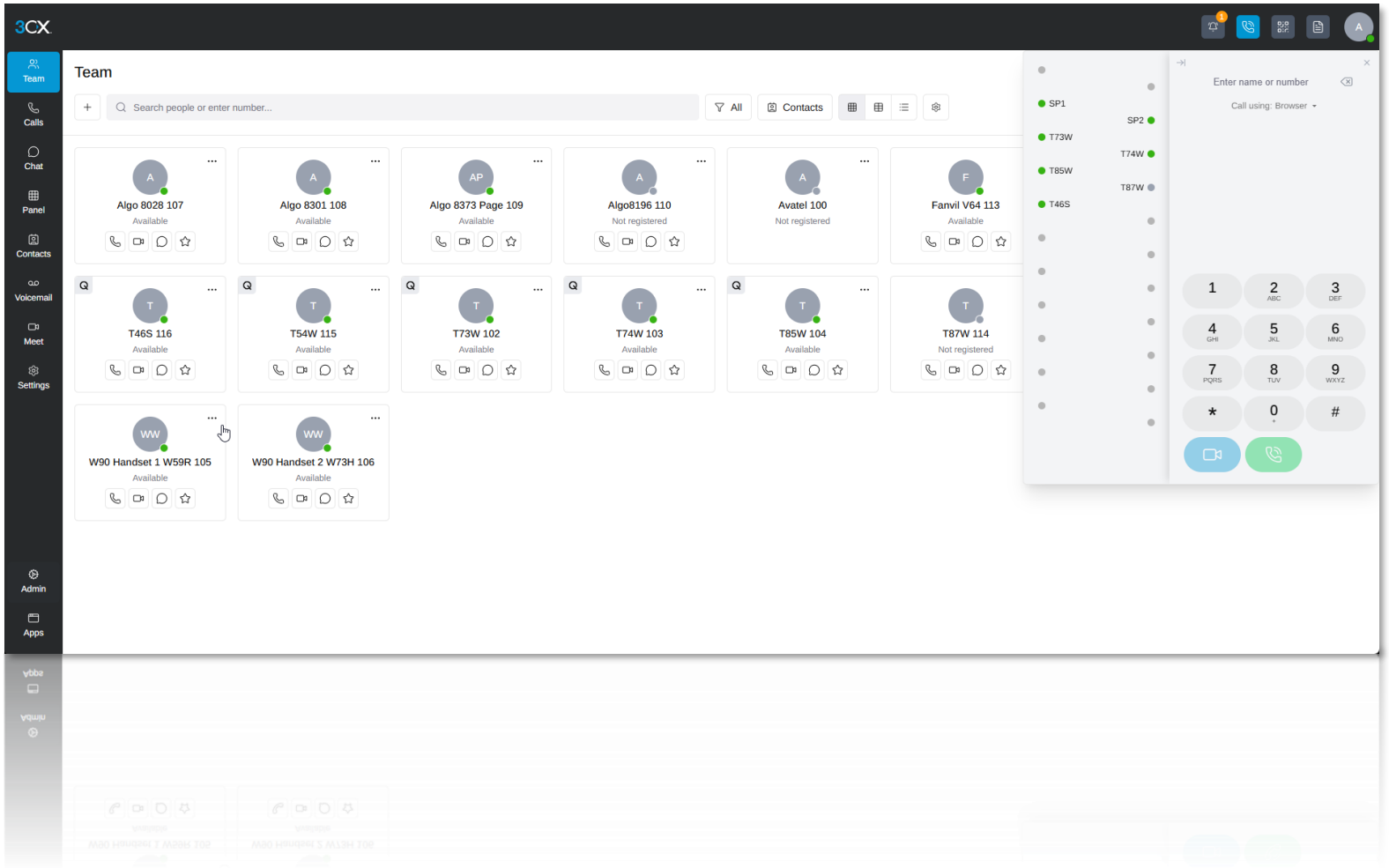
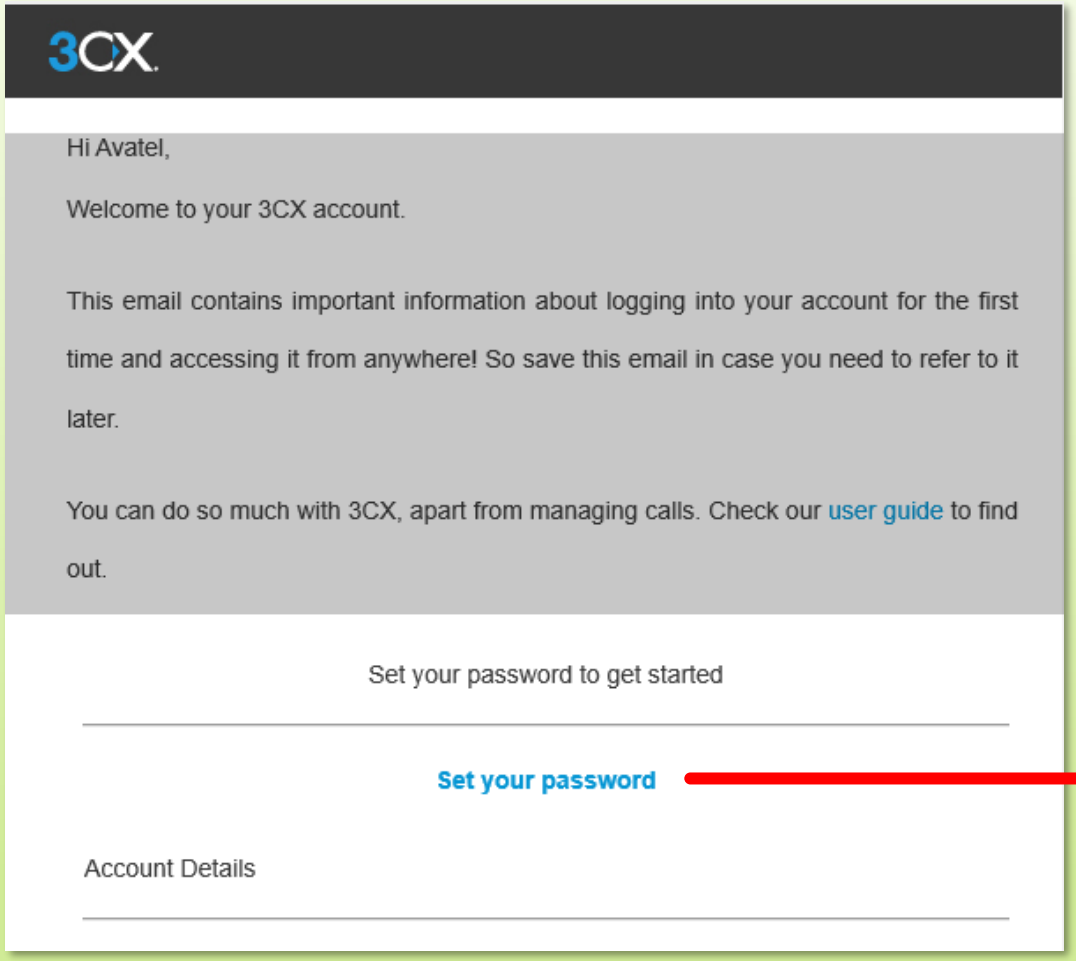


3CX WebClient

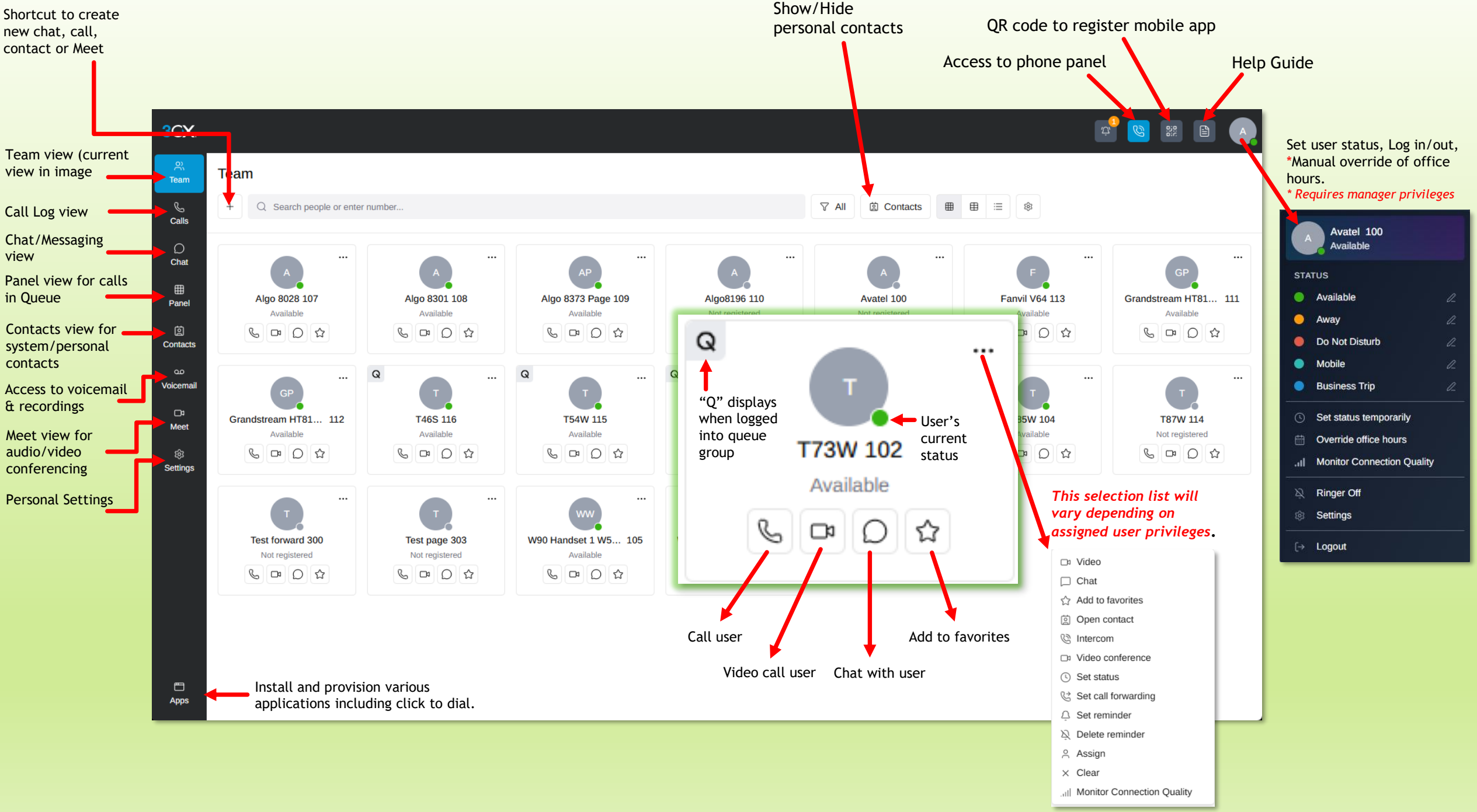
Avatel Cloud Solution User Guide

Version 2.0

Welcome Email

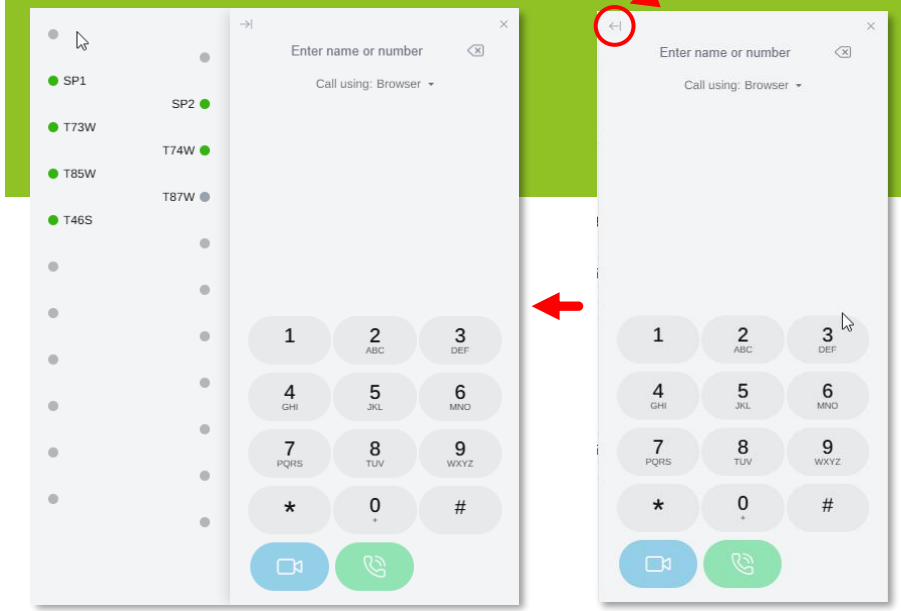


Open your 3CX Welcome email and click the “Set your password” link. Passwords for 3CX systems must be at least 10 characters in length. Spaces are not allowed.

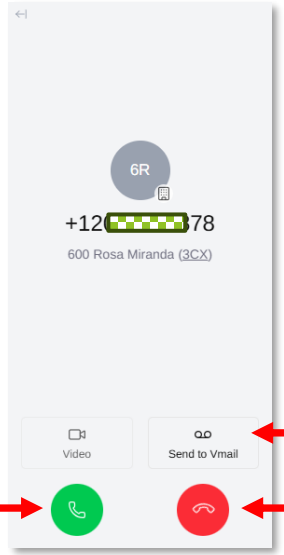

Shortcut to create new chat, call, contact or Meet
Show/Hide personal contacts
QR code to register mobile app
Access to phone panel
Help Guide
Team view (current view in image
Call Log view
Chat/Messaging view
Panel view for calls in Queue
Contacts view for system/personal contacts
Access to voicemail & recordings
Meet view for audio/video conferencing
Personal Settings
Team
Calls
Chat
Panel
Contacts
Voicemail
Meet
Settings
Apps
Search people or enter number...
All
Contacts
Algo 8028 107
Algo 8301 108
Algo 8373 Page 109
Algo8196 110
Avatel 100
Fanvil V64 113
Grandstream HT81... 111
Grandstream HT81... 112
T46S 116
T54W 115
T87W 114
Test forward 300
Test page 303
W90 Handset 1 W5... 105
Available
Not registered
"Q" displays when logged into queue group
T73W 102
User's current status
Call user
Video call user
Chat with user
Add to favorites
Install and provision various applications including click to dial.
This selection list will vary depending on assigned user privileges.
Video
Chat
Add to favorites
Open contact
Intercom
Video conference
Set status
Set call forwarding
Set reminder
Delete reminder
Assign
Clear
Monitor Connection Quality
Set user status, Log in/out, *Manual override of office hours.
* Requires manager privileges
Avatel 100
Available
STATUS
Available
Away
Do Not Disturb
Mobile
Business Trip
Set status temporarily
Override office hours
Monitor Connection Quality
Ringer Off
Settings
Logout

Phone Calls

Use the expand button to show the programmed buttons of your phone.



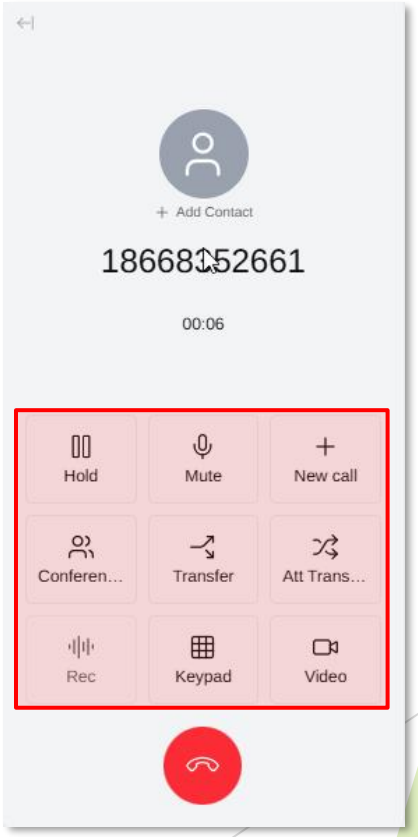
Incoming Call



Send to voicemail

Anwser call

Hang Up



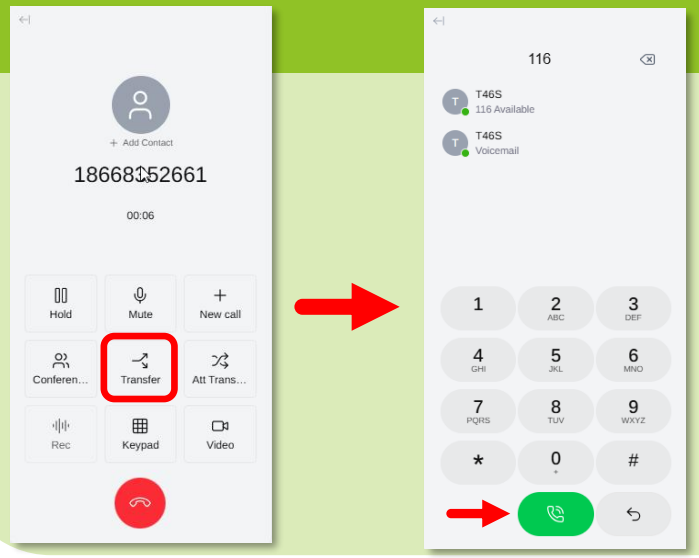
All call functions will be displayed during your call.

****TRANSFER TO VM****

- Add *4 before dialing the users extension

Transfer Calls

BLIND TRANSFER

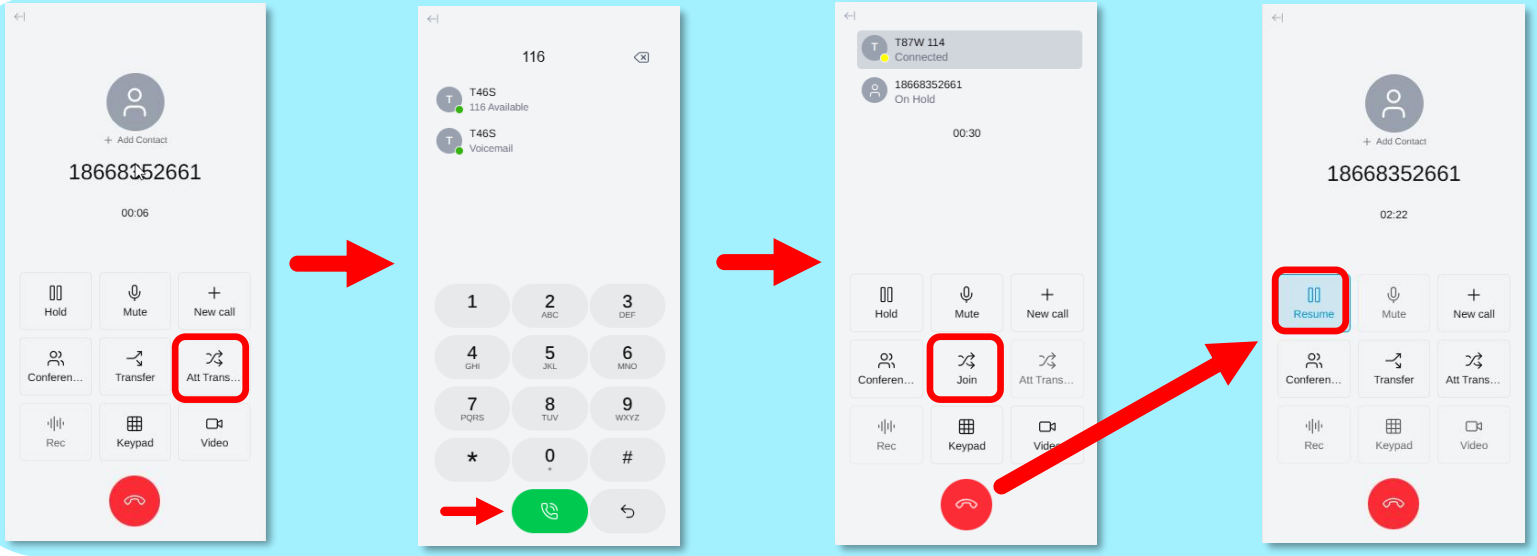


BLIND TRANSFER

1. **While on an active call, press the "Transfer" button.**
2. **2. Dial the extension number of the recipient, or press their BLF button if it is programmed on your phone.**
3. **Press the green "Call" button to immediately transfer the call.**
4. **To send the caller directly to the recipient's voicemail, press the recipient's "Voicemail" button instead of "Call".**

Note: A blind transfer sends the call immediately.

ATTENDED TRANSFER

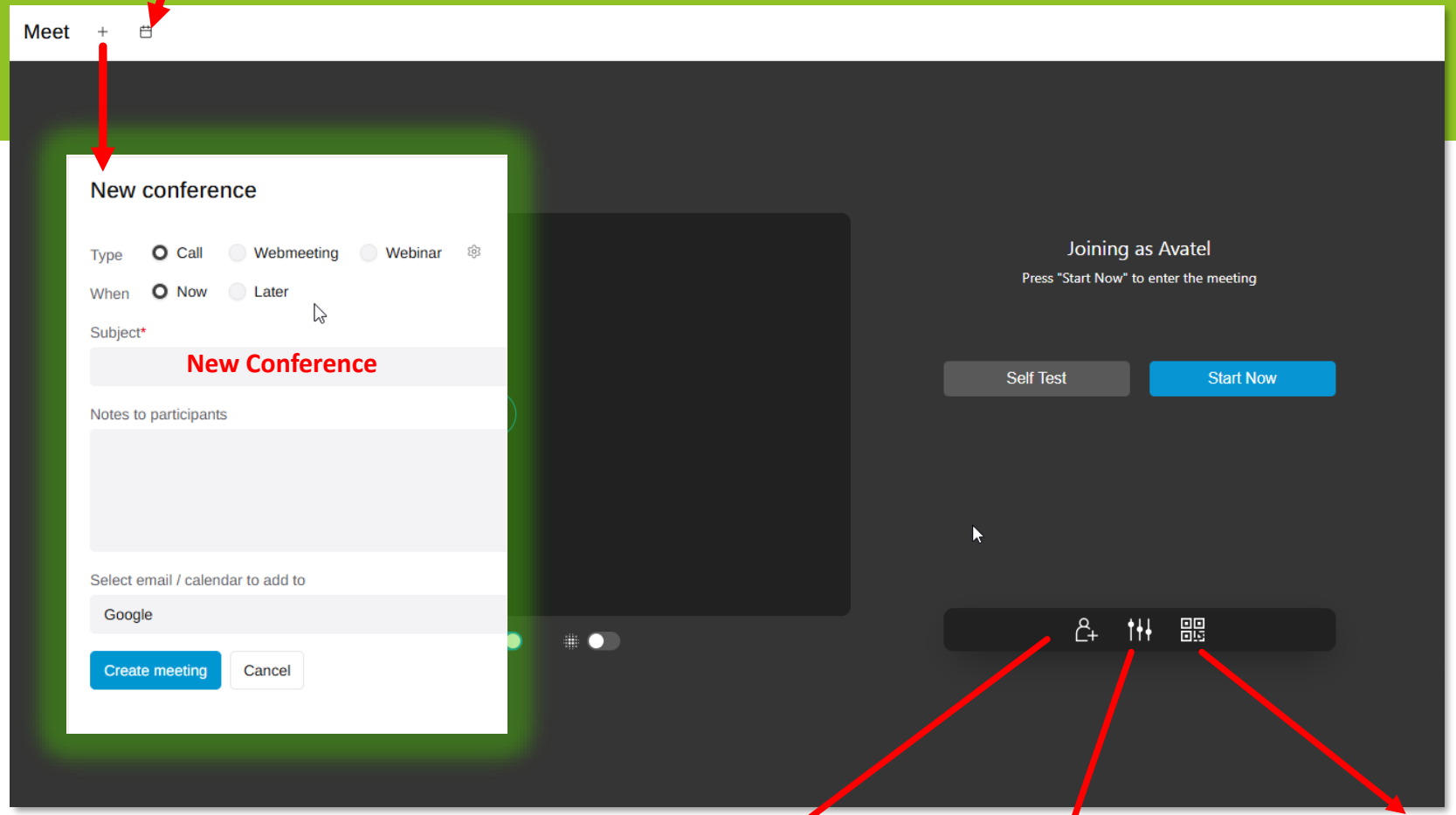


ATTENDED TRANSFER

1. **While on an active call, press the "Att Transfer" button.**
2. **Dial the extension number of the person you wish to transfer the call to.**
3. **Press the green "Call" button or select the desired User from the top of the screen.**
4. **Speak with the recipient to announce the call.**
5. **If the recipient agrees to take the call, press the "Join" button to complete the transfer.**
6. **If the recipient is unavailable or declines the call, press the red "Hang Up" button, then press "Resume" to return to the original caller.**
7. **Note: The original caller remains on hold until the transfer is completed or the call is resumed.**

Meet

Scheduled Conference



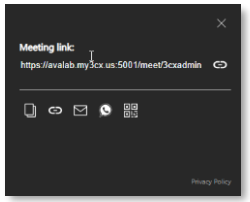
New Conference allows you to setup the type of conference you need and create calendar invites to all participants via email.

Scheduled Conferences displays all your scheduled conferences with the ability to join them.

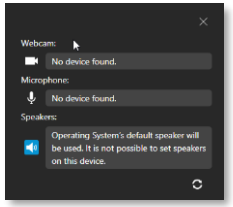
Use the **Self Test** to adjust your settings before starting a conference.

Start Now to immediately begin a new conference.

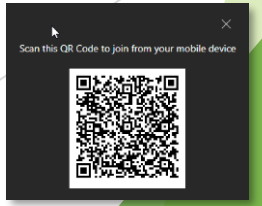
Invite participants



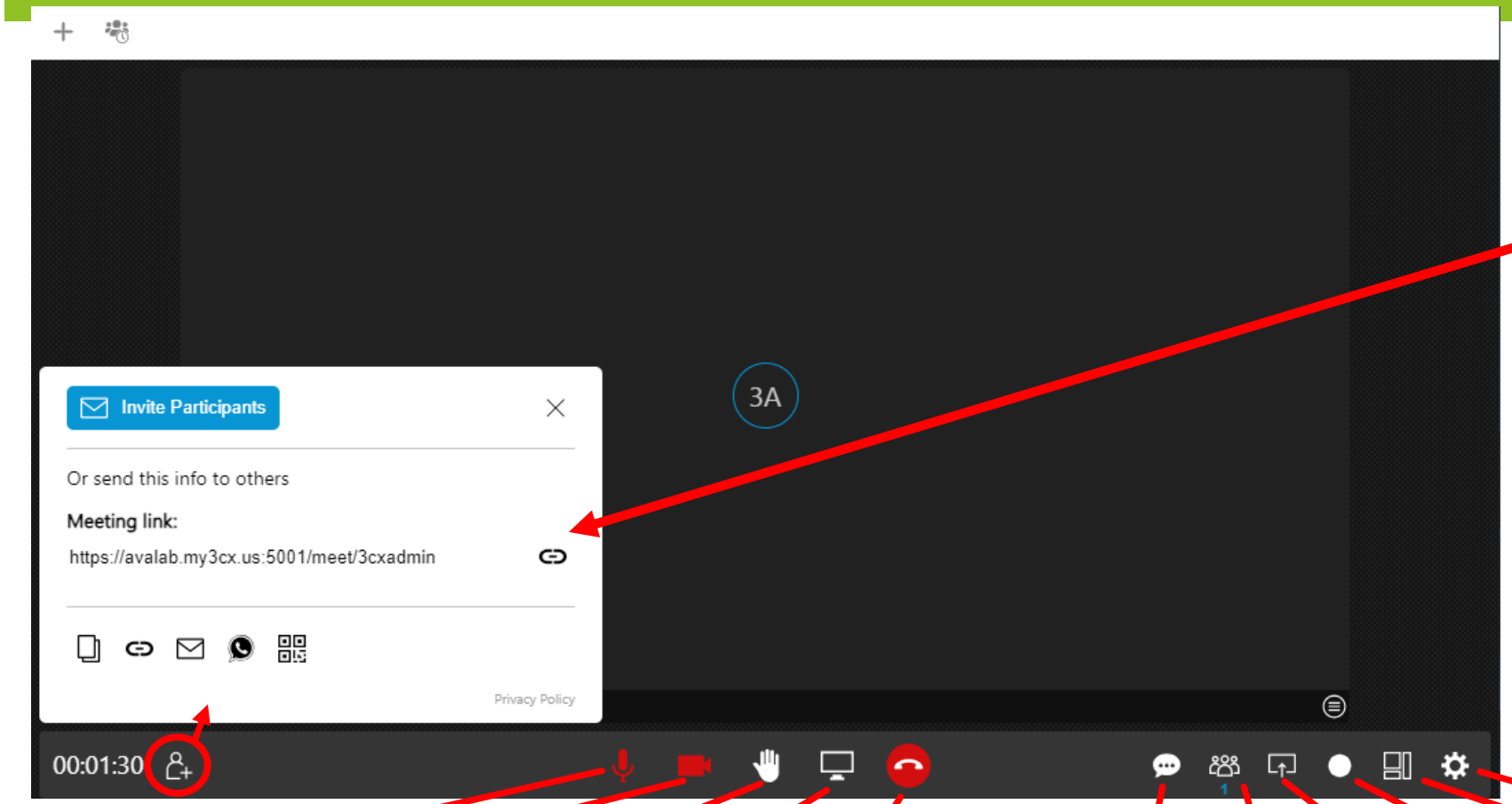
Audio/Video settings



QR code to use your mobile device for the conference



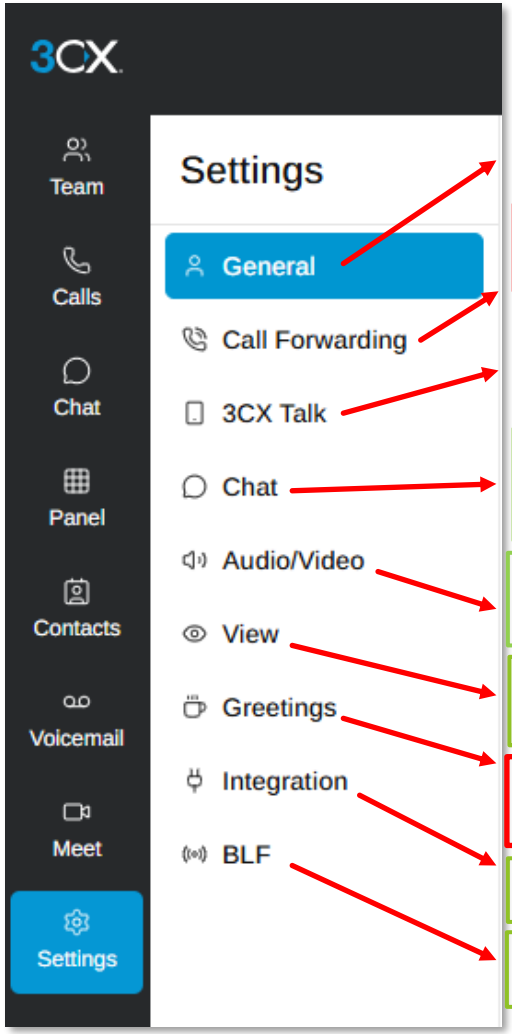
Meet: Start Now



Add Participants allows you to email an invite with your email application. Clicking the Invite Participants will immediately open your default email application on your PC.

Mute/Unmute
Camera on/off
Raise your hand
Screen sharing
End meeting
Chat
Participants
Share Content
Record Options
Layout
Options

Basic Settings



Enter your mobile number, set your voicemail pin

Set forwarding for different user status including custom status message.

Set your link name for your own personal talk & meet URL links.

Customize audible notification when receiving chats.

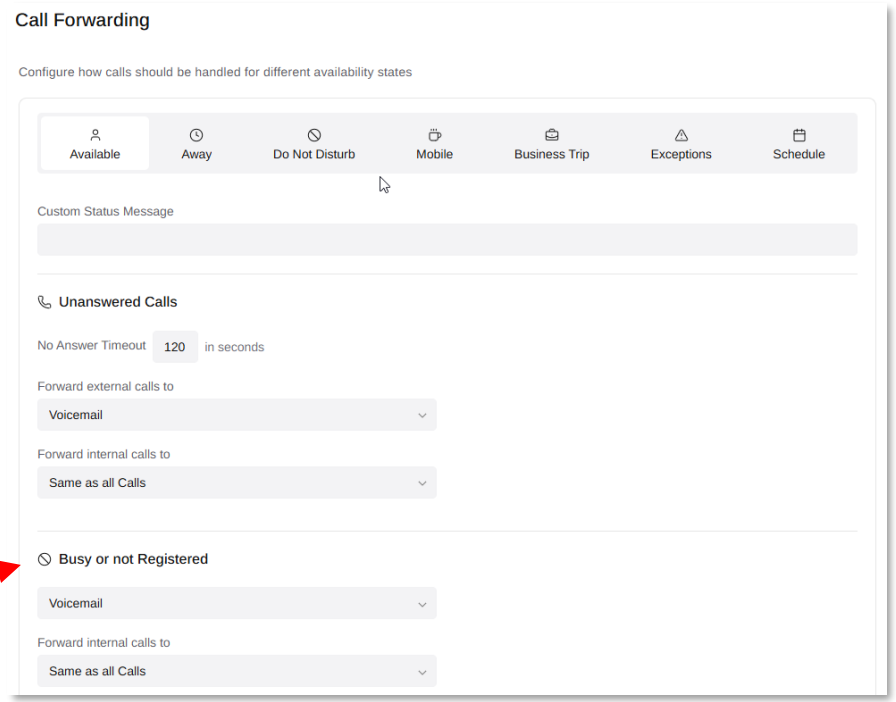
Set your headset and camera for the webclient including where you want the phone to ring.

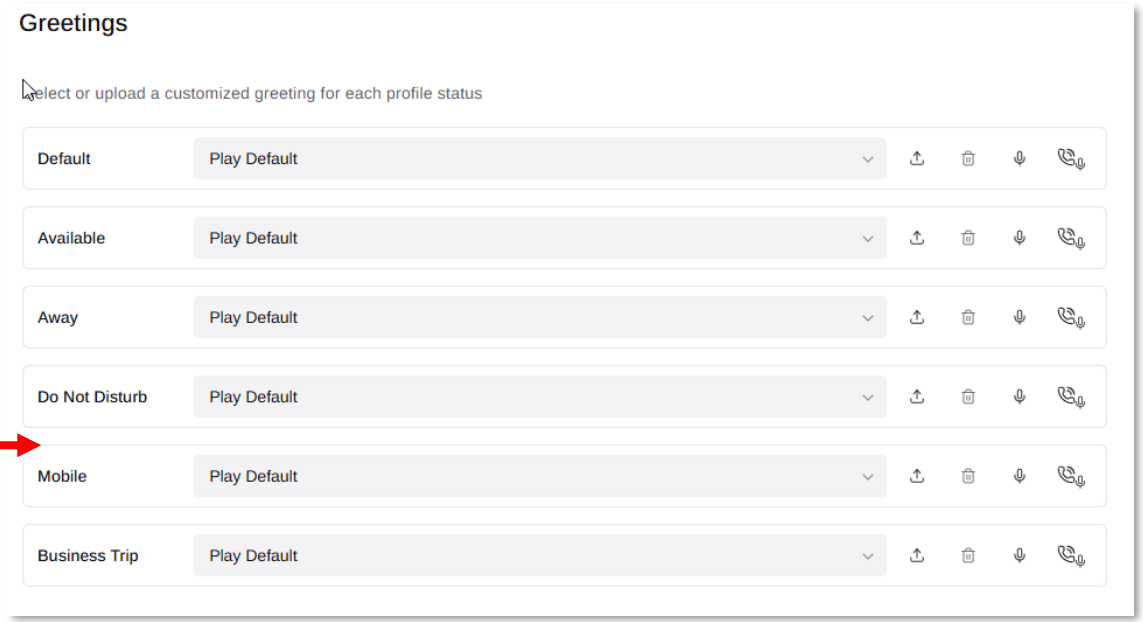
Customize your Team view. Show unregistered extensions.

Customize your personal voicemail greetings for different status settings.

Settings for CRM integration.

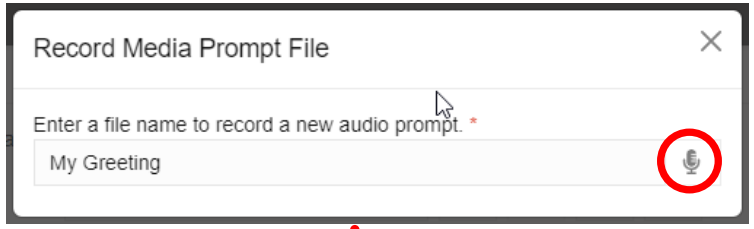
Customize your button programming.

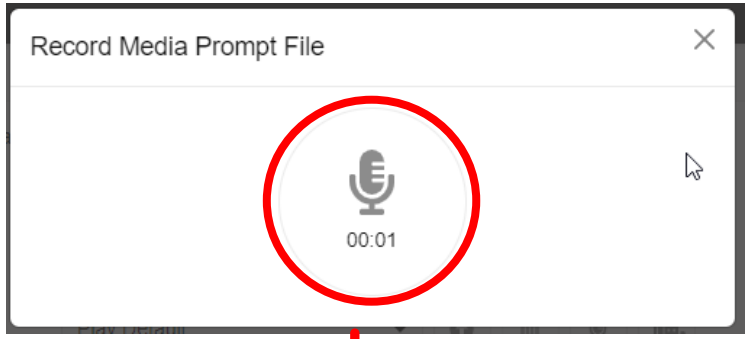


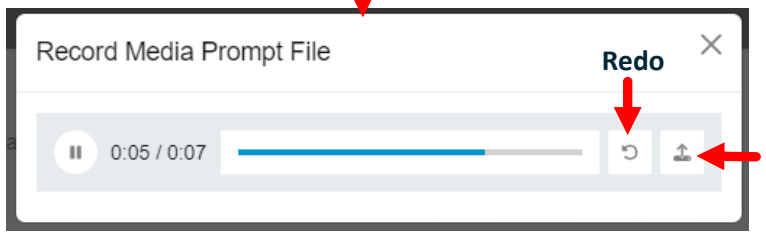


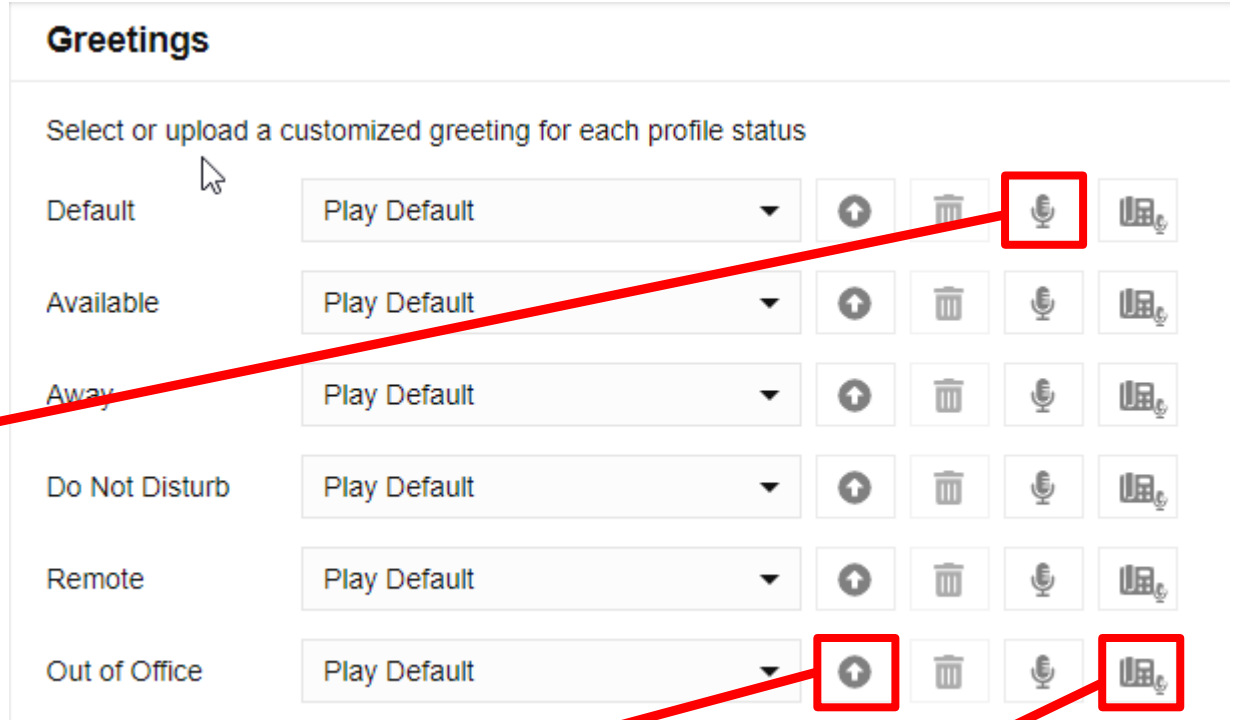
Settings: Greetings

Record using your headset. Give your new recording a name, then press the mic icon to record. Click on the upload icon before closing the window.

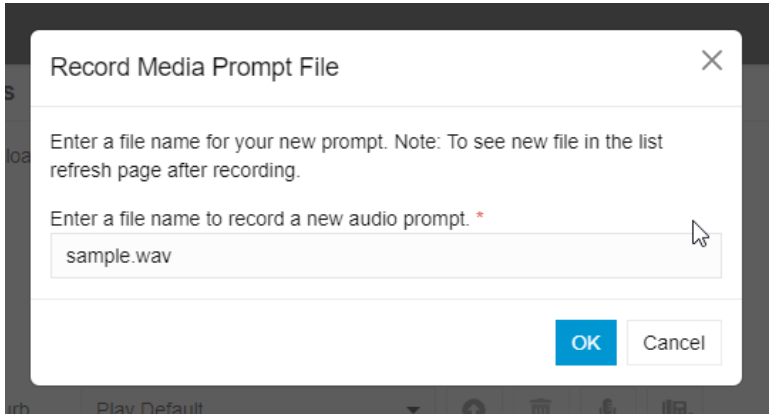








Upload your own .wav file.



Record your greeting using your Desk Phone. Enter a name for the greeting and click OK. The voicemail system will ring your desk phone. Answer the call and follow the prompts.

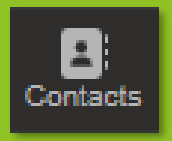
Press 0 to Save

Press 1 to Record over

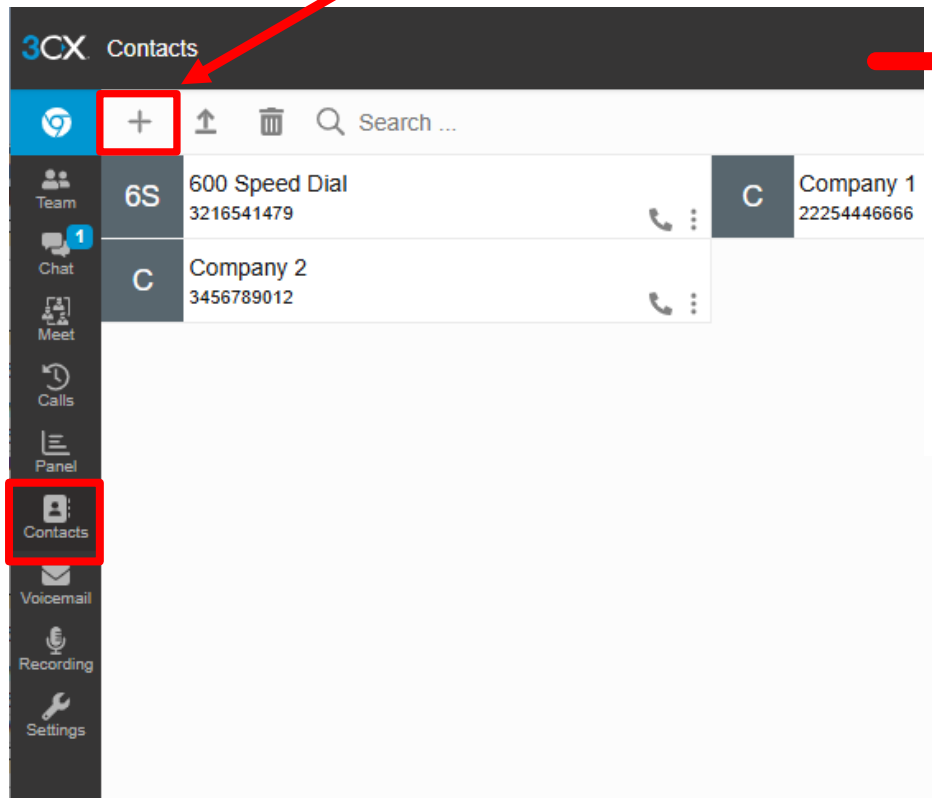
Press 2 to Play your greeting

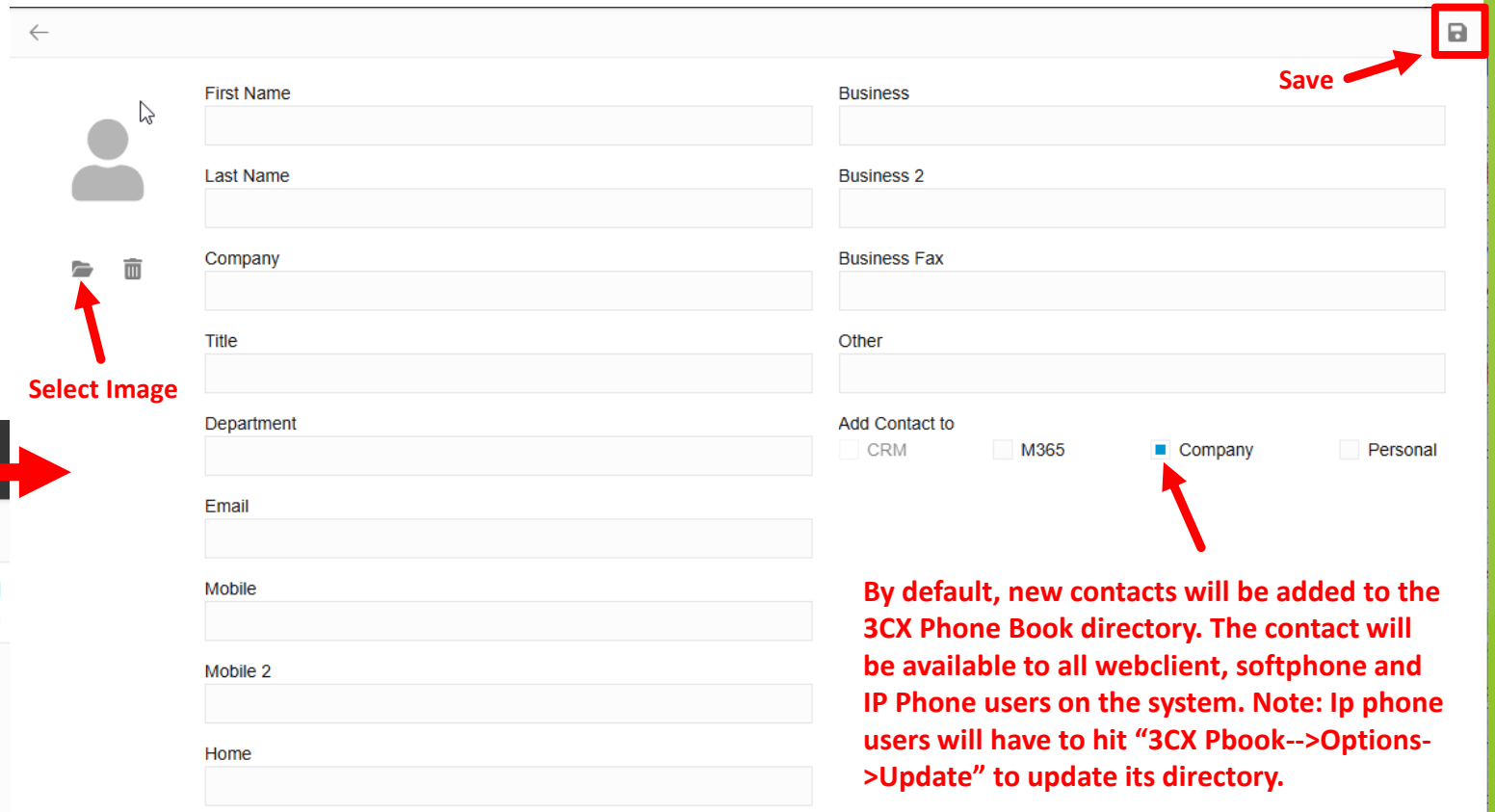
When the greeting is saved, hang up. Refresh your screen by pressing F5. You should see your new recording in the drop down list.

Contacts



To add a new contact click on the “+” button.





By default, new contacts will be added to the 3CX Phone Book directory. The contact will be available to all webclient, softphone and IP Phone users on the system. Note: Ip phone users will have to hit “3CX Pbook-->Options->Update” to update its directory.

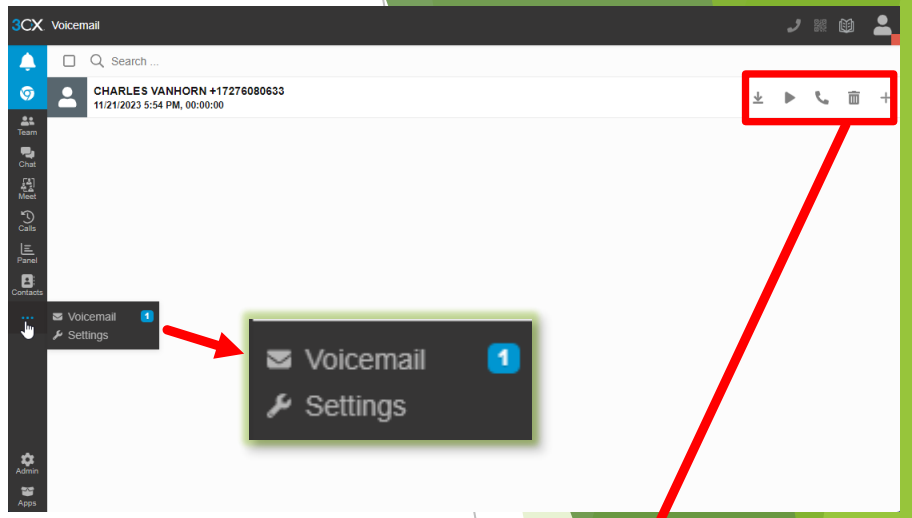
Access to Voicemail

Dial VM Access code. ***(see instructions below)***

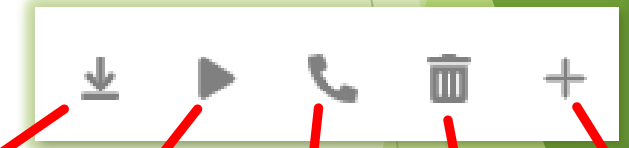
- Press * to play messages
- Press 1 to change profile status
- Press 4 to delete all read messages
- Press 5 to record name for the mailbox
- Press 6 to play mailbox information
- Press 7 to change mailbox pin
- Press 8 to record your greeting
- Press 9 to replay menu prompts
- Press # to exit voicemail

Play Sub-Menu

"0" Plays next message
"1" Plays previous message
"2" Repeats message
"3" Deletes message
"4" Calls back the number
"5" Forwards the message
"9" Back to voicemail options
"#" Exit Voicemail



OR



Download voicemail

Play voicemail.
The voicemail system will call your extension.
Anwsering the call will play your voicemail message.

Callback

Delete

Add to Contacts

Voicemail Access Code: ***Dial the appropriate code that matches your system extension setup.***

2 digit ext. "99" 3 digit ext. "999" 4 digit ext. "9999"