Using your Desk Phone 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 web client 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

- Cisco SPA500 Series
- Cisco 7940/7941/7960/7961
- Fanvil C62/C58
- Polycom Soundpoint IP 335
- Polycom Soundpoint IP 650
- snom 300
- snom 320/360/370
- snom 715/710
- snom 760/720
- snom 820/821
- snom 870
- Yealink T19P
- Yealink T21/T22/T26
- Yealink T41/T42
- Yealink T46/T48/T5X

- Yealink VP530

Transferring Calls from Your IP Phone

- Cisco SPA500 Series
- Cisco 7940/7941/7960/7961
- Fanvil C62/C58
- Polycom Soundpoint IP 335
- Polycom Soundpoint IP 650
- snom 300
- snom 320/360/370
- snom 710/715
- snom 720/760
- snom 820/821
- snom 870
- Yealink T19P
- Yealink T21/T22/T26
- Yealink T41/T42
- Yealink T46/T48/T5X
- Yealink VP530

Checking Voicemail from Your IP Phone

From the list bellow, select the make and model of your IP Phone to see how to check your messages using your specific handset.

- Cisco SPA500 Series
- Cisco 7940/7941/7960/7961
- Fanvil C62/C58
- Polycom Soundpoint IP 335
- Polycom Soundpoint IP 650
- snom 300
- snom 320/360/370
- snom 715/710
- snom 760/720
- snom 820/821
- snom 870
- Yealink T19P
- Yealink T21/T22/T26
- Yealink T41/T42
- Yealink T46/T48/T5X
- Yealink VP530

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 3G 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

Select your IP Phone from the list below to see how to create conference calls using the built-in functionality of your specific handset.

- Cisco SPA500
- Cisco 7940/7941/7960/7961
- Fanvil C62/C58
- Polycom Soundpoint IP 335
- Polycom Soundpoint IP 650
- snom 300
- snom 320/360/370
- snom 710/715
- snom 760/720
- Yealink T19P
- Yealink T21/T22/T26
- Yealink T42/T41
- Yealink T46/T48/T5X
- Yealink VP530

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 (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.

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.

Revision #3
Created 2023-12-11 21:12:24 UTC by Vox Tandem Admin
Updated 2024-05-22 19:19:05 UTC by Vox Tandem Admin