

# **Gear up your PBX**

## **Cut Costs, Boost Profits**

Version 20160226

# **Extension Settings**



# Goal of this Module

- Configure Extensions Settings to business needs
  - General settings
  - WebMeeting
  - Forwarding Rules
  - Voicemail Management
  - BLF Assignment
  - Other Options

# Extensions: General

- Contain Main Personal User Information
- Mobile Number: Used for RMS (ring mobile simultaneous)
- Outbound Caller ID: Number in PSTN Network
- Direct Inbound Dialing (DID): DIDs pointing to this Extension

### Direct Inbound Dialing (DID)

Optionally assign a DID to receive calls directly to this extension

[Add a DID/DDI](#) [✕ Delete](#)

+49211604020000 (000,000)	<a href="#">✕</a>
+41438198750 (000,000)	<a href="#">✕</a>

# Concept: 3CX WebMeeting

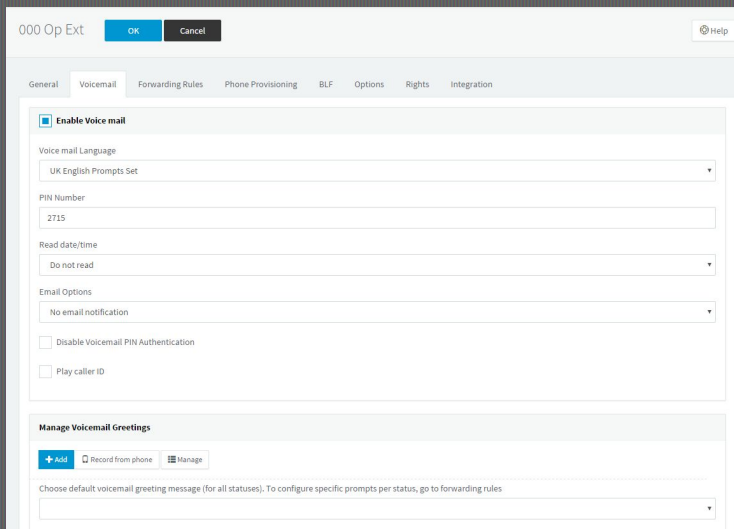
- Allows users to host Web Based Meetings
  - Utilizing WebRTC
  - Only Chrome or FireFox is needed
  - Multipoint Video, Audio
  - Share Documents and Desktop
  - Offer Remote Assistance

# Configure: 3CX WebMeeting

- Set “Nice” URL
- Set Operation Mode
  - Shared One Room For All
  - Separate Room For Each Requestor (create of remote session requests)
- Distribute URL
  - New Guest alerts via Chat Message

# Concept: Voicemail

- One Mailbox Per User
- Multilingual
- Customizable Greetings
- Vbox Notifications
  - IP Phone
  - IP Phone & Mail
  - Mail with VoiceMail



000 Op Ext OK Cancel Help

General **Voicemail** Forwarding Rules Phone Provisioning BLF Options Rights Integration

**Enable Voice mail**

Voice mail Language  
UK English Prompts Set

PIN Number  
2715

Read date/time  
Do not read

Email Options  
No email notification

Disable Voicemail PIN Authentication

Play caller ID

**Manage Voicemail Greetings**

+ Add Record from phone Manage

Choose default voicemail greeting message (for all statuses). To configure specific prompts per status, go to forwarding rules

# Voicemail - Greetings (General Audio Format)

Add a pre recorded wav file (PCM, 8 kHz, 16 bit, Mono)

- Record directly from phone  
One Greeting for all Extension Profiles  
Or
- Different Greeting per Forwarding-Profile

## Manage Voicemail Greetings

+ Add

Record from phone

Manage

Choose default voicemail greeting message (for all statuses). To configure specific prompts per status, go to forwarding rules

savevmgreeting.wav

# Concept: Forwarding Rules (Profiles)

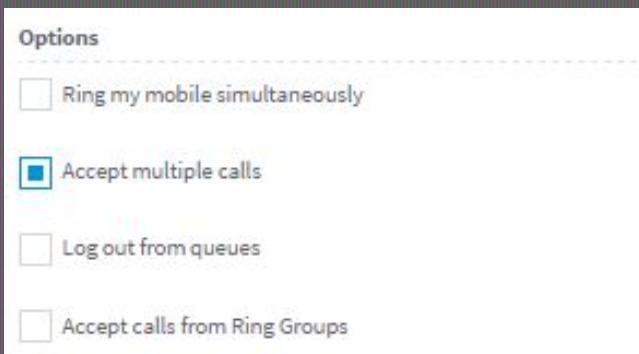
- Profiles contain Forwarding Rules (Presets)
  - Available
  - Away (Break)
  - Do Not Disturb
  - Custom 1 (Replica of Available)
  - Custom 2 (Replica of DnD)
- Customizable per Extension
- Alters Behaviour on Incoming Calls to Extension
- Allows Custom VoiceMail Greetings per Profile



# Profiles: Available & Custom 1

- Route calls to extension
  - Forward Call on a Ring-Time-Out in seconds
  - Forward Call directly if Busy or Unregistered
    - Ability to accept multiple calls **direct** to an extension\*

\*Does not apply to Ring Groups and Queues



The image shows a screenshot of a configuration interface titled "Options". It contains four checkboxes with corresponding labels:

- Ring my mobile simultaneously
- Accept multiple calls
- Log out from queues
- Accept calls from Ring Groups

## Profiles: Away, DND & Custom 2

- Directly deflects calls to an extension
  - Forward Calls of Internal Origin
  - Forward Calls for External Origin

# Switching Profiles

- On the 3CX Client (Ability to Edit Forwarding Presets)
- Dial Code (\*30 → Available \*31 → Away ...)
- IP Phone DnD Button (activates \*32 Do Not Disturb Profile)
- Auto Switch based on Time (see 2.4 Time Based Scheduling)
- From Management Console
- BLF Button

# Forwarding Rule Exceptions

- When Forwarding is NOT Triggered
  - Group Calls
    - and
  - Forwarding Destination
    - equal
      - Terminate
      - Auto Answering Destination
      - Other (System-) Extension
    - Extension Rings

# Concept: BLF

- BLF = Busy Line Field
  - Monitors Extensions Call State (not Profile State)
    - Idle
    - Ringing
    - In Call
  - Used for
    - Pickups
    - Transfers
    - Speed Dial

# Other BLF Options

- Profile State Change
- Queue State Change
- Speed Dials
- Custom Speed Dials (Numbers Outside of Our Organization)
- Shared Parking

**BLF (Busy Lamp Fields)**

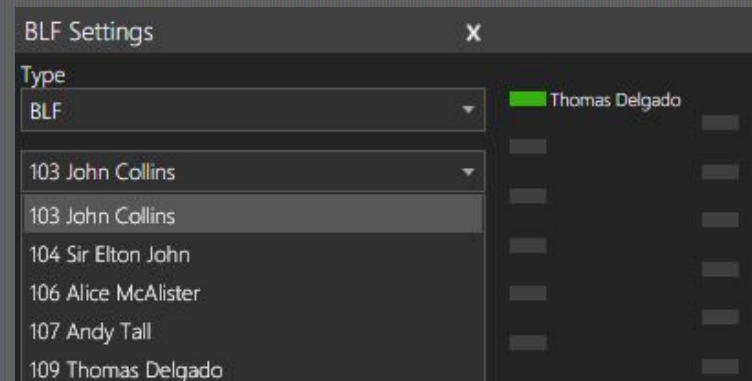
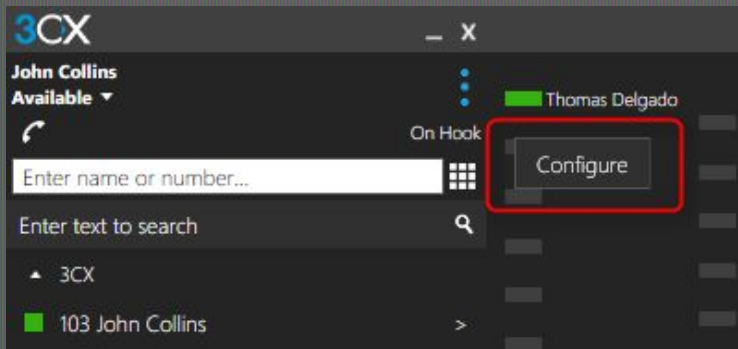
Assign BLF buttons to presence of other extensions, speed dials, shared parking or other functions. These settings are applied for both the IP phone & the 3CX client.

BLF	001 Charles Ele
Shared Parking	Shared park extension 1
Shared Parking	Shared park extension 2
Agent Login/Logout	IN
Agent Login/Logout	OUT
Change Status	Available
Change Status	Do Not Disturb (DND)
Custom Speed Dial	16318321217
	First Name
	Charles v14
	Last Name
Blank	
Blank	

[Add more BLF's](#)

# Other BLF Options (Pro Edition)

- Configure BLF keys through 3CX Client (Windows)
  - Expand BLF side-panel
  - Right-click a BLF slot
  - Configure Option
- Changes apply to all devices on that extension (with delay for IP Phones for up to 24h)



# Extensions Options - Restrictions

- Define extension functionality and security:
  - Disable Extension
  - Disable External Calls
  - Pin Protect
  - Disallow use of extension outside of LAN \*
  - Block Remote Tunnel Connections
  - Block outbound calls outside office hours

\* Does not block remote Tunneled devices:

- 3CX Clients
- SBC



# Additional Options

- Call recording
- Send emails on missed call
- Hide extension in company phonebook

**Options**

Record all calls

Screen Calls by requesting caller name using an IVR


Send email notification on missed call

Do not show extension in 3CX company phonebook

Allow user to organize 3CX Webmeeting Video Conferences

SIP ID

op



# **Gear up your PBX**

## **Cut Costs, Boost Profits**

**More Training Material at:**  
**[www.3CX.com/3CXAcademy](http://www.3CX.com/3CXAcademy)**

