



# Northeast and Canada Region

## 4Q18 Partner Updates

# v16 Alpha, Quick Overview

- Improved Architecture
- Easier to scale
- Smaller faster C+++ footprint
- IPv6
- Latest Google Web Protocol Technology
- Latest Debian/Linux
- Modern technologies and protocols
- Office365 integration
- 3CX Global Blacklist and auto blacklist
- Call Center increased focus
- Livechat plus click2talk
- True mutli-tenant management
- Can use \$35 Rasberry pi3 device -good for 16 sim call depending on usage
- Hosting 3 month trial

# v16 Alpha

Download links for:

- **Windows:** [3CX v16 Alpha](#)
- **Linux:** [3CX v16 Alpha on Debian 9 ISO](#) - choose “Beta” on the “3CX Update Channel” screen.

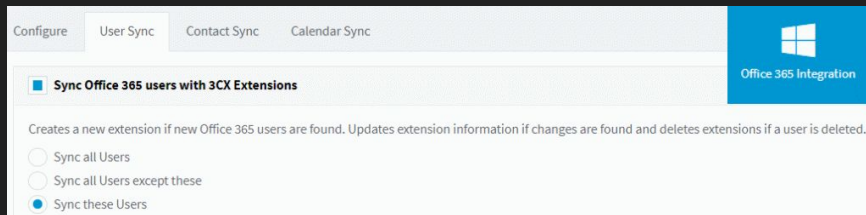
View the [change log](#) for this version

**Important:** The Alpha version must be installed only for evaluation purposes and not on production systems, as it cannot be upgraded to or restored via backup on Beta or Release versions. This version is not covered by any support SLA.

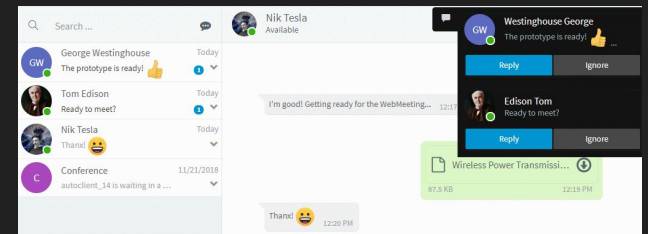
# v16 Alpha, Expanded PBX Feature Set

We strived to make the latest version of 3CX the most feature-complete PBX, enabling you to do more with new features and upgrades, including:

- **Enhanced Office 365 integration** module to enable one-way syncing of Office365 users to 3CX extensions, Personal Contacts syncing and setting 3CX user's status based on their Office 365 calendar.
- Enhanced queue options for **skill-based routing of calls to agent groups**.
- **Extended IVR module** with scriptable and DTMF-code-based actions for increased integration capability.
- **Queue engine restructure to scale better for bigger call center installs** with larger number of calls and queues.
- **Revised and optimized reporting engine** towards standards-based reports.



# v16 Alpha, Simply Effective

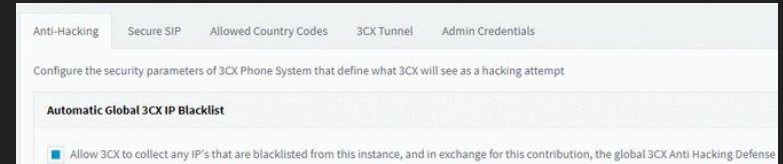


The 3CX apps create a unified communication environment, working hand-in-hand with the 3CX PBX. 3CX version 16 apps improvements include:

- **Android & iOS Apps:**
  - **Chat interface** with emoticons/emojis, feedback notifications and sending documents and images.
  - Improved performance and simplified **UI (User Interface) design**.
- **Web Client:**
  - **Revised chat interface** with emoticons/emojis, feedback notifications, search and sending documents and images.
  - **Added Sennheiser headset support**.
  - Improved performance and simplified **UI (User Interface) design**.
- **WebMeeting:**

Added the ability for user to **join a meeting from a phone** by calling a conference external number or calling the conference extension (700).\

# v16 Alpha, Secure by Design



Administering an Internet-facing system keeps security always on your mind. v16 includes new and updated security features to ease your mind, making it the most secure yet:

- Option to **auto-update blacklist entries daily** from an online list managed by 3CX.
- **IP blacklist Export & Import functions enables you to export all your blacklist entries and import them on another PBX to sync.**
- New option to **restrict access to 3CX Management Console to specified list of IPs** through new Restrictions tab.
- Extended Management Console function to provide **flexibility to choose the password/PIN to reset.**
- To enhance security and prevent service exploits, **3CX v16 does not send the user agent by default, unless SIP communication is authenticated.**
- **Updated checks and warning notifications** for weak extension security level.

# v16 Alpha, Solid Foundations

3CX v16 is more than the sum of its parts. Updated under the hood components and automation logic, keep the 3CX PBX running with stability and top-notch performance:

- Latest Postgres DB version - robust performance on a solid database engine.
- **OpenSSL to 1.0.2o – latest security-fix** release.
- Built using VS2017 compilers – keep the 3CX codebase modern and portable.
- **.NET Core framework update** – improved performance and security
- **GCC 6** – code optimization & security improvements
- Debian 8 EOL (End of Life) – recommended **upgrade via our Debian 9 “Stretch” ISO to improve performance, security and benefit from v16 features.**

# v16 Certifications

- Everyone v15 certified will need to get recertified on v16



# Proof of Concept Request

How to request a 30-day Proof of Concept license

- Log into your partner portal (customer.3cx.com)
- Go to KEYS
- Look to right side and create "TRY License" with client info
- Active license/pbx
- Send an email (with edition and capacity requirement) to Channel Manager to search TRY License request.
- Channel Manage will identify the request
- Channel Manager approves the request for Proof of Concept to be built
- 3-5 business day turnaround time
- POC is 32SC Pro or Enterprise and above

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