USER GUIDE:
Your Desk Phone

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Using your Desktop IP Phone with 3CX

For many, nothing beats the experience and functionality of a physical phone. That's why 3CX supports several IP Phone models. Below, you'll find a list that will help you schedule a conference, transfer a call, check your voicemail, and make calls from your desk phone.

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

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Making Calls from Your IP Phone

- Snom 715/710

- Dial the number you want to call using the keypad and press “OK” (check mark). The phone will dial the number, and the call will be connected.

- Snom 760/720

- Dial the number you want to call using the keypad and press “OK” (check mark). The phone will dial the number, and the call will be connected.

- Yealink T21(P)E2 / T22(P)E2 / T26(P)E2

- Dial the number you want to call using the keypad and press “SEND” (check mark). The phone will dial the number, and the call will be connected.

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- **Yealink T41/T42**

  - Dial the number you want to call using the keypad and press “SEND” (check mark). The phone will dial the number, and the call will be connected.

- **Yealink T46/T48**
  - Dial the number you want to call using the keypad and press “SEND” (check mark). The phone will dial the number, and the call will be connected.

- **Yealink VP530**

  - Dial the number you wish to call using the keypad and press "Send" on the touchscreen. The phone will dial the number, and the call will be placed.

Checking your Voicemail

Note: The step below is applied along all the following IP phones.

- To check your voicemail, press the “Message” button and follow the voice prompts.

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- Snom 715/710
- Snom 760/720
- Yealink T19(P)E2 🇬🇧
- Yealink T21(P)E2 / T22(P)E2 / T26(P)E2
- Yealink T41/T42
- Yealink T46/T48
- Yealink VP530

- ## Check Your Voicemail from Any IP phone

  To check your Voicemail from any IP phone, i.e. not from your own extension:

  1. Pick up the handset and dial “999”.
  2. Press “#”.
  3. You will be asked to enter your extension number
  4. Enter your PIN and press “#”.
  5. Follow the voice prompts to check or delete your messages.

- ## Check Your Voicemail from a remote IP phone

  To check your voicemail from your mobile phone or any external phone, when you don't have a WiFi, 3G/4G connection, follow these steps:

  1. Pick up your phone (smartphone or headset) and dial the number provided by your administrator (ask your administrator for this number, they will know what to do and will provide you with all the necessary details).
  2. Once connected, wait until you hear the message “Please enter extension number” and type in your extension number.
  3. You will be asked for your extension's PIN number. Enter the number and then press “#”.
  4. You'll be given access to your voicemail. Follow the voice prompts to check, delete, or listen to your voicemail.

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Transfer Calls from Your IP Phone

Note: A blind transfer is a transfer to another extension without initiating a call to the final recipient. The call is then blindly transferred to the recipient.

On the other hand, a supervised transfer is a transfer where, before transferring the call to the recipient, the call is placed on hold and another call is initiated to confirm that the final recipient wishes to take the call. These two calls are eventually merged.

- **Snom 715/710**

Blind Transfer Procedure

- Press “OK” (the check button) to answer an incoming call.
- Press the “Xfer” key to initiate the blind transfer procedure. Dial the extension number of the person you wish to transfer the call to. Press “OK”.

The call has been transferred to the specified extension.

Supervised Transfer Procedure

- Press “OK” (the check button) to answer an incoming call.
- While on a call, press “Line 2” to initiate a new call. This will automatically put the caller on hold.
- Dial the extension number of the person you want to transfer the call to Press “OK”.
- The recipient of the transfer answers and agrees to take the call.
- Press the “Xfer” key followed by “OK”.

Calls between Line 1 and Line 2 are connected.

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- **Snom 760/720**

Blind Transfer Procedure

- Press “OK” (check mark) to answer an incoming call.
- Press the “Transfer” button to initiate the blind transfer procedure. Dial the extension number of the person you want to transfer the call to. Press the “OK” button.

The call will be transferred to the specified extension.

Supervised Transfer Procedure

- Press “OK” (check mark) to answer an incoming call.
- During a call, press "Line 2" to initiate a new call. This will automatically put the call from "Line 1" on hold.
- Dial the extension number of the person you want to transfer the call to. Press the “OK” button.
- The transfer recipient answers and agrees to take the call.
- Press the “Transfer” button, followed by the “Line 1” button (the button above Line 2).

The call on Line 1 and Line 2 are now connected.

- **Yealink T21(P)E2 / T22(P)E2 / T26(P)E2**

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Blind Transfer Procedure

- Press the “Answer” soft key to answer an incoming call.
- Press the “Tran” soft key, enter the extension number of the person you want to transfer the call to. Press the “Tran” soft key.

Supervised Transfer Procedure

- Press the “Answer” soft key to answer an incoming call.
- Press the “Hold” function key
- Press the “Trans” soft key to initiate the supervised transfer procedure. This will automatically place the call on hold.
- Press the “New Call” soft key. Enter the extension number of the user you wish to transfer the call to.
- Press the “Send” function key.
- The transfer recipient answers and agrees to take the call.
- Press the “Tran” function key.
- Select the call you want to transfer using the arrows and press “OK”.

The caller and transfer recipient are now connected.

- **Yealink T41/T42**

Blind Transfer Procedure

- Press the “Answer” key to answer an incoming call.
- Press the “Tran” key to initiate the blind transfer procedure. Dial the extension number of the person you wish to transfer the call to. Press “Tran” to complete the procedure.

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Supervised Transfer Procedure

- Press the “Answer” key to answer an incoming call.
- Press the “Trans” key to initiate the supervised transfer procedure. This will automatically place the caller on hold. Dial the extension number of the person you wish to transfer the call to. Press “OK” to place the call.
- The recipient answers and agrees to take the call.
- Press the “Tran” key to transfer the call.

The original caller and the transfer recipient are now connected.

- **Yealink T46/T48**

Blind Transfer Procedure

- Press “Answer” on the touch screen to answer the call
- Press the “Transfer” button on the touchscreen, enter the extension number of the person you want to transfer the call to. Press “Transfer”.

The call has been transferred to the specified extension.

Supervised Transfer Procedure

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

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- Press the “New Call” button to start a new call. Dial the extension number of the person you want to transfer the call to. Press “Send”.
- The recipient of the transfer answers and agrees to take the call.

- Press the “Transfer” button on the touchscreen and select the call that was on hold on the touchscreen.

The two calls have now been merged.

- **Yealink VP530**

Blind Transfer Procedure

- Press “Answer” on the touch screen to answer the call.

- Press the “Transfer” button on the touchscreen, enter the extension number of the person you want to transfer the call to, and press the “Transfer” button.

The call will be transferred to the specified extension.

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Supervised Transfer Procedure

- Press “Answer” on the touchscreen to answer the call.

- Dial the extension number of the person you want to transfer the call to. Press the “OK” button.
- The transfer recipient answers and agrees to take the call.
- Press the “Transfer” button and select the call on hold on the touch screen.

The two calls are now connected.

Make a Conference Call from Your IP Phone

- **Snom 715/710**
  - Make or Answer a call.

  - Press the “Line 2” button to make another call. The caller on line 1 will be placed on hold.
  - Dial a number and press “OK” (check mark).
  - Press the “Cnf.On” function key to join the calls of line 1 and line 2.
  - To end the conference call, while the “Conference” option is selected (indicated by a triangle “>”) press the “X”.

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- To speak privately with a participant, select him/her using the UP and DOWN arrows and press “OK” (check mark). Other participants will be placed on hold. Press the “Cnf.On” soft key to return.
- To place a participant on hold, select him/her using the UP and DOWN arrows and press the “Hold” soft key. Press the “Cnf.On” soft key to return the participant to the conference.
- To exclude a participant from the conference, select him/her using the UP and DOWN arrows and press “X”.
- A conference with up to four participants (you and three others) can be held using this procedure.

- **Snom 760/720**
  - Make or Answer a call.

  - During a call, press “Line 2” to initiate a new call. This will automatically put the call on “Line 1” on hold.
  - When the person on “Line 2” answers, press the “Conference” soft key (“Cnf.On” for the Snom 720). The calls will then be merged, and you should see “700*** <your extension number>” on your phone screen.
  - To leave the conference press the “X” button.

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

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- **Yealink T21(P)E2 / T22(P)E2 / T26(P)E2**
  - Make or Answer a call.

  - Press the “Conf” soft key and dial the number of the person you want to add to the conference. Then press the “Send” button.
  - When the person answers the call, press the “Conf” soft key. The person will be added to the conference.

During the conference call you can do the following:

- Press the “Hold” function key to put the conference on hold.
- Press the “Split” soft key to split the conference into two individual calls.
- Press the “Cancel” function key to end the conference.

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

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- Yealink T46/T48
  - Make or Answer a call.

  - Press the “Conference” button on the touch screen.
  - Dial the number of the person you want to add to the conference and press “Send” on the touchscreen.
  - When the person answers, press “Conference” on the touchscreen. The call will be added to the conference.

During the conference you can do the following:

- Press the “Split” key to split the conference into two individual calls.
- Press the “Hold” key to put the conference on hold.
- Press “End Call” on the touch screen or the “Cancel” key to end the conference.

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

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- **Yealink VP530**
  - Make or Answer a call.

  - Press the “Conference” button on the touch screen.
  - Dial the number of the person you want to add to the conference and press “Send” on the touch screen.
  - When the recipient answers, press “Conference” on the touchscreen. The call will be added to the conference.
  - During a conference call you can do the following:
  - Press the “Hold” function key to put the conference on hold.
  - Press the “Split” soft key to split the conference into two individual calls.
  - Press “End Call” on the touch screen or the “Cancel” soft key to end the conference call.
  - A conference with up to three participants (you and two others) can be held using this procedure.

Using 3CX to Create a Conference with your IP Phone

- **Create a Conference Call Using Your Desk Phone** 🇬🇧

Conference calls allow you to easily setup a call between multiple users – up to 32 callers (licence 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.

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If you wish to set up a conference call 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 requires 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 the participants you require to be present at the conference. This notification should include the conference extension number, conference ID, conference PIN, DID and calendar information.

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

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