



3CX Features List Comparison: Standard Edition vs Pro Edition

	Standard	Pro
Licensing		
Extensions	Unlimited	Unlimited
Number of Simultaneous Calls Supported	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	•	•
Voicemail	•	•
Music on Hold	•	•
Central Phonebook	•	•
Call by Name	•	•

Different Prompts for Holidays	•	•
Call Parking	•	•
Call Pickup	•	•
Call Queuing	•	•
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	•	•

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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, Android and iPhone

CTI Support (Windows only)	●	●
Seamlessly Create Conference Calls	●	●
View Remote User Presence		●
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	●	●

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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		●

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Least Talk Time Queue		•
Fewest Answered Queue		•
Hunt By Threes – Random Queue		•
Hunt By Threes – Prioritized Queue		•
SLA Alerts		•
Listen In / Whisper / Barge in		•
Ring / Hunt Groups	•	•

3rd Party Application Integration

TAPI Driver for Integration with Microsoft Outlook and TAP Applications	•	•
Microsoft Outlook	•	•
Salesforce Integration		•
SugarCRM Integration		•
Microsoft Dynamics Integration		•
HTTP API to Integrate with any Web CRM	•	•
Microsoft Exchange 2007/2010/2013 UM		•

Microsoft Exchange Contact Phonebook Integration		•
Microsoft Exchange Auto Attendant Integration		•

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	•	•

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Codecs (Voice Compression)		
G711 (a law and u law)	●	●
G722	●	●
GSM	●	●
Speex	●	●
Ilbc	●	●
G729 *2	●	●

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