



WE ARE YOUR IT SOLUTIONS PROVIDER

QUESTIONS? CALL 320-441-7050



3CX
PHONE SYSTEM

PAGE 1 OF 2

ANSWERING A CALL

- 1| Pick up the handset or press the speaker button to use the speakerphone.

DIALING

Option 1

- 1| Dial the number you wish to call
- 2| Pick up the handset
(this action will initiate the call)

Option 2

- 1| Pick up handset
- 2| Dial number
- 3| Press **SEND** or **#**

CONFERENCE CALLING

- 1| Call the first number you wish to join the conference.
- 2| Once you have connected to that person, press **CONF**.
- 3| Dial the next number you wish to connect to.
- 4| Once connected to that person, press **CONF** again.

If needed to break the calls apart, press **SPLIT**.

TRANSFERRING A CALL

Blind Transfer (Directly to extension)

- 1| Press **TRANSFER**
- 2| Dial the extension
- 3| Press **TRANSFER**

Announced Transfer

- 1| Press **Transfer**
- 2| Dial the extension
- 3| Press **SEND** or **#**
- 4| Announce who the caller is
- 5| Press Transfer

TRANSFER A CALL TO SOMEONES VOICEMAIL

- 1| Press **TRANSFER**
- 2| Dial *4 + extension
- 3| Press **TRANSFER**

PLACING A CALL ON PARK

When you **PARK** a call, you are placing it on hold on a line for anyone in the office to pick up.

- 1| Press **PARK 1, PARK 2, PARK 3, or PARK 4**
The light will blink while the call is parked.
- 2| Press the blinking **PARK 1, PARK 2, PARK 3, or PARK 4** a second time to retrieve the call.



VOICE MAIL

To Set-up your Voice Mail:

- 1| Press **MESSAGE** button (Envelope)
- 2| Enter your PIN number (Default PIN:1234)
- 3| Press **9**
- 4| Press **5** to record your name (This will put your name into the directory)
- 5| Press **7** to change your PIN number
- 6| Press **8** to change your voicemail message

To retrieve your Voice Mail:

- 1| Press **MESSAGE**
- 2| Enter your PIN number
- 3| Press * to play messages.

SPEAKERPHONE USE

- 1| To use the speakerphone, press the speaker button. At this point you can make a call.
- 2| To change from speakerphone to handset, pick up the handset and continue conversation.
- 3| To change from handset to speakerphone, press the speaker button and hang up the handset.
- 4| To adjust the volume, press the volume - to + button (softer to louder).

REDIAL

- 1| Press **REDIAL** (A menu will display showing previously dialed numbers allowing you to use the **UP/DOWN** arrows to select a number).
- 2| Immediately pressing **REDIAL** a second time will call back the last number.

MUTING A CALL

- 1| Press **MUTE** (the mute button will illuminate red indicating muted call).
- 2| To unmute press **MUTE** a second time.

INTERCOM

- 1| To use the Intercom feature, dial ***9** or **Intercom** button if available + extension.
- 2| Press **SEND**
- 3| The remote phone will hear a beep and be connected with 2-way audio
- 4| Hang up or press **X** to end the intercom.

PLACING A CALL ON HOLD

When you place a call on **HOLD** it is local to your phone. You are the only one who can pick up the call.

- 1| Press **HOLD**
- 2| To pick call back up, press **HOLD** again.

If you have any 3CX questions or have any other questions about the service, please visit our Knowledge Center at www.WestCentralTechnology.com/Knowledge-Center You can also create a support ticket by emailing us at WCTsupport@wcthelp.com or by calling **320-441-7050**.