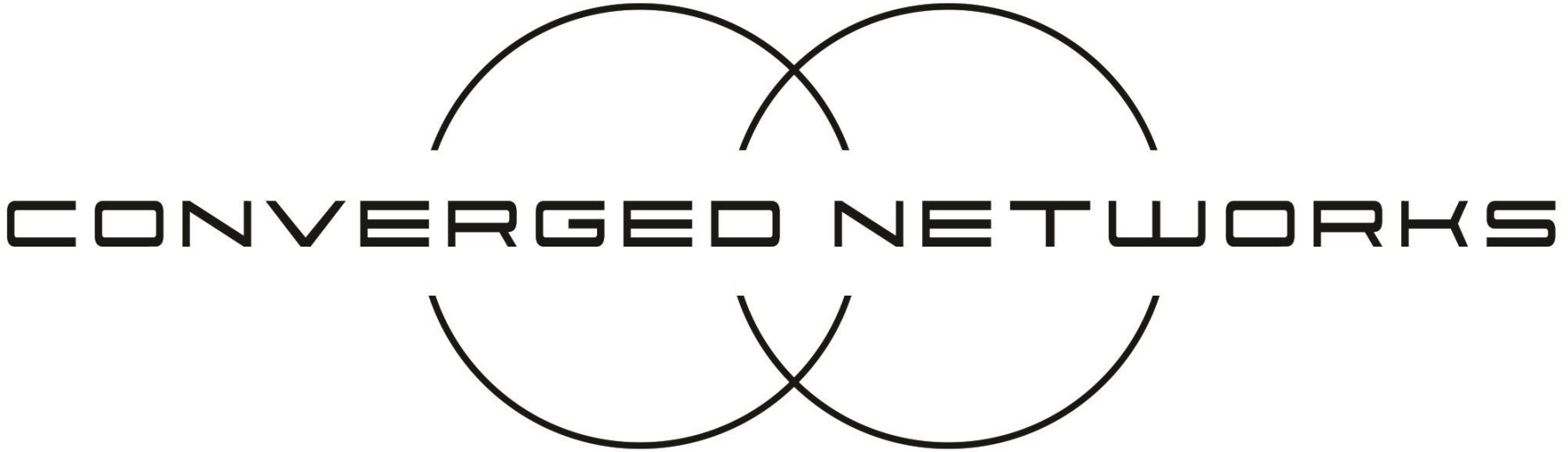


3CX v20 Programming Your Speed Dial Buttons

Converged Networks, LLC

Introduction

The buttons that flank the right and left side of your phone screen can be used to make things like transferring calls and call pick-ups a 1 button action.

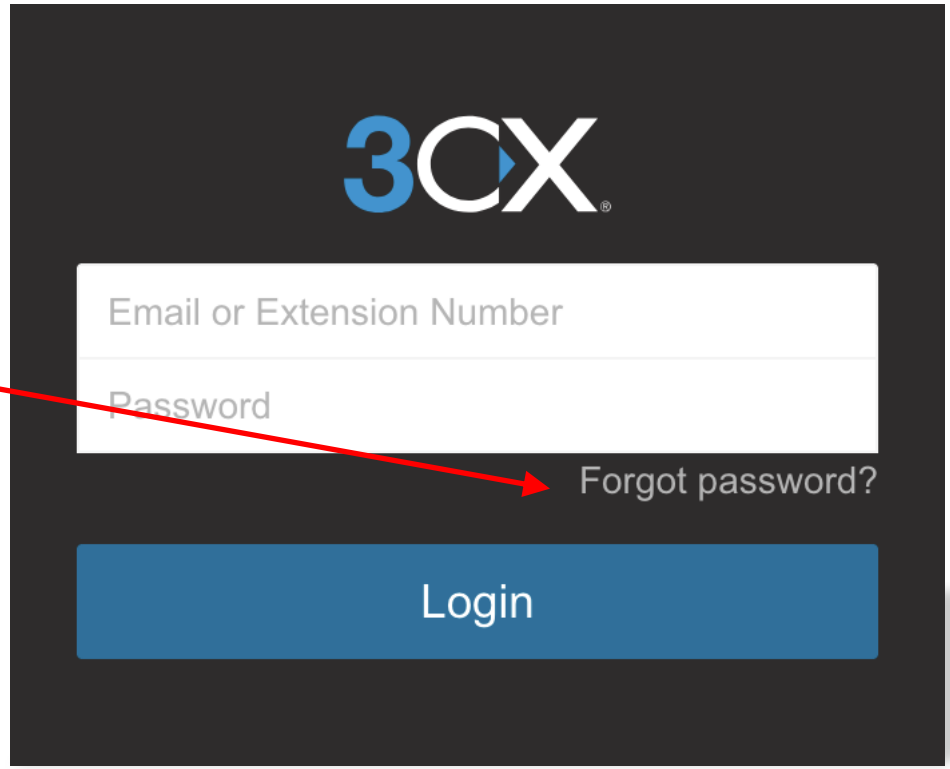
BLF buttons actively monitor the target extension and show you a green light if the user is available, a blinking light if their phone is ringing, and a red light if they are on the phone or in Do Not Disturb (DND)

Custom Speed Dials allow you to add phone numbers not native to your phone system for quick dialing. For example, a city or county service you call or transfer to frequently.



Logging In

You will receive a welcome email which includes a link to set your password. You may also access the system by navigating to the link below and clicking the “Forgot Password” link to trigger the email. You must have a valid user on the system to use this feature.



Note: If your organization has single sign on configured, you will have a “Log in with Google” or ”Log in with M365” button. Click the appropriate link and log in using your email credentials.

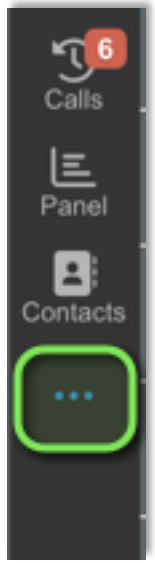
Access Your BLF Settings

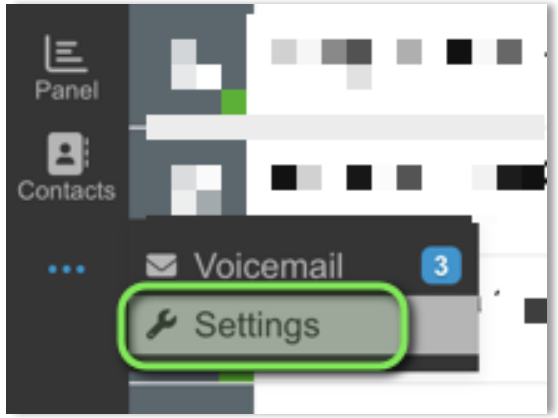
The first thing you will want to do is access the BLF settings section of the portal.

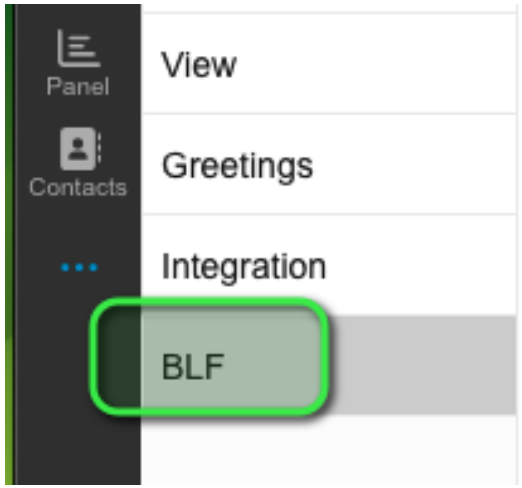
1. Click on the 3 horizontal dots just below the CONTACTS menu option on the left-hand side of the browser window.

2. Click SETTINGS in the pop out menu.

3. Click BLF in the next menu.







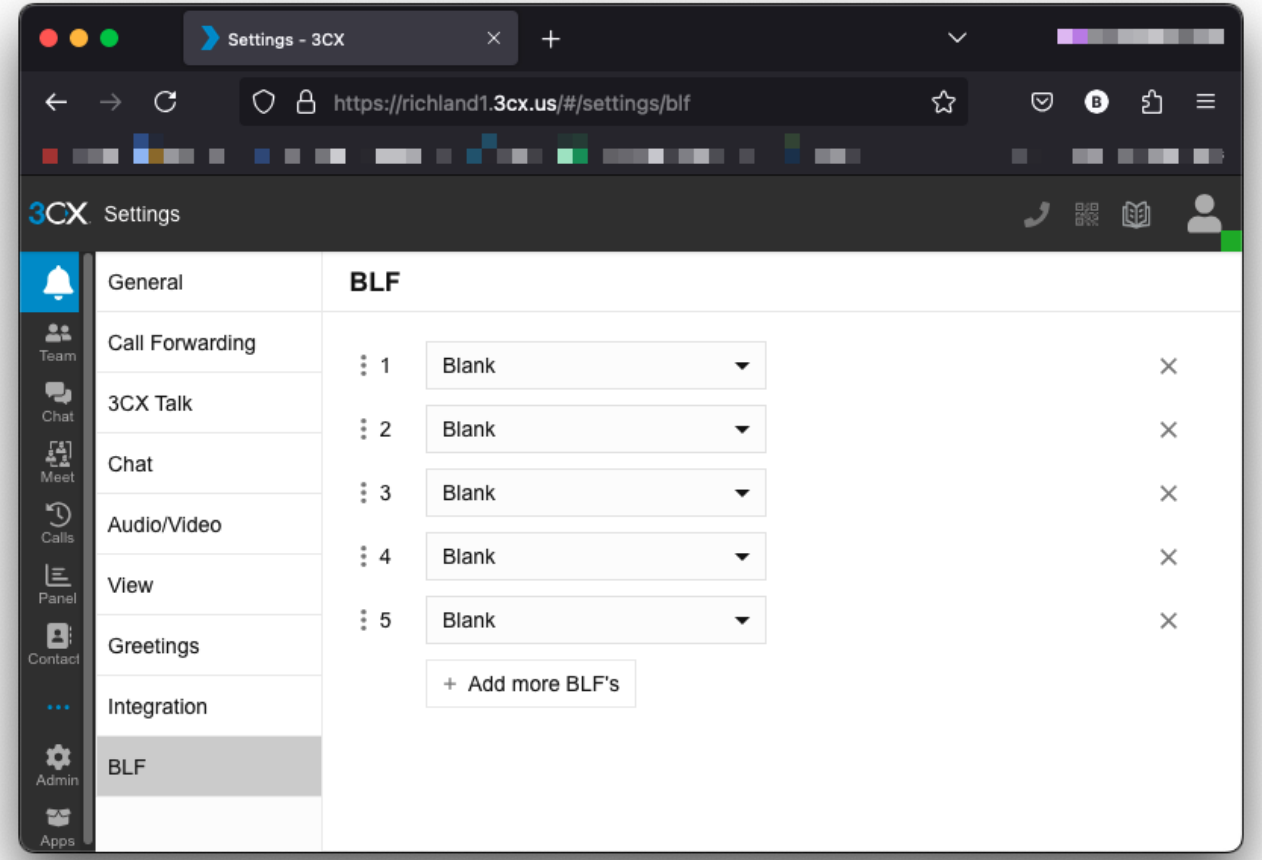
Button Types

BLF Stands for Busy Lamp Field. It is a phone engineer's way of saying speed dial buttons.

You will use 2 types of buttons in this section.

1. **BLF –** This is a button that allows you to see if the user is on a call or not with green or red light and allows a call pickup by pressing a flashing light. This can only be used for extensions on the phone system.

2. **Custom Speed Dial –** This is any 10-digit phone number out in the world. You can also use an extension number but will not see the status light.

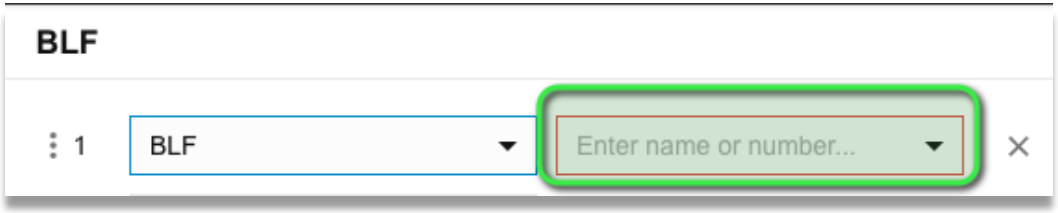


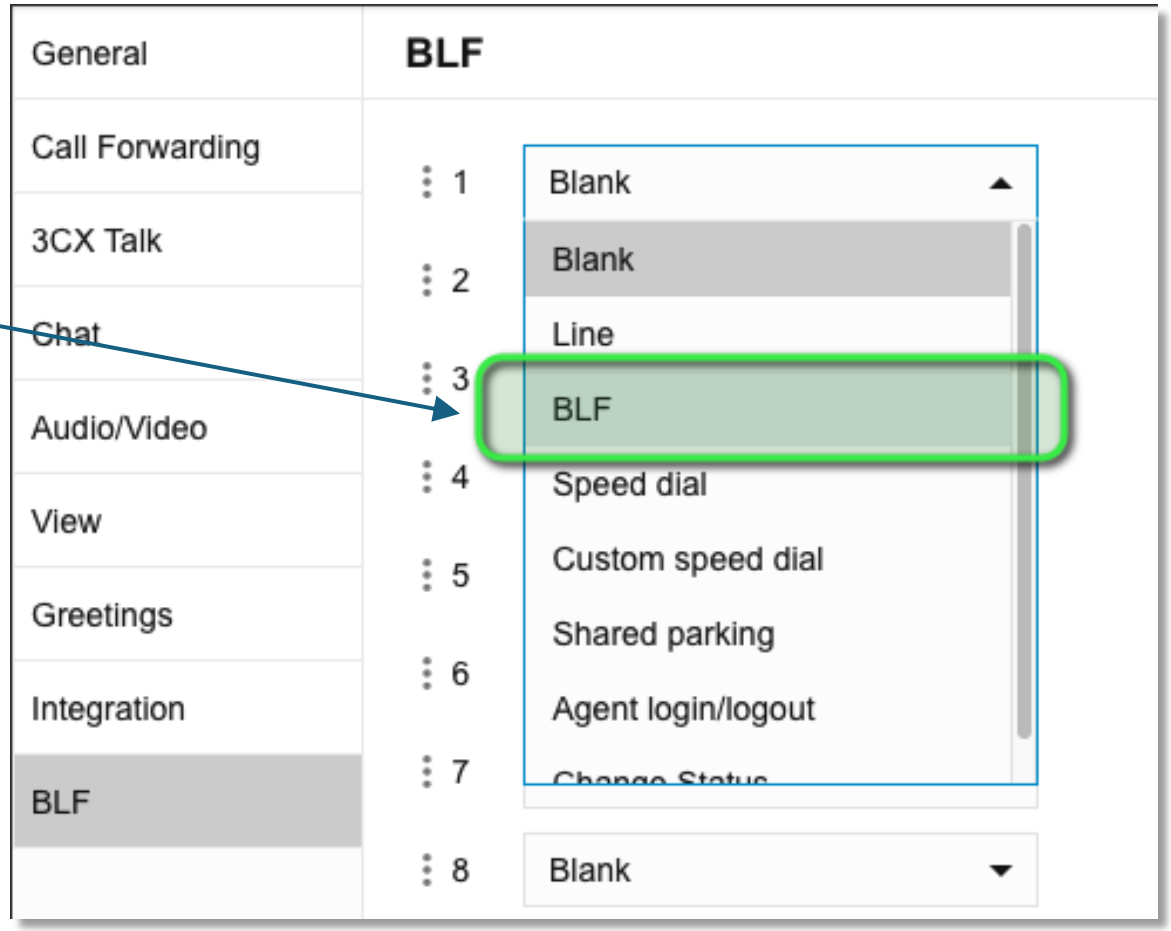
Add a BLF (step 1)

Click the drop-down box for the button number you wish to program.

Select ‘BLF’ from the menu.

The drop-down box will close and a second box will appear directly to the right of the BLF option you just selected.

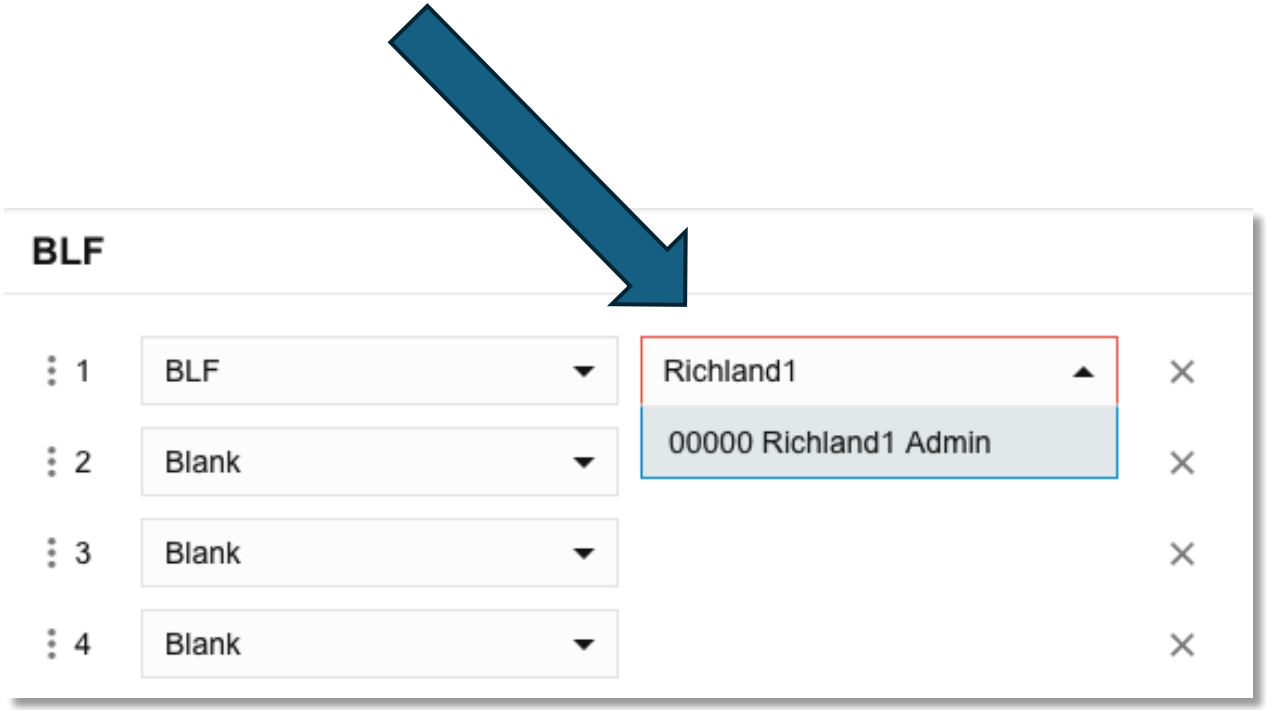




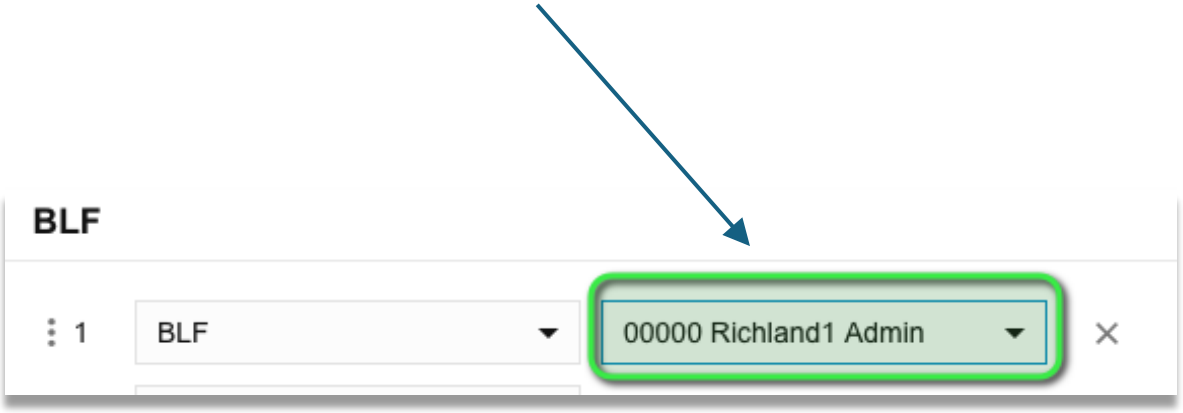
Add a BLF (step 2)

In the second box beside the BLF drop-down, type the name or extension number of the person you wish to add.

Tip: *The more information you type, the more accurate the results become.*



Select your desired result from the list.

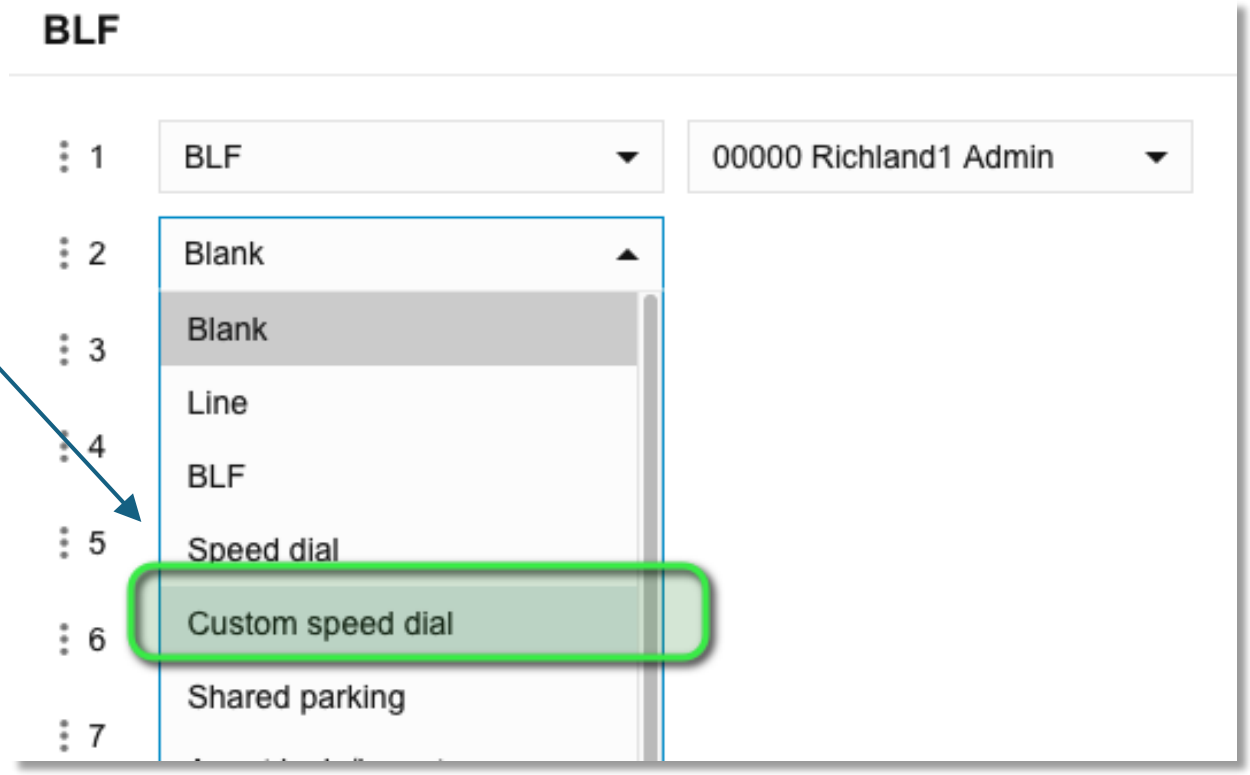


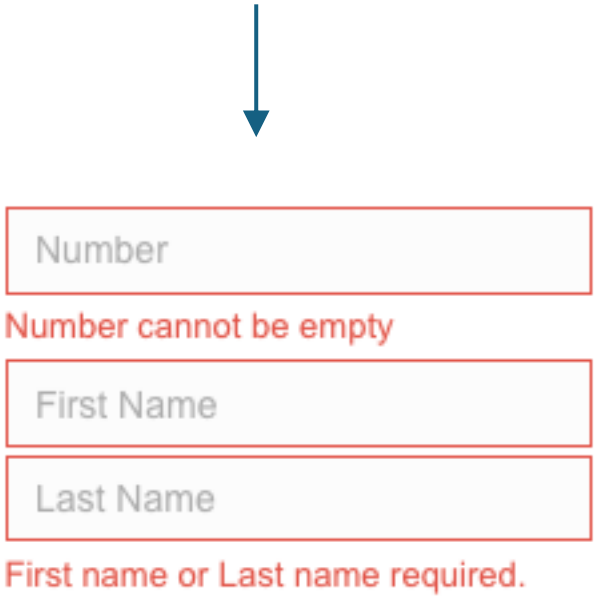
Add a Custom Speed Dial (step 1)

Click the drop-down box for the button number you wish to program.

Select ‘Custom Speed Dial’ from the menu.

The drop-down box will close and a second box will appear directly to the right of the Custom Speed Dial option you just selected.





Add a Custom Speed Dial (step 2)

Enter a 10-digit telephone number with no dashes or spaces in the NUMBER field.

Tip: *You can also use an extension number but you will not see presence information for the extension using a custom speed dial.*

Use the BLF option to see presence information or if you need to perform call pick-ups for the desired user.

Add a First and Last Name to the button. You DO NOT have to enter both. You can even enter the entire name in the same field if you wish. This is the name you will see on the button on your phone handset or softphone dialer.

