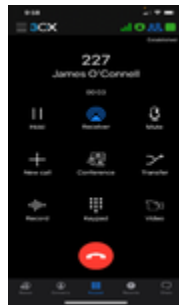


App 3cx Guide



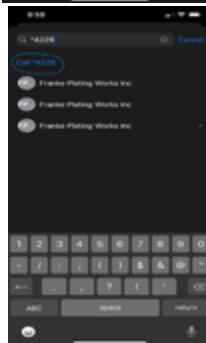
Placing a Call

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. When you would like to resume the call, press the "Resume" button.



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 answer their extension the connection to the original caller is made.

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 do either transfer press the “transfer” button, then choose whether you what kind of transfer you want to do, this will then take you to a search menu where you can either enter the name of the extension you are trying to transfer to or enter the extension number and press the blue “call” word under the search bar.



Creating a Conference Call

1. Press the Hamburger Button



located in the top left-hand corner of the screen.

2. Press the “Conference”



Button.

- a. This menu will show you all the conference calls you have scheduled or active.

3. Press “New”



button located in the top right-hand corner of the screen

4. Note your conference PIN, this will be used for participants to join the conference call. Select your conference Subject, Notes and the Date and Time you wish to have your conference (whether that be immediately or some date in the future). Add contacts directly from the system or enter the emails/external numbers of participants you want to receive an invite to the conference call (after entering the email press the “return” key on your keyboard).
5. Once everyone you want is added to the conference call press the “Done” button in the top right-hand corner of the screen.
6. Once the conference call has started dial 700 on your app and then enter the conference pin located at the top of the conference call.
 - a. The conference starts when at least one other person joins.
 - b. Other participants you have invited may join the conference at any time.
 - c. Within the conference you can reconnect, disconnect, or mute a participant from your conference, add more participants, or terminate the call.
 - d. To add more participants to the conference call, go back to the conference call and enter either contact, email, or external number like when you created the conference call.

Elevate a Call to a Conference Call

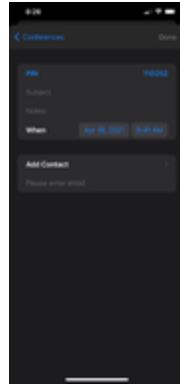
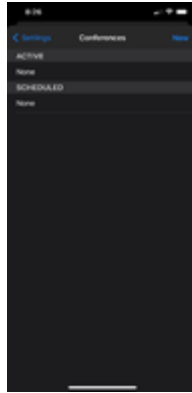
While on a call, you may require assistance from a third party. You can do so by elevating the call to a conference call and adding more people to the conversation. With the 3CX client there is no need to hang up the phone in order to create a conference call.

1. While in a call click the “Conference”



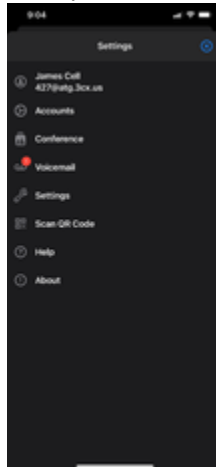
button to go to the conference screen.

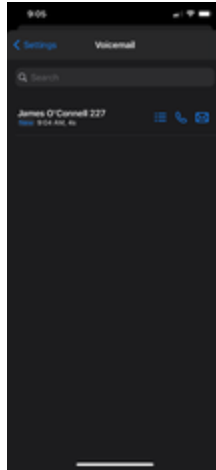
2. Enter either the contact or external number then click either the contact or press the “call #” that is under the search bar if it is an external number.
3. This will then start your conference call, you can add more people if you need to by repeating the steps.



Voicemail

To see a list of your voicemails, press the Hamburger button in the top left-hand corner of the screen. Then press the "Voicemail" button. You will then see a list of your voicemails that you have and to listen to them just click on the voicemail. To delete voicemails slide them to the left.





Status

Status 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.

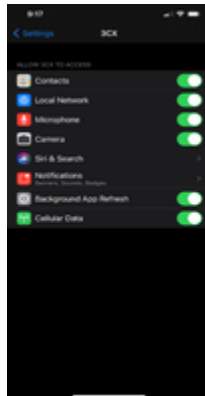
The status menu also allows you to interact with other extensions:

1. Click on the “Status” button in the bottom left-hand corner of the screen.
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.

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, Camera, and Cellular data are on enabled.



Ringtone

To change your ringtone, follow these steps.

1. Press the hamburger button found in the top left-hand corner of the screen.
2. Press the “Settings”



button.

3. Then press “Ringtone” and change it to the one of many ringtones to choose from.

