Getting Started

Two of the many great parts of the 3CX phone system are the webclient and the mobile app.

- The Webclient allows for added features for your extension, the ability to easily manage voicemail, set call forwarding, and many other things.
- The Mobile App has many of the same added features of the webclient but gives mobility. Take your extension anywhere.

Here are the steps to get started using these two phone system components:
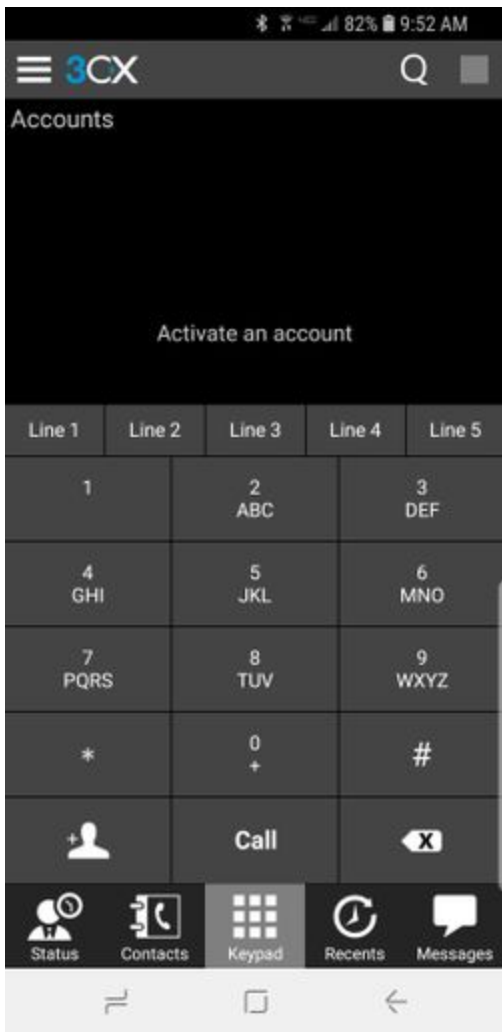
The Webclient

- From your phone system welcome email go to The Webclient section
- Click on the first link if you are in the office. It will look something like this https://192.168.0.15:5001/webclient . If you are outside of the office or if your phone system is hosted in the cloud, click on the second link.
- Depending on your network setup, you may see a security warning. Click on Advanced. The option to proceed will show up. Then click on Proceed.
- Enter your extension number and password found in the welcome email to log in

The Mobile App

There are two phases to getting set up with the 3CX App. **(1) Installing the app** and **(2) Registering the app**.

(1) Installing the app

1. Go to the App store on your cell phone, search for 3CX.
2. Download the app.
3. Once installed, the app will look similar to the screenshot below.
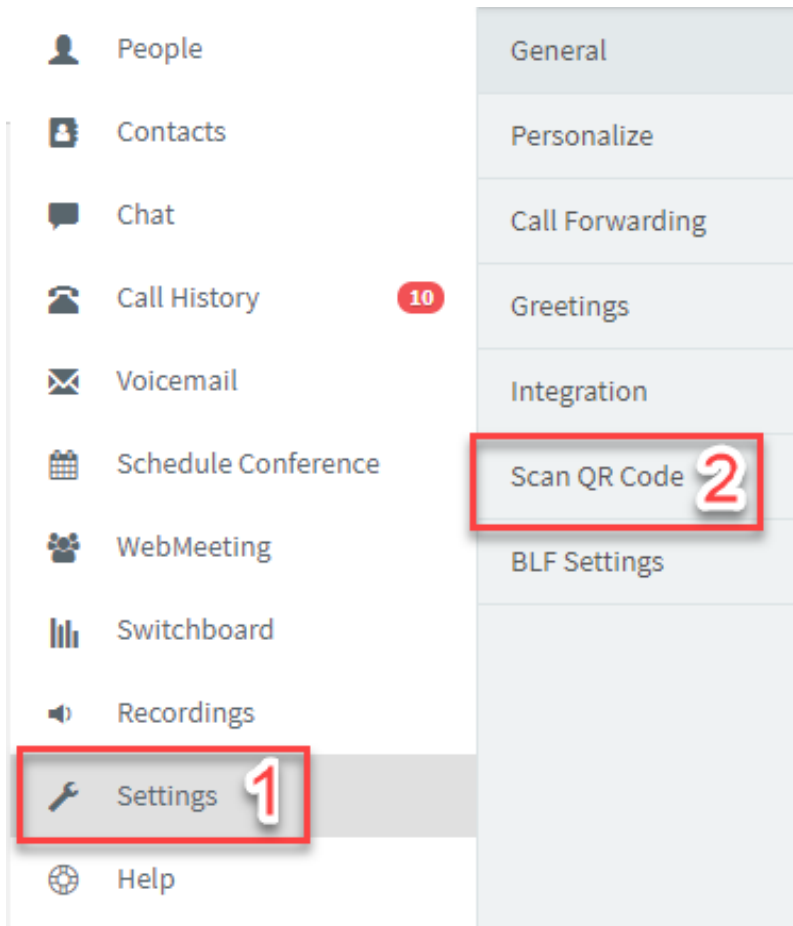
(2) Registering the App

1. On your cell phone, open the welcome email from the phone system
2. You'll need to open the 3cxProv attachment in the email. It will be named something like this:

File name: 3cxProv_2JH5UNZTRG203.3cxconfig
File type: .3cxconfig File

- On Android it will be at the top of the email. On iphone it will be at the bottom.
- For iphone, click on the provisioning attachment then copy to the 3cx app.
- Be sure to give 3cx permissions to access your microphone or you will not have two way audio

Secondary method to register mobile app (webclient required)

1. After installing the 3CX app, open your webclient on your computer.
2. On the webclient, go to Settings then Scan QR Code.

👤 People	General	
📇 Contacts	Personalize	
💬 Chat	Call Forwarding	
☎ Call History **10**	Greetings	
✉ Voicemail	Integration	
📅 Schedule Conference	Scan QR Code **2**	
👥 WebMeeting	BLF Settings	
📊 Switchboard		
🔊 Recordings		
🔧 Settings **1**		
🌐 Help		

3.
4. Upon opening your 3cx mobile app for the first time, select the option to scan with QR code and scan the QR code provided in your webclient.

Next step

From the atgfw.com/guides page check out any other articles that apply to your setup. Check out the basics of your deksphone, webclient, and mobile app.