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3CX
PHONE SYSTEM APP

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HOW TO SETUP YOUR 3CX PHONE APP

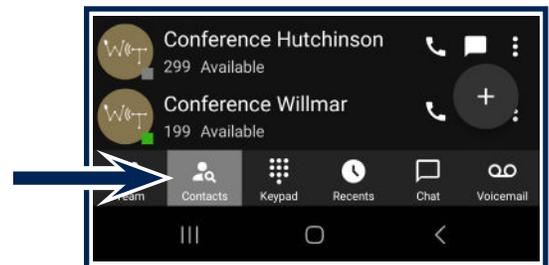
Work remotely from your home or on the go. The 3CX app allows you to take your office extension and phone number along for the ride, no matter the destination! Access your company phonebook, make and receive calls, chat with colleagues, attend to customers, and hold a conference call from the palm of your hand.

- 1| Go to your **App store**. Search “**3CX**”
- 2| **Download** the app. Accept the license agreement and authorize the various permissions the app needs (camera, microphone). Please note that not accepting will cause the app to not work correctly.
- 3| Open your **Welcome Email** press on the **QR code** next to the dialer to scan it. Your extension will be automatically configured. Alternatively, click the config file. You are now “**Ready for calls**”. If you can’t find your Welcome Email, contact West Central Technology. We can send you a new Welcome Email.



MAKING CALLS WITH YOUR 3CX APP

Making a call with your app is quick and easy. **Open the 3CX App** on your cell phone. In “**Contacts**,” search by name, number, or email address. **Click** the phone icon next to the contact. You’re now using your office phone system from your smartphone. Your office number will appear on outgoing calls, not your personal number!





Once you are on a call, you can seamlessly perform a number of actions, including:

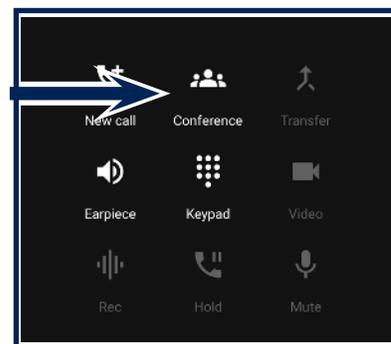
“Transfer” will give you the option to **“Blind”** forward a call without the need for you to speak to the receiver. **“Attended”** will transfer the call after you first speak to the receiving party to see if they want the call. Then press **“Join”** to transfer the call.

“Conference” allows you to create a conference call, adding more participants to join the conversation. With the phone app, you are limited to a three-person conference call.

“Rec” allows you to record your conversation for the phone system.

CONFERENCE CALLING

- 1] Click the **“Conference”** button on the dialpad.
- 2] Search for who you want to add to the **call by name or extension**, or enter their phone number.
- 3] Tap to call. They will be automatically dialed and added to your call.

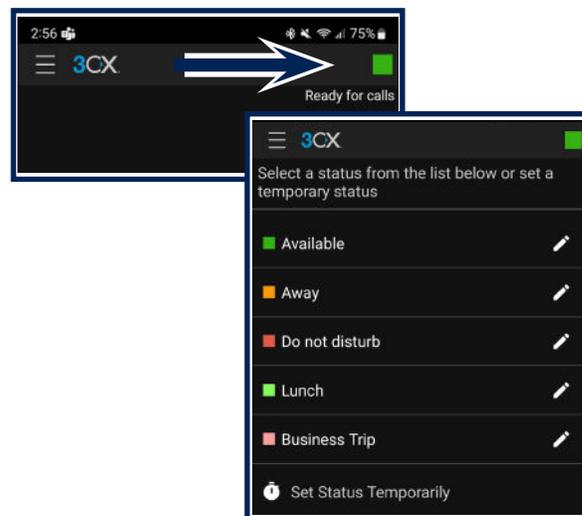


SET YOUR STATUS

Using the Status feature will let your colleagues know if it's OK to call you, saving you from being distracted and them from interrupting.

- 1] Click on the upper right hand corner square.
- 2] Choose from **Available, Away, Do Not Disturb, Lunch, Business Trip**, and **Set Status Temporarily**.

You can further customize your status and call forwarding rules by entering the status profile menu.



If you have any 3CX questions or have any other inquiries about the service, please visit our Knowledge Center at: www.WestCentralTechnology.com/Knowledge-Center You may also create a support ticket by emailing us at WCTsupport@wcthelp.com or by calling **320-441-7050**.