

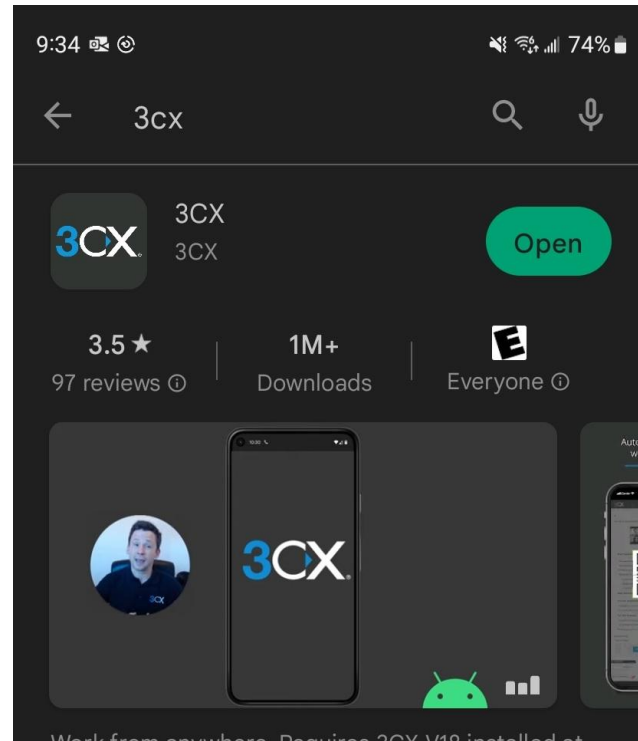


3CX Android Mobile App Setup & Guide

Welcome to Avatel ACS.

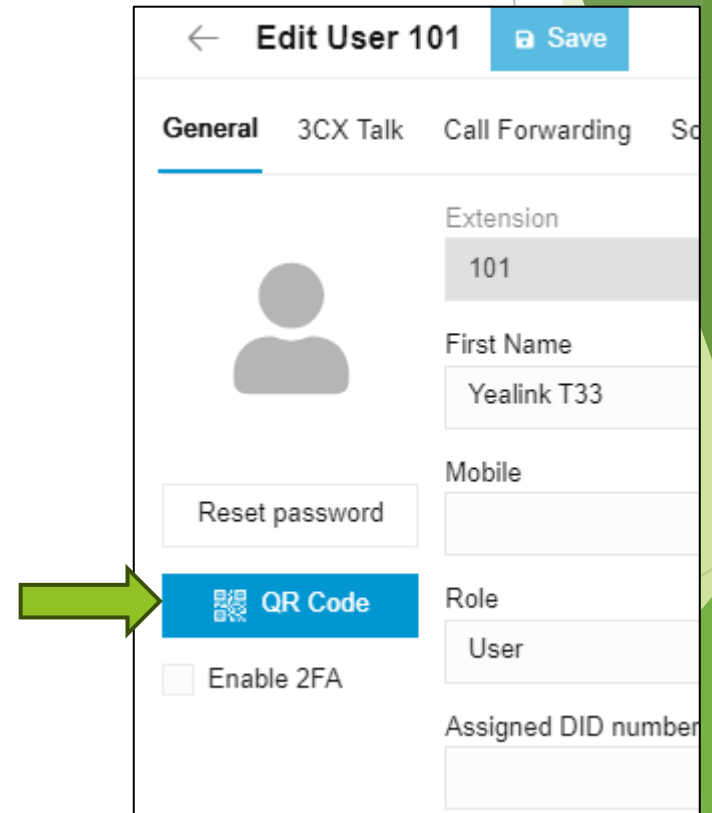
Download 3CX mobile App

- 1) Open the Google Play Store and search for 3CX.
- 2) Download the application.



Get the QR code from the Admin Console

- 1) Once logged into the Admin Console go to the User section and select the user whos' phone you are provisioning.
- 2) Click on the blue button "QR Code" to display the specific user's QR code.



Mobile App Provision

- 1) Open the mobile app you downloaded and follow the prompts.
- 2) It will prompt you to scan the QR code mentioned previously.
- 3) Scan the QR to register your extension to your mobile app.

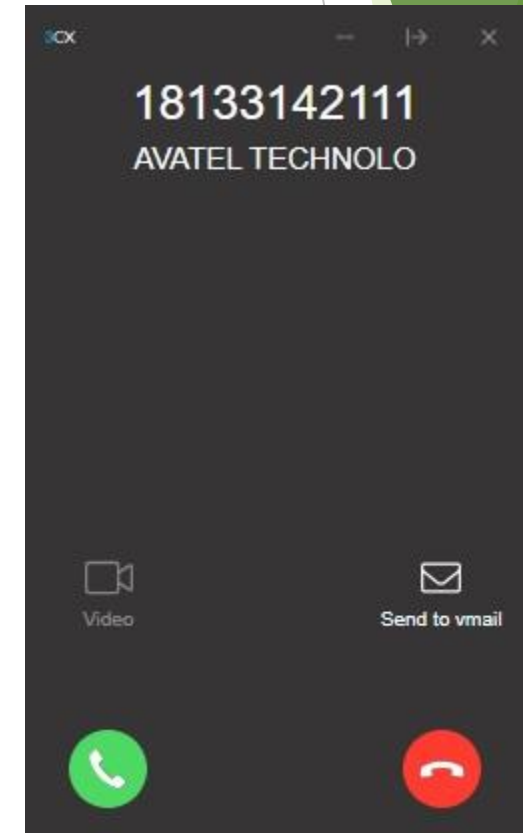
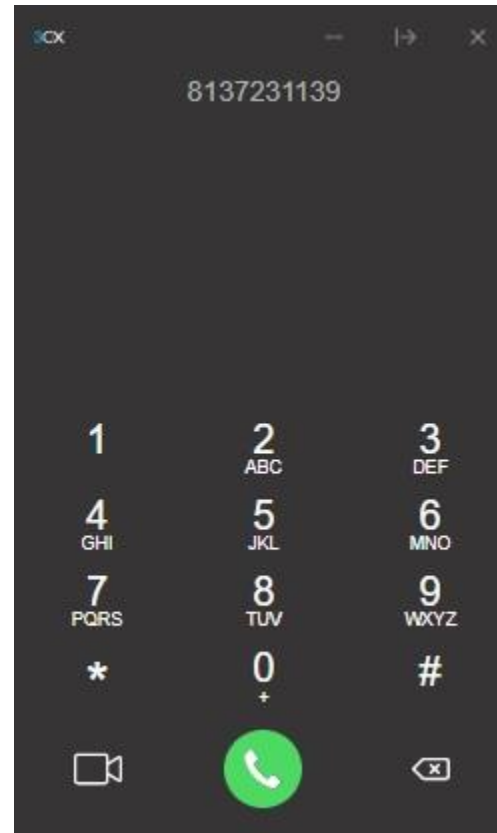
User Status

**If you are only using the mobile app and do not have a desk phone then you do not need to change your status to mobile.

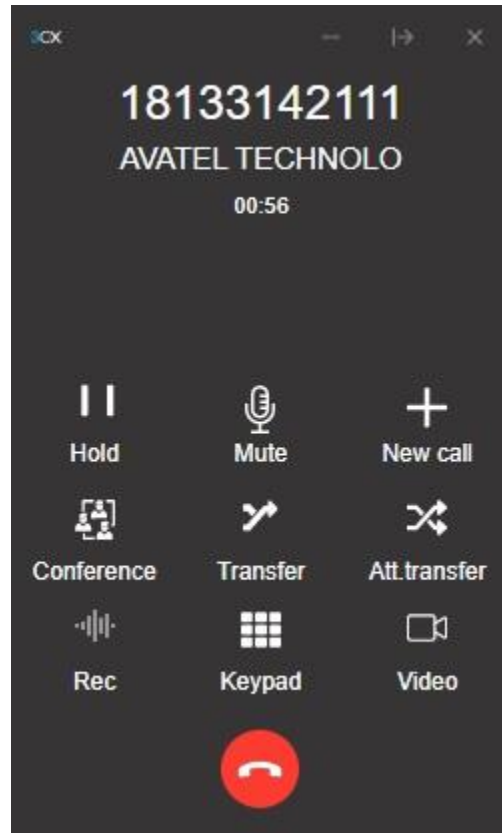
- 1) In the top right corner, there is a user status.
- 2) If you have a desk phone and use the mobile app when needed, then you will need to change your status to “Mobile” for calls to ring your smartphone app.
- 3) When you want the calls to stop ringing over then you will need to change your status back to available. This will make calls ring only your desk phone again.

Dialpad

- 1) Starting a call is as easy as starting to dial the number and then click the green phone icon at the bottom.
- 2) When a call comes in it will look like the image on the right.
- 3) Just click the Green phone icon to answer or the Red phone icon to ignore the call.



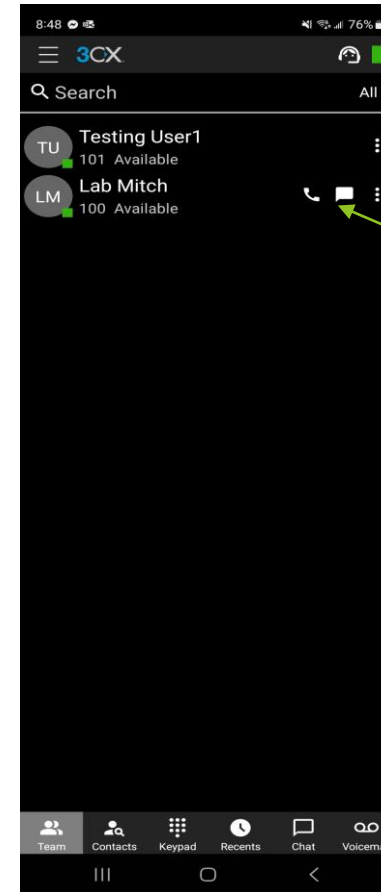
Basic Call Dial Pad Functions



- 1) Hold - Place the call on hold at the user extension.
- 2) Mute - mutes the mic on the user end.
- 3) New Call - used to start a new call, places the current call on hold.
- 4) Conference - allows you to conference in another user or call.
- 5) Transfer - allows user to blind transfer the call to another user.
- 6) Alt. Transfer - allows user to warm transfer the call to another user. Conference can also be used this way by conferencing the call and then dropping off the call yourself.
- 7) Rec - allows the user to start recording the call.
- 8) Keypad - opens the numerical dial pad.
- 9) Video - Allow user to start a video call.

Team

- 1) This is the main home screen panel on the Mobile App.
- 2) This screen shows the users currently logged into the groups your logged into.
- 3) Simple options to Call or Chat with another user.
- 4) Provides options to leave a voicemail, send an email, or add the User to your favorites.



Contacts

1) You can select the drop down to filter the contacts shown such as All,

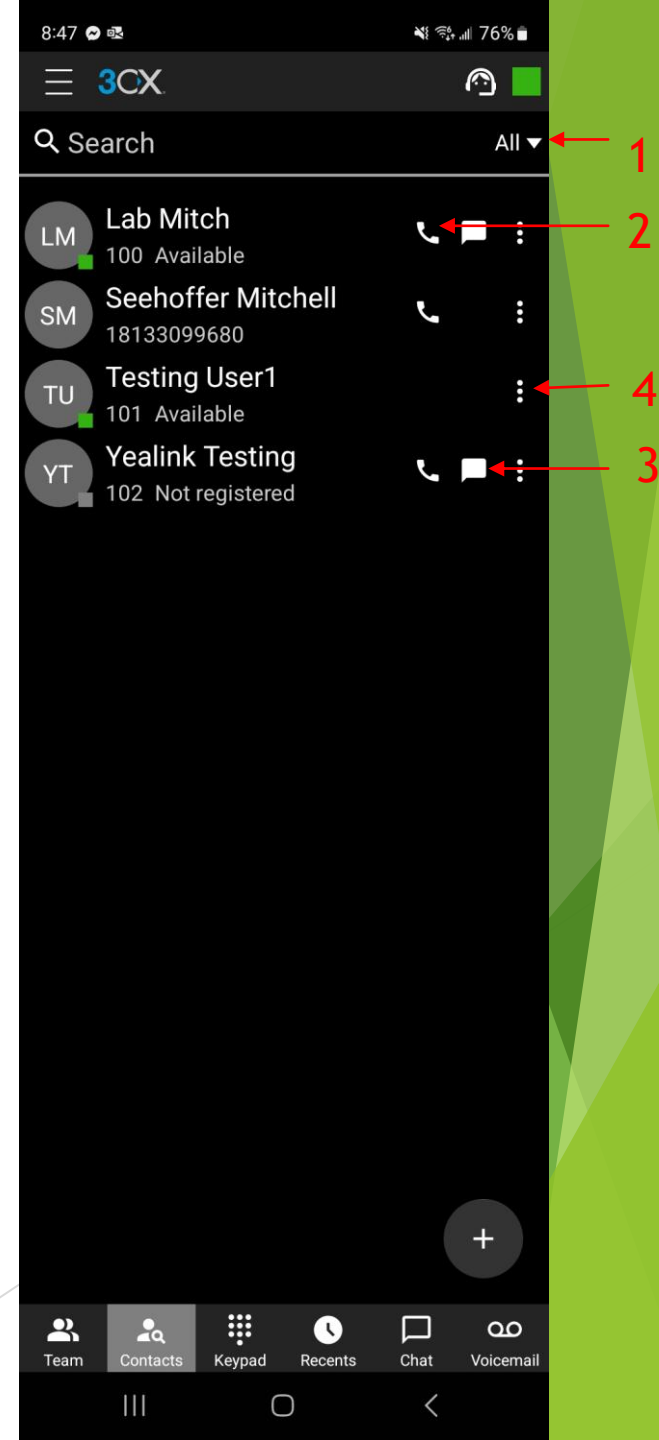
Group Contacts, or even local phone saved contacts.

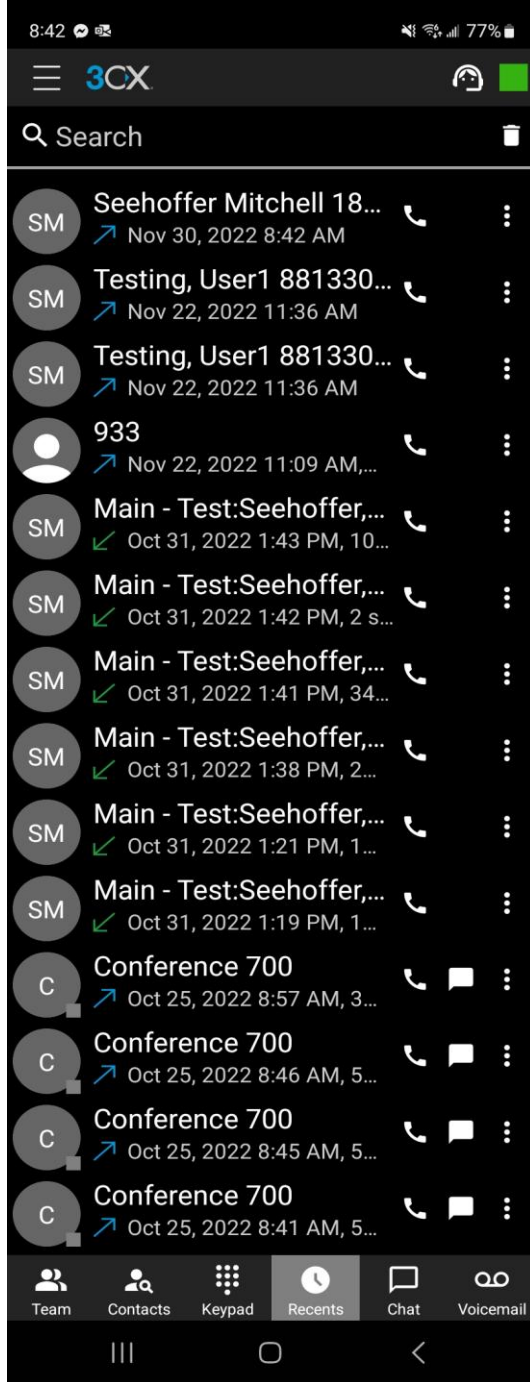
2) You may use the dial feature to start a call over to a contact.

3) Start a chat with another internal user on your 3CX system.

4) Give you the option to Call, Edit, or Delete an external contact.

For an internal user gives the option to leave a voicemail or send an email to the user.





Recents

- 1) This is where you can view your call history.
- 2) In the top right corner, you will see “All”, by clicking this drop down you can filter the call type.
- 3) The phone icon can be used to call the listed entry back.
- 4) The message icon is to start a chat with the User in the office.
- 5) The + is used to add the caller to your Contacts.
- 6) The vertical 3 dots for option to Edit or Delete the contact.



Voicemail

- 1) Can access your User voicemail directly through Mobile App.
- 2) Give the option to call the number back, other option is to check or uncheck the voicemail has been heard.
- 3) If you hold down on the voicemail you will get the option to select and delete voicemails.