

Getting Started: Fanvil X6U & 3CX



THIS GETTING STARTED MANUAL WILL HELP YOU:

Set Up and Use Your VoiceMail

Make, Pickup, and Transfer Calls

Put Calls on Exclusive Hold or System Hold

Set Up a Conference Call

For more information: [Fanvil X6U User Manual](#)

Button Descriptions

For more information: [Fanvil X6U User Manual](#)



To Make a Call Outside

With the handset down

1. Dial the Phone Number, then
2. Press the **Dial** on Top Screen
Or Press the **OK** or **Speaker** button (Bottom of Phone)
Or Pick up the Handset

Holding the handset

1. Dial the Phone Number, then
Press the **Dial** on the Top Screen
Or Press the **OK** button

Extension Hold Types

Extension *Exclusive* Hold – **Only Blinks on your Phone.**

1. While on a call, press the **Hold** key on the Top Screen
2. To Retrieve the Call, Press the **Resume** Key.

System Hold “System Park” – (SP1, SP2, etc.) **Blinks on all phones.**

1. While on a call, Press one of the **SP** Buttons.
2. To Retrieve the Call, Press **SP** Button where the call was parked.

Retrieve System Hold “Park” Calls with No Button

1. Press *1 plus the System Hold “Park” number 0-9

Extension Transfer Types

Blind Transfer to Extension

1. While on the Call, Press their Button.
2. Then Hang-up.

Announce the Call

1. While on the call, Press one of the SP buttons (System Park)
2. Press Button for Extension Button
3. When they answer, tell them what park button the call is on.
4. Then Hang-up.

Direct Transfer Caller to Voice Mail

1. While on the Call, Press the Transfer Button on Top Screen.
2. Dial *4 and Dial their Extension Number. Then hang up.

Voice Mail — Can be set up from Desk or Cell

Voicemail Setup – From Desk Phone

1. Press the White Envelope Key.
2. Enter Password – Default 1212 (**Recommend Changing**)
3. Press 9 – Options (Must Do Both)
 - a. Press 5 – Record Your Name
 - b. Press 8 – Record Your Greeting Message
4. Follow directions.

Voicemail Setup – From Cell Phone App

1. Dial 999, then press OK or Dial.
2. Enter Password – Default 1212 (**Recommend Changing**)
3. Press 9 – Options (Must Do Both)
 - a. Press 5 – Record Your Name
 - b. Press 8 – Record Your Greeting Message
4. Follow directions.

Sample Message:

Hi, this is Alice; I'm not able to take your call at this time. Please leave your name, phone number, and a detailed message, and I will be glad to return your call.

Checking Voicemail – Desk Phone

1. Press the White Envelope Key.
2. Enter Password – Default 1212 (**Recommend Changing**)
3. Follow Directions. (You can also forward messages to other Extensions)

Note: Voice Mail to Email Can also be programmed.

Checking Voicemail outside the office

1. Dial into the office, when auto-attendant answers – Thank you for calling ...
2. Dial 999, then your extension number.
3. Dial your password (Default 1212)

Conference Calls

1. While on a call (extension or outside), Press the Conference Button on the Top Display
2. Dial new number (extension or outside), When the party answers, press the Conference button.

Advanced Voice Mail Options

When you dial "9" for options:

- Dialing "1" change your profile status.
- Dialing "3" a dial a phone number.
- Dialing "4" delete all read messages.
- Dialing "5" allows you to change your self-identification message. (Your Name)
- Dialing "6" play mailbox information.
- Dialing "7" change your voicemail PIN number.
- Dialing "8" change your mailbox greeting.
- Dialing "9" allows you to restart the voice menu prompts.

When listening to a message:

- Dialing "1" takes you to new messages.
- Dialing "2" takes you back to the beginning of the message.
- Dialing "3" deletes message.
- Dialing "4" dial back the number that left a message.
- Dialing "5" allows you to forward voice mail to another extension.
- Dialing "9" returns to mailbox options.
- Dialing "0" takes you to the next message.

Note: 3CX is working on more features for playback in future software releases. You can download the Voicemail to your desktop and use audio software to slow down the message.

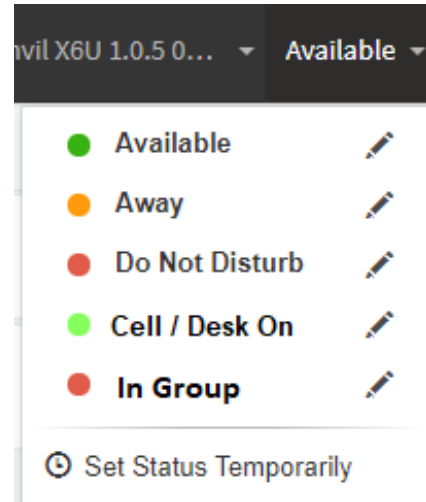
You can always activate 3CX voicemail-transcription: <https://www.3cx.com/docs/voicemail-transcription/>.

How to Change Phones to Different Options

- **Available** - Rings Desk Phone and/or Desktop App - Includes Group Calls
- **Cell/Desk On** - Rings Desk Phone and Desktop App and Cell Phone - No Group Calls
- **In Group** - Desk Phone and Desktop App and Cell Phone - Receive group Calls

From Web Client

1. Log into Web Client
2. Click Available Drop Down on Right
3. Select - Option



From Smart Phone App

1. Open App on Smart Phone
2. Click on Colored Square Top Right



Select Options

