3CX Telephone System End User Guide

Default Commands / Telephone Numbers

Within our implementations of the computerised telephone system 3CX we always configure the following commands and functions that you can dial from your handset.

Number to Dial	Command / Function
20<Extension>	Pickup Extension number
*60	DND Deactivate [1]
*61	DND Active [1]
*9<Extension>	Intercom to extension [2]
*4	Dial Voicemail - Asks you for mailbox password

#1 Some handsets may have a DND button on them configured to toggle this

#2 Disabled by default for security, but can be enabled

Company Voicemail Commands

Within our implementations we normally set up a company wide voicemail box to capture messages when either the business is closed, call not answered or both.

Below is the default setup we do, but some setups might be different depending on requirements.

Listen to Voicemail

Please follow the below 6 steps.

1.	Dial 6666 OR *4	Calls Voicemail System
2.	Enter #	When asked for Identification Number
3.	Enter 0000	When asked for mailbox enter 0000
4.	Enter Password#	Enter the password of your mailbox followed by #
5.	<Follow Instructions>	Follow audible instructions
6.	Enter #	Informs the system you have finished

Set Voice Message

Follow the below steps carefully as there are lots of parts where the telephone system will provide you with instructions.

1.	Dial 6666 OR *4	Calls Voicemail System
2.	Enter #	When asked for Identification Number
3.	Enter 0000	When asked for mailbox enter 0000
4.	Enter Password#	Enter the password of your mailbox followed by #
5.	Enter 9	Takes you to mailbox options
6.	Enter 5	Change Message
7.	0 <Follow Instructions> #	Record Message
8.	0	Saves new voice message
9.	#	Tells the system you have finished

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make every effort to reduce paper wastage and
energy not only for ourselves but also
for our customers.

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