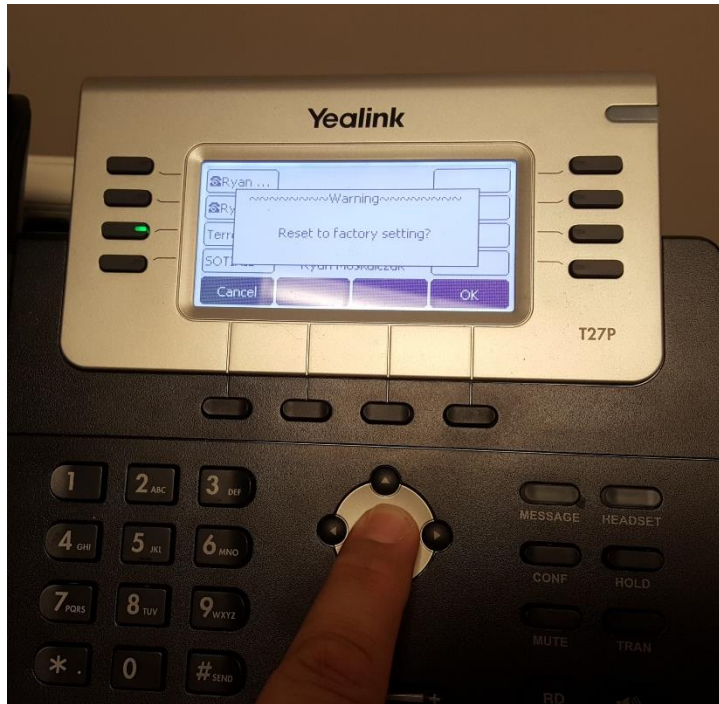


Daily 3CX User Guide

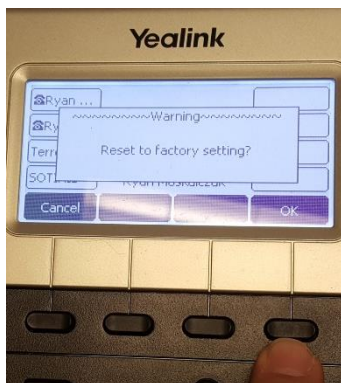
Below are some of the day to day tasks that you will be doing on your phone

Resetting your Office phone – Useful if you are having a problem

- Hold down the OK button on your phone until the screen displays “Reset to Factory Setting?” (Pictured Below)



- Press the button to select OK on the screen



- Your phone will be offline for about 3 minutes. If you continue to have issues, contact IT Support

Voicemail checking

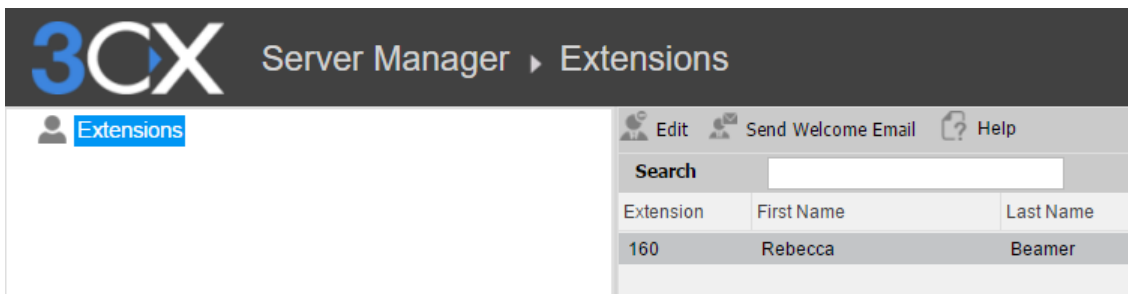
- To access from a VOIP telephone connected to the 3CX network dial 999 or press the message button on your office phone
- To access from any other touch-tone telephone dial (717) 364-1131
 - Enter your EXTENSION NUMBER when prompted
 - Enter your PIN NUMBER when prompted followed by # (pound sign)
 - By default, this is 0XXX (XXX is your extension number)
- Follow the audio prompts it gives you for navigation.

Settings Website –This is used to perform the following options

- This site is used for
 - Setting speed dial buttons on your cell phone
 - Voicemail settings.
 - Timestamping voicemails
 - Email voicemail options
 - Presence settings
- Website address: <https://ucpcentralpa.sotiriscloud.com/management/MainForm.wgx>
- Login with your extension for the username and your extension twice for your password



- Double click on your name on the Right side of the window. Yours should be the only name there.

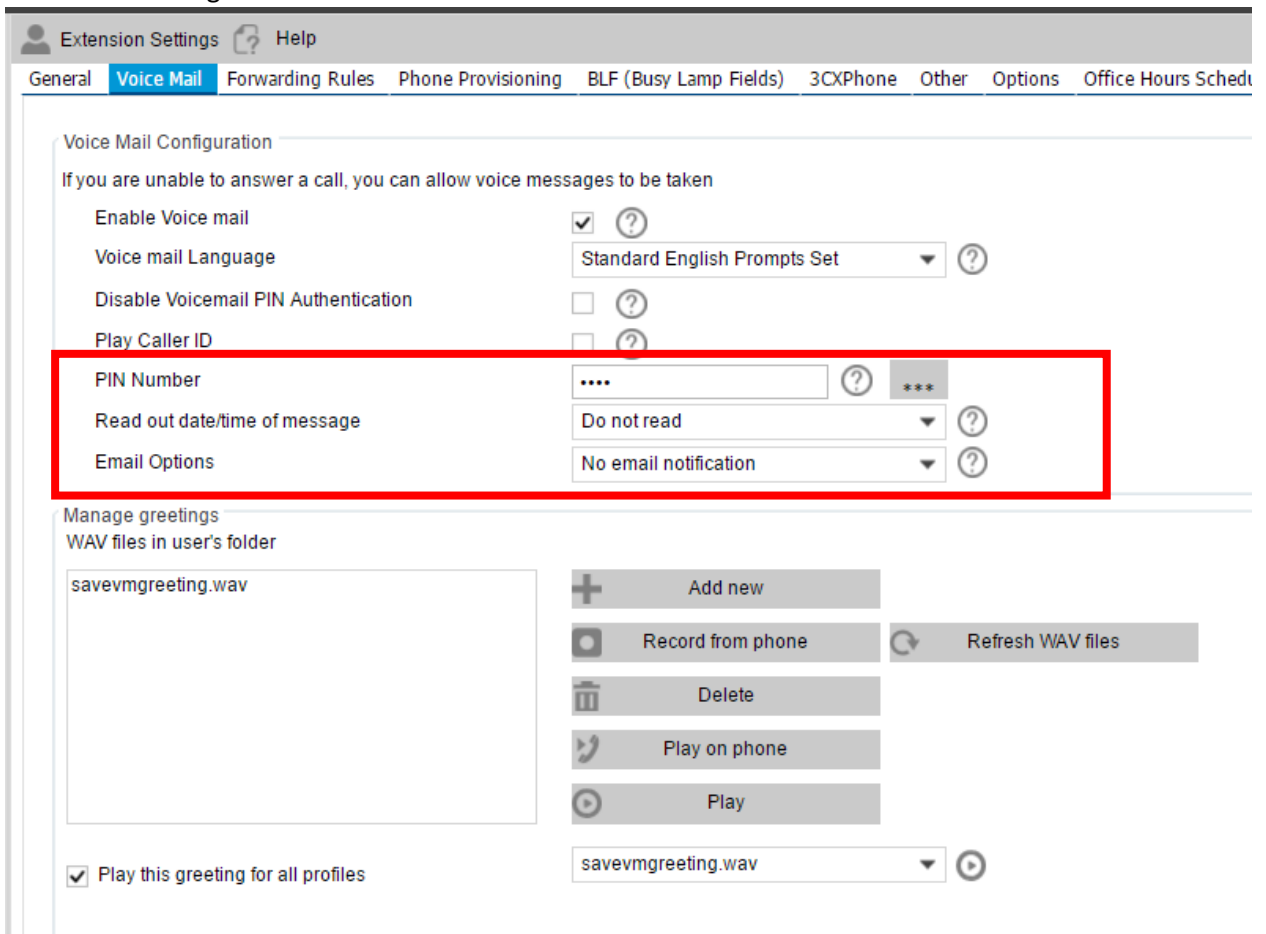


Extension	First Name	Last Name
160	Rebecca	Beamer

- A menu will appear where your name was on the right

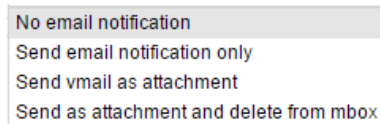


- Voice Mail Settings



The Highlighted section contains the options most users question us about

- Pin number- voicemail password
- Read out Date and time – Adds a time stamp to all voice mails
- Email Options- Enables the system to email you when you get a voice mail. Here are the options you have to choose from



- Click apply when you are done changing these settings.
- BLF = Speed Dials – These are the extra buttons beside the screen your office phone.

BLF (Busy Lamp Fields)

You can map one or more BLF (Busy Lamp Fields) of your phone to particular extensions in order for the user of this phone to see the status of those extensions on his phone.



Add more BLF's

More BLF's

	Type	Action	Type	Action
1	<input type="text"/>	<input type="text"/>	16	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	17	<input type="text"/>
3	BLF	<input type="text"/>	18	<input type="text"/>
4	Shared Parking	<input type="text"/>	19	<input type="text"/>
5	Speed Dials	<input type="text"/>	20	<input type="text"/>
6	Custom Speed Dial	<input type="text"/>	21	<input type="text"/>
	Agent Login/Logout	<input type="text"/>		<input type="text"/>
	Change Status	<input type="text"/>		<input type="text"/>

- Number 1 on the website is number 3 on your phone
 - BLF – Use this option for anyone that has a 3CX extension
 - Custom Speed Dial – Use this for outside numbers
 - Change Status – This allows you to have a presence that you can turn on or off with a button.
- Presence
 - Presence is the statuses you can set your phone to. You can change what happens for each presence.
 - An example is DND (Do not disturb)
 - They are accessible through the forwarding rules tab on the website.

Extension Settings Help

General Voice Mail **Forwarding Rules** Phone Provisioning BLF (Busy Lamp Fields) 3CXPhone Other Options

Available Away Do Not Disturb Available 2 Out of Office 2 Exceptions

Configure how calls should be re-directed when a user can not answer the phone or the phone is busy.

No Answer

If the call is not answered within seconds, then:

- Send call to my voice mail
- Send call to my mobile number
- Send call to
- An external number or Skype ID
- Rebound™ (Offer option to Confirm to accept)
- Disconnect the call
- Different behaviour for internal calls

Phone is Busy

If my phone is busy or unregistered, then:

- Send call to my voice mail
- Send call to my mobile number
- Send call to
- An external number or Skype ID
- Rebound™ (Offer option to Confirm to accept)
- Disconnect the call
- Different behaviour for internal calls

Ring my extension and my mobile at the same time

I want to be able to accept more than 1 call at the same time - uses Phone Status

- Click apply when you are done changing these settings.