



breakfree  
with a software based PBX for Windows



# Extension Manual

User portal, Dial codes & Voice mail  
for 3CX Phone System

Version 6.0

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## Introduction to 3CX Phone System

### What is 3CX Phone System for Windows?

3CX Phone System is a software-based IP PBX that replaces a traditional PBX / telephone system. 3CX Phone System sends calls as data packets over the computer data network instead of via the traditional phone network. Phones share the network with computers and separate phone wiring can therefore be eliminated.

With the use of a VOIP gateway, you can connect existing phone lines to the IP PBX and make and receive phone calls via a regular PSTN line.

### Benefits to an extension user

3CX Phone System delivers numerous benefits to a user of the system:

- Ability to answer and make calls from anywhere, even outside of the office
- Easy extension management using a browser
- Ability to quickly view presence (extension status) of other users
- Ability to view status of incoming lines
- Ability to view number of callers in queue
- Ability to receive your voice mail and faxes in your e-mail inbox
- View your entire call history with a few mouse-clicks
- Quickly launch missed calls
- View an automatically updated extension number list
- Transfer incoming calls to any user with a few mouse clicks

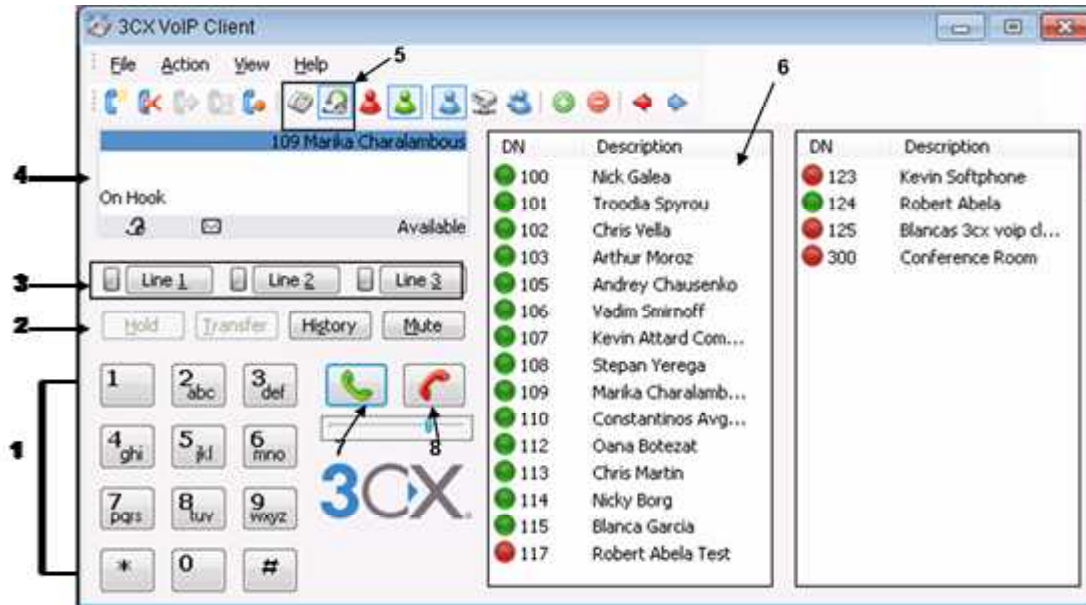
### The 3CX VOIP client & Soft phone

The 3CX VOIP Client is a small Windows application that allows you to make and receive calls via your desktop phone or using a headset connected directly to your computer.

You can see the extension numbers of other users and whether they are available to take calls. Important is that you can use the 3CX VOIP client without having to use the headset: you can continue to use your desk based phone if you prefer.

This 3CX VOIP client & Soft phone has its own manual. You can download the latest 3CX VOIP client from

<http://www.3cx.com/downloads/3CXVoipClient.msi>



**Screenshot 1 - 3CX VOIP client in SIP phone mode**

- |                    |                 |
|--------------------|-----------------|
| 1. Dial Pad        | 5. Phone modes  |
| 2. Phone functions | 6. Status panel |
| 3. Lines           | 7. Dial         |
| 4. Status screen   | 8. Hang up      |

If you selected to use 3CX VOIP client with a head set, then the 3CX VOIP client will work as a SIP Phone, and the interface will resemble a phone.

## Voice Mail

### Introduction

If you are unavailable to take a call, 3CX Phone System can record a message from the caller. These messages can be heard in the following ways:

- You can have the voice mail message emailed to you as a WAV attachment which can be played by Windows media player.
- You can have a notification message emailed to you so that you can dial the voice mail system and listen to the voice mail by phone.
- You can retrieve the voice mail by dialling 999 (default voice mail extension)

3CX Phone System realizes the concept of a unified messaging system, in which the user only needs to check his email inbox for email, voice and fax messages.

### Retrieving voice mail by phone

To retrieve your voice mail by phone:

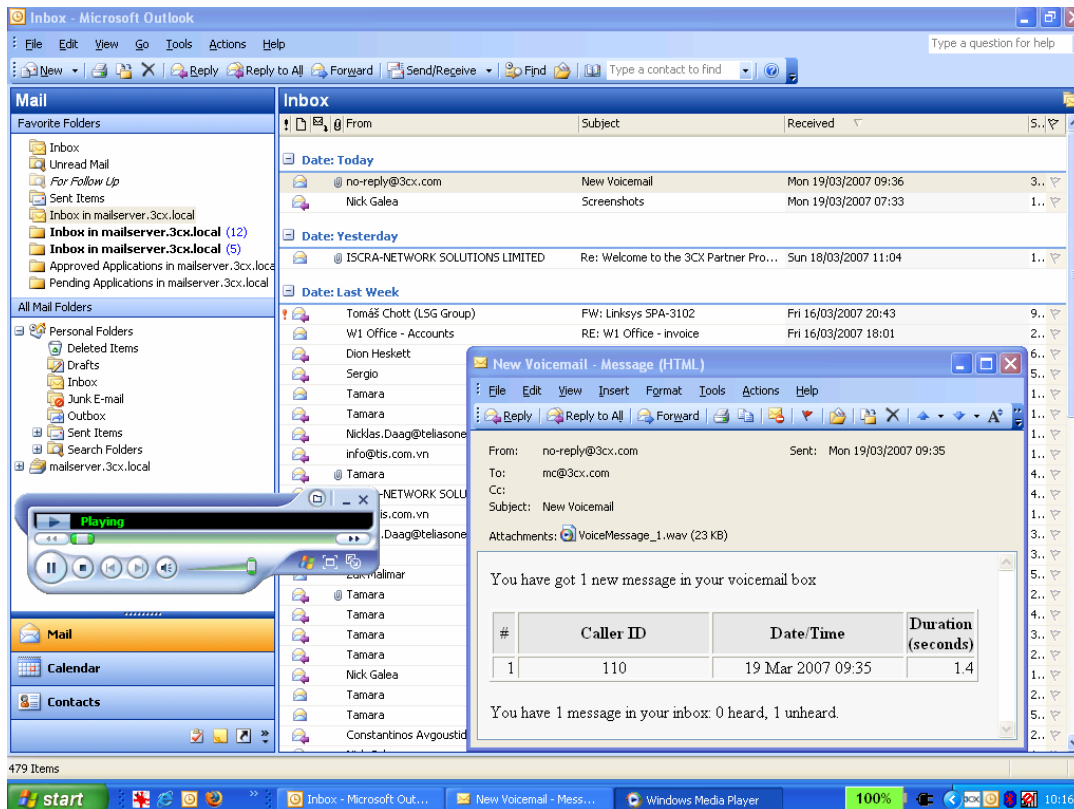
1. Dial the voice mail system extension - 999. If you are outside the company, you can dial this number from any digital receptionist menu.
2. Enter your extension number and when prompted your pin number. Press pound #
3. A prompt will be played with the number of read and unread messages in your voice mailbox.
4. Press \* to play your unread messages.
5. During playback of voice mail, you have these options:
  - 0 - Skip to the next message
  - 1 - Skip to the previous message.
  - 2 - Repeat current message.
  - 3 - Delete the current message and automatically go to the next message.
  - 9 - To go to the Voice mail options menu
  - # - To hang up the call
6. Voice mail options menu

The voice mail options menu allows you to configure pin code and delete all read messages. It can be reached by entering 9 during message playback. The following options are valid:

- 4 - to delete all messages

- 5 – To record your name (used for call by name)
- 6 - To play mailbox information
- 7 - To change pin number
- 8 - To change your voice mail greeting
- 9 - To repeat the prompt
- # - To exit the call

## Receiving voice mail in your email inbox



### Screenshot 2 - Receiving voice mail in your inbox

If your system is setup to attach the voice mail to your email, simply open up the email and double-click on the attachment. The voice mail has been attached in the wav format, so it will automatically be opened and played in media player.

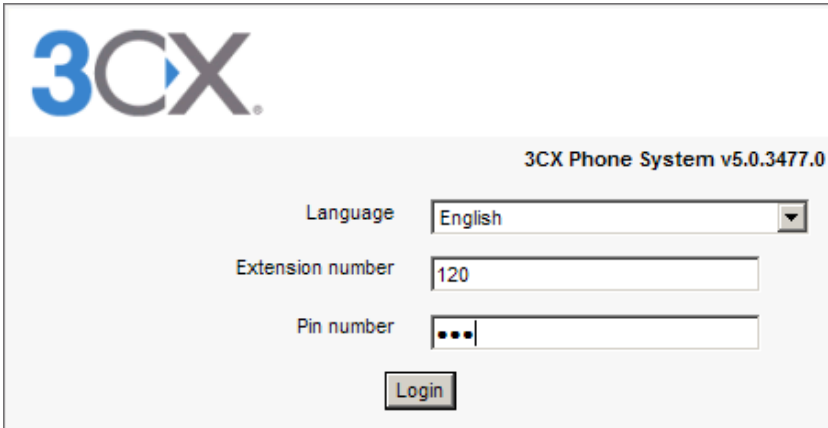
## The User Portal

### Introduction

The user portal allows users to modify their extensions options. For example the user can configure what the phone system should do if he/she is unavailable, on a call or away from the office.

Note: The user portal is only available in commercial editions of 3CX Phone System.

### Logging in



3CX

3CX Phone System v5.0.3477.0

Language English

Extension number 120

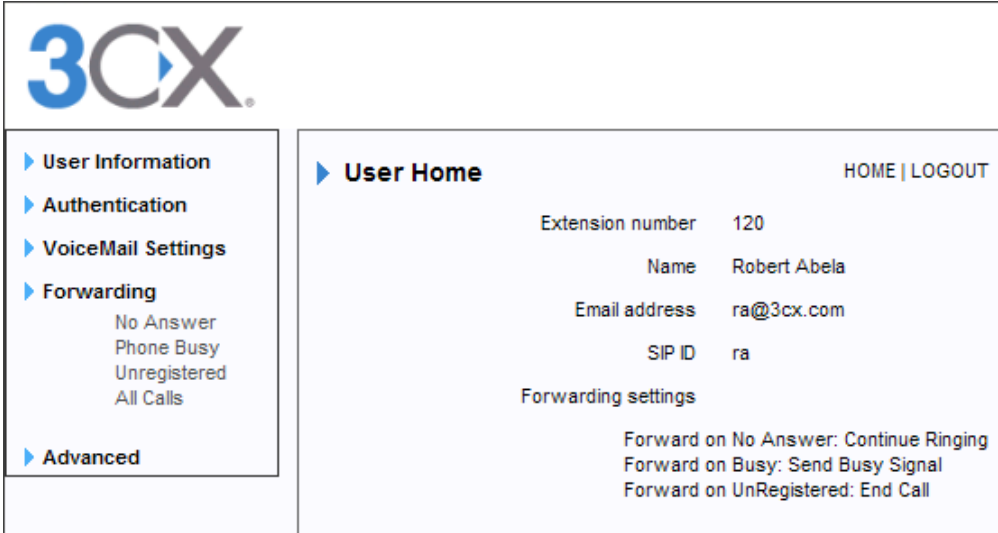
Pin number ...

Login

#### Screenshot 3 - Portal login

To login to the user portal:

1. Launch your web browser and navigate to:  
<http://<phone-system>:5481/myphone/>
2. Specify your extension number and PIN and click 'Login'

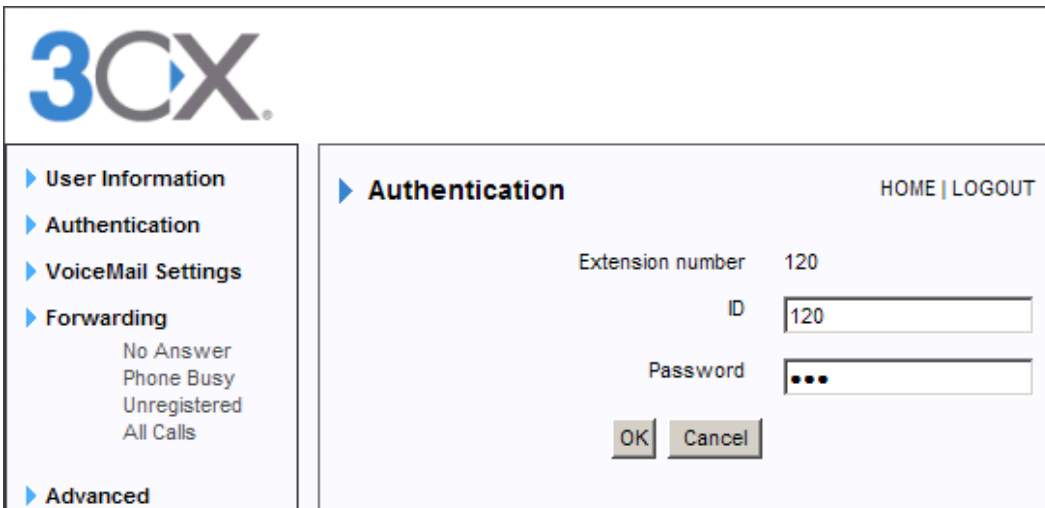


The screenshot shows the 3CX user portal main page. On the left is a navigation menu with the following items: User Information, Authentication, VoiceMail Settings, Forwarding (with sub-options: No Answer, Phone Busy, Unregistered, All Calls), and Advanced. The main content area is titled 'User Home' and includes a 'HOME | LOGOUT' link. It displays the following user information: Extension number 120, Name Robert Abela, Email address ra@3cx.com, and SIP ID ra. Below this, there are forwarding settings: Forward on No Answer: Continue Ringing, Forward on Busy: Send Busy Signal, and Forward on UnRegistered: End Call.

**Screenshot 4 - Portal main page**

3. After successful login, your current settings will be shown on the right hand side

### Authentication options



The screenshot shows the 3CX user portal authentication details page. The navigation menu on the left is the same as in Screenshot 4, but the 'Authentication' option is selected. The main content area is titled 'Authentication' and includes a 'HOME | LOGOUT' link. It displays the following information: Extension number 120, ID 120 (in a text input field), and Password (in a masked text input field). At the bottom, there are 'OK' and 'Cancel' buttons.

**Screenshot 5 - Authentication details**

1. SIP phones require an authentication ID and password to be able to make and receive calls. You can change the authentication ID and password in this dialog.

Note: Any changes to the authentication ID and password will require your SIP desk phone or soft phone to be updated as well. Do not change authentication ID and password without consulting your administrator!

### Voice Mail

The Voice Mail page allows you to configure options that relate to the Voice mail function.

**3CX**

▶ User Information  
▶ Authentication  
▶ **VoiceMail Settings**  
▶ Forwarding  
    No Answer  
    Phone Busy  
    Unregistered  
    All Calls  
▶ Advanced

**VoiceMail Settings** HOME | LOGOUT

Extension number 120

Enable voice mail

Play Caller ID

Read out date/time of message

Email options

Pin number

OK Cancel

### Screenshot 6 - Voice Mail options

You can configure the following options:

- Enable or disable Voice Mail
- Play Caller ID of person who left the voice mail
- Specify date format
- Specify whether you want to have voice mail delivered via email or not.
- Optionally change your PIN. (This PIN is used to login to the portal as well)

### Forwarding

**3CX**

▶ User Information  
▶ Authentication  
▶ VoiceMail Settings  
▶ **Forwarding**  
    No Answer  
    Phone Busy  
    Unregistered  
    All Calls  
▶ Advanced

**No Answer** HOME | LOGOUT

Extension number 120

No Answer After (seconds)

Continue Ringing  
 End Call  
 Forward to Voice Mail  
 Forward to Extension   
 Forward to Queue / Ring Group   
 Forward to Digital Receptionist   
 Forward to Outside Number

OK Cancel

### Screenshot 7 - No answer options

You can configure what 3CX phone system should do if you do not answer the call, if you are busy or if your phone is 'unregistered' (for example when you have not switched on your SIP phone).

You have the following re-direction options for each of the possible events;

- Continue ringing – the system will do nothing.
- End Call
- Forward to voice mail
- Forward to extension – Specify the extension to forward to in the list box.
- Forward to Queue/ring group – Specify the virtual extension number of the ring group or queue in the list box.
- Forward to Digital Receptionist – Specify the virtual extension number of the digital receptionist in the list box.
- Forward to Outside number – In this case the system will forward the call to an outside number. Be sure to include the complete dial string **including the prefix**.

The Forward all calls option is used when a user is temporarily out of the office, for example on holiday.

### Important notes

- In the case of 'No Answer' you have to specify the time in seconds that you want the system to wait.
- In the case of 'Busy', you have to specify whether you want the phone or the PBX to do the busy signaling. By default, most SIP phones do not give a busy signal back, but accept a second incoming call. If you want to redirect a call when you are on the phone, you will need to specify "Use PBX status" in the busy detection list box.

### Advanced

The screenshot displays the 3CX Advanced settings configuration page. On the left is a sidebar menu with the following items: User Information, Authentication, VoiceMail Settings, Forwarding (with sub-items: No Answer, Phone Busy, Unregistered, All Calls), and Advanced. The main content area is titled 'Advanced' and contains the following settings:

- Extension number: 120
- User Status: Away (dropdown menu)
- Queues Status: Logged Out (dropdown menu)
- Outbound caller ID: Robert Abela (text input field)

At the bottom of the main content area are 'OK' and 'Cancel' buttons. In the top right corner of the main content area, there are links for 'HOME' and 'LOGOUT'.

Screenshot 8 - Advanced options

The advanced page allows you to configure following options:

- Whether you are available to take calls or not. If you set your status to away, calls will be treated by the PBX as if your extension is busy.
- You can login and logout of the Queues. To receive calls from any of the queues, you must be logged in to the queues.
- You can set your outbound caller ID. Note that not all VOIP providers will respect this setting, and will replace it with the actual number for legal reasons. Consult administrator for more information.



## Dial codes

### Introduction

Dial codes are particular key/number combinations used to access particular functions within the phone system.

### Call pick-up

If you hear a particular extension ringing, and you know that person is not able to take the call, you can take the call using the 'Call Pickup' feature. To do this, type

**\*20\* <extension number>**

This will redirect the active call from the specified extension to your extension.

You can also retrieve a call from a ringing extension without specifying the extension number. To do this, type \*20\* followed by the send key. This will redirect the first available active call to your extension.

### Call Parking

If you wish to "park" a call and then pick up the call from another extension:

**BLIND TRANSFER BUTTON \*00 to 09 – to park the call.**

For example \*01 will place the call in the parking orbit 1.

**\*10-9 – to pick up a parked call.**

For example \*11 will pick up any calls parked in parking orbit 1

Parking lots support parking of multiple calls. Therefore, when un-parking, you can add the extension number from which the call was parked to be sure that you un-park the particular call you had parked there. Some examples to park a call with popular phones:

- With a Grandstream phone, press the TRNF button and dial \*00
- With a Snom phone, press the TRANSFER button and dial \*00
- With a Polycom phone, press the TRANSFER button, from the screen, then choose the option BLIND and then dial \*00
- With a Cisco phone, choose "more" option on the screen, choose BlndXfr and dial \*00
- With a Linksys phone, press the right arrow key on the navigation button for more options and then choose bxfer and dial \*00

*Note: Call Pickup and Call Park are only available in commercial editions of 3CX Phone System*

## Voicemail

To leave a message in a Voicemail box of a particular Extension;

**Dial \*4{ext}**

For example, \*4100, will leave a voicemail message in the voicemail box of extension 100

## Specifying Away / Available status

To specify away or available status for a particular extension:

Dial **\*60** to set the extension as **available**

Dial **\*61** to set the extension to **away**

*Note: Away and Available are only available in commercial editions of 3CX Phone System*

## Logging in to the Queues

To log into a queue;

Dial **\*62** to **log** the extension **into** all the Queues that the extension is a member of.

Dial **\*63** to **log** the extensions **out** of all the queues to which the extension has logged in.

*Note: Queues are only available in commercial editions of 3CX Phone System*

## Intercom

The intercom feature allows a phone system user to make an announcement to another extension without requiring the other party to pick up the handset. The message will be played via the phone's speaker. The audio is two way, and the called party can respond immediately without picking up the handset.

To call a user via the intercom function:

Prefix the extension you wish to call with **#0**, followed by the extension. For example to make an intercom call to extension 100 you should dial:

**'#0100'**

Note: The intercom features require a phone that supports intercom and that is configured to allow it. Check with your administrator if in doubt.

# Conferencing

## Introduction

Call conferencing allows you to easily setup a conference call for up to 32 callers (license permitting). Although many conference call services exist, it's often easier and cheaper to host your own audio conferences.

Conferences can be set-up ad hoc, without the need to reserve a conference room. This has been done to simplify the set-up of conference calls.

## Creating a call conference

To setup a call conference;

1. Dial the conference extension number, by default this is 700
2. You will be requested to enter a conference ID. This can be any number, for example '100'. All callers that wish to join the conference must use the same conference ID!
3. If you are the first participant, the conference system will ask you to confirm creation of the conference. Press \* to confirm or # to cancel
4. You will be asked to speak your name after the beep and press a button to continue.
5. You will now enter the conference. If you are the first caller, you will hear music on hold, whilst you wait for the other callers. As soon as another caller joins, his name will be announced.