3CX VOICEMAIL

3CX Voicemail can be accessed from either a VOIP telephone connected to the 3CX network or anywhere through a regular touch-tone telephone.

- To access from a VOIP telephone connected to the 3CX network dial 999
- To access from any other touch-tone telephone dial 717-775-6037
  - Enter your EXTENSION NUMBER when prompted
  - Enter your PIN NUMBER when prompted followed by # (pound sign)

Once connected to voicemail box, you will be presented with the voicemail auto attendant interface. This feature will then present you with a voice menu system which announces the voicemail options and allows you to dial a key to access and manage those options. The initial options you are presented with are the following:

* to play your messages

9 to go to options

pound(#) to exit

CONFIGURATION OPTIONS

To configure your voicemail, dial "9" from the main menu. The following are the options announced by the voicemail system and by dialing their corresponding keys you can access, change and update these features:

Dialing "1" allows you to change your profile status.

Dialing "3" allows you to dial a number.

Dialing "4" allows you to delete all read messages.

Dialing "5" allows you change your self-identification message.

Dialing "6" allows you to play mailbox information.

Dialing "7" allows you change your voicemail PIN number (which will be reflected in 3CX Management Console).

Dialing "8" allows you to change your greeting message.

Dialing "9" allows you to restart the voice menu's prompts.

During playback of voicemail, 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.
- 4 – Call Back – this will trigger a call to the caller ID of the person who left the message.
- 5 – Forward message to another extension.
- 9 – To go to the Voice mail options menu.
- # – To hang up the call.

Blind Call Transferring from the phone

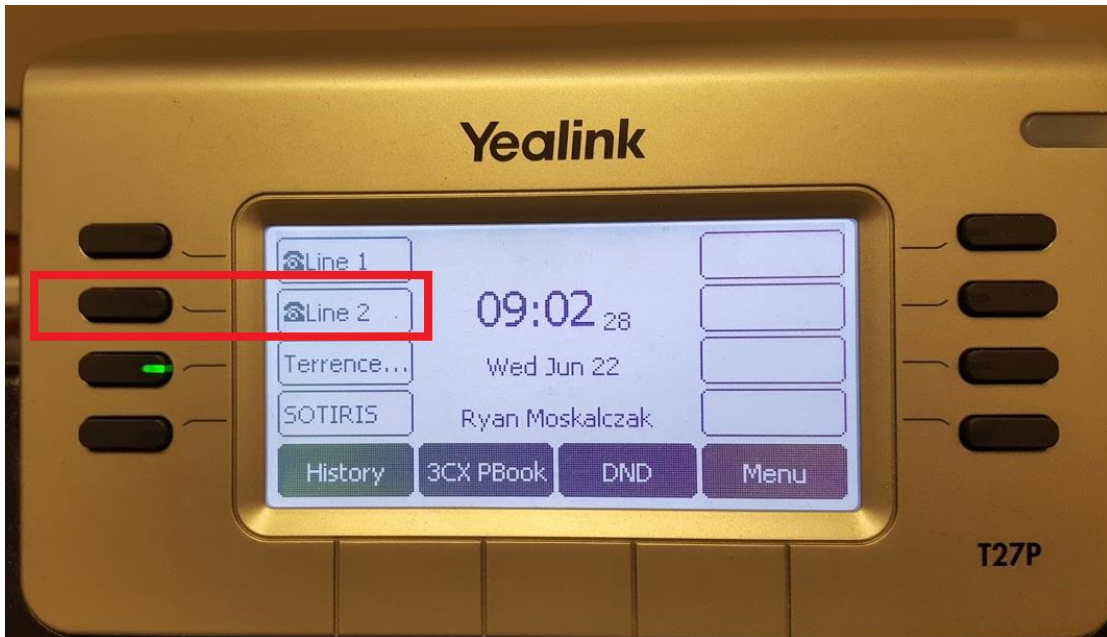- Answer the call and determine what extension they need to go to

- Press the "Tran" Button on the phone
- Type in the extension of the person you need to transfer to
- Press the "Tran" key again

Transferring a call with announcement

- Answer the call and determine what extension they need to go to

- Press the "Hold" Button

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  Select your second line and dial your new extension
- Hit the "Tran" key to complete the transfer

Dial Codes

You can use these codes to do enhanced functions on the hand set.

- Forward to voicemail
    - Hit the Trans button
    - Dial *4(extension#)
    - Hit Trans again