

# Using your Deskphone with 3CX

For the many people, there's nothing like the feel and functionality of a physical phone. That's why 3CX supports a number of IP Phone models. Below is a list of guides that will help you setup a conference, transfer a call, check your voicemail and make a call from your deskphone.

Remember! Using the Webclient for these functions is much easier, and a wide range of our supported devices seamlessly work with the web client so you can control your deskphone with a few simple clicks. You can make and receive calls, chat with colleagues, organize audio and video conferences, check status, access voicemail and more.

## Making Calls from Your IP Phone



- Dial the number you wish to call using the keypad and press **"Send"**. The phone will dial the number and your call will be connected.

## Transferring Calls from Your IP Phone

In this example we will demonstrate how to perform a blind and attended (consultative) transfer using a Yealink T48. The procedure stands for Yealink T46.

**Note:** A Blind Transfer is a transfer to another extension without actually initiating a call to the end destination. The call is blindly transferred to the destination. By comparison, an attended transfer is a transfer where before actually transferring to the destination, the call is put on hold and another call is initiated to confirm whether the end destination actually wants to take the call or not. These two calls are then merged together.

## Blind Transfer Method

- Press "**Answer**" on the touch screen to answer the call



- Press the "**Transfer**" button on the touch screen, enter the extension number of the person you would like to transfer the call to. Press "**Transfer**".
- The the call has been transferred to the specified extension.

## Attended Transfer Method

- Press "**Answer**" on the touch screen to answer the call.
- Put the caller on hold by pressing the "**Hold**" button on the touch screen.



- Press the "**New Call**" button to initiate a new call. Dial the extension number of the person you would like to transfer the call to. Press "**Send**".
- The transfer recipient answers and accepts to take the call.



- Press the “**Transfer**” button on the touch screen and select the call that is on hold on the touch screen.
- The two calls are now merged.

## Checking Voicemail from Your IP Phone

In this example we will demonstrate how to check your voicemail using Yealink T48/T46.

## Checking Your Voicemail



- To check your voicemail, press the **"Message"** button, or press the **"View"** button on the touch screen (T48G) and follow the voice prompts.

### Checking Voicemail from any IP Phone

To check your voicemail from any phone in your office:

1. Pick up the handset and dial "999".
2. Press "#".
3. You will be asked to enter your extension number, type in your extension number.
4. You will then be asked for your voicemail PIN number. Type in your voicemail PIN number then press "#".
5. Follow the voice prompts to check or delete your voicemails.

### Checking your Voicemail from Outside Your Office

To check your voicemail from your mobile phone or any external phone when you have no WiFi or Cellular connection:

1. Pick up your phone and dial the number your administrator provided you with.

2. Once connected wait until you hear the prompt "Please enter extension number", type in your extension number.
3. You will be asked for your extension's PIN number. Type your voicemail PIN number then press "#".
4. You will be given access to your voicemail. Follow the voice prompts to check, delete or listen to your voicemails.

## Creating Conference Calls using your IP Phones built in Function



In this example we will demonstrate how to make a conference call using Yealink T48/T46.

## Conference Call

- Make or Answer a call.



- Press the "**Conference**" button on the touchscreen.
- Dial the number of the caller you wish to add to the conference call and press "**Send**" on the touchscreen.
- When the called party answers, press "**Conference**" on the touchscreen. The call will be added to the conference.



- While in a conference call you can do the following:
- Press the **"Split"** soft key to split the conference into two individual calls.
- Press the **"Hold"** soft key to place the conference on hold.
- Press **"End Call"** on the touchscreen, or the **"Cancel"** soft key to end the conference call.

A conference with up to three participants (yourself and two others) can be made using this procedure.

## Using 3CX to Create a Conference Call with your IP Phone

Conference calls allow you to easily setup a call between multiple users – up to 32 callers (license permitting). Although many conference call services exist, it's often easier and cheaper to host your own audio conferences. You can set-up Ad-hoc conference calls, without the need to reserve a conference room. This has been done to simplify the set-up of conference calls.

If you wish to setup a call conference directly from your Desk Phone, you will need to inform the other participants of the conference ID and the number they would need to dial. For example, internal callers will need to dial **"700"** but external participants will need to dial a specific DID or else dial **"700"** at the digital receptionist (IVR) menu. They will then need to enter the conference ID that you specified for the conference call. The following steps illustrate how to set up a call directly from your Desk Phone:

1. Dial the conference extension number, by default **"700"**.
2. You will be requested to enter a conference ID. This can be any number, for example **"100"** and will be the unique identifier (conference ID) for that specific conference session. **Note:** If the

administrator has configured the phone system to require a security PIN to create a call conference, you must enter it after the conference ID, separated by a \*, for example: **100\*0000** (where 100 is the conference ID and 0000 the system wide conference PIN). The PIN is only required by the person setting the conference.

3. If you are the first participant, the conference interface will ask you to confirm creation of the conference. Press \* to confirm or # to cancel.
4. You will be asked to speak your name after the beep and press a button to continue.
5. All callers who wish to join the conference must first dial "**700**" to enter the conference menu and then further specify the same conference ID to join a conference or enter a new ID to create a new conference.
6. You will now enter the conference. If you are the first caller, you will hear music on hold, while you wait for the other callers. As soon as another caller joins, his name will be announced.

**Note:** Prior to creating the conference, you should notify all of the participants you require to be present in the conference. This notification should include the conference extension number, conference ID, conference PIN, DID and calendar information.

If you want to create a Video Conference download 3CX Phone System and check out 3CX WebMeeting.