

# Knowledge Base Document

## Long Distance Calling in 3CX

This document provides step-by-step instructions on how to make a long-distance call using the 3CX phone system. By following these guidelines, users can efficiently place international calls while ensuring the correct dialing format is used.

### Dialing Instructions:

#### Step 1: Initiate the Long-Distance Call

Begin by dialing 84832 to activate long-distance calling within the 3CX system.

#### Step 2: Enter the Required Dialing Format

Once the long-distance prefix is entered, input the international number in the following format:

00 <Country Code><Area Code><Phone Number>#

#### Step 3: Example of a Call to a UK Number

- Example: 00441211100#
  - 00 – International dialing prefix
  - 44 – Country code for the United Kingdom
  - 121 – Area code
  - 1100 – Phone number

#### Step 4: Verify Country and Area Codes

Before placing a call, ensure that you have the correct country and area codes for your destination. Incorrect dialing may result in failed connections.

### Important Notes:

- Always use 84832 as the long-distance call prefix before dialing international numbers.
- Ensure that the number is properly formatted before pressing # to complete the call.
- If you experience issues making a long-distance call, verify your permissions with the 3CX administrator.