3CX COMMON TASKS

PARK

PUTTING AN ACTIVE CALL ON PARK

1. During an active call, press SP0 or SP1 to place a call on Park. When a call is on Park, the corresponding light on the button of the phone will be red.

PICKING UP AN ACTIVE CALL FROM PARK

1. The light of the corresponding button for SP0 or SP1 will be red if a call is on Park. Click the appropriate Park button and the call will become active.

TRANSFERS

HOW TO DO AN ATTENDED TRANSFER

1. During an active call, press the "Tran or "Transfer" soft key.
2. Enter the extension of the individual you want to transfer to.
3. Press the "Send" soft key.
4. After the party answers the call, press "Tran" or the "Transfer" soft key to complete the transfer.

HOW TO DO A BLIND TRANSFER

1. During an active call, press the "Tran" or "Transfer" soft key.
2. Enter the extension of the individual you want to transfer to.
3. Press the "Tran" soft key.

AWAY FROM DESK

HOW TO SET IN/OUT OF OFFICE

1. *721 sets system to In Office.
2. *722 sets system to Out of Office.
3. *72 Sets system back to timer mode.

HOW TO PLACE IN DO NOT DISTURB

1. When using the handset, press the "DND" soft key (permanent DND).
2. When using Webclient, clink on "Available" in upper right-hand corner.
3. Click on "Set Status Temporarily."
4. Change Status to Do Not Disturb.
5. Set time.
6. Click "OK" (temporary DND).

VOICEMAIL

TRANSFERRING TO VOICEMAIL

1. Press the "Tran" or "Transfer" soft key.
2. Press *4 then the extension of the individual you wish reach.
3. Press the "Tran" or "Transfer" soft key.

CHECKING VOICEMAIL

1. On handset, press "Messages" or dial 999.
2. Enter PIN.

CHANGING VOICEMAIL GREETING

1. On handset, press "Messages" or dial 999.
2. Enter PIN.
3. Follow prompts to listen/change greeting.

MISCELLANEOUS

HOW TO ANSWER ANOTHER EXTENSION'S PHONE

1. When using Webclient, right click on the call and click "Pick Up."
2. When using the handset, press the blinking light for that extension.

LOGGING INTO WEBCLIENT

1. Open your preferred web browser and go to the link provided to you for accessing WebClient.
2. Enter your username (your extension).
3. Enter password (this was sent to you in the 3CX Welcome email).