

# 3CX Basic Phone instructions

## Checking Voicemail

To check your voicemail, press the “**Message**” button and follow the voice prompts.

### To check your voicemail from any phone in your office:

1. Pick up the handset and dial “999”.
2. Press “#”.
3. You will be asked to enter your extension number, type in your extension number.
4. You will then be asked for your voicemail PIN number. Type in your voicemail PIN number then press “#”.
5. Follow the voice prompts to check or delete your voicemails.

### Checking your Voicemail from Outside Your Office

To check your voicemail from your mobile phone or any external phone when you have no WiFi or 3G connection:

1. Pick up your phone and dial 614-618-6873.
2. Once connected wait until you hear the prompt “Please enter extension number”, type in your extension number.
3. You will be asked for your extension’s PIN number. Type your voicemail PIN number then press “#”.
4. You will be given access to your voicemail. Follow the voice prompts to check, delete or listen to your voicemails.

## Conference Call

1. Make or Answer a call
2. Press the “**Conf**” soft key. The first caller will be put on hold.
3. Dial the number of the caller you wish to add to the conference call and press “**Conf**”.
4. Once the call has been answered press “**Conf**” again. The callers will be added to the conference.
5. While in a conference call you can do the following:
6. Press the “**Split**” soft key to split the conference into two individual calls.
7. Press the “**Hold**” soft key to place the conference on hold.
8. Press the “**Manage**” soft key and select a participant by using the “**Left**” and “**Right**” keys to:
9. Mute the participant by pressing the “**Far Mute**” soft key.
10. Remove the participant by pressing the “**Remove**” soft key.
11. Place a new call by pressing the “**New Call**” soft key. The conference will be put on hold.
12. Press the “**Back**” soft key to go to the previous screen.

13. Press the **“Cancel”** soft key to end the conference call.

A conference with up to three participants (yourself and two others) can be made using this procedure.

## Blind Transfer Method

1. Press the **“Answer”** soft key to answer an incoming call.
2. Press the **“Tran”** soft key to start the blind transfer procedure. Dial the extension number of the person you would like to transfer the call to. Press **“Tran”** to complete the procedure.

## Attended Transfer Method

1. Press the **“Answer”** soft key to answer an incoming call.
2. Press the **“Tran”** soft key to start the attended transfer procedure. This will automatically put the caller on hold. Dial the extension number of the person you would like to transfer the call to. Press **“OK”** to call.
3. The transfer recipient answers and accepts to take the call.
4. Press the **“Tran”** soft key to transfer the call.
5. The original caller and the transfer recipient are now connected.