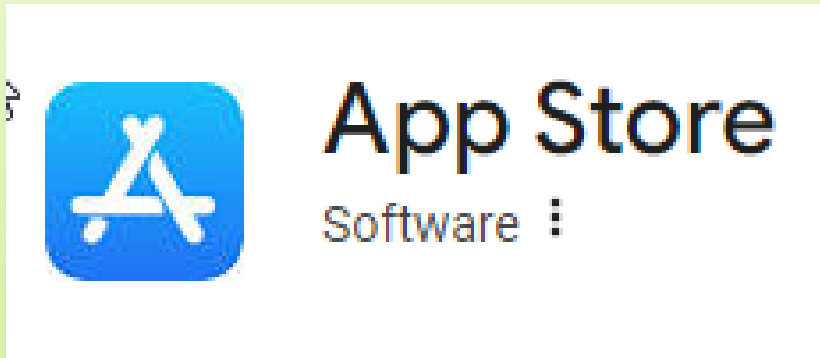


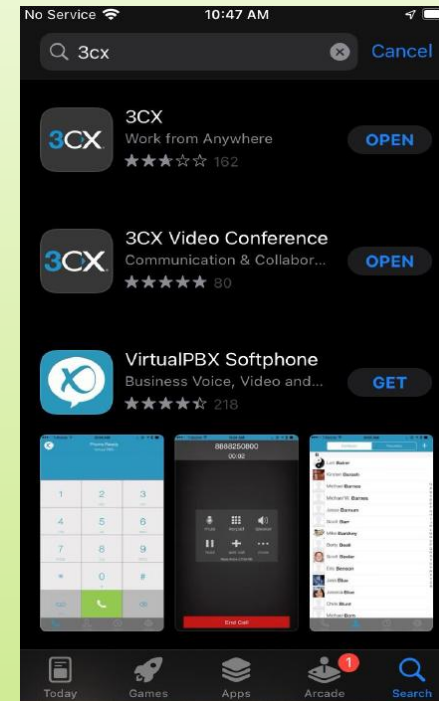
3CX Mobile App - iPhone

Avatel Cloud Solution
User Guide

Download 3CX App



1. Go to the App store on your iPhone

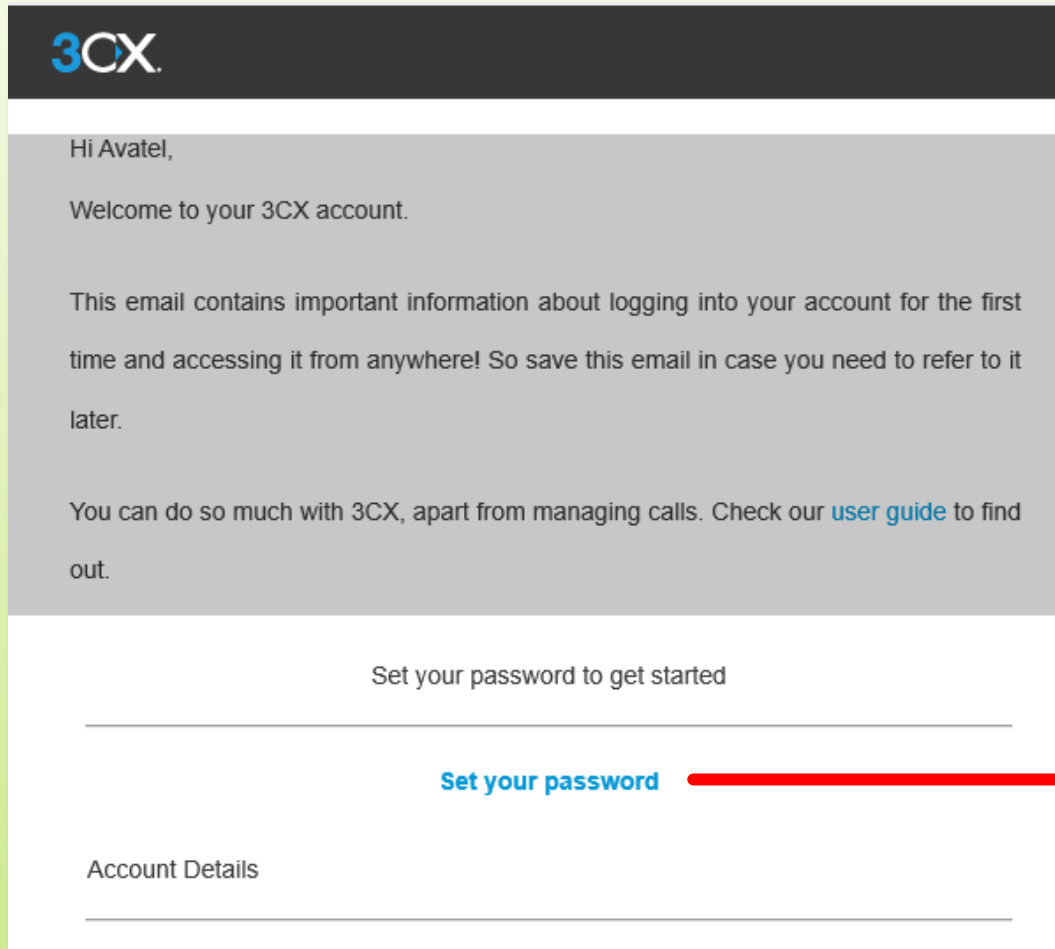


2. Download the “3CX” mobile app.

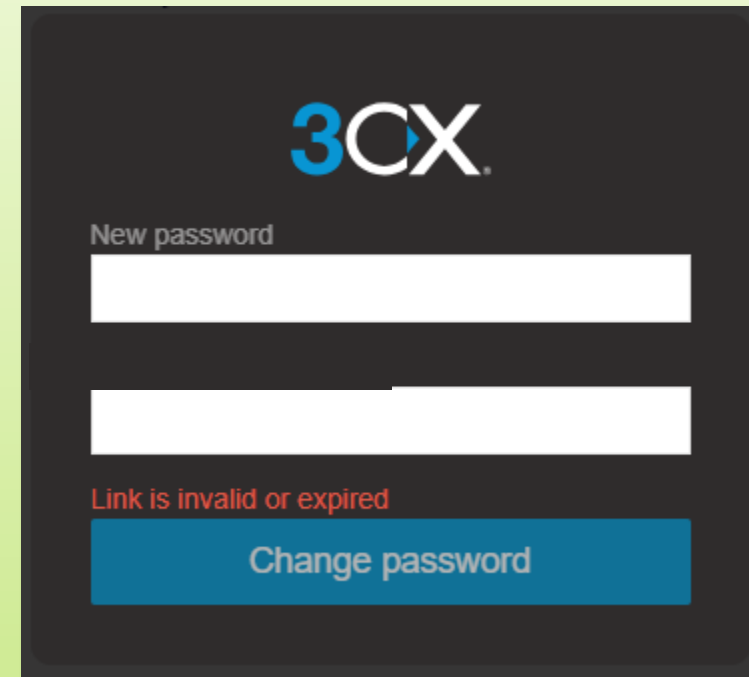
Open the app and grant any permission requests. The app will automatically open your phone’s camera, ready to scan a QR code.

Pause here and continue with the next steps on the following page.

*****YOU MUST USE A PC FOR THIS STEP – DO NOT USE YOUR CELL PHONE*****

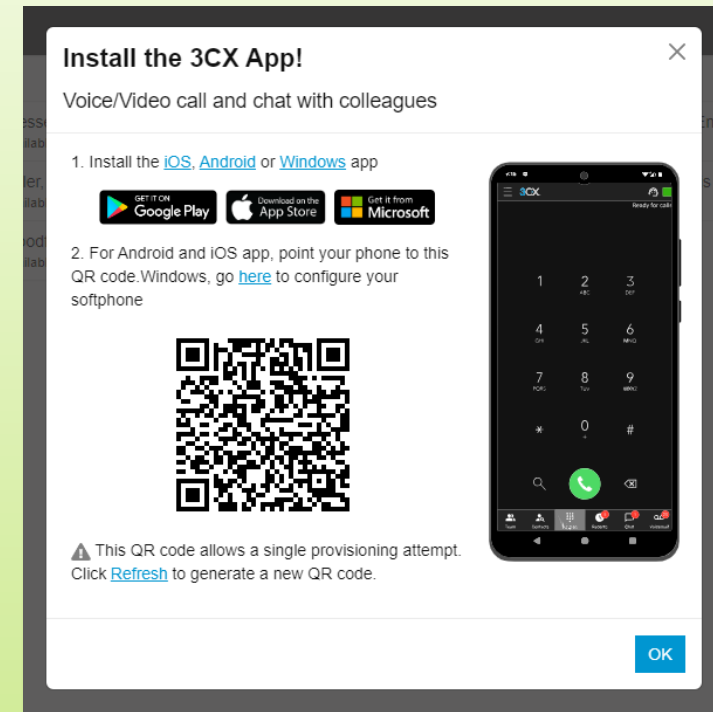
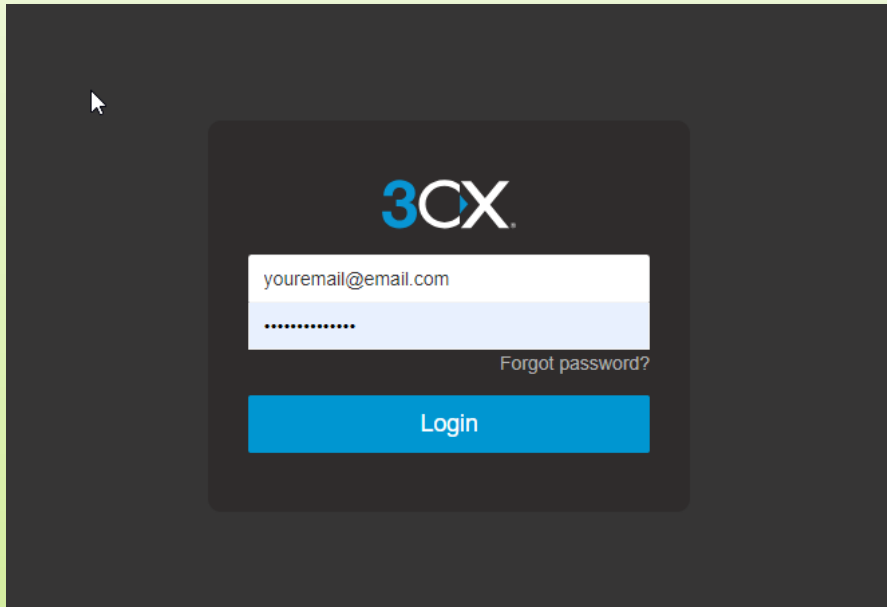


Welcome Email



Open your 3CX Welcome email on your PC and click on the “Set your password” link. Passwords for 3CX systems must be at least 10 characters in length. Spaces are not allowed.

Log In/QR Code



1. Log in with your email and new password

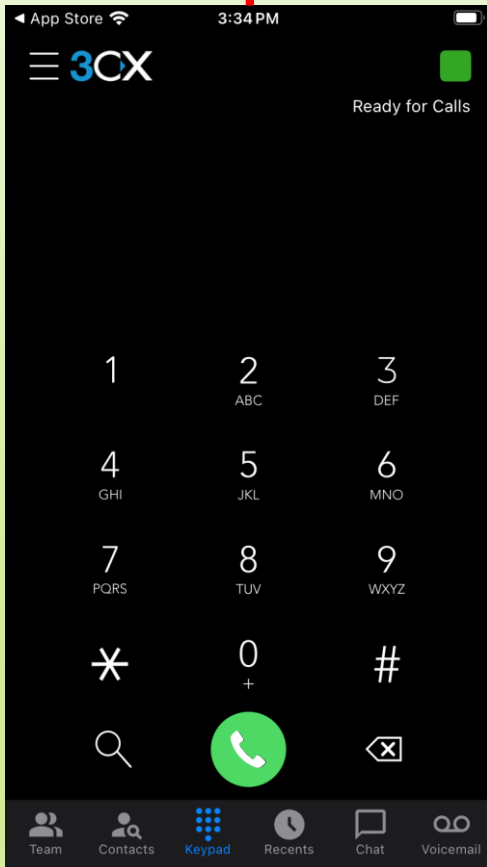
2. Scan QR code with your mobile app

NOTE: If you accidentally closed the QR code window you can re-open by clicking the icon at the top right of the webclient screen.

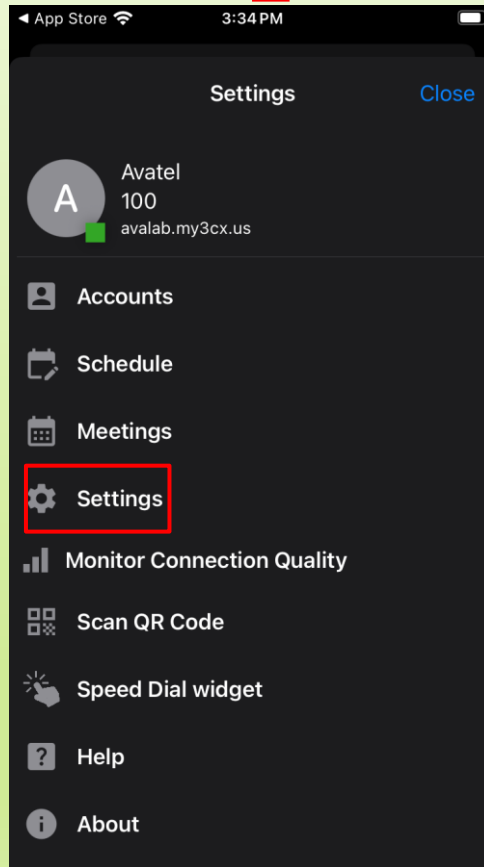


Integrate with device recents

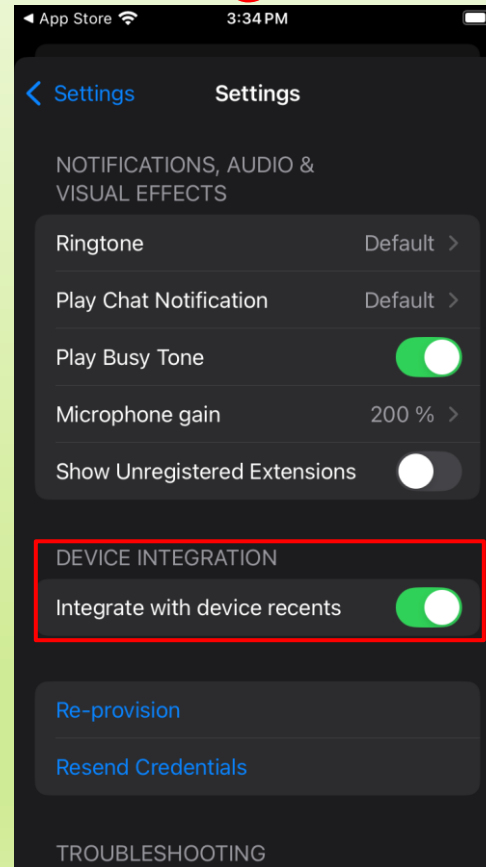
1



2

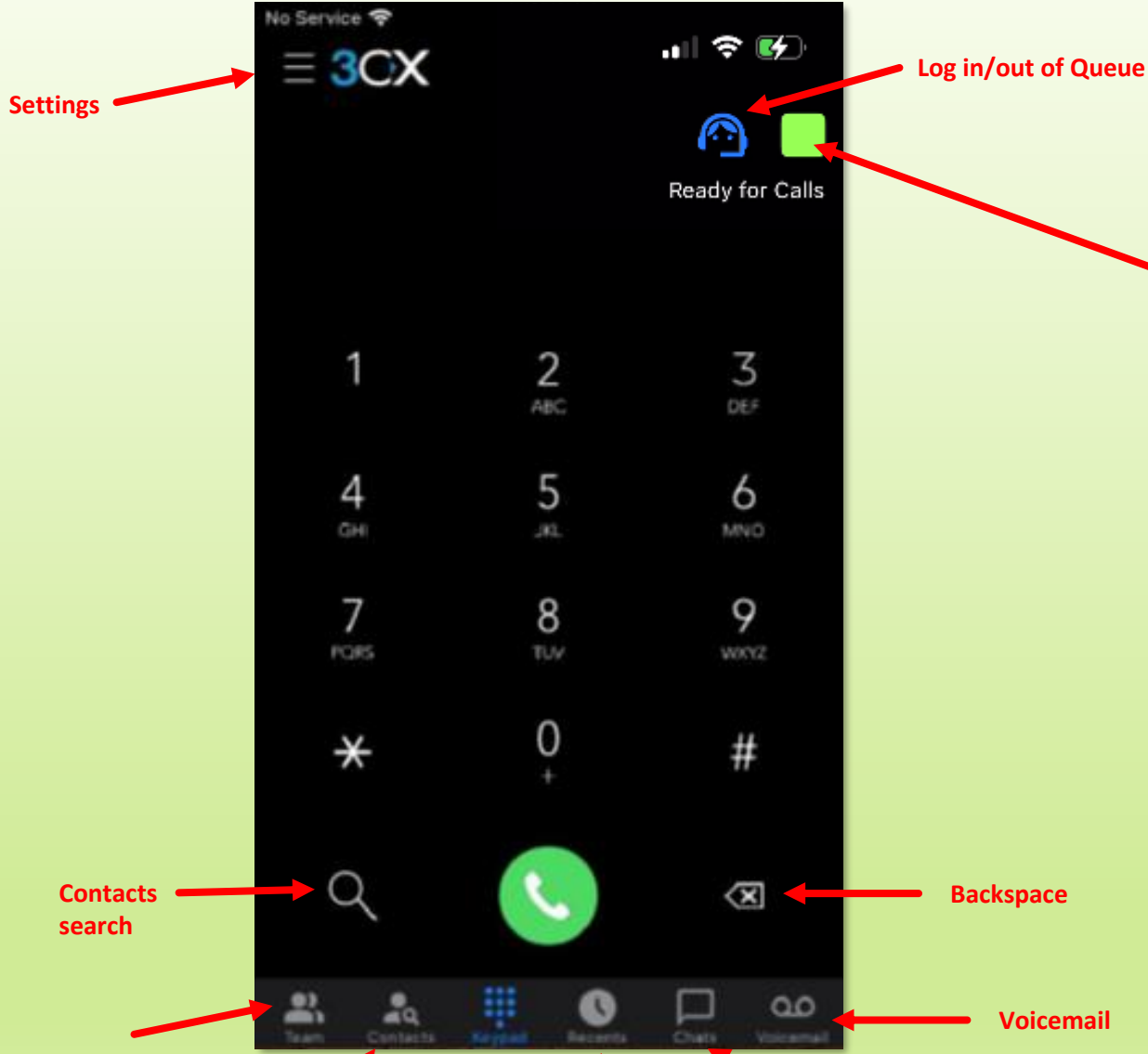


3

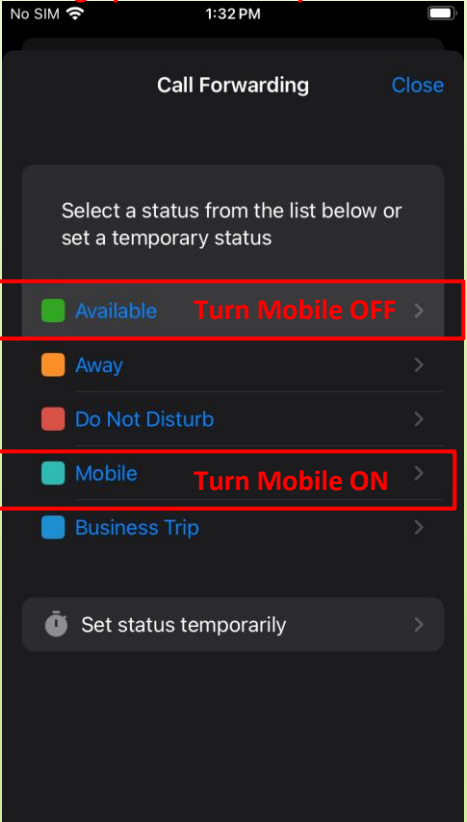


- Make sure to disable this feature in the settings otherwise company calls will show up in your normal cellphone call history.
- 1) Select the three lines in the top left corner of the mobile app.
- 2) Select “Settings”.
- 3) Tap the slide for “Integrate with device recents” to disable this feature.

Keypad



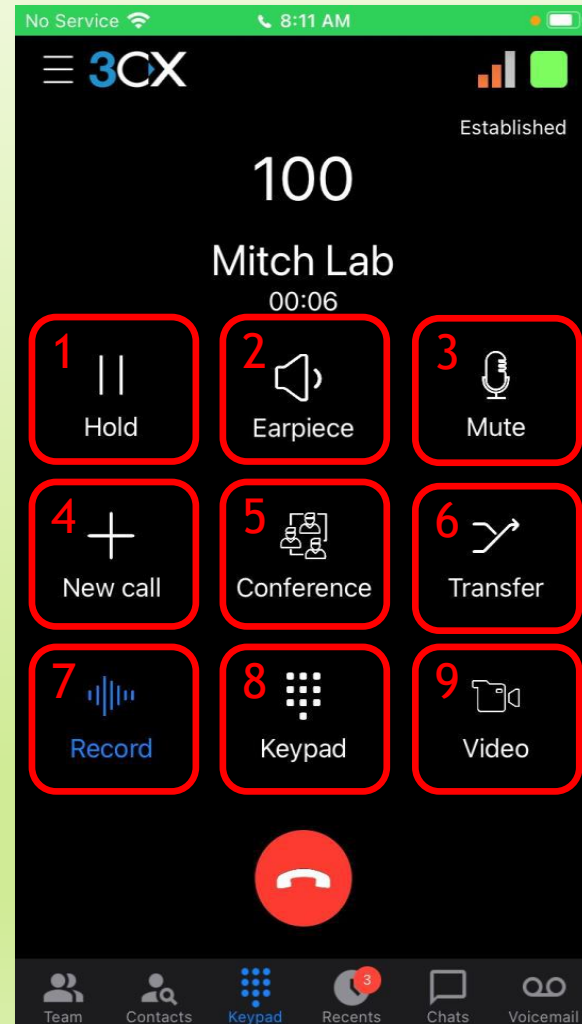
Change your status for your extension



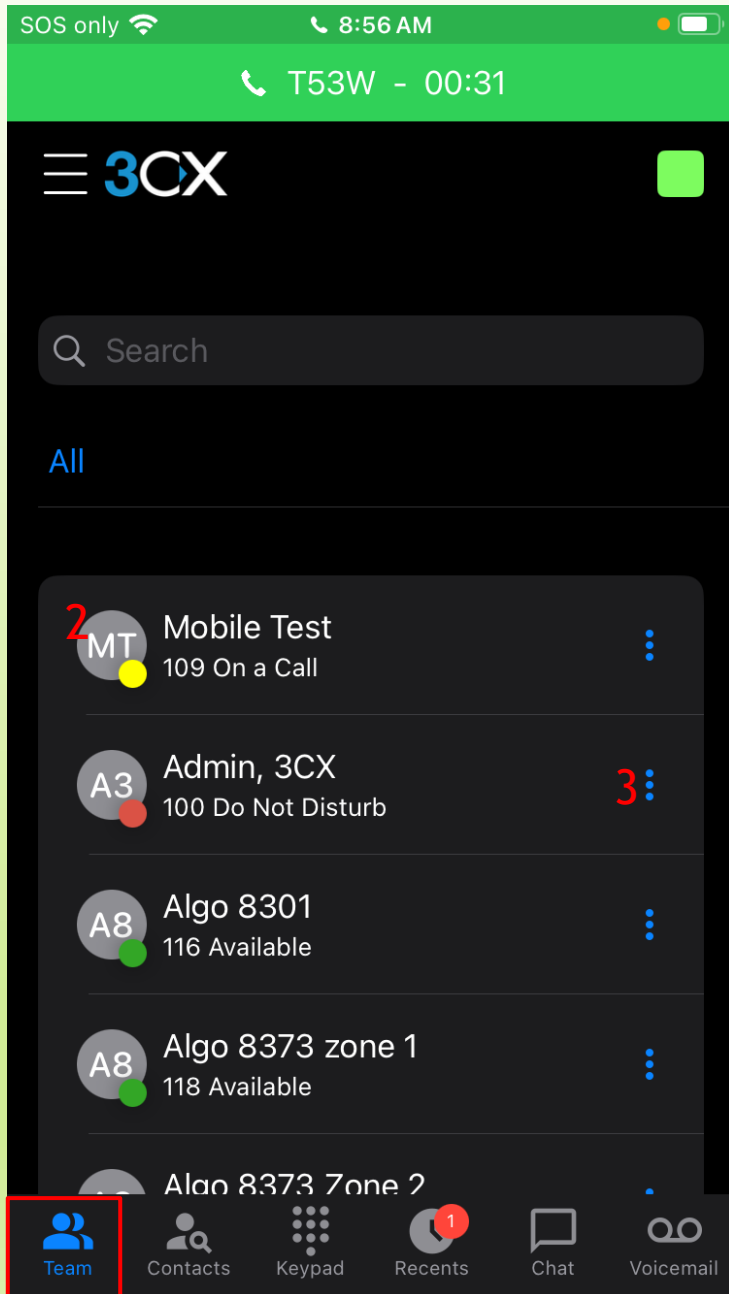
Basic Call Dial Pad Functions



Incoming Call View

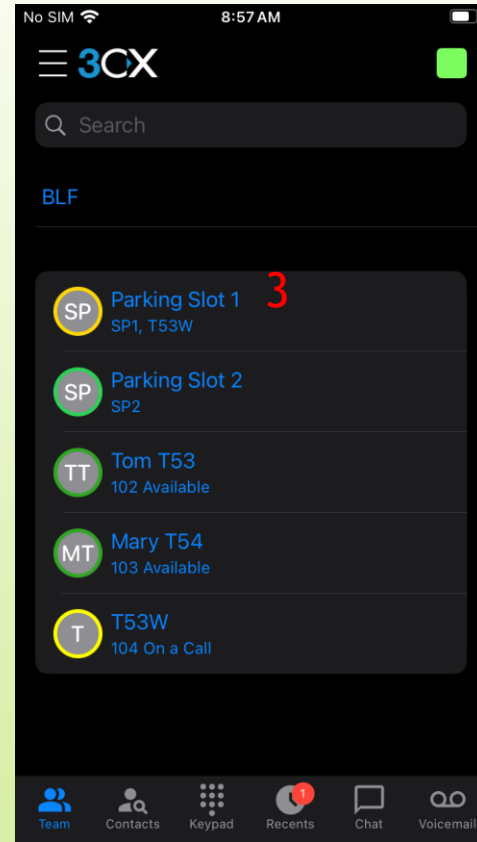
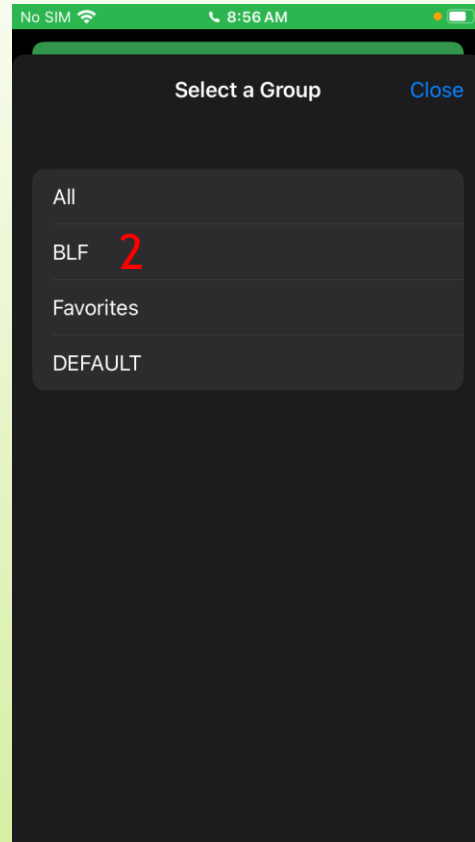
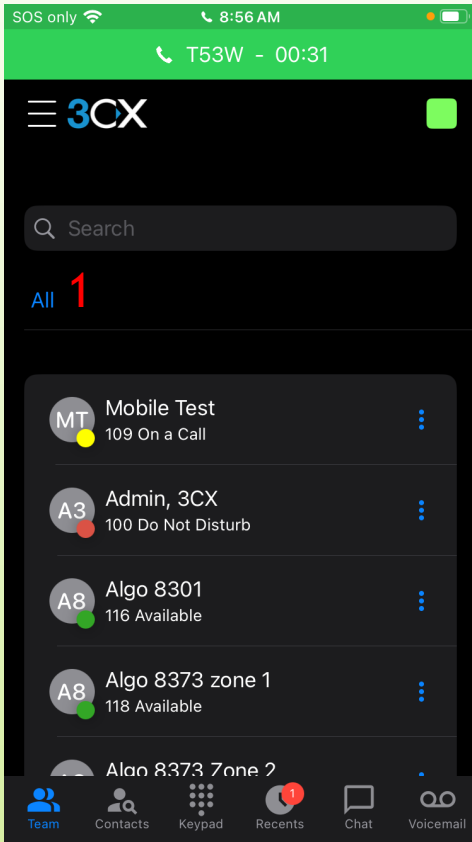


1. **Hold** - place the call on hold at the user extension.
2. **Earpiece** - select audio output such as speaker or headphones.
3. **Mute** - mutes your microphone.
4. **New Call** - use to start a new call, places the current call on hold.
5. **Conference** - allows you to conference in another 3CX user or outside call.
6. **Transfer** - allows you to transfer the call to another extension.
7. **Rec** - allows you to start recording the call. **Note: this feature is only active if call recording is allowed. See your administrator.*
8. **Keypad** - opens the numerical dial pad.
9. **Video** - allows you to start a video call with another 3CX user.



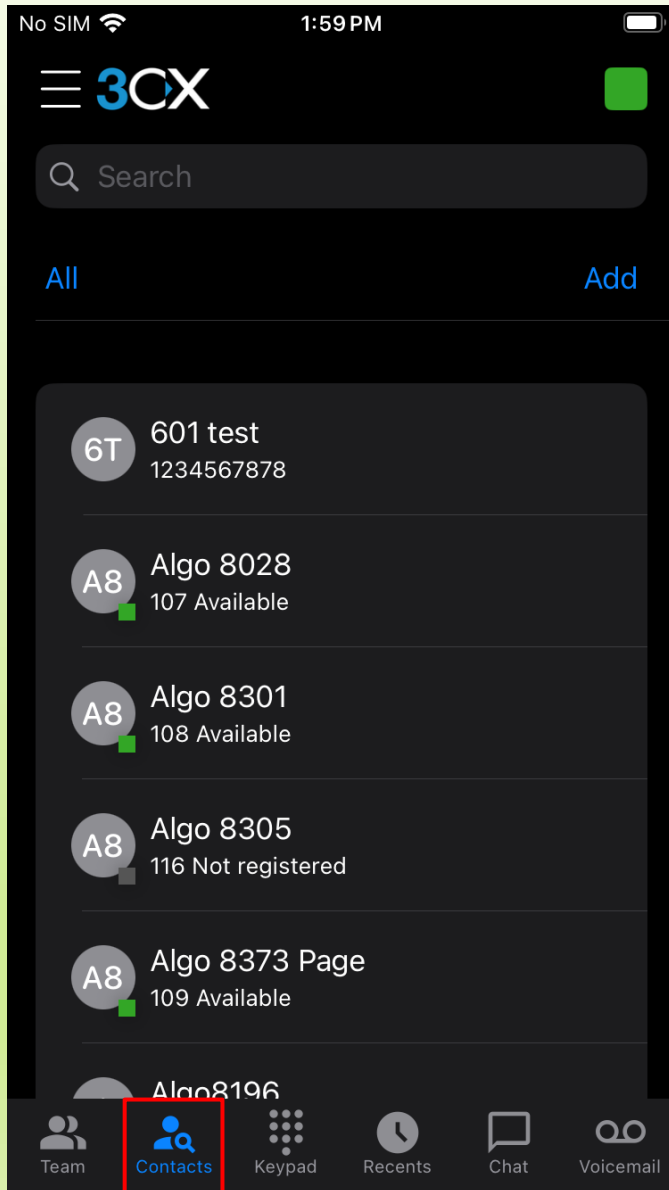
Team Menu

- 1) To call another employee on this menu just tap the user.
- 2) The small colored circle shows the status of the user.
- 3) Tapping on the three dots gives the option to tap call, message (through chat), or leave a voicemail.



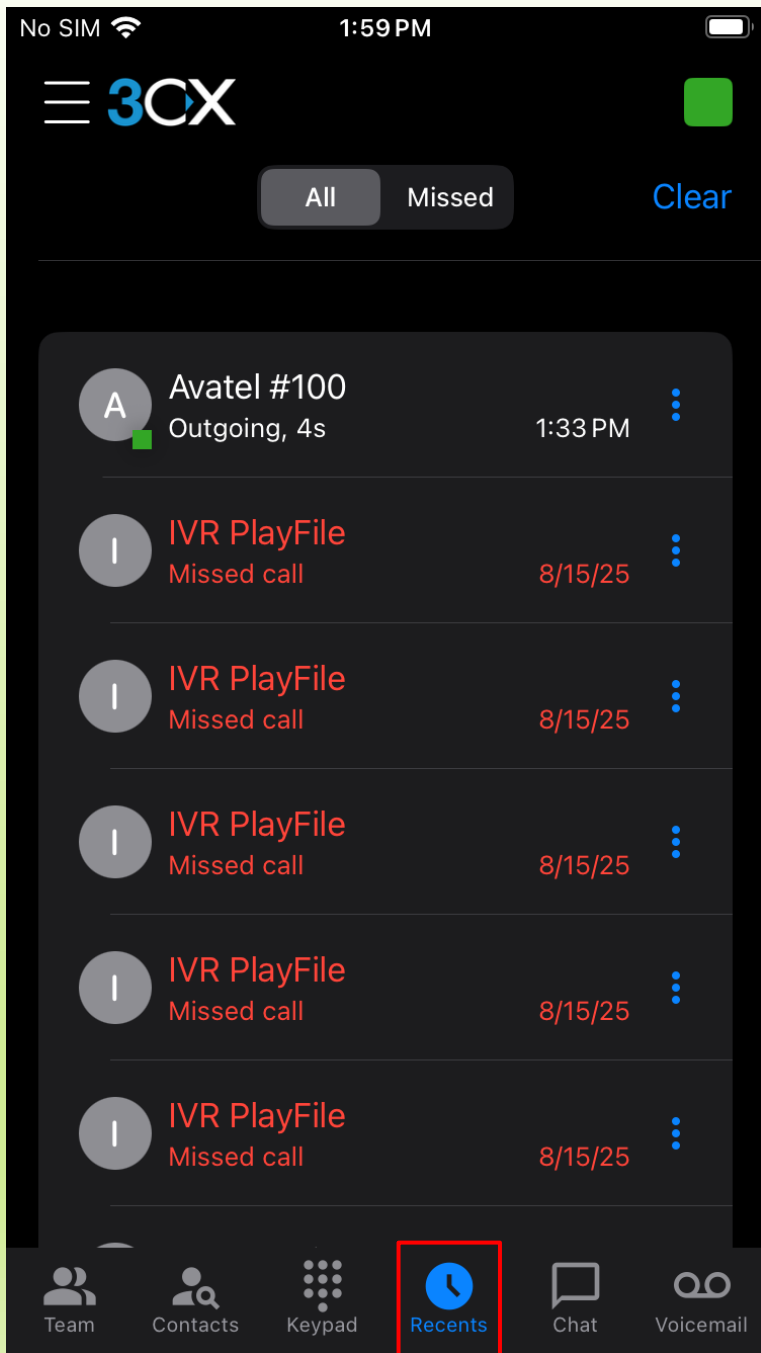
Team + BLF Menu

- Using the BLF menu you can pick up a call on Park. On the desk phone these are your SP1, SP2 buttons depending on how many parks you have.
- 1) Tap the blue “All”.
- 2) Tap on “BLF”.
- 3) This will now show the SP buttons as “Parking Slot”. Just tap the on the one needed.
- To get the mobile app back to the normal Team menu just select the blue “BLF” and tap on “All”.



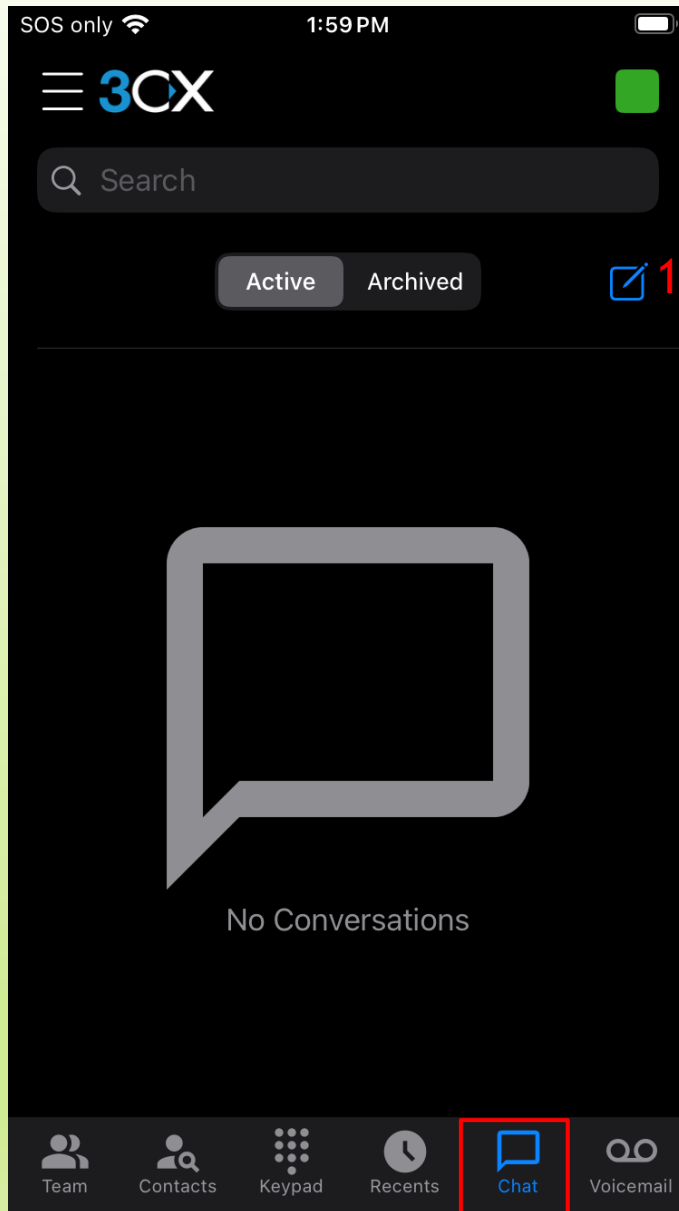
Contacts Menu

- The first time you tap on “Contacts” it will prompt you to allow it to import your contacts from your cell phones. It is best to select not to do this, even though they are only visible to your user extension.
- Only certain users can update the company phone book through the 3CX web-client.



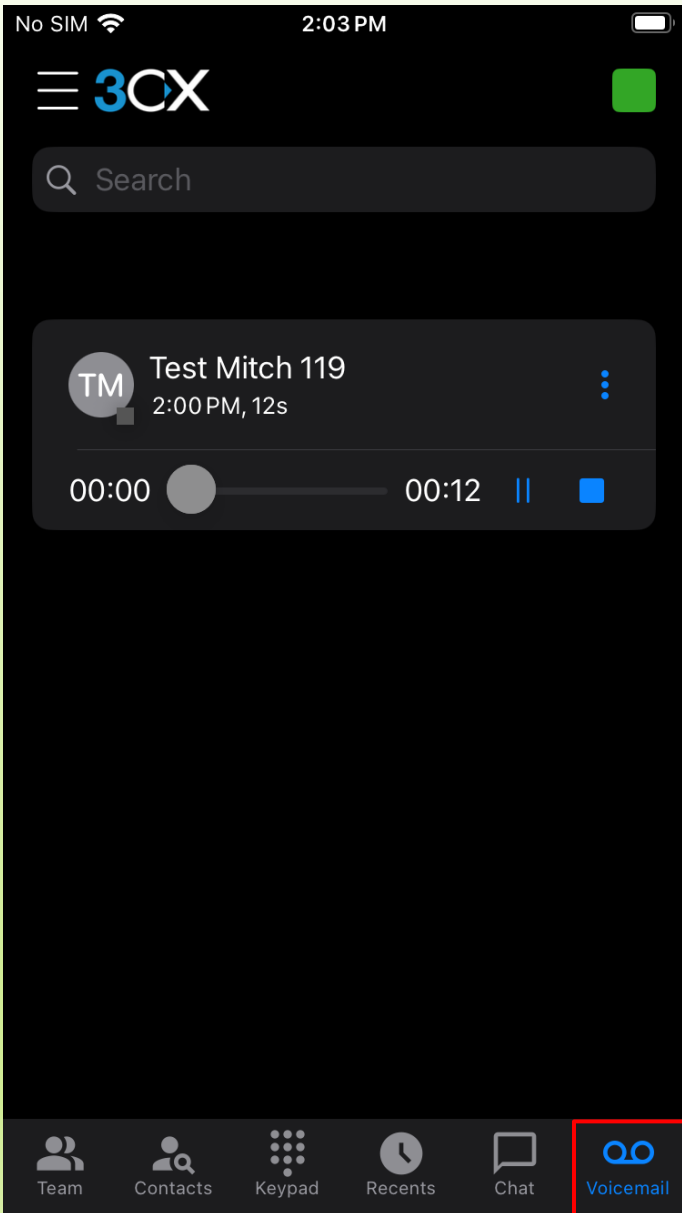
Recents Menu

- Under the “Recents” menu you will see your extensions call history.
- You can filter at the top between All or Missed calls.
- You may simply tap the call to call the person back.



Chat Menu

- The “Chat” menu is used for having conversations on the 3CX phone system.
- Generally, these chats are between user extensions on the 3CX phone system. However, if you have SMS services in your SIP services this is the same location that text messages would appear.
- 1) Tap the compose icon to create a chat.
- Then select the other user, enter the message and send it.
- When a chat is done be sure to tap the archive option from inside the chat to fully close out the chat.



Voicemail Menu

- Under voicemail you can manage your extension's voicemails.
- To listen to a voicemail just tap on the voicemail and it will play with the option to pause and stop the voicemail.
- Swipe the voicemail to the left to get the option to delete the voicemail.