

# solutions in technology

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# 3CX<sup>®</sup>

[www.sitgroup.co.uk](http://www.sitgroup.co.uk)

Helpdesk: 0333 200 4330

## 1. Creating a new audio conference

- From your desk phone
  - Dial 700
  - Enter a conference ID number followed by a \* then the PIN code followed by #
    - This can be any number you want but make a note as it is used by other participants to join the conference
    - The default PIN code is 545556 although this may have been changed. If 545556 does not work, speak to your onsite system administrator or the helpdesk to obtain the correct PIN code
  - As an example, to create a new conference with the ID of 1234 you would dial
    - 1234\*545556#
  - You will be asked if you want to continue, press \* to confirm
  - You will be asked to record your name and then press any button
  - The conference will then begin. If you are the first participant, you will hear the system hold music until another person joins

## 2. Joining an existing conference from an Internal extension

- From you desk phone or mobile app
  - Dial 700
  - Enter the conference ID number followed by #
  - The phone will announce the names of any existing participants, press \* to join
  - Record your name and press any key to begin
  - If you are the first person in the conference, you will hear hold music until another party joins then the conference will begin

## 3. Joining from an external number

- You will need to dial your conference DDI number. If you don't know this, speak to your onsite system administrator or contact the helpdesk
  - Enter the conference ID number followed by #
  - The phone will announce the names of any existing participants, press \* to join
  - Record your name and press any key to begin
  - If you are the first person in the conference, you will hear hold music until another party joins then the conference will begin