Gear up your PBX
Cut Costs, Boost Profits

Extension Settings

3CX

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)   ✖

+41438198750 (000,000)   ✖

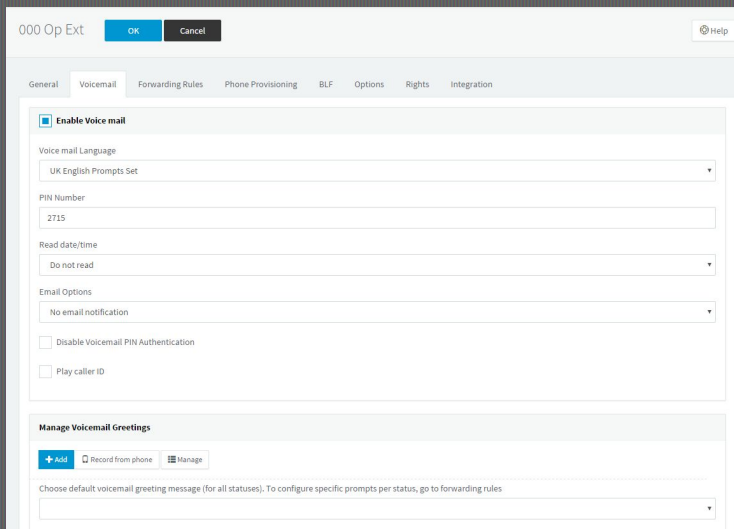# Concept: 3CX WebMeeting

- 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

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 | ▼ |

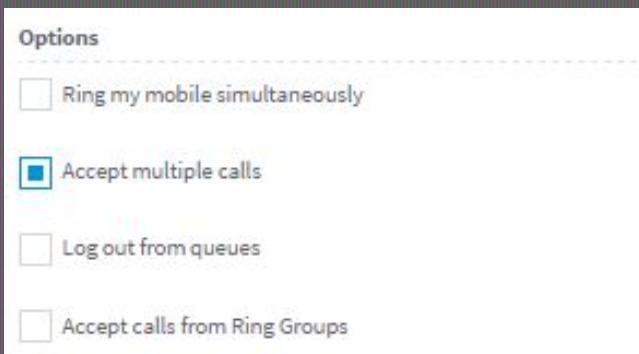# Concept: Forwarding Rules (Profiles)

- 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

Options

☐ 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
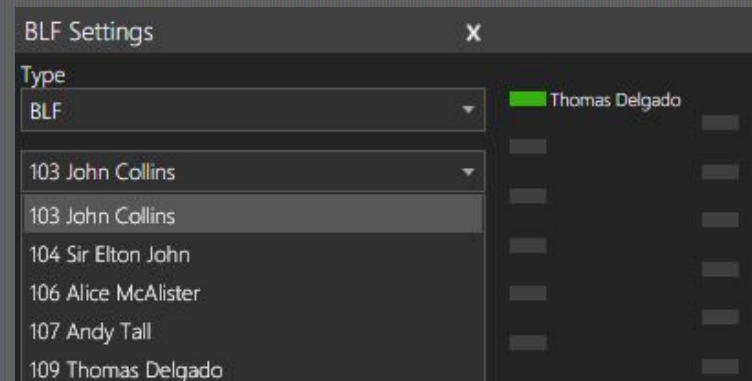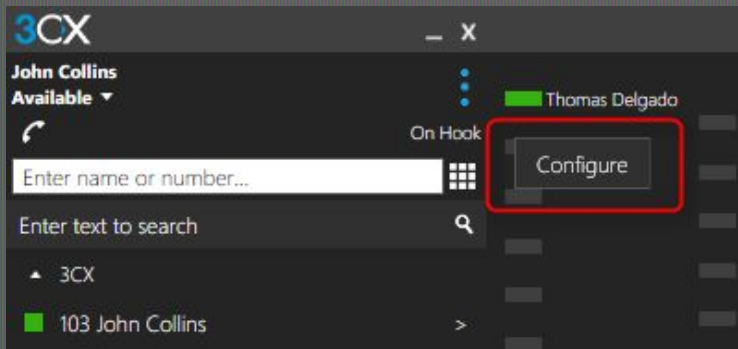- Custom Speed Dials (Numbers Outside of Our Organization)
- Shared Parking

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

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