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Autore	Landis Matthew M
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Nota di contenuto	Cover; Copyright; Credits; About the Authors; About the Reviewer; Table of Contents; Preface; Chapter 1: Getting Started with the 3CX Phone System; About the company-3CX; What the 3CX Phone System is; Hardware versus software phone systems; Linux Asterisk versus Windows 3CX; 3CX Free versus 3CX Commercial edition; Major components of the 3CX Phone System; 3CX Phone System; The navigation pane; Drop-down menus; Quick launch toolbar; 3CX Phone; 3CX Assistant; 3CX VoIP Client; 3CX Call Reporter; 3CX Gateway for Skype; 3CX Hotel module; Some characteristics and features of 3CX; Easy to use Open and vendor independentWindows-based; What the 3CX Phone System is not; 3CX is not expensive; 3CX is not a Cisco level of maturity product; 3CX is not a turnkey hardware phone system; 3CX is not done; 3CX does not have ""key system"" replacement features; 3CX integration with Microsoft Office Communications Server is not supported; 3CX currently does not have the ability to do multi-tenant; 3CX does not do multiple languages simultaneously; Summary; Chapter 2: Downloading and Installing 3CX; What you will need; Your 3CX server

hardware requirements; Choosing a Windows operating system
Starting with a clean operating system installGetting the Microsoft stack in place; Downloading 3CX and getting a key; Free key versus a two-user test key; Starting the install; The requirements screen; The recommendations screen; The EUL Agreement; The install folder screen; Selecting IIS or Cassini web server; The 3CX User Settings Wizard; Creating user extensions; Operator extension; Registration; Logging in to 3CX for the first time; Checking the status of 3CX; Summary; Chapter 3: Working with Extensions; Devices that can connect to 3CX as extensions; Softphones; X-Lite by CounterPath Zoiper CommunicatorSIP phones; Analog phones; Other SIP hardware and software devices; Verifying basic network connectivity to our 3CX server from another computer; Basic extension setup in the administrator console; First and last name; ID, password, and pin; E-mail address; Voicemail configuration; Forwarding rules; Installing and connecting the 3CX VoIP Phone; Testing the extension we just connected; Checking that system console indicates the extension as registered; Testing that we can call another extension; Connecting a Snom 360 phone; Connecting other phones
Checking out the MyPhone UserPortal pageVoicemail; Extension groups; Editing multiple extensions at a time; Summary; Chapter 4: Call Control: Ring Groups, Auto-attendants, and Call Queues; Ring groups; Adding ring group members; Destination if no answer; Digital Receptionist setup; Recording a menu prompt; Creating the Digital Receptionist; Call by name setup; Call queues; Summary; Chapter 5: Trunks-Connecting to the Outside World; PSTN trunks; SIP trunks; The PBX; The enterprise border element; The ITSP; Choosing a VoIP carrier-more than just price; Disaster recovery; Mixing VoIP and PSTN
Connecting 3CX to your trunk

Sommario/riassunto

Develop a fully functional, low cost, professional PBX phone system using 3CX
