and Play' are not supported



## Many New certified VoIP Providers / SIP trunks

Europe:

- Netplanet - Austria
- 1TEL - Denmark
- OVH - France
- Fonia Telecom - France
- Deutsche Telekom/Call & Surf - Germany
- QSC - Germany
- Motto - Netherlands
- Alhambra - Spain
- 3C1B TELEKOM - Turkey
- 500 Ltd - UK



## Many New VoIP Providers Supported

North America:

- Time Warner Cable - USA
- AT&T- USA
- Ironton - USA
- thinktel - USA & Canada
- Flowroute - USA & Canada
- Ring Office - Canada and USA



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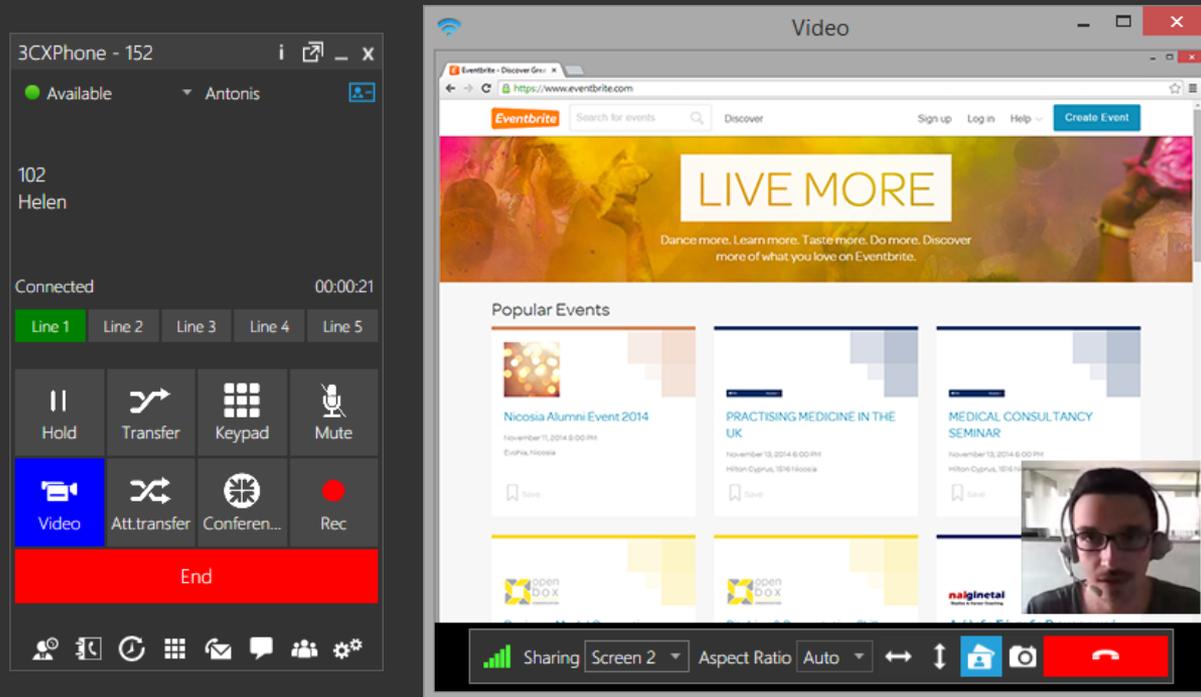
### Asia Pac:

- C2 Communications - Australia
- Ufone - New Zealand
- Neural Networks - Australia
- Kiwi VoIP - New Zealand
- MVoice - Australia
- Beyontel - Australia
- Faktortel - Australia
- FUSION Communications - Japan
- DIDLogic - Hong Kong



# 3CXPhone for Windows - Full Video & Screen Sharing Support

- Supports VP8 & H263 & H263 + video
- Fully integrated with 3CXPhone
- Allows for screen sharing as well
- Works very well in tandem with WebRTC gateway



# Exchange Calendar Integration

- Set status from Outlook when creating appointments
- When in meeting, your status will be changed automatically to away
- Available in PRO edition

The screenshot displays the Outlook interface. The top window is the 'Staff meeting - Appointment' form, and the bottom window is the 'Calendar - Outlook Data File - Outlook' view.

**Appointment Form Details:**

- Subject:** Staff meeting
- Location:** Out Of Office
- Start time:** Mon 03/11/2014, 15:00
- End time:** Mon 03/11/2014, 16:00
- Reminder:** None
- Show As:** Out of O...
- Recurrence:** (None)

**Appointment Description:**

Staff meeting

Points to discuss on version 12.5 :

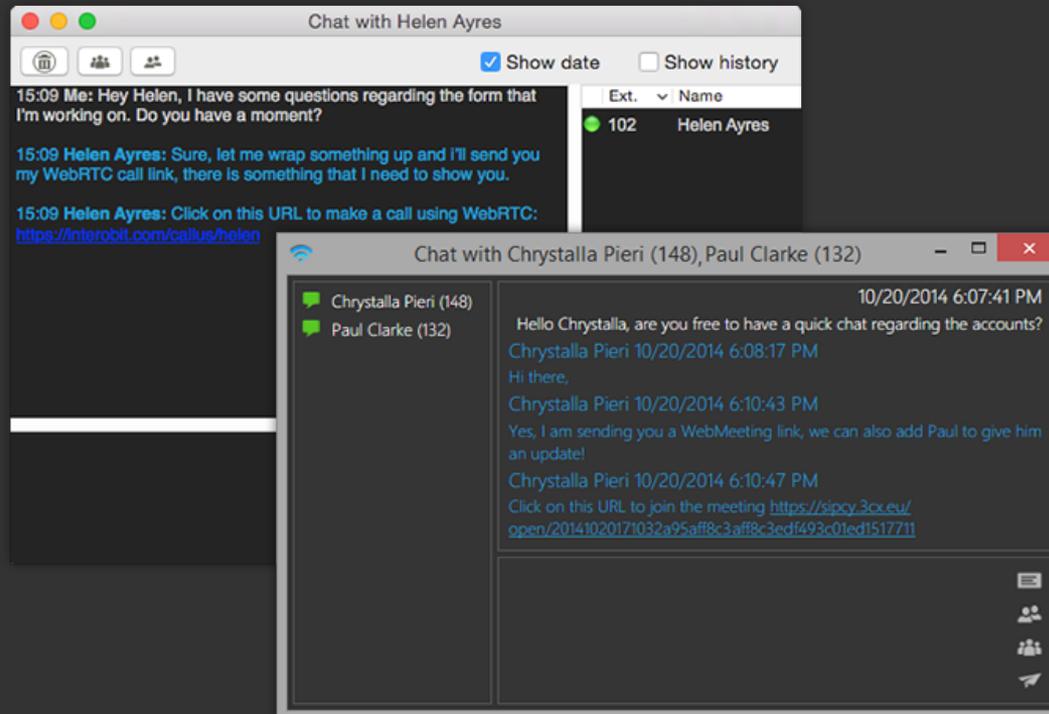
- Licensing
- Setup wizard
- Firewall check
- WebRTC Gateway
- CID Reformatting
- Return call back on blind transfers
- Queues

**Calendar View Details:**

- Month:** November 2014
- Day:** 3 Nov (Monday)
- Event:** Staff meeting (Out Of Office) on 15 Nov

## New & Improved Chat Features

- Elevate chats to WebRTC calls & create web meetings within seconds
- One click 3CX WebMeetings with WebRTC call link
- Chat via WebRTC
- Review past chats saved in your chat history



## Integrate Company Phonebook with External Database

- Link Company Phonebook to:
  - LDAP Directory (e.g. Active Directory)
  - Any ODBC database
- Easily convert Caller ID to Customer name
- No need for data import
- No need for data syncing - one data source
- Requires PRO edition

## Office 365 Support

- Presence and provisioning now via Port 80 (HTTP) or 443 (HTTPS)
- Makes for easier deployment



## 3CX WebMeeting - Up to 10 participants included

- Organize video conference meetings for up to 10 participants
- Limit applies for whole system
- Included for customers with valid maintenance
- Special offer for Q1 2015

