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3CX QUICK REFERENCE

MAKING CALLS	
Call Extension:	Dial [EXT] <i>[EXT] = The extension number of the extension you wish to call.</i>
Intercom Call:	Dial *9+[EXT]
Call VM of Extension:	Dial *4+[EXT]
Make an External Call:	Dial [PHONE NUMBER] <i>[PHONE NUMBER] = The external phone number to call.</i> <ul style="list-style-type: none"> • 1 807 700 0061 11-digit Dialing • 807 700 0061 10-digit Dialing

ANSWERING CALLS	
Pickup Ringing Extension:	Dial *20*+[EXT] <i>[EXT] = The extension number to answer which is currently ringing.</i>
Pickup Ringing Ring Group Call:	Dial *20*+[EXT] <i>[EXT] = The extension number for the ring group to answer which is currently ringing.</i>
Pickup Ringing Queue Call:	Dial *20*+[EXT] <i>[EXT] = The extension number for the queue to answer which is currently ringing.</i>

TRANSFERRING CALLS	
Attended Transfer:	<ul style="list-style-type: none"> • Press 'Transfer' or 'Tran' key • Enter [EXT] for the extension you want to transfer the call to and then press OK or # • Confirm transfer with destination party • Press 'Transfer' or 'Tran' key again to complete the transfer
Blind Transfer:	<ul style="list-style-type: none"> • Press 'Transfer' or 'Tran' key • Enter [EXT] for the extension you want to transfer the call to • Press 'Transfer' or 'Tran' key again
Transfer to Voicemail:	<ul style="list-style-type: none"> • Press 'Transfer' or 'Tran' key • Enter *4[EXT] for the extension's voicemail you want to transfer the call to • Press 'Transfer' or 'Tran' key again

CHECKING VOICEMAIL* 3 DIGIT EXT 999 / 4 DIGIT EXT 9999	
From Your Extension:	Dial 999/9999 or Press Message Button on IP Phone
From Any Extension:	Dial 999/9999 , then Press # , then Enter [EXT] of the voicemail you want to check
From an Outside Line:	At a Digital Receptionist, dial 999/9999 , then Enter [EXT] and Press #

CALL PARKING	
Park A Call:	<ul style="list-style-type: none"> • Press Park Buttons on IP Phone or • Press 'Transfer' or 'Tran' key • Enter [EXT] for the extension number of the Shared Parking area you want to transfer the call to. • Press 'Transfer' or 'Tran' key again to complete the transfer
Pickup a Parked Call:	<ul style="list-style-type: none"> • Press Park Buttons on IP Phone or • Dial [EXT] for the extension number of the Shared Parking area you want to retrieve a call from.

CONFERENCE CALLING* 700 FOR 3DIGIT EXT OR 7000 FOR 4DIGIT EXT	
<p>Create Conference Call:</p> <p>778899 is an example static Conference PIN code required by an Organizer to create conferences. Find out what your actual code is from your VoIP System Administrator.</p> <p>[CONF#] = A number of your choice for the new conference call. This is the number that participants will enter to join the conference you are creating. This number is usually your extension number*778899 for example 201*778899</p>	<ul style="list-style-type: none"> • Internal Calls Dial 700 (or 7000) External Calls Dial 1 234 567-8899 ext. 700 (or 7000) • Prompt: Enter Conference ID <ul style="list-style-type: none"> ▪ Enter [CONF#]*778899 • Prompt: You are creating a new conference <ul style="list-style-type: none"> ▪ Press * to Continue • Prompt: Your Name <ul style="list-style-type: none"> ▪ Speak Your Name ▪ Press Any Key <p>* 1 234 567-8899 is an example number</p>
Join A Conference Call:	<ul style="list-style-type: none"> • Internal Calls Dial 700 (or 7000) External Calls Dial 1 234 567-8899 ext. 700 (or 7000) • Prompt: Enter Conference ID <ul style="list-style-type: none"> ▪ Enter [CONFID#]

<p>[CONFID#] = This is the number that participants will enter to join the conference you. This number is created and shared to participants prior by the organizer</p>	<ul style="list-style-type: none"> • Prompt: Confirmation <ul style="list-style-type: none"> ▪ Press * to Continue • Prompt: Your Name <ul style="list-style-type: none"> ▪ Speak Your Name ▪ Press Any Key <p><i>* 1 234 567-8899 is an example number</i></p>
<p>Create Conference Call from the Web Client, Android & iOS Apps:</p>	<ul style="list-style-type: none"> • Tap or click on "Schedule Conference" (in the top menu for smartphones). • "Enable Announcements" to get notified when participants join. • Add the "Subject" and "Notes". • Specify the preferred time. • Hit "Create Meeting" (Web Client) or "Done" (Android & iOS) and add participants. <ul style="list-style-type: none"> ▪ Participants will receive an invitation email with an external dial-in number and a PIN. ▪ Internal participants will receive an email with an extension and PIN or be called.

SET EXTENSION/QUEUE STATUS	
Set Extension Status:	<ul style="list-style-type: none"> • Available: Dial *30 • Away: Dial *31 • Out of the Office: Dial *32
Set Extension to DND Off:	Dial *60
Set Extension to DND On:	Dial *61
Log In to Queues:	Dial *62
Log Out of Queues:	Dial *63

3CX VOICEMAIL MENU OPTIONS	
<p>Voicemail Main Menu Options</p> <p>These options are also available during message playback by entering "9".</p>	<ul style="list-style-type: none"> * - To Play Your Messages 1 - Change Profile Status (Available, Out of Office etc.) 3 - Dial External Number or Internal EXT 4 - Delete All READ Messages 5 - Record Self-Identification Message 6 - Play Mailbox Information 7 - Change Voicemail PIN number 8 - Change Greeting Message 9 - Restart Voice Menu Prompts # - End Call

Voicemail Playback Options

Available during message playback.

- * - Play Unread Messages
- 0 - Skip to the Next Message
- 1 - Skip to the Previous Message
- 2 - Repeat Current Message
- 3 - Delete the Current Message
- 4 - Call Back
- 5 - Forward Message to Another EXT
- 9 - Voice Mail Menu Options Menu
- # - End Call

3CX SELF-IDENTIFICATION MESSAGE

The self ID message is required if you want the extension to be reachable by the "dial the name" feature from the digital receptionist.

- Go to your voicemail menu (Default 999).
- Enter your voicemail PIN number.
- Go to the options menu ('9' key).
- Press '5' key to record the **self ID** message.
- Record your name only, i.e. "Michael Jones."

3CX Quick Reference Guide: www.3cx.com/user-manual