



VOICE
SERVICES

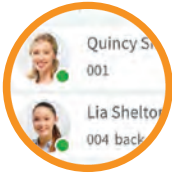


Flip Connect

3CX

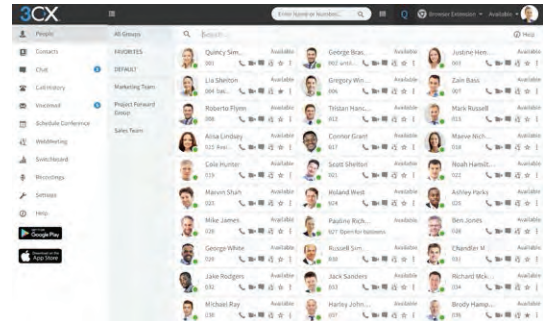
Quick Reference Guide

01 Your Communications Dashboard - The 3CX Web Client



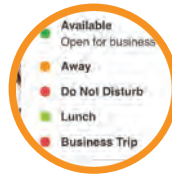
Logging in

- 1 Retrieve your credentials from your Welcome Email.
- 2 Go to your Web Client URL, e.g. <https://mycompany.3cx.com/webclient/>
- 3 Log in using your extension and password.



Make, Receive & Transfer Calls

- 1 Make a call by clicking on an extension or enter name/number in the search box.
- 2 Toggle the phone icon to trigger a call on your smartphone, deskphone or web client.
- 3 Transfer a call by clicking “**Transfer**” or “**Att. Transfer**”, enter the extension or name.
 - a. If Att. Transfer announce the call and click “**Transfer**”.
 - b. To blind transfer click “**Transfer**” and hang up.



Manage your Status

- 1 Set your status and status message by clicking on the drop down menu next to your avatar.
- 2 Click on the pencil to add a status message.
- 3 Set status temporarily to time limit your status automatically.
- 4 Green means available, yellow on a call, red is busy - calls will be diverted to voicemail.



Call numbers from web pages The 3CX Browser Extension

- 1 Install the [Chrome](#) or [Edge](#) extension.
- 2 Open Web Client and click on “**Activate your 3CX Browser Extension**”.
- 3 Clicking on a number will launch the 3CX Browser Extension dialer.



Chat with your Colleagues

- 1 Click on the “**Chat**” function.
- 2 Click on the “**Compose**” icon to search and add people for one-on-one or group chat.
- 3 Select the extension(s) and click “**OK**” to start chatting.

02 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**”.



03 Using Your Deskphone



To Make a Call

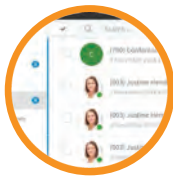
- 1 Dial the number on the keypad and hit the send or enter button.
- 2 OR select a contact or extension from your Web Client or a number from a web page, hit call.
- 3 The Web Client triggers the call on your deskphone if selected via the phone selector toggle.

To Transfer a Call



- 1 **For blind transfer:** Press “Transfer”, dial the extension, press send/dial and hang up.
- 2 **Attended transfer Yealink:** Press “Transfer”, dial number or select extension, press “Send”, announce the caller, press “Transfer” and hang up.
- 3 **Attended transfer Snom:** Press the “Hold” button and dial the extension you want to transfer to. Announce the call and press “Transfer” followed by send/dial and hang up.

04 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.

05 Scheduling an Audio/Web Conference



Creating an Audio Conference



- 1 Tap or click on “Schedule Conference” (in the top menu for smartphones).
- 2 “Enable Announcements” to get notified when participants join.
- 3 Add the “Subject” and “Notes”.
- 4 Specify the preferred time.
- 5 Hit “Create Meeting” (Web Client) or “Done” (Android & iOS) and add participants.
 - a. Participants will receive an invitation email with an external dial-in number and a PIN.
 - b. Internal participants will receive an email with an extension and PIN or be called.

Creating an ad-hoc Web Conference

- 1 Click on “WebMeeting” in the web client.
- 2 Allow WebMeeting to use the camera and microphone.
- 3 Click on “Join Now” and then on “Invite People” on the right panel to add participants.