ANDROID APP:

* Android App requires Android 4.X and higher.
* Install it from Google Play.
* To configure the client, tap on the configuration file attached to the 3CX Welcome Email.
* Once configuration is complete the Available status on the left upper corner of the Client and On Hook in the dial screen will be activated
* You can personalize your 3CX Client by tapping on the “Settings” in the “More” button, choose between Wi-Fi and 3G connectivity or even change your theme.

3CX Settings Options:

1. Accounts: From within the accounts you may select which account you want to use. Additionally, you may edit, remove or add accounts, use “Audio Codes” and more.
2. Audio Options:

2.1) Echo cancellation

2.2) Silence Detection

2.3) Microphone Gain

2.4) Microphone Source: If microphone does not work change mode from advanced to standard

2.5) Audio subsystem: If issues, change from Open SL to Java

1. Advanced Settings:

Local SIP Port: By default, 3CX will use a random port provided by the system to pass SIP traffic through

Lock Wi-Fi: Keeps Wi-Fi awake when the screen is turned off

Enable 3G

Full Screen

Proximity Sensor

Keypad Tone

Use System Ringtone: set a different ringtone

Ringtone: ringtone that will play when you receive a call

Verbose Logging

Send Log Report

1. About

Register: automatically re-provision the 3CX Client

Request Welcome Email

Language

1. a

WINDOWS APP:

1. System Requirements:

Windows 7 or higher

Microsoft .Net 4.5.2

1. Download and install <http://downloads.3cx.com/downloads/3CXPhoneforWindows15.msi>
2. To configure the client, double-click on the configuration file attached to the 3CX Welcome Email
3. Your client can start in either Softphone mode or CTI mode

4.1) Softphone Mode

An IP phone is not required

4.2) CTI Mode

An IP phone is required

You can make and receive calls on your desk phone as well as remotely initiate, transfer

and create conference calls.

1. Settings

5.1) You can personalize your 3CX Client by clicking on the Settings Icon.

5.2) Call Forwarding

5.3) Configure Accounts

5.4) Recordings: allows you to record calls

5.5) Audio Options

5.5.1) Echo cancellation

5.5.2) Silence Detection

5.5.3) Microphone Gain

5.5.4) Audio Devices

5.5.4) Microphone: selects microphone

5.5.5) Speaker

5.5.6) Ringing

5.8) Advanced Settings

5.8.1) Enable Video

5.8.2) Video Resolution

5.8.3) Frames per sec

5.8.4) Bandwidth

5.8.5) Video Devices

5.9) Hot Keys

5.10) Advanced Settings

5.10.1.1) Behavior:

5.10.1.2) Focus: If enabled, the 3CX Client will pop up

5.10.1.3) Transfers using Drag and Drop: You can select the default transfer method when you Drag and Drop an active call.

5.10.1.4) External Application: enables and controls communication between the 3CX Client and 3rd party applications.

5.10.1.5) Language:

5.10.1.6) Auto Answer: incoming calls will be automatically answered by the client. This is available only in Softphone mode.

5.10.1.7) Integration: CRM Integration gives you the ability to use your CRM system seamlessly with the 3CX Client. There’s no need to have your 3CX Client and CRM system running simultaneously.

5.10.1.8) About:

5.11) Themes

5.12) Re-register: If your client is having difficulties connecting to your PBX or is not registering.

5.13) Request Welcome Email:

5.14) Import Contacts: How to import contacts from integrated accounts such Office 365 or Google. Read the Using the phonebook chapter for more details and information.

5.15) Exit Client

1. Quick Menu:

It contains all the necessary shortcuts of the mostly used features. The available features included cannot be changed nor modified

OSX APPLICATION:

1. System Requirements:

Mac OS 10.10 and higher

1. Download and install <http://downloads.3cx.com/downloads/3CXPhoneForMac15.dmg>
2. To configure the client, double-click on the configuration file attached to the 3CX Welcome Email
3. Unmount the 3CXPhone disk image on your Desktop by dragging it to the “Eject” icon in the Dock
4. you can personalize your 3CX client by clicking on the “Settings” button.

5.1) Behavior

Prevents PC to go to sleep

focus on incoming calls

Auto Answer

Profile Status: status will be changed automatically

Call Forwarding

5.2) Audio. Specifies:

Microphone

Speaker

Ringing

5.3) Advanced Settings

Local SIP Port: Default is 5075. First RTP Port: Default is 40000. If you would like to change this contact your administrator.

External Application: enables and controls communication between the 3CX Client and 3rd party applications. Find out more on 3CX Application Partners.

Accounts:

5.4) Preferences

Select Language

Application Theme

1. Quick Menu

It contains all the necessary shortcuts of mostly used features required to maximize your productivity. The available features included cannot be changed nor modified.

Configuring Call Forwarding Rules:

allows you to automatically forward an incoming call to voicemail, another extension, an external number, your mobile, or send a busy signal, depending on your current status and time.

Configuring rules:

1. Click or tap on your status.
2. From the list click or tap “>” to access the forwarding rules for the selected status.

Note: In Windows you can also access them from “Settings ⇒ Call Forwarding”, in Mac from “Settings ⇒ Behavior ⇒ Call Forwarding” and in Android from the “Account > Server Settings” tab.

1. Incoming calls can be treated differently according to the selected rules set for the status. There are five statuses to select from as seen below.

Unanswered Calls:

No Answer Timeout

My Voicemail: Forward to your voicemail

Extension: Select the extension you wish to forward your unanswered calls to

My Mobile\*: Forward to your mobile number.

External Number or Skype ID\*: forward to external or skype

System Extension: forward to another extension

Away and Do Not Disturb

Lunch and Business Trip

Same for all statuses

1. Exceptions to Forwarding Rules