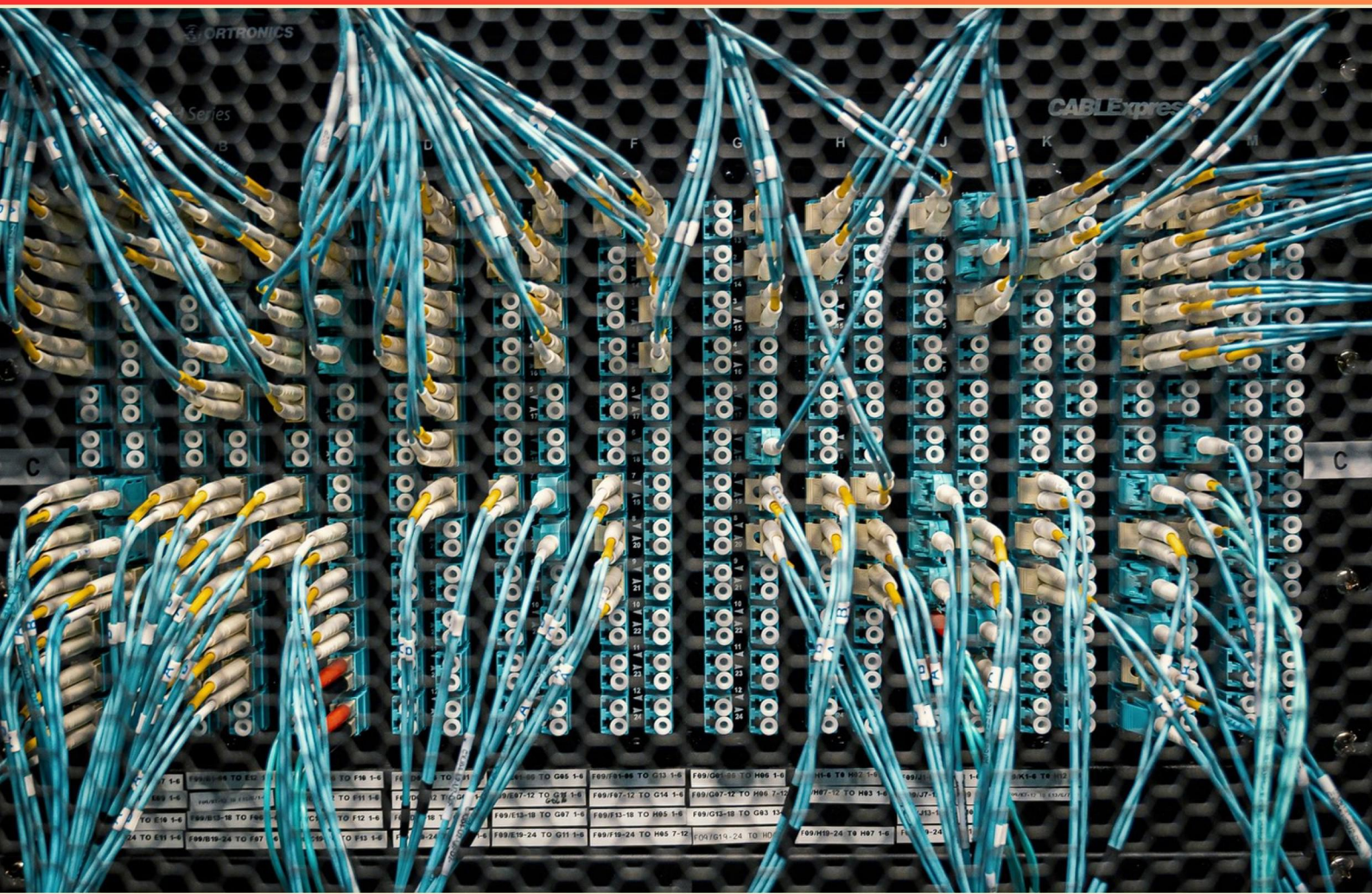


3CX ACADEMY BASIC CERTIFICATION PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE

<https://3cxacademybasic.examzify.com>



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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

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- 1. Which configuration is critical for ensuring successful call routing in 3CX?**
 - A. Setting up user profiles exclusively
 - B. Configuring endpoint devices correctly
 - C. Only enabling emergency call features
 - D. Limiting user access to call logs

- 2. What action must be performed before adding a PSTN gateway?**
 - A. Run the firewall checker
 - B. Update the firmware
 - C. Reset the VoIP settings
 - D. Check the hardware specifications

- 3. Why is network security important for a 3CX installation?**
 - A. To secure physical devices
 - B. To ensure integrity and confidentiality of communications
 - C. To optimize internet speed
 - D. To enhance user interface design

- 4. What is the purpose of the 3CX Partner Program?**
 - A. To offer discounts on 3CX products
 - B. To provide resources, training, and support for partners
 - C. To limit support to only large enterprises
 - D. To sell only hardware products

- 5. What are "Hunting Groups" in 3CX?**
 - A. Groups of users who manage security
 - B. Extensions that distribute calls based on specific rules
 - C. Groups of users assigned to handle billing
 - D. Teams for voicemail management

- 6. How does 3CX handle video calls?**
 - A. Through an external video conferencing service
 - B. By using a proprietary video protocol
 - C. Through the integration of WebRTC technology
 - D. By relying on traditional phone lines

7. What is a benefit of using the 3CX mobile app for employees?

- A. It can only connect to the office Wi-Fi
- B. It allows calling and messaging over cellular data or Wi-Fi
- C. It requires a desktop computer to function
- D. It does not support video calls

8. In the context of 3CX, what does STUN stand for?

- A. Session Transfer Utility Network
- B. Session Traversal Utilities for NAT
- C. Standard Telecommunication Utility Network
- D. System Traversal Utility Network

9. What is the purpose of a VPN in relation to 3CX?

- A. To enhance sound quality during calls
- B. To securely connect remote offices or users to the system
- C. To provide faster internet access
- D. To allow customers to make free calls

10. Which types of endpoints are compatible with the 3CX system?

- A. Only IP phones
- B. Softphones and IP phones
- C. IP phones, softphones, and mobile devices
- D. Only mobile devices

Answers

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

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Explanations

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1. Which configuration is critical for ensuring successful call routing in 3CX?

- A. Setting up user profiles exclusively
- B. Configuring endpoint devices correctly**
- C. Only enabling emergency call features
- D. Limiting user access to call logs

Successful call routing in 3CX heavily relies on the correct configuration of endpoint devices. Endpoint devices such as IP phones, softphones, and other telecommunication hardware must be properly set up to communicate effectively with the 3CX system. This includes ensuring correct SIP registration, handling the necessary network settings, and appropriate codec settings. When endpoint devices are not configured correctly, calls may fail, experience poor quality, or not route at all, leading to potential disruptions in communication. Proper configuration includes assigning the correct extension numbers, ensuring that the devices are registered to the right server, and that they adhere to the necessary security protocols. As such, a well-configured endpoint creates a robust foundation for call handling and routing, facilitating seamless communication across the network. In contrast, the other options, while they might have relevance in certain aspects of system functionality, do not directly tackle the foundational necessity of proper endpoint setup in the call routing process.

2. What action must be performed before adding a PSTN gateway?

- A. Run the firewall checker**
- B. Update the firmware
- C. Reset the VoIP settings
- D. Check the hardware specifications

Before adding a PSTN gateway in a 3CX system, running the firewall checker is a crucial first step. The firewall checker helps to identify any connectivity issues that may prevent the 3CX system from communicating correctly with external networks, including the PSTN gateway. Properly configured firewalls are essential for ensuring that SIP and RTP traffic can flow without interruption. This step is vital to ensure that any potential issues are resolved before integrating the gateway, which could result in complications or failures in call handling. While updating firmware, resetting VoIP settings, or checking hardware specifications may be necessary under specific circumstances, the immediate requirement for integrating a PSTN gateway is to confirm that network connectivity is established and secure through the firewall.

3. Why is network security important for a 3CX installation?

- A. To secure physical devices
- B. To ensure integrity and confidentiality of communications**
- C. To optimize internet speed
- D. To enhance user interface design

Network security is crucial for a 3CX installation primarily because it ensures the integrity and confidentiality of communications. In a VoIP environment like 3CX, sensitive information is transmitted over the network, including voice calls, login credentials, and other data. If proper security measures are not in place, this information can be intercepted by malicious actors. Enhancing the integrity of communications ensures that the data sent and received has not been altered or tampered with during transmission. Confidentiality, on the other hand, guarantees that only authorized users have access to the communication, protecting it from eavesdropping. In light of this, while securing physical devices, optimizing internet speed, and enhancing user interface design may be important for a successful overall deployment, these factors do not directly address the critical aspects of protecting the sensitive data that traverses the network in a 3CX installation. Hence, focusing on communication integrity and confidentiality through robust network security is essential for maintaining a secure and trustworthy VoIP environment.

4. What is the purpose of the 3CX Partner Program?

- A. To offer discounts on 3CX products
- B. To provide resources, training, and support for partners**
- C. To limit support to only large enterprises
- D. To sell only hardware products

The 3CX Partner Program is designed primarily to provide resources, training, and support for partners engaged in the deployment and maintenance of 3CX solutions. This comprehensive support is essential for ensuring that partners are well-equipped to deliver effective services to their clients, thereby enhancing the overall customer experience with 3CX products. By focusing on education and resources, the program helps partners understand the nuances of the platform, enabling them to implement and troubleshoot systems more effectively. The emphasis on training and support also fosters a community of knowledgeable professionals who can share best practices and collaborative solutions, ultimately driving the success of both 3CX and its partner network. This strategic focus on empowering partners contributes significantly to the efficacy and reliability of 3CX installations across various market segments.

5. What are "Hunting Groups" in 3CX?

- A. Groups of users who manage security
- B. Extensions that distribute calls based on specific rules**
- C. Groups of users assigned to handle billing
- D. Teams for voicemail management

Hunting groups in 3CX are designed for the efficient distribution of incoming calls among a set of extensions based on predefined rules. This feature ensures that calls are handled in an organized manner, allowing for better customer service and response times. When a call comes in, the system uses the rules set within the hunting group, such as sequential ringing, simultaneous ringing, or round-robin distribution, to determine which extension to connect to. This not only streamlines call management but also increases the likelihood that calls are answered promptly. The other options reference functions that do not align with the call distribution purpose of hunting groups. For instance, managing security, handling billing, and managing voicemails are distinct tasks that do not involve the distribution of calls among users, which is the core function of hunting groups.

6. How does 3CX handle video calls?

- A. Through an external video conferencing service
- B. By using a proprietary video protocol
- C. Through the integration of WebRTC technology**
- D. By relying on traditional phone lines

3CX effectively handles video calls through the integration of WebRTC technology. WebRTC, which stands for Web Real-Time Communication, enables audio and video communication directly within web browsers without the need for additional plugins or software. This approach greatly enhances the user experience by allowing seamless and high-quality video calls that can be initiated directly from web browsers or mobile devices supporting WebRTC. The use of WebRTC also means that 3CX can provide a more integrated and efficient service, simplifying the setup process for end-users while ensuring compatibility across different devices and platforms. This modern technology allows for the transfer of video and audio in real-time, making it a preferred choice in contemporary communication solutions. In contrast, relying on an external video conferencing service would limit the functionality and increase dependency on third-party platforms. A proprietary video protocol may not deliver the same level of interoperability that WebRTC provides. Additionally, depending on traditional phone lines for video calls is not feasible, as such lines do not support video communication.

7. What is a benefit of using the 3CX mobile app for employees?

- A. It can only connect to the office Wi-Fi
- B. It allows calling and messaging over cellular data or Wi-Fi**
- C. It requires a desktop computer to function
- D. It does not support video calls

Using the 3CX mobile app provides significant flexibility and convenience for employees, which is primarily manifested in its ability to support calling and messaging over both cellular data and Wi-Fi. This functionality allows employees to stay connected and communicate effectively regardless of their location, whether they are in the office, working remotely, or traveling. The mobile app ensures that users can utilize the same business phone system on the go, maintaining the capability to make and receive calls, send messages, and access other features without being tethered to a desktop computer or limited to office Wi-Fi. This enhances productivity, as employees can communicate seamlessly, making it particularly beneficial in today's increasingly mobile work environment.

8. In the context of 3CX, what does STUN stand for?

- A. Session Transfer Utility Network
- B. Session Traversal Utilities for NAT**
- C. Standard Telecommunication Utility Network
- D. System Traversal Utility Network

The correct answer is Session Traversal Utilities for NAT, which is key in VoIP communications, especially regarding how devices behind NAT (Network Address Translation) can discover their public-facing IP address and the type of NAT they are behind. STUN facilitates the traversal of NAT by allowing clients to obtain the necessary network information to communicate effectively with each other in real-time applications. This is particularly important in 3CX, a software-based private branch exchange (PBX) that relies on SIP (Session Initiation Protocol) for voice communications. Without STUN, devices behind NAT would struggle to establish direct connections with other devices, leading to communication failures or degraded performance. The other options listed do not correctly define the acronym STUN in the context of VoIP and NAT traversal, as they either refer to non-existent technologies or mix up terminology related to real-time communication.

9. What is the purpose of a VPN in relation to 3CX?

- A. To enhance sound quality during calls
- B. To securely connect remote offices or users to the system**
- C. To provide faster internet access
- D. To allow customers to make free calls

The purpose of a VPN (Virtual Private Network) in relation to 3CX is to securely connect remote offices or users to the system. When utilizing 3CX, organizations often have employees working from various locations or need to connect multiple offices. A VPN creates a secure tunnel over the internet, allowing these remote users or offices to access the 3CX server as if they were on the same local network. This ensures that communications remain private and protected from potential eavesdropping or interference. By establishing a secure connection, the VPN allows users to make VoIP calls, access features, and interact with the system as if they were physically on-site. This functionality is essential for maintaining security and compliance, especially given the sensitive nature of voice communications. Other options, such as enhancing sound quality or providing faster internet access, do not accurately reflect the primary role of a VPN, while allowing customers to make free calls is unrelated to the functions of a VPN and instead pertains to the service aspect of the telephony system.

10. Which types of endpoints are compatible with the 3CX system?

- A. Only IP phones
- B. Softphones and IP phones
- C. IP phones, softphones, and mobile devices**
- D. Only mobile devices

The correct answer identifies that the 3CX system is compatible with IP phones, softphones, and mobile devices. This wide range of compatibility allows users to choose from various endpoint types based on their preferences and needs. IP phones are dedicated hardware devices specifically designed for VoIP communication, benefiting from high-quality audio and reliability in a fixed office environment. Softphones are software applications that run on computers or other devices, providing flexibility for users who may work remotely or wish to use their existing devices for communication. Mobile devices bring portability to the equation, enabling users to stay connected while on the go through dedicated mobile applications offered by 3CX. By supporting all three types of endpoints, 3CX ensures that organizations can implement a communication system that best fits their operational requirements, enhances user experience, and maximizes productivity. This compatibility helps in accommodating various work environments, whether remote, hybrid, or office-based, allowing seamless communication across all platforms.

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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.

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

<https://3cxacademybasic.examzify.com>

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

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