

# 3CX PBX APPLIANCE

Unified Communications for Enterprises

Mobile (Android & IOS) Apps and Web client

Video Conferencing & Live Chat

Multiple access technologies: Telco, SIP, WebRTC



## Features

---

**Packaging: Multiple IU \* 19" rack mount**

**PBX capacity:**

- 1000 Users: IP phone or Analogue (SLT) phone support
- 256 simultaneous calls (select from 8, 16, 24, 32, 64, 96, 128, 256)

**SIP trunks: 256 \* G.729a CODEC's (select from 8, 16, 24, 32, 64, 96, 128, 256)**

**WAN ports:**

- 2 Gigabit Ethernet

**LAN ports:**

- 2 Gigabit Ethernet, 2 \* USB3.0

**Telephony Port Expansion: Connect multiple Comma iTA units via Ethernet LAN**

**Telephony port hardware via Comma iTA:**

- 24 Analogue (FXS or FXO)
- 4 or 8 Basic Rate ISDN (TE or NT mode)
- 2 or 4 Primary Rate ISDN (TE or NT mode)

**Network Protocols and Services: PPP, IPv4, HTTPs**

**Routing: Static, DHCP**

**IP phone support: Auto-provisioning for Yealink, Poly, snom, Fanvil, Grandstream, Htek**

**3CX PBX license packages: Standard, Professional and Enterprise**

**3CX Web-based GUI: User friendly, install and configuration “wizard”**

**Mobile office tool kit:**

- Unified Comms: Voicemail to Email, Fax to Email, Presence, Directory, Text Messaging
- Mobile app: IOS and Android
- Web based Video Conferencing
- Digital Assistant & Auto-Attendant
- Click2Call

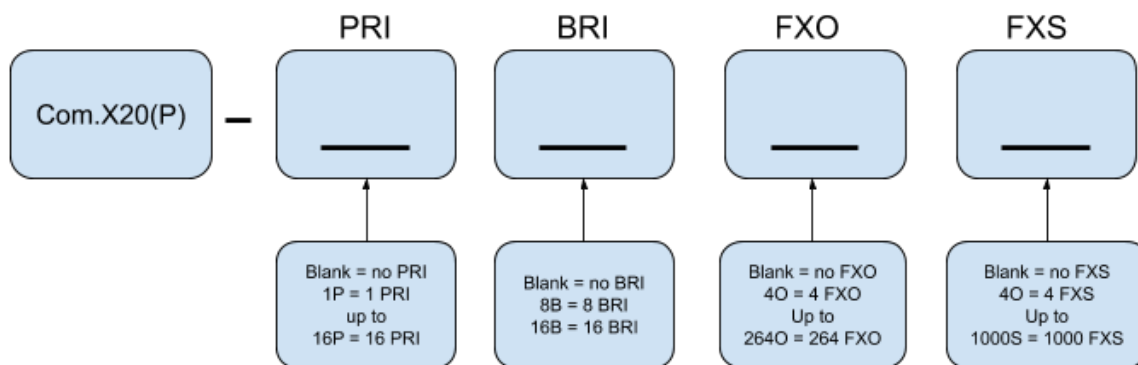
**TMS support: MAN3000 and others**

**CE, FCC, ROHS**

## ORDERING INFORMATION

### Part Number Generator

The Com.X20 is modular, with the ordering code made up as follows. Not all combinations are possible.



#### Note:

Com.X20(P) defines the IP PBX feature set support via 3CX PBX Application license (purchased separately). Installing Comma iTA telephony adapter units, the Com.X20 platform will support a scalable number of PRI, BRI, FXO and FXS ports.

#### Part number examples (many other build options are available):

Com.X20(P)-SX	IP PBX, 8 Gigabit Ethernet ports
Com.X20(G)-16B	IP PBX, 8 Gigabit Ethernet, 16 BRI (via 2 * Comma iTA-8B units)
Com.X20(P)-8P	IP PBX, 8 Gigabit Ethernet, 8 PRI (via 2 * Comma iTA-4P units)
Com.X20(P)-16P	IP PBX, 8 Gigabit Ethernet, 16 PRI (via 4 * Comma iTA-4P units)
Com.X20(P)-480S	IP PBX, 8 Gigabit Ethernet, 480 FXS (via 20 * Comma iTA-24S units)

## Technical Specifications

Host Processing Platform				
CPU	Intel Skylake i7-7700 (7 <sup>th</sup> gen, 4 cores / 8 threads, 3.6GHz / 4.2GHz)			
Memory	16GB DDR3			
Storage	128GB SSD (SATA3)			
I/O Ports	8 x GbE 2 x USB 3.0, 1 x COM (RJ-45)			
Operating System	Debian 9 (Stretch)			
Telephony Interfaces (as provided by additional Comma iTA units)				
	Primary Rate	Basic Rate	Analog (FXS)	Analog (FXO)
Voice Ports	30, 60, 90, 120, ... (EI)	8, 16, ...	4, 8, 16 ... 1000	4, 8, 16 ... 128
Physical	RJ-45	4 / 8 x RJ-45	RJ-11	RJ-11
Electrical	EI/G.703 120Ω TI/G.703 100Ω	S/T TE or S/T NT (software selection)	Zone dependent, software programmable DC and AC characteristics. Balanced sinusoidal ringing (3 REN)	Zone dependent, software programmable impedance matching.
Protection	Power cross Inter-building	-	Power cross Inter-building	Power cross Inter-building
Conformance	TBR 4	TBR 3		Country-dependent
Voice Features				
Echo Cancellation	Hardware based G.165 type adaptive echo cancellation per channel Up to 64 channels at 16 ms or 32 ms Up to 32 channels at 64 ms			
Hardware CODECs	-	-	G.711 A-law or $\mu$ -law	G.711 A-law or $\mu$ -law
Software CODECs	G.711, G.726, GSM, G.729A			
Fax and Modem	Packet-network synchronization and G.711 provide transparent fax/modem support			
Signaling				
Signaling System	ISDN PRI - ETSI ISDN PRI - NI-2 EI-CAS TI-CAS	ISDN BRI – ETSI ISDN BRI - NI-2	Loop-start DTMF	Loop-start DTMF
Other Features	Configurable network clock synchronization	Configurable network clock synchronization	Caller ID transmission Hook flash Distinctive ring	Caller ID reception
Packet Interfaces				
VoIP	SIP + RTP			

## Technical Specifications

<b>Administration</b>	
Management	Web based GUI, including platform backup and restore
Logging	Log (with configurable levels)
Field upgrade	Application and firmware remote upgrade from hosted repository
Call Detail Records	PostgreSQL database for CDR
<b>Physical Characteristics</b>	
Power	220V, 50Hz (200W)
Environmental	0°C - 40°C
Dimensions	437mm x 287mm x 43mm
Mounting	Desktop, rack mount (mounting kit supplied)
<b>Certification (CE, FCC, ROHS)</b>	
EMC/EMI	CE & FCC
Safety	ROHS, ErP

Refer to **Com.X Administrators Guide** for feature set specification, available at:  
<http://farsouthnet.com/support/manuals/>

## 3CX PBX Shortlist Feature Sets

Core PBX Features	STD	PRO	ENT
Extensions	Unlimited	Unlimited	Unlimited
SIP Trunks / Gateways Support	•	•	•
Call Routing by DID & CID (DDI)	•	•	•
Extensive Codec Support	•	•	•
Receive Voice Mail via Email	•	•	•
Calling Line Identification Presentation (CLIP)	•	•	•
Call Transfers (Blind & Attendant)	•	•	•
Calling Line Identification Restriction (CLIR)	•	•	•
Call Forward on Busy (CFB)	•	•	•
Call Forward on No Answer (CFU)	•	•	•
Hold (CW) incl. Custom Music on Hold	•	•	•
Intercom / Paging / PA Announcements	•	•	•
Call Parking / Pickup	•	•	•
Busy Lamp Field (BLF)	•	•	•
Real Time System Status	•	•	•
Easy Backup and Restore (incl. Scheduled Backup)	•	•	•
3CX SBC Connectivity	•	•	•
Voicemail	•	•	•
Voicemail Transcription		•	•
Custom FQDN		•	•
Custom SMTP Server		•	•

Office Productivity	STD	PRO	ENT
Auto Attendant / Digital Receptionist	•	•	•
Ring Extension & Mobile Simultaneously	•	•	•
Integrated Fax Server (Central and per User)	•	•	•
Supported SIP Phones Integration	•	•	•
Manage IP Phones Network Wide	•	•	•
Automatic Plug & Play Phone Provisioning	•	•	•
3CX Apps: Windows and Web Client, iOS, Android	•	•	•
Directory (Company & Private Phonebook)	•	•	•
Sync with Office 365 (Users' Phonebook)		•	•
Call Query against DB & CRM		•	•
Hotel PBX Features incl. Fidelio Certified and Mitel Compatible		•	•
Web Conference Dial-In	25 Participants*	100 Participants*	250 Participants*

## 3CX PBX Shortlist Feature Sets

Call Center Features	STD	PRO	ENT
Call Logging	•	•	•
Click2Call/Talk/Meet Browser Extension	•	•	•
Website Live Chat and Talk	•	•	•
Call Queue Group Rights Management		•	•
CRM Integration		•	•
Sync with Office 365 (Azure AD)		•	•
Call Queuing		•	•
Real Time Statistics & Monitoring		•	•
Supervisor Agent Status Override		•	•
SLA Alerting		•	•
Switchboard		•	•
Wallboard		•	•
Callback		•	•
Call & Queue Reporting		•	•
Call Recording Transcription and Search		•	•
Barge In / Listen In / Whisper		•	•
See Group Recordings		•	•

## 3CX PBX APPLIANCE

Secure Business Communications.  
Any device. Any place.



FOR MORE INFORMATION

[www.farsouthnet.com](http://www.farsouthnet.com)



+27 21 700 8260

**3CX**  
DISTRIBUTOR

Copyright © 2007-2020 Far South Networks (Pty) Ltd  
[www.farsouthnet.com](http://www.farsouthnet.com)

Brought to you by  
Far South Networks



**farsouth**  
networks