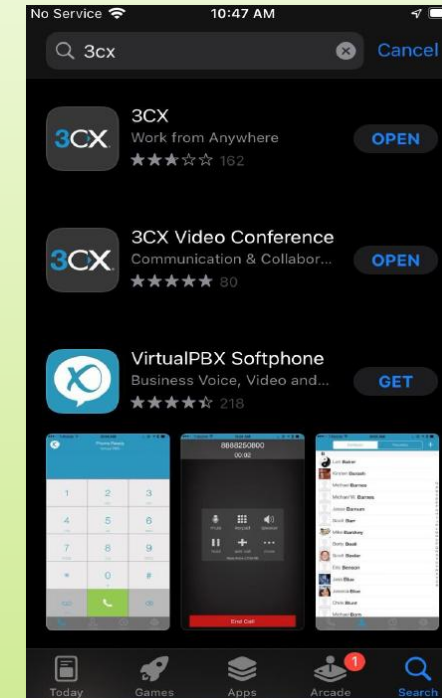
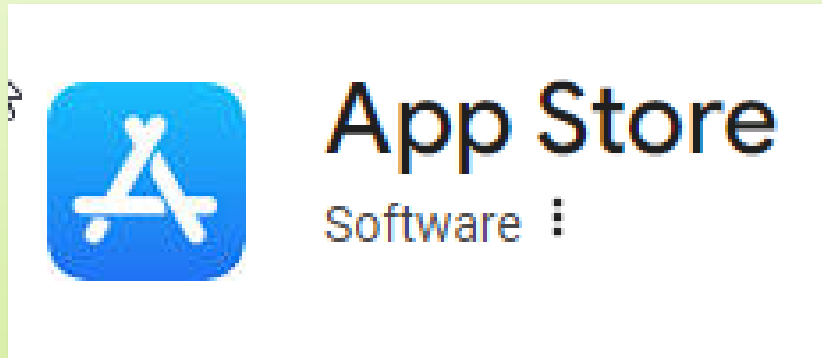


3CX Mobile App - iPhone

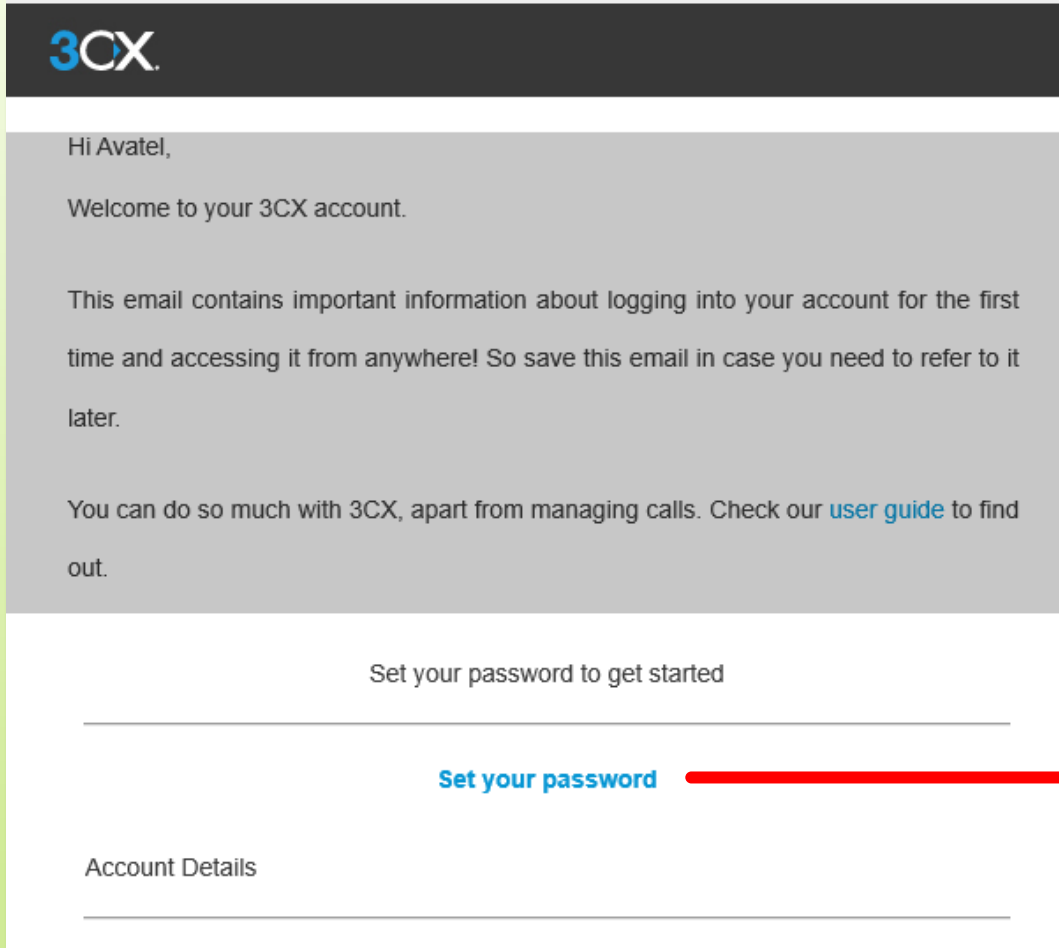
Avatel Cloud Solution
User Guide

Download 3CX App



1. Go to the App store on your iPhone

2. Download “3CX” mobile app. Open the app and allow the permission requests. It will default to your phone’s camera looking for the QR code to scan. Pause here and continue steps in next page.

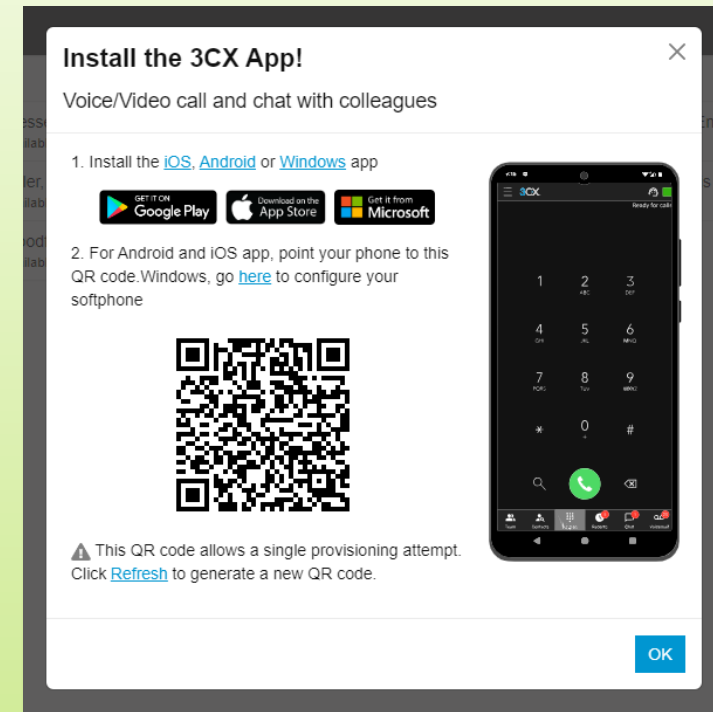
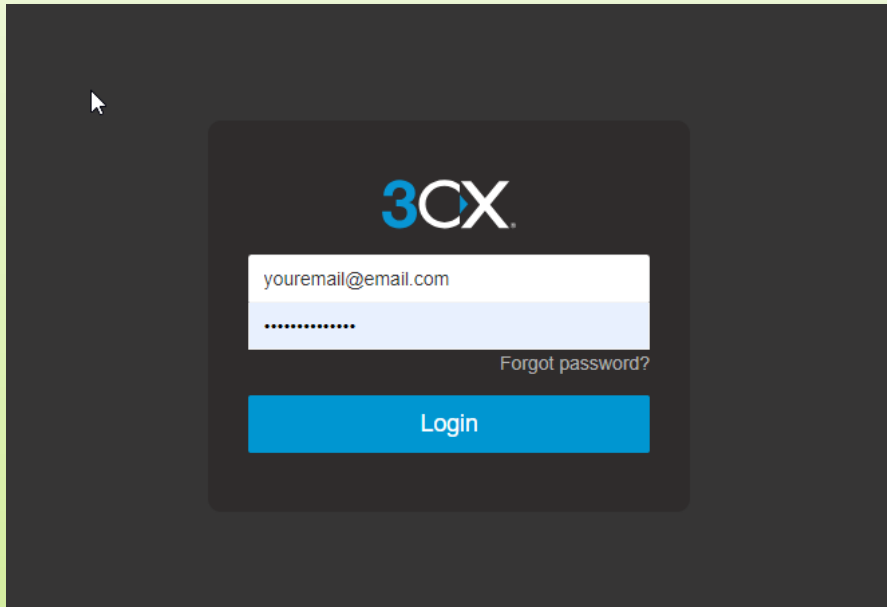


Welcome Email



Open your 3CX Welcome email and click 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



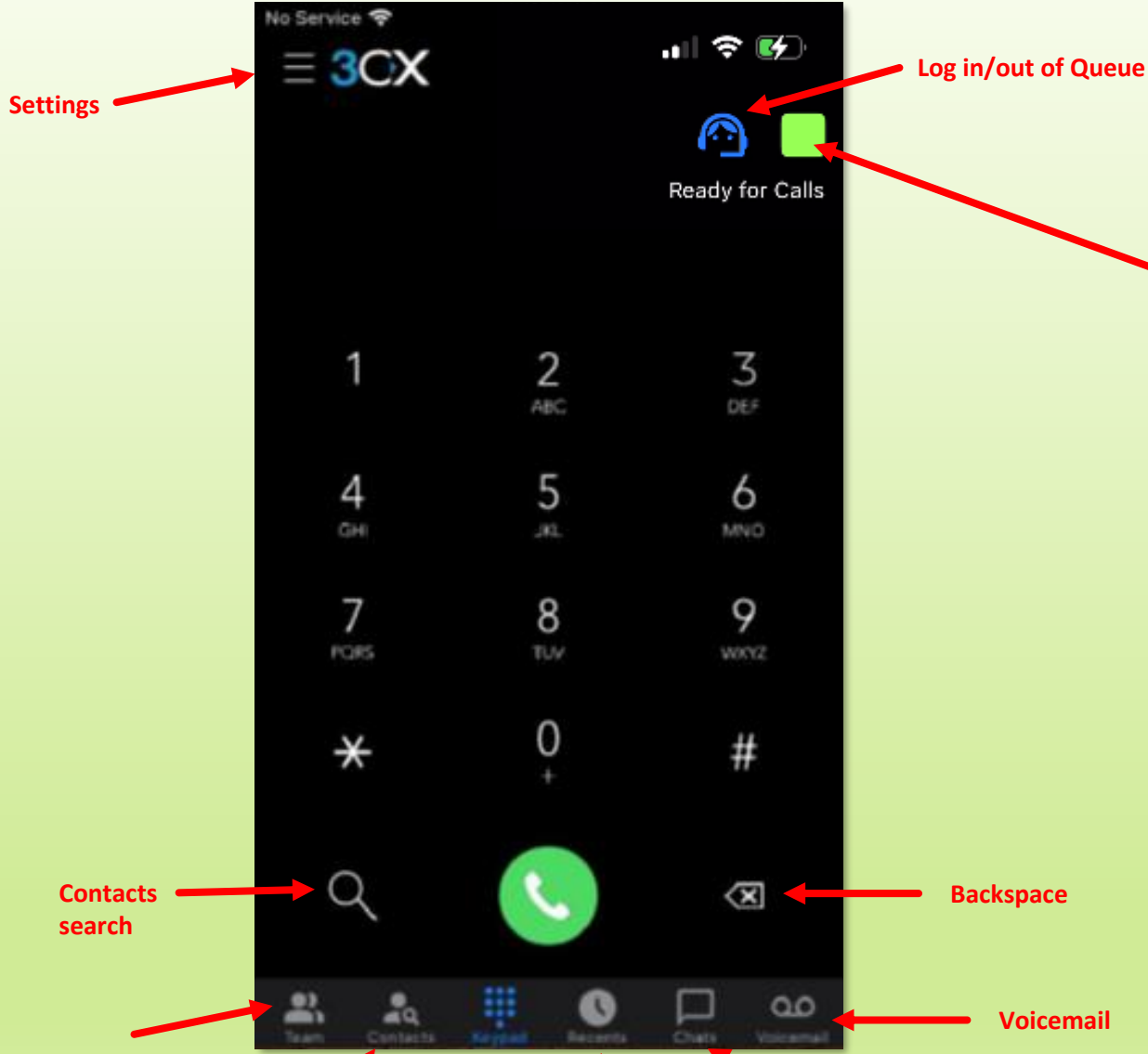
1. Log in with your email and new password

2. Scan QR code with your mobile app

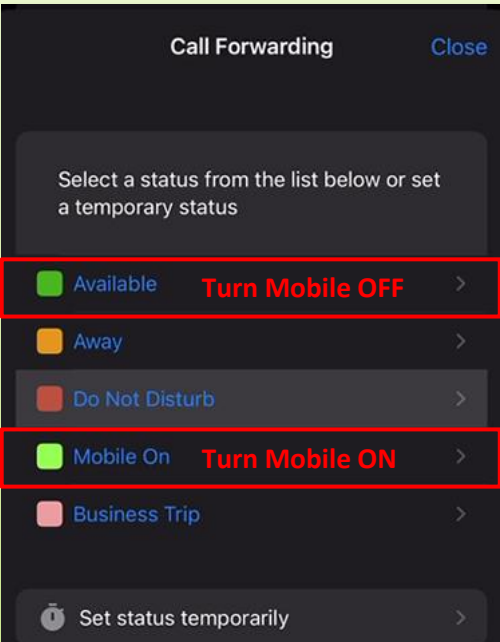
NOTE: If you accidentally closed the QR code window you can re-open by clicking the icon at the top right of the webclient screen. →



Keypad



Change your status for your extension



Team - View Status or call other 3CX users

Contacts

Keypad

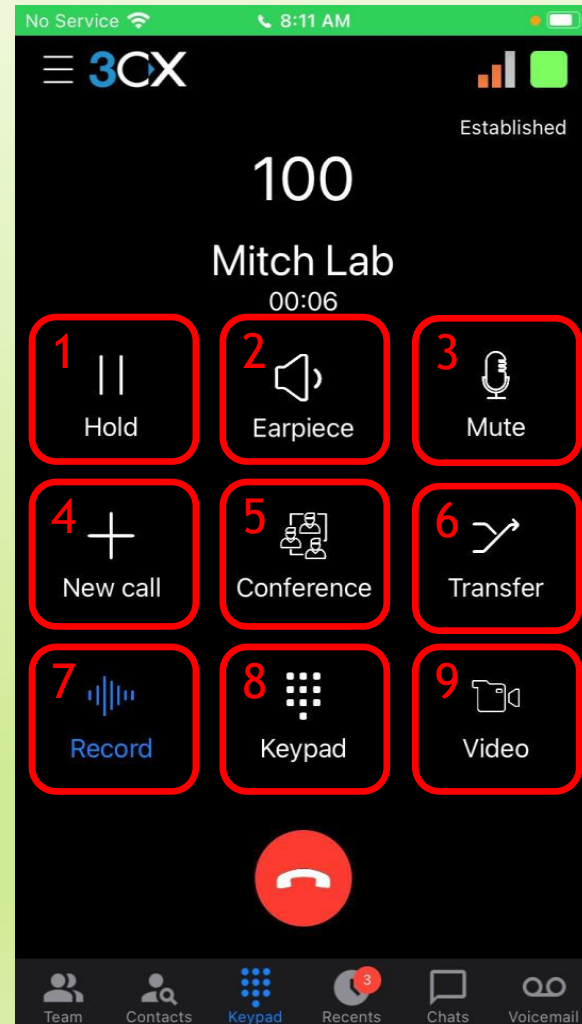
Recent/Call Log

Chat with other 3CX users

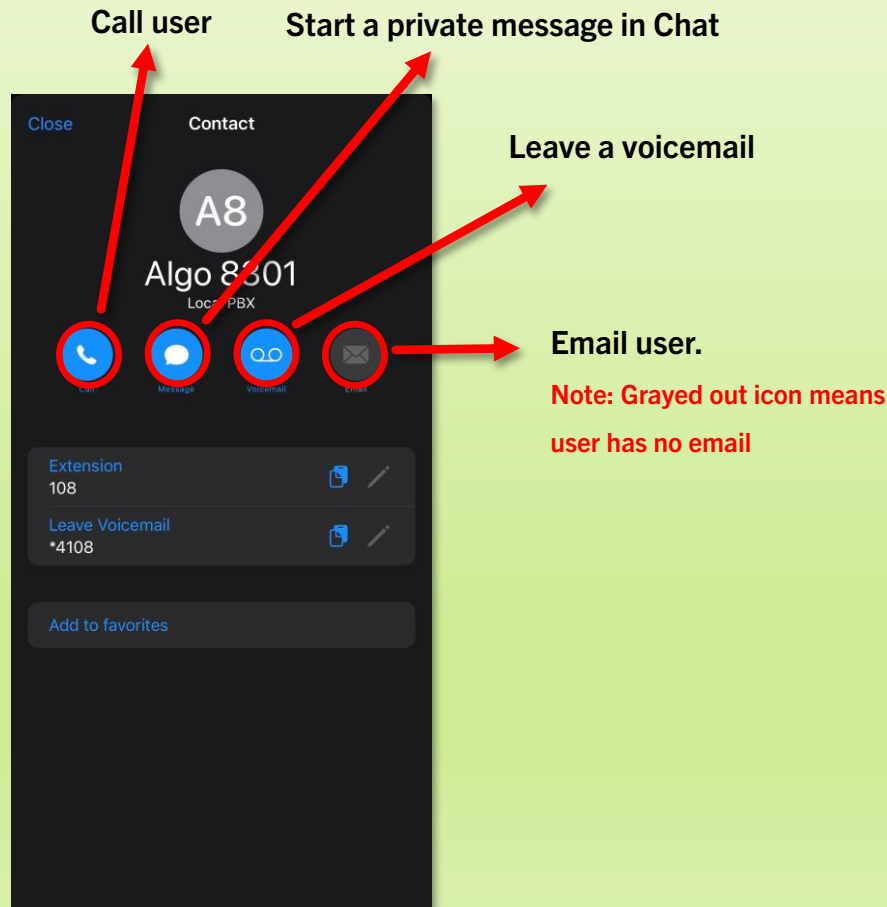
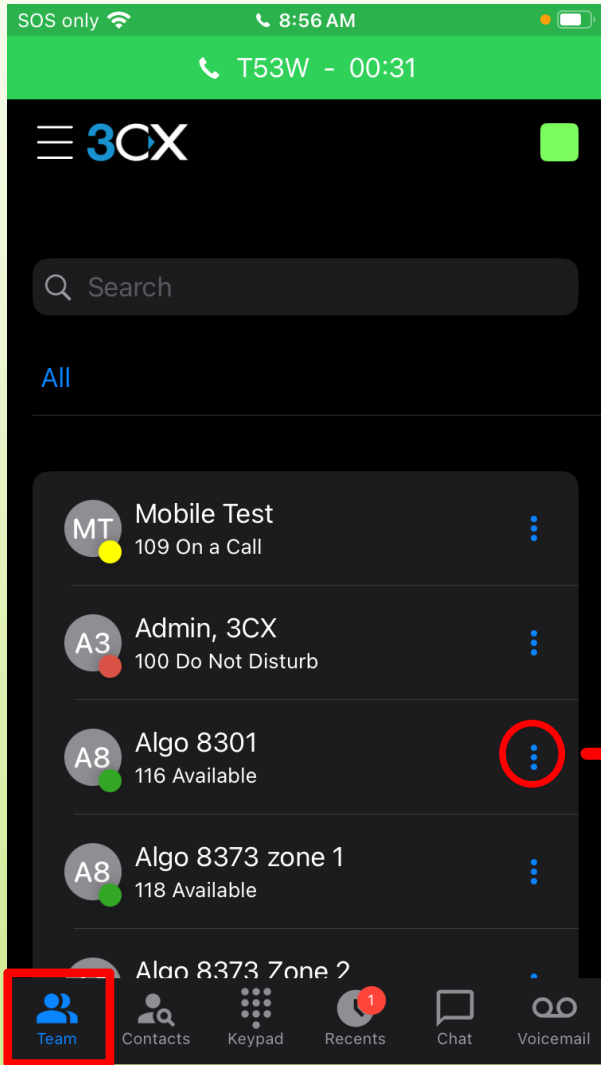
Basic Call Dial Pad Functions



Incoming Call View



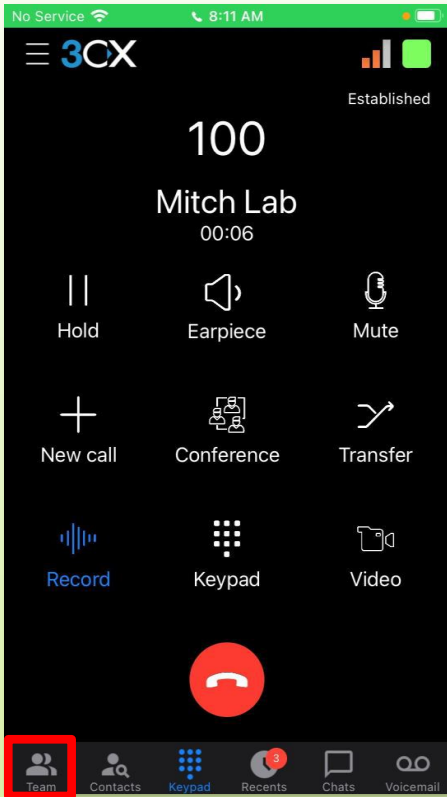
1. **Hold** - place the call on hold at the user extension.
2. **Earpiece** - select audio output such as speaker or headphones.
3. **Mute** - mutes your microphone.
4. **New Call** - use to start a new call, places the current call on hold.
5. **Conference** - allows you to conference in another 3CX 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.



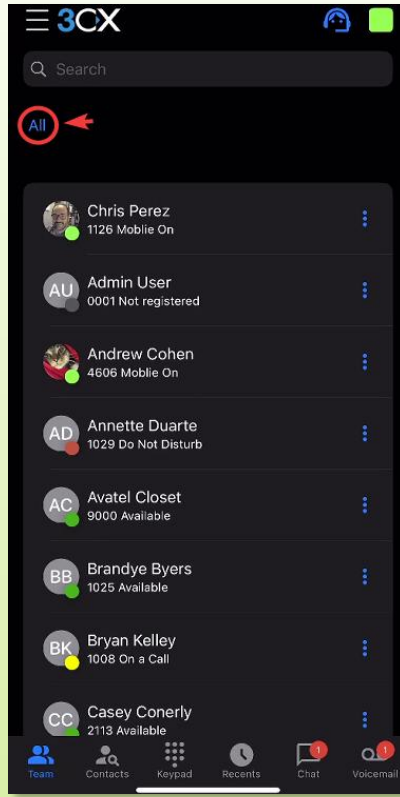
Team View

Selecting “Team” allows you to view the current status of other users within the system and place calls to them.

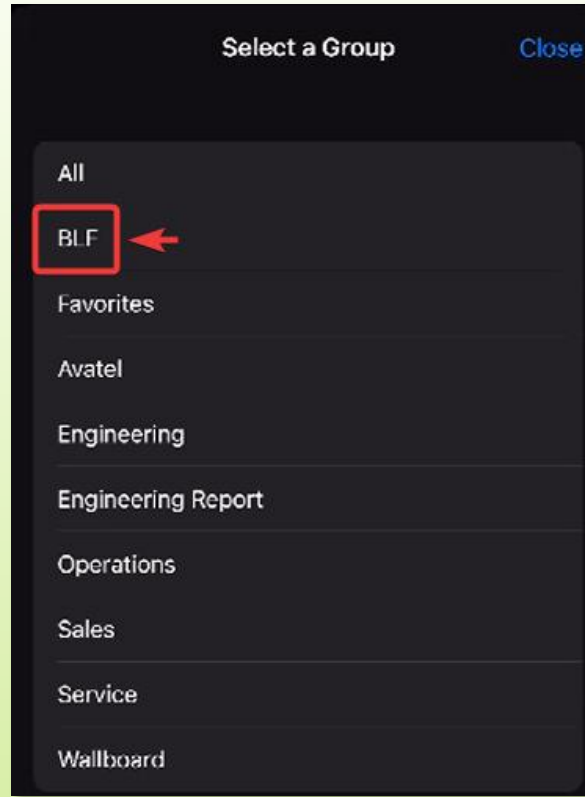
To place a call, simply click on the desired user. For additional options, click the three dots located to the right of the user’s name.



1



2

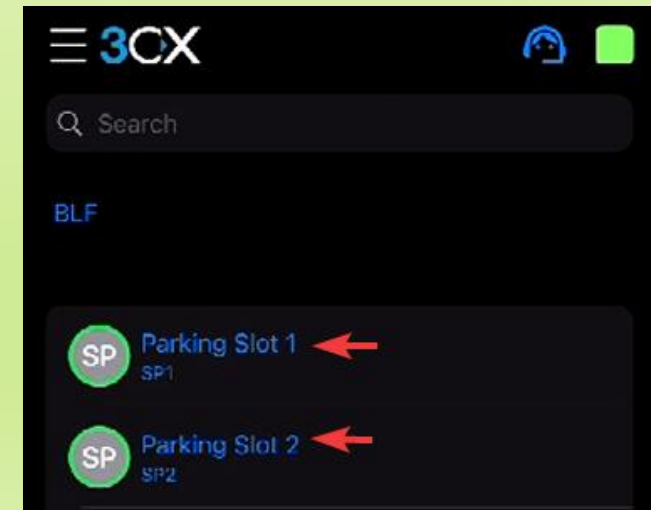


3

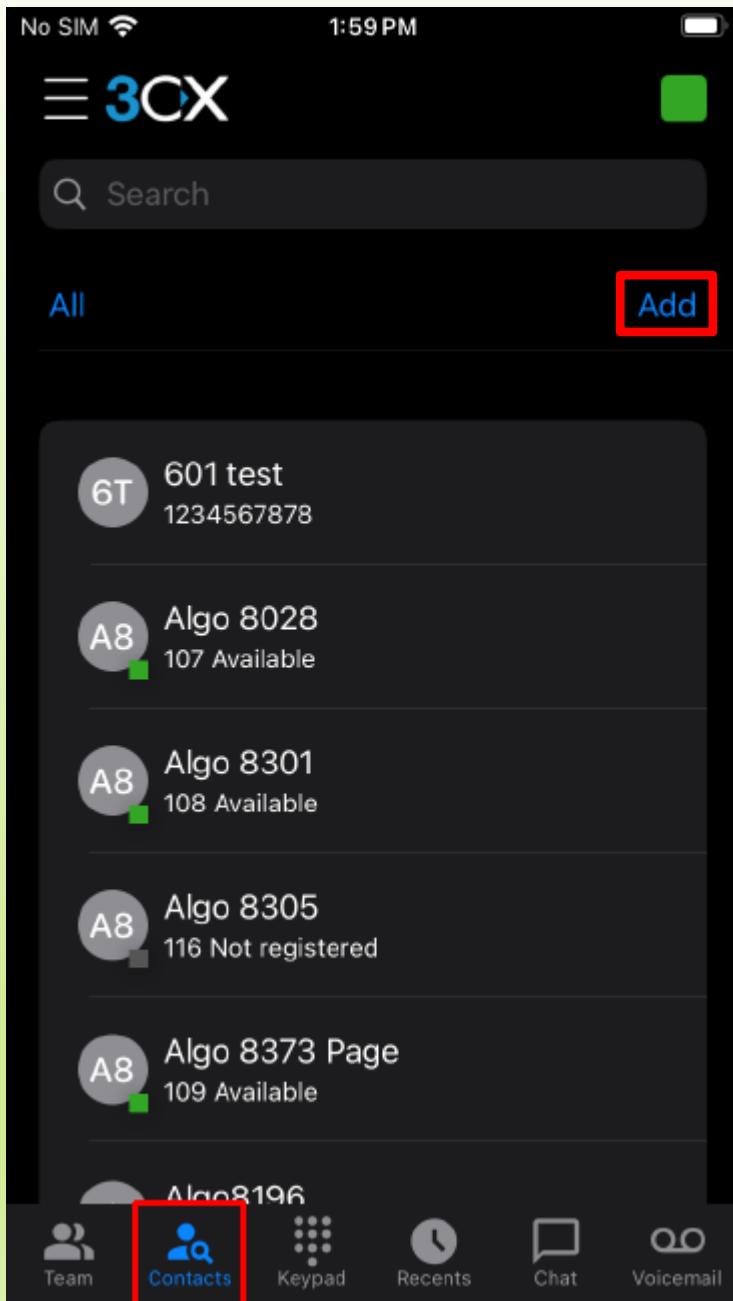
Access to Shared Park 1 & 2

To place and receive a call on a shared park:

1. Press "Team" on the bottom of the screen
2. Press "All" to select a specific group
3. Select "BLF" to reveal your extensions programming
4. Press an available parking slot



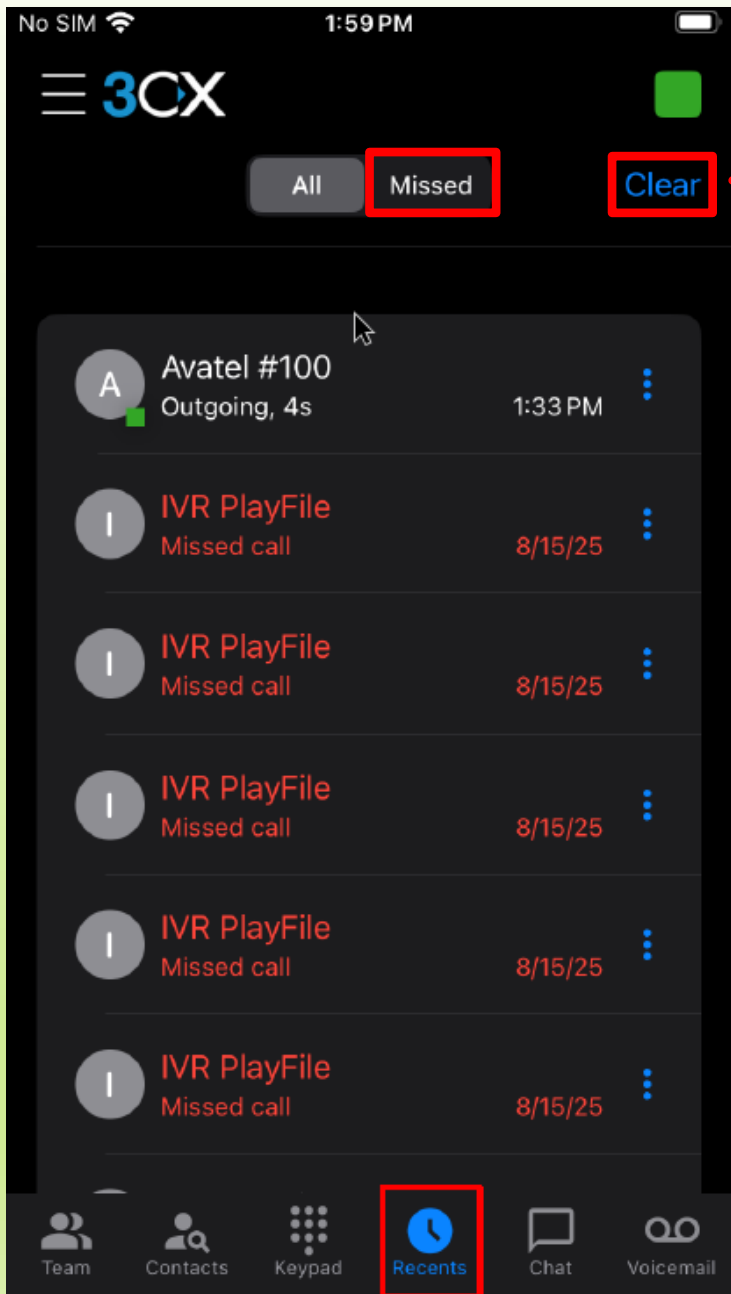
4



Contacts Menu

The first time you tap on “Contacts,” you will be prompted to allow the app to import your personal cell phone contacts. It is recommended that you **do not allow** the import in order to keep your personal cell phone contacts separate from your 3CX contacts.

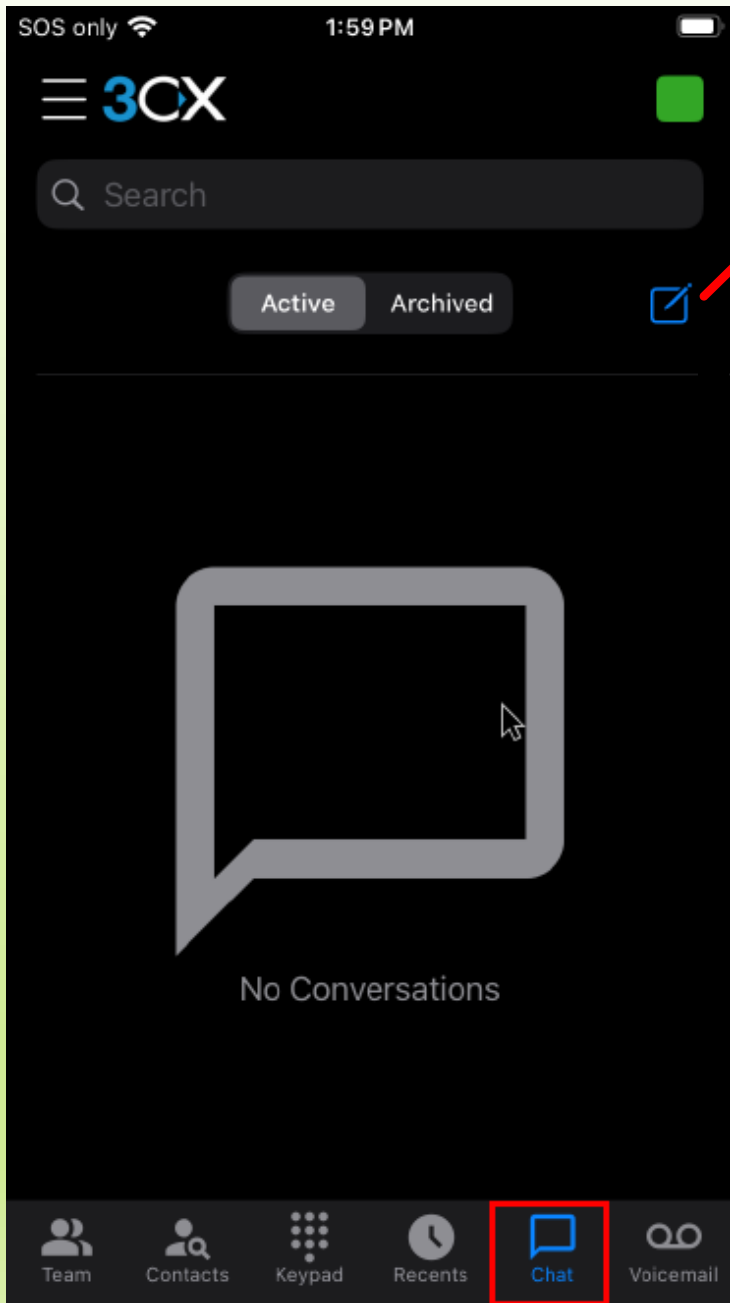
3CX contacts are updated automatically whenever administrators add new users. Selecting “Add” allows you to create personal contacts that are only viewable on your phone.



Erases your
call history

Recent Menu

Selecting the “Recents” menu allows you to see your extensions call history. By default, “All” is selected and displays incoming, outgoing and missed calls. You can filter the list to display missed calls only by selecting “Missed” at the top.

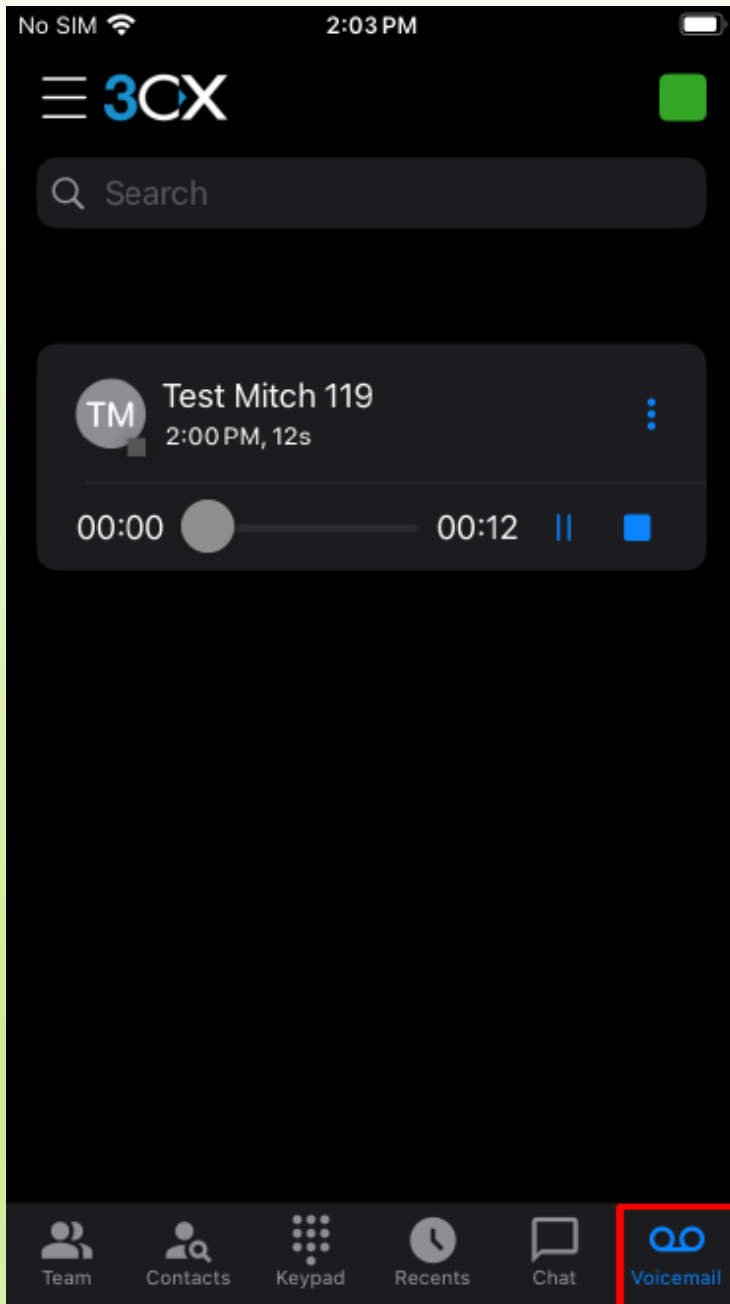


Tap to create a chat message with another user.

Chat Menu

3CX Chat allows users to communicate instantly through text-based messaging across desktop, web, and mobile apps. It supports:

- Internal messaging between coworkers
- Website live chat with customers (including SMS, Facebook, and other integrations if configured)
- Group chats for team collaboration
- Chats are archived and accessible when needed



Voicemail Menu

The Voicemail section allows users to quickly view and manage their voice messages directly from their mobile device.

Users can:

- See a list of voicemails with caller ID, date, and time
- Play messages directly within the app
- Call back the caller with one tap
- Delete messages when no longer needed
- Mark messages as read or unread
- Download or share voicemails (if permitted)

Voicemails sync with your extension, meaning messages accessed on the mobile app will also update across webclient and IP phones.