

# 3CX Academy Advanced Certification Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

- 1. Is the statement "You can configure a phone already provisioned as a STUN extension as a Local LAN extension" true or false?**
  - A. True**
  - B. False**
  - C. True, if within 24 hours**
  - D. False, unless unprovisioned first**
- 2. Is an internal DNS mandatory when selecting the option "I need a 3CX FQDN"?**
  - A. Yes, it is mandatory**
  - B. No, it is not mandatory**
  - C. Only for remote installations**
  - D. Only when using multiple trunks**
- 3. What is the primary purpose of the 3CX smartphone app?**
  - A. To access personal social media**
  - B. To make and receive business calls**
  - C. To play multimedia content**
  - D. To provide project management**
- 4. What is a key benefit of using SIP trunk providers with 3CX?**
  - A. They offer higher monthly fees**
  - B. They provide easier call routing and management**
  - C. They limit the number of concurrent calls**
  - D. They require specialized equipment**
- 5. What role does professional support play in maintaining a 3CX system?**
  - A. They conduct regular user training sessions**
  - B. They provide expertise in configuration and troubleshooting**
  - C. They handle all user permissions management**
  - D. They are responsible for billing and invoices**

- 6. Which codecs can Wireshark decode without any additional plugins?**
- A. Only G711A**
  - B. Only G711U**
  - C. G711A, G711U, GSM, G729, G726**
  - D. All telephony codecs available**
- 7. In the context of Outbound Rules, what does a prefix typically indicate?**
- A. The call status type**
  - B. The routed area or type of call**
  - C. The duration of the call**
  - D. The priority level of the call**
- 8. What does configuring SIP security settings help to achieve in 3CX?**
- A. Enhancing audio quality of calls**
  - B. Protecting against unauthorized access to VoIP services**
  - C. Increasing the number of concurrent users**
  - D. Facilitating external video calls**
- 9. What is the default behavior of 3CX in handling call audio in a multi-VPN environment?**
- A. Audio is bridged only on the same subnet**
  - B. Audio is routed through a central server**
  - C. Audio is delivered regardless of subnet**
  - D. Audio is always filtered for security reasons**
- 10. How many authentication attempts are allowed before an extension is blacklisted?**
- A. 10 attempts**
  - B. 25 attempts**
  - C. 50 attempts**
  - D. No limit on attempts**



## **Answers**

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1. B
2. B
3. B
4. B
5. B
6. C
7. B
8. B
9. C
10. B

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## **Explanations**

**1. Is the statement "You can configure a phone already provisioned as a STUN extension as a Local LAN extension" true or false?**

**A. True**

**B. False**

**C. True, if within 24 hours**

**D. False, unless unprovisioned first**

The statement is false because a phone provisioned as a STUN extension cannot be simply converted to a Local LAN extension without first unprovisioning it. STUN extensions are designed to work over the internet and rely on a specific configuration to function correctly, while Local LAN extensions operate within a local network environment with different settings and requirements. Changing the configuration directly without unprovisioning could lead to connection issues and improper functionality of the device. Therefore, for a successful transition from STUN to Local LAN, unprovisioning the device is a necessary step.

**2. Is an internal DNS mandatory when selecting the option "I need a 3CX FQDN"?**

**A. Yes, it is mandatory**

**B. No, it is not mandatory**

**C. Only for remote installations**

**D. Only when using multiple trunks**

When selecting the option "I need a 3CX FQDN," an internal DNS is not mandatory because the 3CX system can function without a dedicated internal DNS setup. The "FQDN" refers to a Fully Qualified Domain Name, which is used for the external access to the 3CX server. This means that as long as the system can resolve the FQDN externally—either through public DNS services or through other DNS configurations—an internal DNS setup is not strictly necessary. In many deployments, external DNS servers handle requests for the FQDN without the need for a local DNS service. Therefore, the 3CX system can reliably operate and resolve its domain name with standard configurations for external connectivity. This flexibility allows for various network setups, including those without internal DNS infrastructure, making it convenient for different types of installations.

### 3. What is the primary purpose of the 3CX smartphone app?

- A. To access personal social media
- B. To make and receive business calls**
- C. To play multimedia content
- D. To provide project management

The primary purpose of the 3CX smartphone app is to enable users to make and receive business calls. This application is designed specifically for businesses utilizing the 3CX communication system, allowing employees to connect seamlessly using VoIP technology on their smartphones. Through the app, users can manage their business communications effectively, ensuring they stay connected regardless of their location, which is particularly important for remote work and mobile professionals. The app integrates with the company's phone system, providing features such as call transfer, voicemails, and chat functionality, thus streamlining communication within the organization. This specialized focus on business calls differentiates the app from general-purpose mobile applications that might cater to personal messaging or media consumption.

### 4. What is a key benefit of using SIP trunk providers with 3CX?

- A. They offer higher monthly fees
- B. They provide easier call routing and management**
- C. They limit the number of concurrent calls
- D. They require specialized equipment

Utilizing SIP trunk providers with 3CX significantly enhances call routing and management capabilities. SIP (Session Initiation Protocol) trunks facilitate the transfer of voice over IP (VoIP) signals, allowing for dynamic and flexible management of calls. With SIP trunks, businesses can utilize advanced features like simultaneous ringing, call forwarding, and call queues, which can be configured easily within the 3CX system. This flexibility improves the overall efficiency of call handling, as it allows administrators to customize their telephony setup to align with their specific operational needs. Additionally, the management interface of 3CX makes it user-friendly to set up and maintain call routes, enhancing overall communication within a business. This aspect is particularly beneficial in scenarios where call traffic might fluctuate, enabling real-time adjustments to routes and settings without the need for complex configurations or additional hardware. By focusing on optimizing call routing and management through the use of SIP trunks, organizations can streamline their communication processes and provide a better experience for both employees and customers.

**5. What role does professional support play in maintaining a 3CX system?**

- A. They conduct regular user training sessions**
- B. They provide expertise in configuration and troubleshooting**
- C. They handle all user permissions management**
- D. They are responsible for billing and invoices**

Professional support plays a crucial role in maintaining a 3CX system by providing expertise in configuration and troubleshooting. This is essential because a properly configured system ensures optimal performance and reliability. Professionals are trained to understand the intricacies of the software, including its features, capabilities, and potential issues that may arise. Their expertise allows them to effectively address technical problems, whether they are related to system setup, software updates, or connectivity challenges. This level of support helps to minimize downtime and ensures that the system operates smoothly, which is vital for business communication. By resolving issues quickly and efficiently, professional support enhances user satisfaction and keeps the system functioning at its best. While user training, permission management, and billing are important aspects of system administration, they do not carry the same weight in terms of immediate technical support needs that impact daily operations and overall system health. Keeping the system configured correctly and troubleshooting problems as they arise is fundamental to maintaining the integrity and efficiency of the 3CX system.

**6. Which codecs can Wireshark decode without any additional plugins?**

- A. Only G711A**
- B. Only G711U**
- C. G711A, G711U, GSM, G729, G726**
- D. All telephony codecs available**

Wireshark is a powerful network protocol analyzer that can decode various codec types natively without requiring additional plugins. Among the available options, G711A, G711U, GSM, G729, and G726 are standard audio codecs that Wireshark is capable of decoding out-of-the-box. G711A and G711U are two variations of the G.711 codec, where G711A (also known as A-law) and G711U (also known as  $\mu$ -law) provide uncompressed audio for telephony. GSM is a codec widely used for digital mobile communication, while G729 and G726 are also commonly used in VoIP scenarios to compress audio data for transmission. The capabilities of these codecs make them widely recognized in VoIP and telephony standards, which is why Wireshark can decode them without any additional setup. While other codecs may be available and utilized in various applications, they often require specific plugins or configurations for decoding. Therefore, the correct answer highlights the comprehensive list of codecs that Wireshark can handle natively, emphasizing its capabilities in analyzing and understanding VoIP communications effectively.

**7. In the context of Outbound Rules, what does a prefix typically indicate?**

- A. The call status type**
- B. The routed area or type of call**
- C. The duration of the call**
- D. The priority level of the call**

In the context of Outbound Rules within a telephony system like 3CX, a prefix is a series of digits added to the beginning of a dialed number to identify the route or type of call. This prefix can denote specific characteristics of the call, such as whether it is a local, long-distance, or international call, and it helps the system determine how to handle the routing of the call accordingly. For instance, different prefixes may route calls through different service providers or apply particular pricing structures, thereby managing call flows based on the type of communication required. By using prefixes, organizations can optimize their telephony expenses and ensure that calls are routed over the most appropriate channels to suit their needs. The other options do not accurately represent the function of a prefix in this context, as a prefix is not associated with the call status type, duration, or priority level, but rather the route type or area the call is intended for.

**8. What does configuring SIP security settings help to achieve in 3CX?**

- A. Enhancing audio quality of calls**
- B. Protecting against unauthorized access to VoIP services**
- C. Increasing the number of concurrent users**
- D. Facilitating external video calls**

Configuring SIP security settings is vital for safeguarding against unauthorized access to VoIP (Voice over Internet Protocol) services. In the context of 3CX, implementing robust security measures, such as enabling SIP authentication and using secure protocols like TLS (Transport Layer Security) or SRTP (Secure Real-time Transport Protocol), helps ensure that only legitimate users and devices can connect to the telephony system. This minimizes risks such as toll fraud, where unauthorized users exploit loosely secured VoIP systems to make calls, leading to significant financial losses. While enhancing audio quality, increasing the number of concurrent users, and facilitating external video calls are important aspects of VoIP systems, they are not directly addressed by SIP security configurations. Ensuring a secure setup is foundational for a stable and trustworthy VoIP environment, thus protecting both the users and the service provider from potential threats.

**9. What is the default behavior of 3CX in handling call audio in a multi-VPN environment?**

- A. Audio is bridged only on the same subnet**
- B. Audio is routed through a central server**
- C. Audio is delivered regardless of subnet**
- D. Audio is always filtered for security reasons**

In a multi-VPN environment, 3CX is designed to deliver audio regardless of subnet. This means that even if the devices making the call are on different subnets or virtual private networks, the audio transmission can still be managed effectively. This capability is essential for maintaining seamless communication in distributed network setups, where users may be spread across various locations and networks. The design of 3CX allows it to handle audio routing intelligently, leveraging its robust architecture to ensure that calls remain uninterrupted and crystal clear. This approach simplifies the configuration and management of voice communication, as users can interact without worrying about subnet limitations impacting their calls. This functionality is particularly beneficial in today's work environments, which often feature remote and distributed teams that rely heavily on reliable audio communication. By allowing audio delivery across subnets, 3CX enhances flexibility and user experience in communication.

**10. How many authentication attempts are allowed before an extension is blacklisted?**

- A. 10 attempts**
- B. 25 attempts**
- C. 50 attempts**
- D. No limit on attempts**

The correct answer reflects the configurations typically seen in the 3CX system regarding security measures for extensions. In this context, once the specified threshold of 25 unsuccessful authentication attempts is reached, the extension becomes blacklisted. This feature is designed to enhance security by preventing brute force attacks, where an unauthorized user would try to guess the password by making repeated login attempts. Understanding the significance of this limit is crucial, as exceeding it leads to the extension being locked out and requiring manual intervention to re-enable access. This ensures that there is a protective barrier against potential attacks that could compromise the system's integrity. The other options provide different thresholds that are not consistent with the known configurations of the 3CX system. This reinforces the importance of adhering to the correct limits in practice to maintain the security and performance of the communication system.



## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://3cxacademyadvanced.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**