Plexus Computing

Phone System Sales Guide

# Standard Features of 3CX

➢ **Unlimited extensions**

3CX has no limit on the number of extensions, but is rather licenced on how many concurrent calls you can have at any one time. You can have 30 phones/extensions, but you may only have up to 8 people on the phone at once, therefore you would only need to purchase an 8 simultaneous call licence (more on licencing below)

➢ **Integrated Fax Server**

3CX provides the ability to receive faxes and have them sent as an email. Sending faxes is achieved by connecting an MFC printer to the phone system and sending faxes via that.

➢ **Website Live Chat**

3CX provides a WordPress plugin to give you live chat functionality on your website. You can also configure it to provide a "Click to call" functionality, so that if a user is viewing the website on their mobile phone or has a microphone and speakers on their PC/Laptop, they can call your office directly from your website.
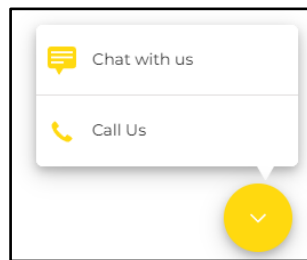

➢ **3CX Windows App**

3CX also provides a Windows application that functions like a fully functional desk phone referred to as a softphone. Simply attach a headset with microphone to your PC, and you can easily answer calls, place calls, transfer calls, check to see if others are on the phone etc.
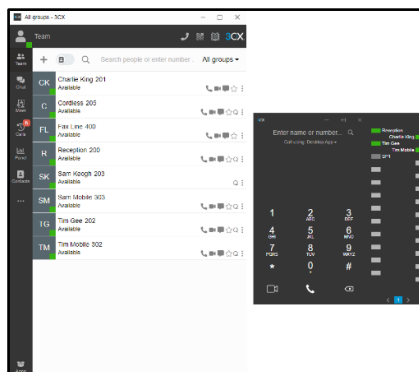
Staff could use this to answer calls from home, and give them the ability to transfer calls to other staff or even external numbers as if they were still working from the office.

➢ 3CX Mobile App

3CX also provides a mobile application for Android and iOS, which allows you to use your mobile phone as if it were a phone at your desk with all the same functionality such as call history, transferring or conference calls, access to web chat messages, listen to voicemails, call forwarding and more.
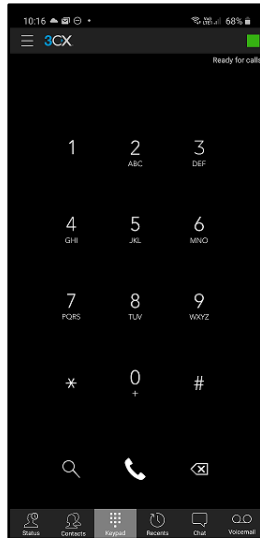
The app allows you to make calls from anywhere in the world as long as you have an internet connection and make it seem like you are calling from the office so there is no need to hand out or expose your private mobile number for business calls.

➢ Digital Receptionist

A Digital Receptionist can be configured in 3CX to answer the phone for you and present the caller with a menu to select options (e.g., Press 1 for Accounts, 2 for Sales etc) making sure calls go directly to who they need to and freeing up a staff member from manually diverting calls all day long.

➢ Receive Voicemail via Email
3CX can send you your voicemails via email as an attachment, so no more fiddling with hard to use menu systems to retrieve your voicemail.

➢ Call Parking
3CX gives you the ability to place calls in a "Shared Park". This is very useful if you need to find someone who's not at their desk. You place the caller in a shared park line, go find the user, and they can answer the call at any phone by simply pressing the Shared Park BLF key.

➢ 3CX Web Client
3CX gives each user access to a web portal, which allows them to manage their extension.
Some features which they can change are:

➢ **Greetings**

You can use the web client to change the different greeting audio that plays when someone accesses your voicemail.

➢ **Change your BLF Keys**

Your phone, whether it be a physical desk phone or a PC based 3CX application, gives you access to BLF keys, which are shortcuts to use for transferring calls, putting calls into shared park, checking to see if someone is on the phone, or calling your own custom speed dial numbers. Each user has access to change their own BLF keys.

➢ **Schedule Conference**

3CX allows each user to host their own conferences, whether that be a video conference, or only audio. These can be set to run immediately, or scheduled for another time. (This would replace other video conferencing systems like Zoom, but with more functionality).

➢ **Web Meetings**

You can start an immediate web meeting through the client portal, and invite users via email to join.

Web Meetings

3CX provides extensive web meeting support. Some of the features are:

➢ **No software installation required**

3CX uses all web browser-based code, so no application needs to be installed on each participants computer but a web meeting specific app is required if you wish to use your mobile phone for the web meeting.

➢ **Online Chat**

You can also chat via text to the web meeting participants. You can even send files to users via the chat functionality.

➢ **Share PDF files**

You can show users PDF files from your computer. This is handy if you need to explain a document.

➢ **Recording**

3CX gives you the ability to record your meeting, so you can play it back later if required.

➢ **Remote Control**

This one is more for tech users, but you can also remote control the PC of a participant in your web meeting if you wish (this function does require software to be installed on the participants PC).

Licensing

3CX uses a "simultaneous call" annual licensing model and has 3 different editions, Standard, Professional and Enterprise. We don't feel standard offers enough flexibility or feature sets so we recommend at least Professional license to get the most benefits from a 3CX system and will discuss with you if we feel an Enterprise license may be beneficial for you.

For example, you may have an office of 20 users, but only really 6 of those are on the phone at any one time. In this example, you would purchase an 8 simultaneous call license. You can add and remove any number of extensions you wish, and if you find that you're making more calls, the license can be extended.

This licensing payment is due every year, but in return, your phone system software is kept up to date meaning your 3CX phone system will only get better and have even more functionality as each new update is released.

Installation

We only recommend installing 3CX on dedicated hardware or as a virtual machine to have the best reliability and to negate any software conflicts which could arise.

Initial software installation will need to happen onsite then any future backend configuration can be done remotely such as call routing and creating user extensions. User configuration is highly dependent on how many staff members need to be setup and what hardware you have chosen such as phones, headset, etc.

Phones

3CX has a list of compatible phones which can be found here **https://www.3cx.com/sip-phones/** but our current recommendation is the Yealink T46U as it is reliable, has a good range of features, can be powered via either an AC adapter or PoE, 10 physical BLF keys and a 4.3" 480x272 coloured display with backlight.

Alternatively, you can use your computer and a headset with a microphone, all headsets are compatible but specific models do have added functionality such as answering calls and placing the caller on hold with a button on the headset which is why we recommend the Yealink **WH62** and **WH63** as a wireless options and the Yealink **UH36** as a wired option. These headsets are a cheaper option than a desk phone but can be used in conjunction with the T46U desk phone and have added functionality in the 3CX desktop app.

The last option is to use the 3CX app on your mobile phone for the ultimate amount of flexibility and cost saving as most people have a mobile phone they can use and you can call from anywhere at anytime meaning you can get back to your clients or potential customers sooner.