

3cx iPhone User Guide



Using the Call Screen

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Conference Calls

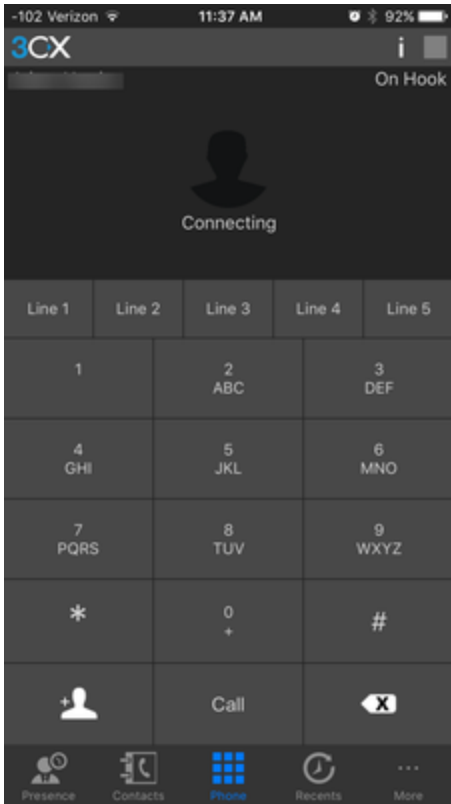
Voicemail

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Using the Call Screen



Placing a Call

To place a call simply dial the extension or phone number of the party you wish to call. When ready to dial, simply press the "Call" button



. To end the call press the red "End" button.

Placing a Call on Hold

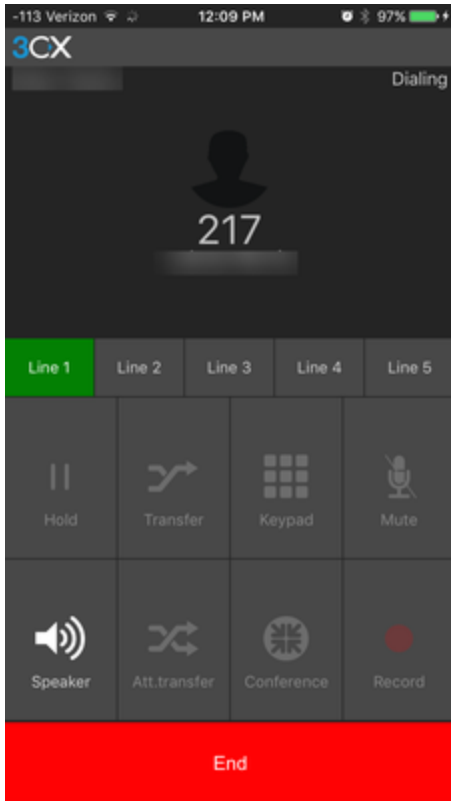
If you would like to place a call on hold, simply press the "Hold" button



button






Resume.

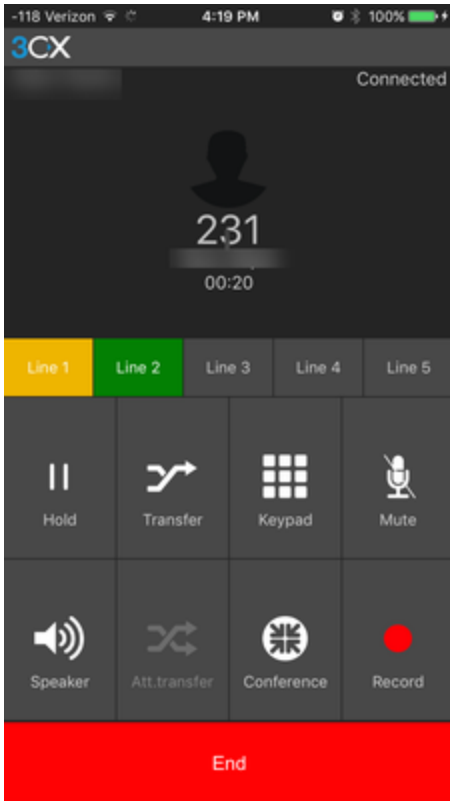


Transferring a Call

There are two ways to transfer a call - Unattended and Attended.

An **unattended transfer** is when the call is sent to an extension, and as soon as the party answers their extension the connection to the original caller is made. To perform an unattended transfer, simply press the "Transfer" button  and dial the extension you wish to transfer the call to.




An **attended transfer** allows you to speak to the party the call is being transferred to before the connection to the outside caller is made. To perform an attended transfer, simply press the "Att.transfer" button , dial the extension you wish to transfer the call to, when the party is ready press the "Transfer"  button to connect the calls.




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Conference Calls

Creating an Ad-Hoc Conference Call

1. Tap  in the bottom menu, select **“Conference”** and  **“View Conferences”**.
2. Once you tap the  button you can start setting up your conference.
3. Select **“Contacts”** to add participants from your contacts, or **“Number”** to enter phone numbers not in the contact list. If you want to remove a contact before starting the conference, tap **“Edit”** and then tap the red icon next to the contact name and tap **“Delete”**.
4. Once you select the contacts, tap the **“Start Conference”** button to start your conference. You will receive an incoming call from 3CX Phone System. Answer it to enter the conference.
 - The conference starts when at least one other person joins.
 - Other participants you have invited may join the conference at any time.
 - Within the conference you can reconnect, disconnect or mute a participant from your conference, add more participants, or terminate the call.

Add More Participants to an Ongoing Conference

1. To add more participants to an ongoing conference, tap the **“Conference”** button on the Dial Pad and then press the  button. Select contacts, or add an external number.
2. To add numbers not in your contact list, tap **“Add Number”**. Type the number in the entry field and press **“OK”**.


Create a Scheduled Conference Call



1. Tap **More** in the bottom menu, select **Conference** and then



Scheduled Conferences button from the conference

2. On the scheduled conference screen you can see active and scheduled conferences. Tap the  button to schedule your conference. Fill in the Conference Name, Description and the DID number that external participants will need to dial in order to access your conference. Set the start and end date and time.

3. Turn on **Enable announcements** to hear an announcement when a participant enters the conference.

4. Choose the participants of the conference by:

- Internal Participants (Called): press the plus button in order to add participants to the conference.
- External Participants (E-mail Invited): press the plus icon to add participants from the contact list or by e-mail.

Note: Only the Internal Participants can be Moderators. You can drag and drop the required extension to the preferred role:


- Moderators (Not Called but can manage): These Moderators will not take part in the conference but can see, edit and delete conferences.
- Moderators (Called and can manage): These Moderators will take part in the conference and can see, edit and delete conferences.
- Participants (Called, cannot manage): These contacts will take part in the conference but they are unable to manage it.

5. Tap **Done** to schedule your conference. You will see your scheduled conference, which you can **Edit**, **Copy PIN**, or **Delete**, by tapping it. All participants will be sent an email with the conference phone number and the conference PIN they need to use to access your conference.

Elevate a call to a conference call

While on a call, you may require assistance from a third party. You can do so by elevating the call to a conference call and adding more people to the conversation. With the 3CX client there is no need to hang up the phone in order to create a conference call.



1. While in a call click the **Conference**  button to go to the conference screen.
2. Follow the steps above to add participants and proceed with the conference call.

Tip: To view, edit or delete scheduled conferences go to the conference tab and click **View Conferences**.



To initiate a conference call go to More > View Conferences > Start Conference and select the contacts.

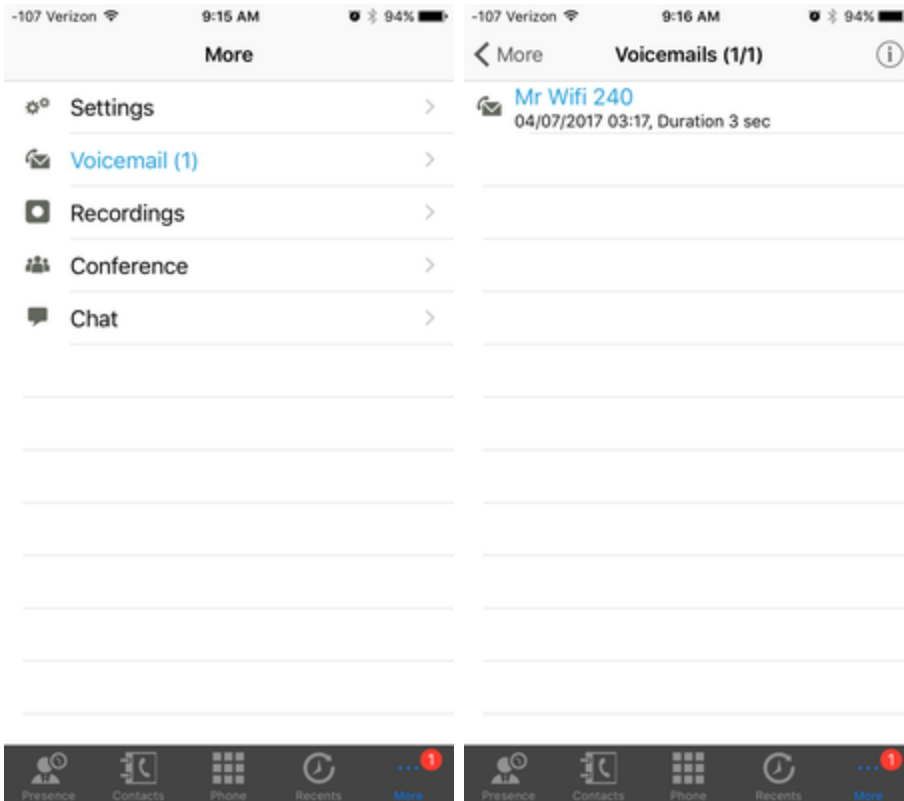


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Voice mail



To see a list of voicemails for you extension, press the "More" button in the bottom menu, select "Voice mail". You will see a list of voicemail messages. Press the message for a list of options such as play or delete.




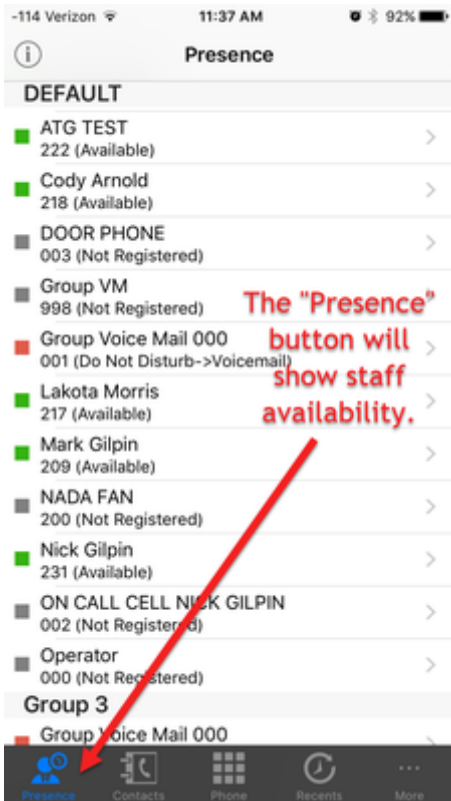
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Presence

Presence allows you to check the status of an extension so that you are aware of who is busy, who is available and who is away. Being able to instantly see the status of each employee means that you can handle the call faster, easier and more efficiently.

The presence menu also allows you to interact with other extensions:

1. Click on the **“Presence”**  button in the bottom menu.
2. You will see the list with the system extension groups and their statuses.
3. Select the extension that you want to interact with and tap to call or, click on **“>”** to see Contact Details for more actions.

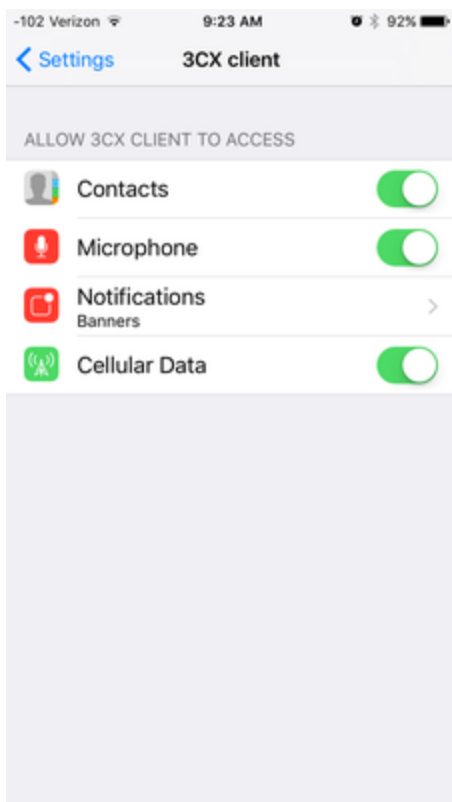


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Contacts

To enable access to your iPhone contacts in the 3cx App, you will need to allow the app to access the contacts on your phone. This is done in the iPhone settings.

1. Go to settings on your iPhone
2. Scroll down until you see the 3cx app and select it.
3. Ensure that Contacts, Microphone, and Cellular data are on enabled.



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Ringtone

There is not an option to change the ring tone for the 3cx app. However, the ringtone for the iPhone can be changed to help distinguish between calls for the office and calls for the cell phone. To change the ringtone for the iPhone



1. Go to settings on your iPhone



2. Scroll down until you see Sounds and select

3. Select "Ringtone" and chose one of the many options.



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