

01 Using Your Deskphone



To Make a Call

- 1 Dial the number on the keypad and hit the send or enter button.
- 2 OR select a contact or extension from your Web Client or a number from a web page, hit call.
- 3 The Web Client triggers the call on your deskphone if selected via the phone selector toggle.

To Transfer a Call



- 1 Attended transfer: Press "Transfer", dial number or select extension, press "Send", announce caller, press "Transfer" and hang up.
- 2 If you announce the caller and need to pick up the held call after the transfer was attempted, press "Resume".
- 3 To transfer someone directly to VoiceMail: Press "Transfer", dial *4 + number or extension, press "Send", then immediately press "Transfer" and hang up.

02 Voicemail



Setting your Voicemail Greeting

- 1 **By phone:**
 - a. Dial the voicemail number as indicated in your welcome email.
 - b. Enter your PIN and then press "#".
 - c. Select option "9", then "8" and then "0" to record.
 - d. Press "#" to end recording and "0" to save.
- 2 **From the Web Client:**
 - a. Go to "Settings" > "Greetings".
 - b. From here you can set a greeting according to your status.

To Playback Voicemail



- 1 **By phone:**
 - a. Dial your voicemail number or hit "Voicemail/Message"
 - b. Enter your PIN, press "#" and then "*" to play your messages.
- 2 **Web Client:** Click on "Voicemail" and click the playback icon to listen to the message on your selected phone.
- 3 **Android & iOS App:** Select "Voicemail" and tap on the voicemail to listen to the message.

03 Your Office Anywhere - The 3CX Apps

Download the iOS or Android Apps

- Open your welcome email.
- Open the app on your device, tap on the menu (top left) and then "Scan QR Code".
- Now scan the QR code from your welcome email - done.

Download the Windows App

- Open your welcome email.
- Download the attachment and double click on it.
- The app will then automatically configure itself.

To Transfer a Call

- Click "Transfer" or "Att. Transfer".
- Enter the extension or search by name, tap "Transfer" and hang up.
- If Att. Transfer announce the call and click "Transfer".

