



Features: Free Edition vs Commercial Editions

	Free	Standard	Pro
Licensing			
Price	Free	From €395/\$495	From €550/\$695
Support	N/A	From €150/\$210	From €150/\$210
Extensions	Unlimited	Unlimited	Unlimited
Number of Simultaneous Calls Supported	2	4->1,024	4->1,024

General Phone System Features

Call Logging	•	•	•
Call Reporting	•	•	•
Blind Call Transfer	•	•	•
Attended Call Transfer	•	•	•
Call Forward on Busy	•	•	•
Call Forward on No Answer	•	•	•
Call Routing (DID)	•	•	•
Call Routing (Caller ID)	•	•	•
Caller ID	•	•	•
Conference Calling	•	•	•
Conference Rooms	•	•	•
Auto Attendant / Digital Receptionist	•	•	•
Record New Voice Prompts From Phone	•	•	•
Voice Mail	•	•	•
Music on Hold	•	•	•
Central Phonebook	•	•	•
Call by Name	•	•	•
Different Prompts for Holidays	•	•	•
Call Parking	•	•	•
Call Pickup	•	•	•
Call Queueing	•	•	•
Call Recording	•	•	•
MWI – Message Waiting Indicator	•	•	•
BLF Status Updates	•	•	•
Intercom	•	•	•
Paging	•	•	•
Ring Extension and Mobile Simultaneously	•	•	•

Send Email Notifications for Missed Calls		◆	◆
Music on Hold Playlist or Line In		◆	◆
Dial Codes		◆	◆

Management and Scalability

Web-based Management Console	◆	◆	◆
Configuration Wizard	◆	◆	◆
Real Time Web-based System Status	◆	◆	◆
Integrated Web Server	◆	◆	◆
Backup and Restore	◆	◆	◆
Firewall/NAT Friendly Configuration of External Extensions via Tunnel	◆	◆	◆
Microsoft Windows Server Certified	◆	◆	◆
Integrated Enterprise Database (PostgreSQL)	◆	◆	◆
VMware / Hyper-V	◆	◆	◆
Disable an Extension Temporarily		◆	◆
Management of Group Privileges		◆	◆

Unified Communications

Public SIP ID for Extensions	◆	◆	◆
Advanced Forwarding Rules Based on Caller ID, Time & Type of Call	◆	◆	◆
Receive Voice Mail via Email		◆	◆
Integrate Branch Offices with 3CX Bridge		◆	◆
Standards-based Presence Information		◆	◆
Integrated Fax Server		◆	◆
Receive Faxes via Email as PDF		◆	◆

Superior Mobility with 3CXPhone for Windows, iPhone and Android

CTI Support (Windows only)	◆	◆	◆
Seamlessly Create Conference Calls		◆	◆
Run as Presence Monitor in Combination with Desk phone (Windows only)	◆	◆	◆
Allow Users to Configure their Own Extension Settings	◆	◆	◆
Make and Receive Calls	◆	◆	◆
Transfer Calls	◆	◆	◆
Shows Incoming Calls	◆	◆	◆
Shows Caller ID	◆	◆	◆
Shows Personal Call History	◆	◆	◆
Divert Calls to Voice Mail	◆	◆	◆
Queue Monitoring (Windows only)			◆
Shows Status of Other Extensions		◆	◆
Plug and Play Provisioning		◆	◆
Manage Forwarding Rules		◆	◆
Manage Softphones from Management Console	◆	◆	◆

Auto Provisioning	◆	◆	◆
Remote Configure	◆	◆	◆
Includes Tunnel to avoid NAT Problems	◆	◆	◆
Tunnel all VoIP Traffic over a Single Port	◆	◆	◆

IP Phone Management*1

Automatic Phone Provisioning		◆	◆
Manage IP Phones Network Wide from Console		◆	◆
Plug and Play Support for Easy Deployment of IP Phones		◆	◆
Provision all Popular IP Phones with Correct Settings		◆	◆
Restart One or All Phones Remotely		◆	◆
Update Firmware on One or More IP Phones Network Wide		◆	◆
See Firmware Version of Phone		◆	◆

Call Center Features

Advanced Real time Queue Statistics			◆
Monitor queue status			◆
Review number of callers in a queue			◆
Log agents in and out of queues			◆
Advanced Agent Statistics			◆
Time an agent logged in/out of the queue			◆
Review the number of answered/unanswered calls			◆
Average and longest wait time and more			◆
Wallboard			◆
Allow your customers to hang up and retain their position in the queue			◆
The customer is called back when an agent becomes available			◆
Call back notification emails are sent to the supervisor			◆
Round Robin Queue			◆
Longest Waiting Queue			◆
Least Talk Time Queue			◆
Fewest Answered Queue			◆
Hunt By Threes – Random Queue			◆
Hunt By Threes – Prioritized Queue			◆
SLA Alerts			◆
Listen In / Listen In and Whisper / Barge in			◆
Ring / Hunt Groups	◆		◆

3rd Party Application Integration

TAPI Driver for Integration with Microsoft Outlook and TAP Applications		◆	◆
Microsoft Outlook		◆	◆

Salesforce Integration		Optional	Optional
Sugar CRM Integration		Optional	Optional
Microsoft Dynamics Integration		Optional	Optional
HTTP API to Integrate with any Web CRM		◆	◆
Microsoft Exchange 2007/2010/2013 UM			◆
Microsoft Exchange Contact Phonebook Integration			◆
Microsoft Exchange Auto Attendant Integration			◆
View Remote 3CX Phone System Presence			◆

SIP Standards Support

Fully Supports RFC 3261	◆	◆	◆
SIP Forking	◆	◆	◆
Establish Standards-based SIP Trunks with other SIP Servers	◆	◆	◆

Devices and Providers

Supports SIP Hardware Phones	◆	◆	◆
Supports SIP Software Phones	◆	◆	◆
Supports VoIP Gateways and Cards	◆	◆	◆
Supports Popular SIP /VoIP Providers	◆	◆	◆
SIP Trunking Support	◆	◆	◆
Create Free Communication Links to other 3CX Systems		◆	◆
Create Free Communication Links to other SIP Servers		◆	◆

Codecs (Voice Compression)

G711 (a law and u law)	◆	◆	◆
G722	◆	◆	◆
GSM	◆	◆	◆
Speex	◆	◆	◆
Ilbc	◆	◆	◆
G729 *2		◆	◆

Customer Service and Support

Help Pages and Blog	◆	◆	◆
Community Forums (no 3CX Support)	◆	◆	◆
Email Support *3		◆	

