

# Telephony

Configuration details & help for telephony users including hosted 3CX systems.

- [3CX: Managing voicemail & greeting messages for an extension](#)
- [3CX: Video Conferencing](#)

## 3CX: Managing voicemail & greeting messages for an extension

### Accessing the Voicemail menu

You can manage the voicemail for your extension, by dialing **"999"** or pressing the **"message"** button on the handset.

A voice menu system will ask you to enter your Personal Identification Number (PIN) followed by **"#"**.

### Initial Options

You will be presented with the following initial options:

- Dial **"\*"** to play your messages.
- Dial **"9"** to go to options.
- Dial hash **"#"** to exit.

### Extended Options

When you dial **"9"** for options, the following options will be announced by the voicemail system.

Press the respective numbers to change and update these features:

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

### 3CX: Video Conferencing

3CX supports video conferencing and can be used collaborative meetings, allowing for screen sharing and face-to-face interaction. You can join or host meetings via your web browser or dedicated mobile apps.

## Download the 3CX Video Conferencing app

Please note that video conferencing on your phone uses a separate application additional to the standard 3CX phone app.

Platform	Application Name	Download Link
Android	3CX Video Conference	<a href="#">Google Play Store</a>
iOS (Apple)	3CX Video Conference	<a href="#">Apple App Store</a>

## Create an Ad-hoc (Instant) Video Conference

- Login into the 3CX Portal using your extension number or email address and password.
- Initiate the ad-hoc meeting via the "Meet" option in the left-hand menu.
- See the [official documentation](#) for detailed instructions.

## Schedule a Video Conference (via browser)

- Login into the 3CX Portal using your extension number or email address and password.
- See the [official documentation](#) for detailed instructions.

## Schedule a Video Conference (via 3CX app)

- Conferences can also be scheduled via the 3CX application.
- See the official documentation for [Android](#) and [Apple iOS](#).