3CX ACADEMY INTERMEDIATE CERTIFICATION PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://3cxacademyintermediate.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 16

SAMPLE

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.

SAMPLE

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!

SAMPLE

Questions

SAMPLE

1. Does the 3CX SBC help with NAT issues?

A. No, NAT is still required

B. Yes, but only at the remote location

C. Yes, no NAT is required at either location

D. Only for specific firewall configurations

2. What does RPS in provisioning do for factory default IP phones?

A. Instructs them to call customer service for setup

B. Guides them to request a provisioning file from a specific URL

C. Sets them up automatically without user intervention

D. Updates their software to the latest version

3. What is required to integrate a 3CX system with Microsoft Teams?

A. A specific training certification

B. Installing the 3CX Microsoft Teams plugin

C. Purchasing a special hardware device

D. Using a separate software application

4. If "Disallow use of extension outside the LAN" is enabled, what happens to remote 3CX Clients?

A. They can still access the extension

B. They are also blocked from registering

C. They can access with limitations

D. Access is granted based on permissions

5. How does 3CX manage call recordings?

A. Through an external third-party application

B. By enabling and managing settings in the management console

C. By automatic recording without user intervention

D. By encrypting recordings and storing them on local disks

SAMPLE

6. How does the configuration of an extension's capabilities impact its usability in 3CX?

A. It doesn't impact usability

B. Limits extension usage within the network

C. Enhances security for remote access

D. Only affects local calls

7. How does 3CX support video conferencing?

A. By using third-party applications only

B. Through built-in capabilities for multiple participants

C. By requiring additional hardware for functionality

D. Using only mobile applications

8. Does the 3CX SBC tunnel all SIP and RTP traffic over a single port?

A. Yes

B. No

C. Only SIP traffic

D. Only RTP traffic

9. What is the function of Echo Cancellation in a VoIP environment?

A. To enhance video quality during calls

B. To remove echo effects for clearer audio

C. To record calls automatically

D. To eliminate background noise

10. What is the significance of the 3CX Partner Program?

A. It offers discounts for bulk purchases

B. It provides resources and support for sales and installation

C. It restricts partners to specific territories

D. It mediates between customers and technical support

SAMPLE

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. Does the 3CX SBC help with NAT issues?

A. No, NAT is still required

B. Yes, but only at the remote location

C. Yes, no NAT is required at either location

D. Only for specific firewall configurations

The 3CX SBC (Session Border Controller) is designed to facilitate the smooth operation of VoIP services by addressing NAT (Network Address Translation) issues. The correct answer emphasizes that the SBC eliminates the need for NAT at both the remote and local locations when properly configured. The SBC achieves this by creating a secure tunnel between the 3CX server and the remote endpoints, effectively managing and optimizing media streams. This means that devices behind a NAT or firewall can communicate directly with the 3CX system without the complexities and potential issues that can arise from NAT traversal. This capability significantly enhances reliability and performance for remote extensions and ensures that voice calls are of high quality with minimal latency and jitter. In contrast, the other options suggest limitations or conditions that could confuse users. For example, stating that NAT is still required implies that the benefits of using an SBC are not fully realized. Additionally, claiming that it only helps at the remote location or only for specific firewall configurations contradicts the comprehensive functionality of the SBC, which is designed to handle NAT issues effectively across both locations.

2. What does RPS in provisioning do for factory default IP phones?

A. Instructs them to call customer service for setup

B. Guides them to request a provisioning file from a specific URL

C. Sets them up automatically without user intervention

D. Updates their software to the latest version

The correct answer is that RPS (Remote Provisioning Service) guides factory default IP phones to request a provisioning file from a specific URL. When an IP phone is powered on and it is configured to use RPS, it first connects to the RPS server, which then provides it with the URL of the provisioning server where it can download its configuration file. This is essential for ensuring that the phone is set up according to the desired settings for its operation, such as SIP credentials, network settings, and any other configurations necessary for it to function properly within a VoIP environment. This process simplifies the deployment of IP phones in bulk, as it minimizes the need for manual configuration by end-users or onsite IT personnel. It provides a convenient and streamlined method to get new devices up and running quickly, ensuring they are correctly configured before use. The other options do not accurately describe the function of RPS. The service does not instruct users to call customer service, does not automatically set up phones without any user interaction beyond the initial connection, and does not update phone software directly; rather, it facilitates the retrieval of necessary configuration files which may include software update prompts based on the provisioning setup.

SAMPLE

3. What is required to integrate a 3CX system with Microsoft Teams?

A. A specific training certification

B. Installing the 3CX Microsoft Teams plugin

C. Purchasing a special hardware device

D. Using a separate software application

Integrating a 3CX system with Microsoft Teams primarily requires the installation of the 3CX Microsoft Teams plugin. This plugin serves as a bridge between the two platforms, facilitating communication and collaboration. The integration allows users to take advantage of Microsoft Teams while leveraging the capabilities of the 3CX phone system. By correctly installing the plugin, users can ensure seamless connectivity, enabling features such as making and receiving calls directly from Teams, managing presence information, and accessing 3CX functionalities within the Teams interface. This approach streamlines the workflow for users already familiar with Teams, making it easier for organizations to adopt unified communications. The other options, while they may sound plausible, do not accurately reflect the integration process required for 3CX with Microsoft Teams. A specific training certification is not necessary for integration, nor is there a need for special hardware or a separate software application to establish this link. The plugin is specifically designed to work within the established framework of both systems, making it the sole requirement for successful integration.

4. If "Disallow use of extension outside the LAN" is enabled, what happens to remote 3CX Clients?

A. They can still access the extension

B. They are also blocked from registering

C. They can access with limitations

D. Access is granted based on permissions

When the option "Disallow use of extension outside the LAN" is enabled, it specifically restricts the registration of that extension to clients who are connected to the Local Area Network (LAN). As a result, remote 3CX Clients attempting to register using that extension will not be able to do so, as they are outside the designated network. This setting is often implemented to enhance security by limiting access to internal users only, thereby preventing unauthorized access from external locations. Remote clients that are not physically on the network cannot register or use that extension, ensuring that calls and communications can only be handled by users within the local network infrastructure. This measure protects against potential vulnerabilities associated with remote access, making it a crucial security feature for organizations that want to maintain strict control over their telephony system.

SAMPLE

5. How does 3CX manage call recordings?

A. Through an external third-party application

B. By enabling and managing settings in the management console

C. By automatic recording without user intervention

D. By encrypting recordings and storing them on local disks

3CX manages call recordings primarily by enabling and managing settings within the management console. The management console is the central hub for configuring various features of the 3CX system, including call recordings. Users can customize settings such as whether calls should be recorded, where the recordings are stored, and who has access to them. This functionality provides administrators with the ability to tailor call recording policies and ensures that the call recording feature is integrated seamlessly within the overall phone system management. While other methods of managing call recordings could exist in a broader context, such as using external applications or implementing automated processes in certain environments, the direct and primary way within the 3CX framework is through its dedicated management console. This centralization enhances the user experience and maintains compliance with legal and operational requirements regarding call recordings.

6. How does the configuration of an extension's capabilities impact its usability in 3CX?

A. It doesn't impact usability

B. Limits extension usage within the network

C. Enhances security for remote access

D. Only affects local calls

The configuration of an extension's capabilities plays a critical role in its usability within 3CX. Each extension is configured with specific rights, features, and access levels that determine how that extension can be used, which can significantly impact its overall functionality. When the capabilities of an extension are limited, it can restrict the extension's usage to certain functionalities, such as preventing calls to external numbers or limiting access to certain features like call recording or voicemail. This configuration helps in shaping how users interact with the 3CX system and ensures that they only have access to the features necessary for their role, which is particularly useful in larger organizations where different users may have varying needs. In terms of network usage, if an extension can only be configured for internal calls, it limits the usability because the extension would not be able to make outbound calls outside the network. This restriction can be necessary for security and control measures within businesses but ultimately impacts how effectively an extension can be employed for communication. Therefore, limiting extension usage within the network does have a direct effect on the usability of the 3CX system for that particular extension.

SAMPLE

7. How does 3CX support video conferencing?

A. By using third-party applications only

B. Through built-in capabilities for multiple participants

C. By requiring additional hardware for functionality

D. Using only mobile applications

3CX supports video conferencing through built-in capabilities for multiple participants, allowing users to engage in seamless, high-quality video calls directly within the system. This feature provides a significant advantage, as it eliminates the need for external applications or additional hardware for standard video conferencing functionalities. The built-in video conferencing tools support various participant numbers, enabling users to hold meetings effectively without relying on third-party applications that may impose limitations or require integration efforts. Furthermore, by not requiring additional hardware, 3CX simplifies the user experience, making video conferencing accessible and convenient right from the desktop or web interface. This focus on integrated functionality streamlines the workflow for businesses, making video meetings straightforward and efficient. As a result, organizations can collaborate effectively without complications or extra costs related to external tools or devices.

8. Does the 3CX SBC tunnel all SIP and RTP traffic over a single port?

A. Yes

B. No

C. Only SIP traffic

D. Only RTP traffic

The correct answer is that the 3CX SBC (Session Border Controller) does indeed tunnel all SIP and RTP traffic over a single port. This functionality is essential in simplifying network configurations and improving the connection process between remote extensions and the 3CX phone system. By routing both SIP signaling and RTP media stream through the same port, the SBC ensures a consolidated firewall traversal, which can significantly reduce the complexity of network settings and potential issues related to NAT (Network Address Translation) traversal. This design choice is particularly beneficial for VoIP (Voice over Internet Protocol) environments, as it minimizes the number of ports that need to be opened and monitored on firewalls, thus enhancing security and ensuring that media streams are handled efficiently without the risk of packet loss that could occur if they were separated. In situations where multiple ports are used for SIP and RTP separately, managing firewall rules can become cumbersome and lead to errors or connectivity issues. By using a single port for both types of traffic, the 3CX SBC promotes a streamlined communication method that is reliable and user-friendly.

SAMPLE

9. What is the function of Echo Cancellation in a VoIP environment?

A. To enhance video quality during calls

B. To remove echo effects for clearer audio

C. To record calls automatically

D. To eliminate background noise

In a VoIP environment, echo cancellation plays a crucial role in ensuring high-quality audio during voice calls. When a user speaks, their voice is captured by a microphone and transmitted over the network. However, under certain conditions, such as with speakerphone usage or inadequate acoustic isolation, a portion of the voice can be reflected back into the microphone, resulting in an echo effect. This echo can be distracting and make conversations difficult to follow. The function of echo cancellation is specifically designed to detect these echoed sounds and reduce or eliminate them in real-time. By processing the audio signal, the echo cancellation technology identifies the delay between the original voice signal and the echoed version, effectively filtering out the echo. This results in clearer audio for both parties in the conversation, enhancing the overall experience and making communication more effective. Other options are related to different aspects of audio quality or functionality in a VoIP setup but do not directly address the specific role of echo cancellation. For instance, while enhancing video quality, recording calls, and eliminating background noise are important in communication systems, they do not pertain to the primary purpose of echo cancellation, which is solely focused on addressing the clarity of audio by removing echo.

10. What is the significance of the 3CX Partner Program?

A. It offers discounts for bulk purchases

B. It provides resources and support for sales and installation

C. It restricts partners to specific territories

D. It mediates between customers and technical support

The importance of the 3CX Partner Program lies in its provision of resources and support that are essential for both sales and installation purposes. This program is designed to empower partners by equipping them with the necessary tools, training, and resources to effectively sell, install, and support 3CX solutions. By offering a comprehensive support system, the program ensures that partners can deliver a high-quality experience to their clients, which in turn reflects positively on the 3CX brand. This can include access to marketing materials, technical documentation, training sessions, and customer support. Such resources enable partners to better understand the product, stay updated on new features, and enhance their technical skills, ultimately leading to more successful deployments and satisfied customers. The other options, while potentially relevant in other contexts, do not capture the core value of the Partner Program as effectively as the support and resources available for sales and installation. For example, discounts for bulk purchases may be a part of a different sales strategy but do not encompass the broader advantages that the Partner Program offers.

SAMPLE

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://3cxacademyintermediate.examzify.com

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

SAMPLE