



3CX IP Phone Systems

ITS | Infrastructure Technology Solutions



Our quick guide for commonly used features and settings in your 3CX IP Phone System.

Transfers, Parks and Holds:

How to make inbound calls available to other users in your phone directory.

Blind Transfer: A Blind Transfer is a transfer to another extension without actually initiating a call to the end destination. This means the call automatically rings through to the new destination without giving you a chance to announce the caller.

1. Answer the call. Determine that you need to transfer the call.
2. Press “transfer” on your display or buttons.
3. Dial the extension you wish to transfer to.
4. Press “Transfer” again.
5. The call automatically rings to that dialed extension. If answered, you are not able to announce the caller.

Transfer to Voicemail: Send an inbound call directly to a voicemail box if the destination extension is out-of-office or otherwise unavailable.

1. Answer the call. Determine that you need to transfer the call to voicemail.
2. Press “transfer” on your display or buttons.
3. Press the asterisk (*) and then 4
4. Dial the extension.
5. Press “Transfer” again.
6. The call automatically rings to the voicemail greeting of the desired extension.

Attended Transfer: An attended Transfer allows you to talk to the end destination before transferring the call, to give the name of the caller or reason of the call.

1. Answer the call. Determine that you may need to transfer the call.
2. Place the call on “Park” by pressing SP0, SP1, SP2 or whatever your park buttons may be labeled.
3. Dial the extension of the end destination. Ask them if they would like to take the call.
4. If they want to take the call, the end destination can pickup the call directly from “Park #” - the park button that you originally placed your call on. The end destination pushes the corresponding Park # on their phone to pickup the call.
5. You can also return to your Park button to talk to the inbound caller again. “Hello again, Joyce. I will transfer you to Mr. Shiley now.”
 - 5a. Now press transfer
 - 5b. Dial end destination extension
 - 5c. Press transfer again.

6. See also directions for “Transfer to Voicemail”

Transfer to Cellular Number: If you wish to transfer to a mobile 3CX client, please use the transfer instructions.

1. Press transfer
2. Dial the Cell Phone Number with area code. No long distance code required.