

Webclient



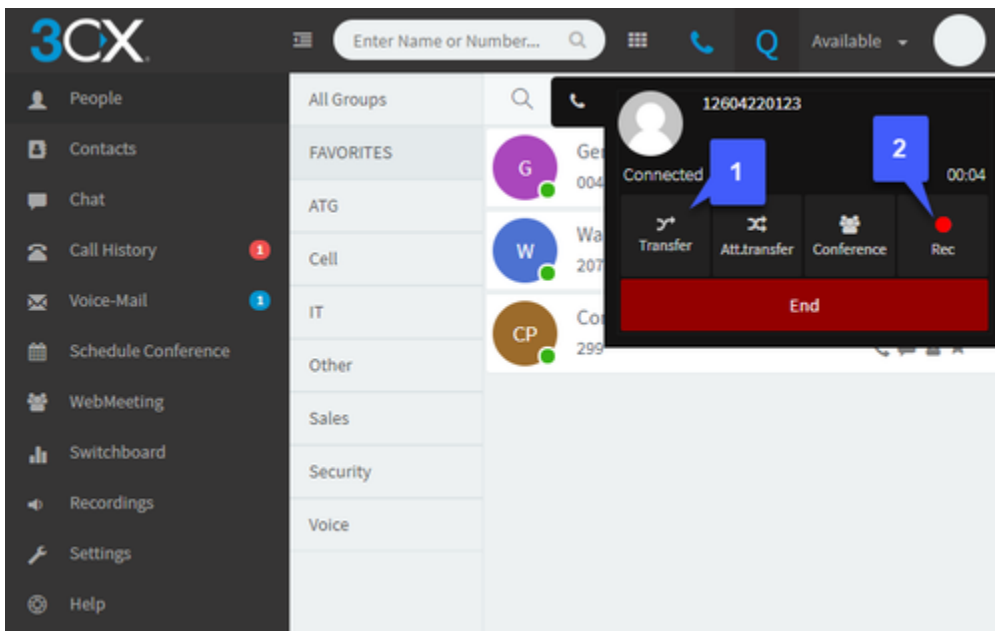
**Applied
Technology
Group**

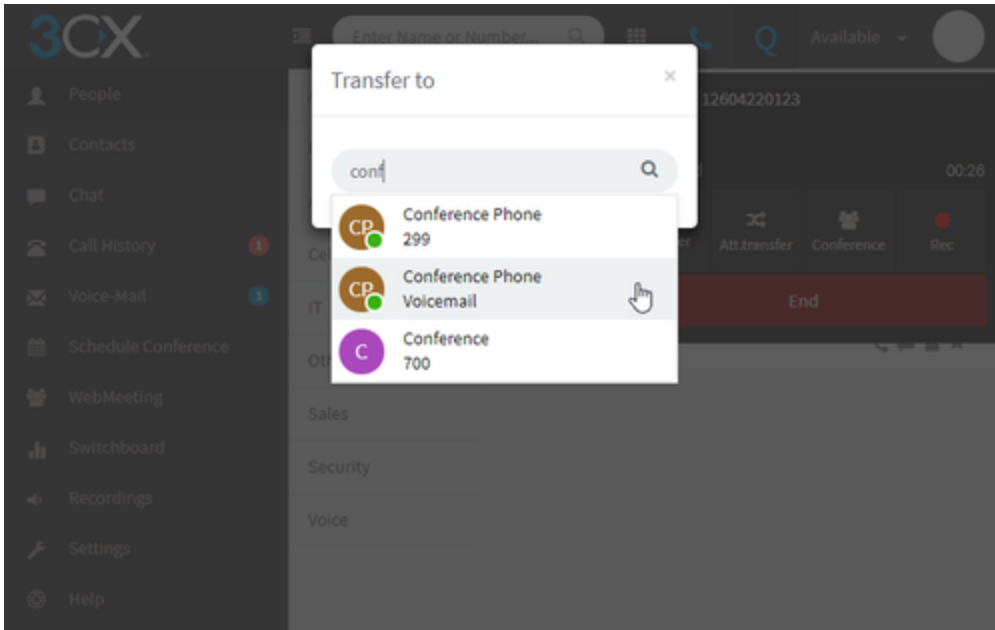
This can be accessed from inside and outside of the network with the different links in the phone system welcome email. Enter your extension and the password (in the welcome email - not your Voicemail PIN). The web client works in conjunction with your deskphone and is tied to your extension.

- From the header, you can place calls by typing or copy/pasting a number from your computer and pressing Enter. You can log in/out of the Queue, change your status, and access some settings
- **People:** View the status of other extensions. You can call, intercom, chat, or leave a voicemail. If there are specific extensions that you want to see, press the star to favorite them. Groups can be created to help in managing system extensions.
- **Contacts:** View company contacts (seen by all extensions) and personal contacts (only seen by your extension). Add new contacts and click to call a current contact. If adding to the company contacts, be sure to select "Add to company phonebook".
- **Chat:** Send instant messages to other extensions that also have the web client, desktop client, or mobile app.
- **Call History:** View your call history. You can add unknown numbers to your contacts with the +. Also, you can call back directly from this list.
- **Voicemail:** Manage your voicemail. Play old or new messages. You can also call a caller back from this menu.
- **Schedule Conference:** Create an audio or video conference to start immediately or at a scheduled time.
- **Webmeeting:** Create a video conference call immediately.
- **Recordings:** Manage any call recordings made by your extension.
- **Settings:** From the settings, you can record greetings, set specific forwarding for each status, and tweak some web client settings.
- **Help:** A link to <https://www.3cx.com/user-manual/>

Web client functions:

Transfer a call: While on a call. Press the transfer button in the web client (1).

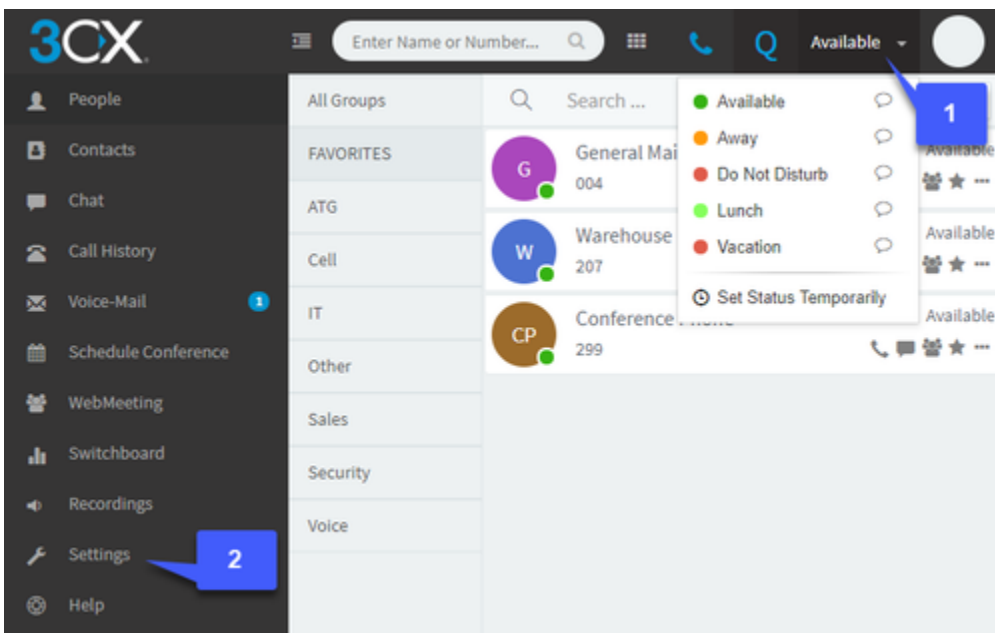


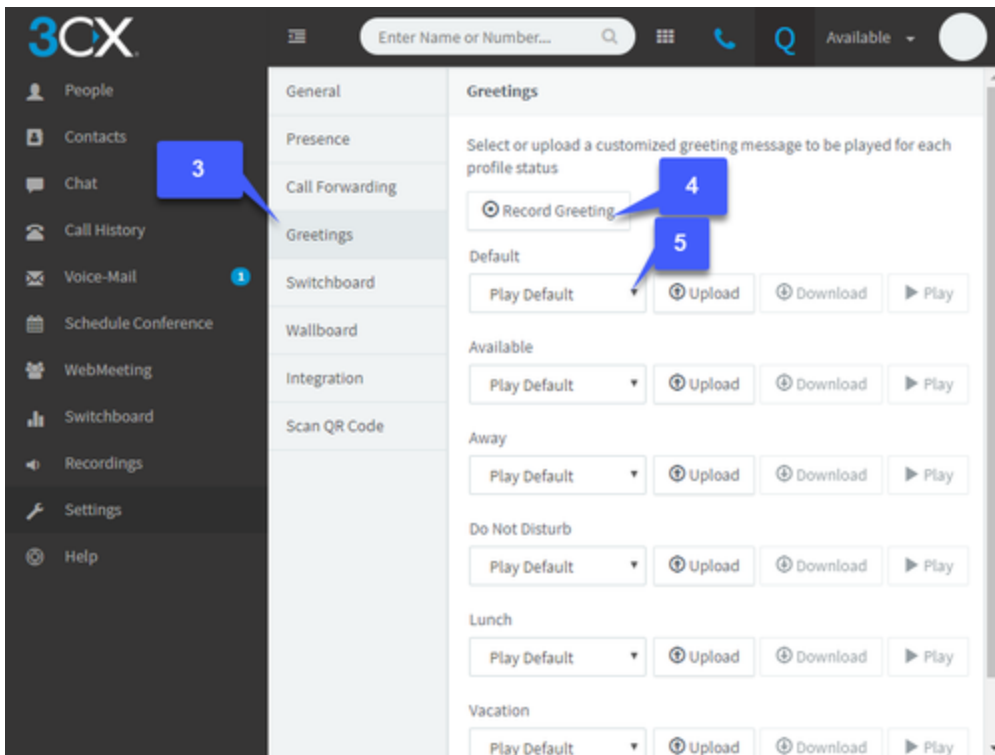


Type the name or extension that you'd like to transfer the call to. The system will begin to narrow down the results that match your entry. If an extension has voicemail, the option will also show to transfer the caller directly to that extension's voicemail. Click where you'd like to transfer the call.

Record: While on a call, press the Rec Button in the web client (2). Recordings can be managed from the Recordings tab.

Your extension status: You can select from 5 statuses for your extension. Each can be set up with different call forwarding and a different voicemail greeting. Select the drop-down at the top right of the screen (1). It will be Available by default. Click on Settings (2) to edit call forwarding and voicemail greetings.





Record your voicemail greeting(s) through the web client: Go to settings (2). Select Greetings (3). Press Record Greeting (4). Name your recording and press ok. The voicemail system will call your extension. Pick up your handset and follow the prompts. Be sure to save the recording. Once saved, select the new greeting for the status that you'd like it to be set for (5). You may need to refresh the page. To have the same greeting to be played for all statuses, select that recording for Default.

As of now, there are no shared park keys on the web client

For more info <https://www.3cx.com/user-manual/web-client/>