

Forwarding your 3CX system to our new platform

Guide for customers with a 3CX phone system (V20)

3CX

Why this guide?

Memo•Offitel is moving to a new telephony platform. As a result, you will receive a **new forwarding number**. If your company uses a 3CX phone system, forwarding is not set up with codes on your phone but in the **3CX admin console**. This guide walks you or your 3CX partner through the steps.

Your details

NEW FORWARDING NUMBER

NEW NUMBER

ACTIVE FROM

Monday 2 November 2026

CURRENT FORWARDING
NUMBER

CURRENT NUMBER

expires on 30 November 2026



Week 44

26/10 – 1/11

You receive your new forwarding number and this guide.



Monday 2 November

The new number is active. You can now update your forwarding.



Monday 30 November

The current number expires. Your forwarding must be updated before this date.

Important: do **not** set up the new forwarding **before 2 November**, as the new number is not active yet. Do make sure to do it **before 30 November**: the current number then expires and your calls will no longer reach us.

In 4 steps

1

Find the current forwarding

Locate where the current Memo•Offitel number is configured in 3CX (page 2).

2

Set the new number

From 2 November, replace the current number with the new one (pages 2 and 3).

3

Test

Call your number and check that the call reaches Memo•Offitel.

4

Confirm

Let our migration team know the change is done. We'll double-check with you.

Before you start

Who makes the change?

You need a 3CX account with **admin rights**. 3CX is sold through partners: feel free to have your 3CX partner or IT administrator make the change and share this guide with them.

Which version?

This guide follows **3CX V20**. Menu names are in English, as in 3CX. Still on V18 or older? Forwarding is then usually set in an *Inbound Rule*: replace the external number there with the new one and continue with testing.

Where is your current forwarding set?

In V20, a number (DID) **cannot be sent directly** to an external number. A number is always linked to a destination in the system: a user, ring group, call queue or Digital Receptionist. Forwarding to Memo•Offitel is therefore set on that destination. Look up your current forwarding number **CURRENT NUMBER** and choose the matching method:

Situation	How to recognise it	Method
Calls for an employee or department go to us on no answer, busy or away	That user's Call Forwarding points to an external number	A
All calls on a number always go to us	The number is linked to a user without a phone (a 'forwarding user')	B
Only outside office hours or on overflow	A ring group, call queue or Digital Receptionist forwards outside hours or after a delay	C

Tip: before changing anything, note the current settings or take a screenshot so you can always restore them.

A Forwarding per user

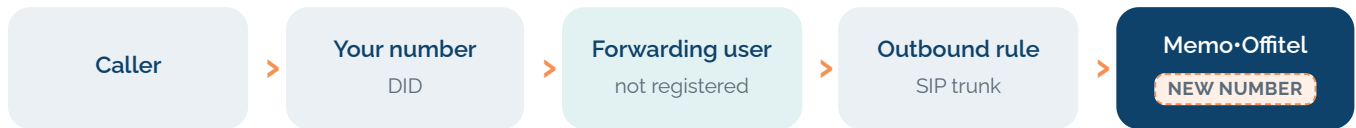
Admin > Users > [user] > Call Forwarding

- 1 Open the user who forwards to Memo•Offitel and go to the **Call Forwarding** tab.
- 2 Choose the status the forwarding applies to: **Available**, **Away** or **Do Not Disturb**. Repeat the steps for every status that contains the current number.
- 3 Under **Unanswered calls** (no answer after x seconds) and/or **Busy or Not Registered**: choose **External number** and replace the current number with **NEW NUMBER**.
- 4 Also check the **Exceptions**. If the current number appears there, update it too.
- 5 Click **Save**.

Users can also change this themselves in the web client via **Settings > Call Forwarding**.

B Always forward an entire number

Because V20 cannot send a number straight to an external destination, you use a **user without a phone**. It is never registered, so 3CX forwards every call immediately. Does such a user already exist? Then only update step 3.



Admin > Users > Add User

- 1 Create a user, e.g. 'Forwarding Memo•Offitel', with a free extension number. Do **not** link a phone or app to it.
- 2 **General** tab > **Assigned DID number(s)**: select the number that should go to Memo•Offitel. Note: the number is then removed from its previous destination.
- 3 **Call Forwarding** tab: for every status, set **Busy or Not Registered** and **Unanswered calls** to **External number** > **NEW NUMBER**
- 4 Click **Save**.

C Only outside office hours or on overflow

Office hours are set per department via **Office Hours**. The ring group, call queue or Digital Receptionist determines where calls go outside hours or after a delay.

Admin > Ring Groups / Call Queues / Digital Receptionists

- 1 Create a forwarding user as in method B (steps 1 and 3), but do not link a number to it.
- 2 Open the ring group, call queue or Digital Receptionist that currently forwards to Memo•Offitel.
- 3 For routing **outside office hours** (out of office, holidays) or on **no answer**, select the forwarding user as the destination.
- 4 For a Digital Receptionist, check that routing for closed hours and holidays is also filled in.
- 5 Click **Save**.

Tip: with a single forwarding user, the external number lives in one place. If it ever changes again, you only update it once.

Technical checks

Outbound Rules

A forwarded call leaves the system through your SIP trunk. Check in **Outbound Rules** that a rule sends calls to Belgian numbers (starting with 0 or +32) via the right trunk. Otherwise forwarding will fail.

Caller ID

So our staff can see who is calling, 3CX should pass on the original caller's number. You set this on the SIP trunk via **Caller ID Control** (e.g. *OriginatorCallerID*). Your SIP provider must allow it. If not, we will see your own number.

Licence and costs

A forwarded call counts as **two simultaneous calls** in your 3CX licence (inbound and outbound). Your SIP provider charges the outbound leg at your rate.

Hosted or free edition

Some advanced trunk settings are not available in the free or 3CX-hosted editions. In that case, contact your 3CX partner.

Checklist

- ☐ Every place containing the current number is updated: users, exceptions, ring groups, call queues and Digital Receptionists.
- ☐ An outbound rule sends calls to the new number via the right trunk.
- ☐ A test call during office hours reaches Memo•Offitel.
- ☐ A test call outside office hours reaches Memo•Offitel (if applicable).
- ☐ Caller ID has been checked.
- ☐ Our migration team has been informed.

Need help?

Our team is happy to help you with the migration.

MEMO•OFFITEL MIGRATION TEAM

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3CX DOCUMENTATION

3cx.com/docs/manual



Based on 3CX V20 (up to Update 10, September 2026). Menus may differ slightly between updates. If in doubt, contact your 3CX partner or our migration team on +32 52 89 84 31 or at migratie@memo-offitel.be. 3CX is a trademark of 3CX Ltd.