3CX V20 USER MANUAL

BY FOPPEX

www.foppex.com

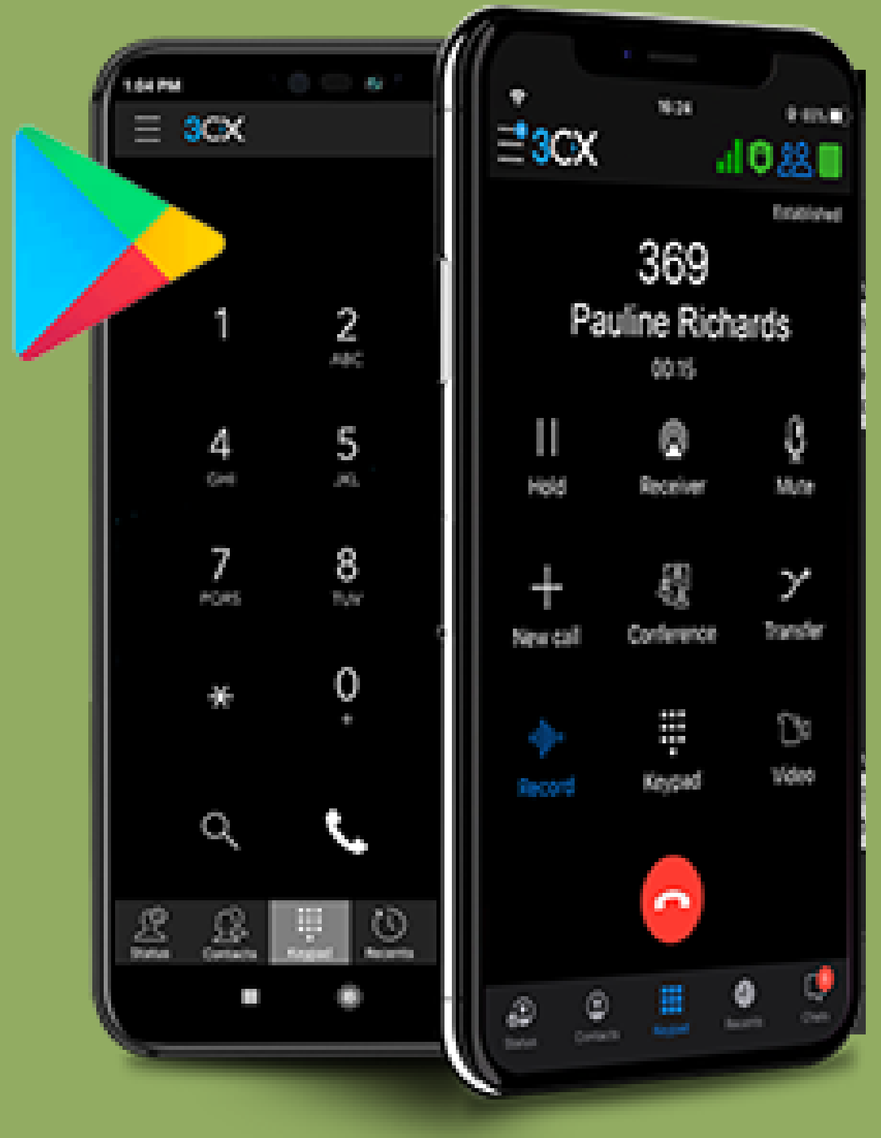
THE 3CX APPS

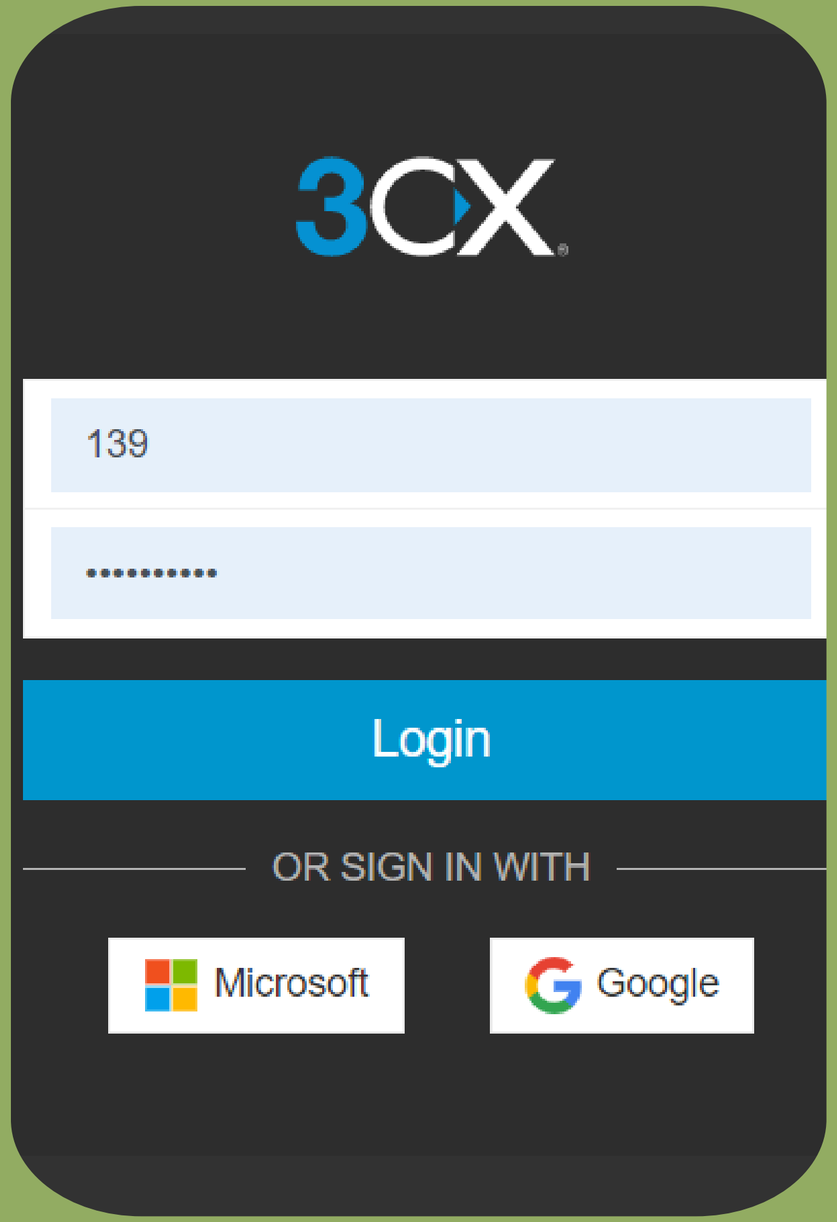
DOWNLOAD AND INSTALL THE IOS OR ANDROID APP

- Open your welcome email.
- Set your credentials to your Web Client login.

LOG INTO YOUR WEB CLIENT

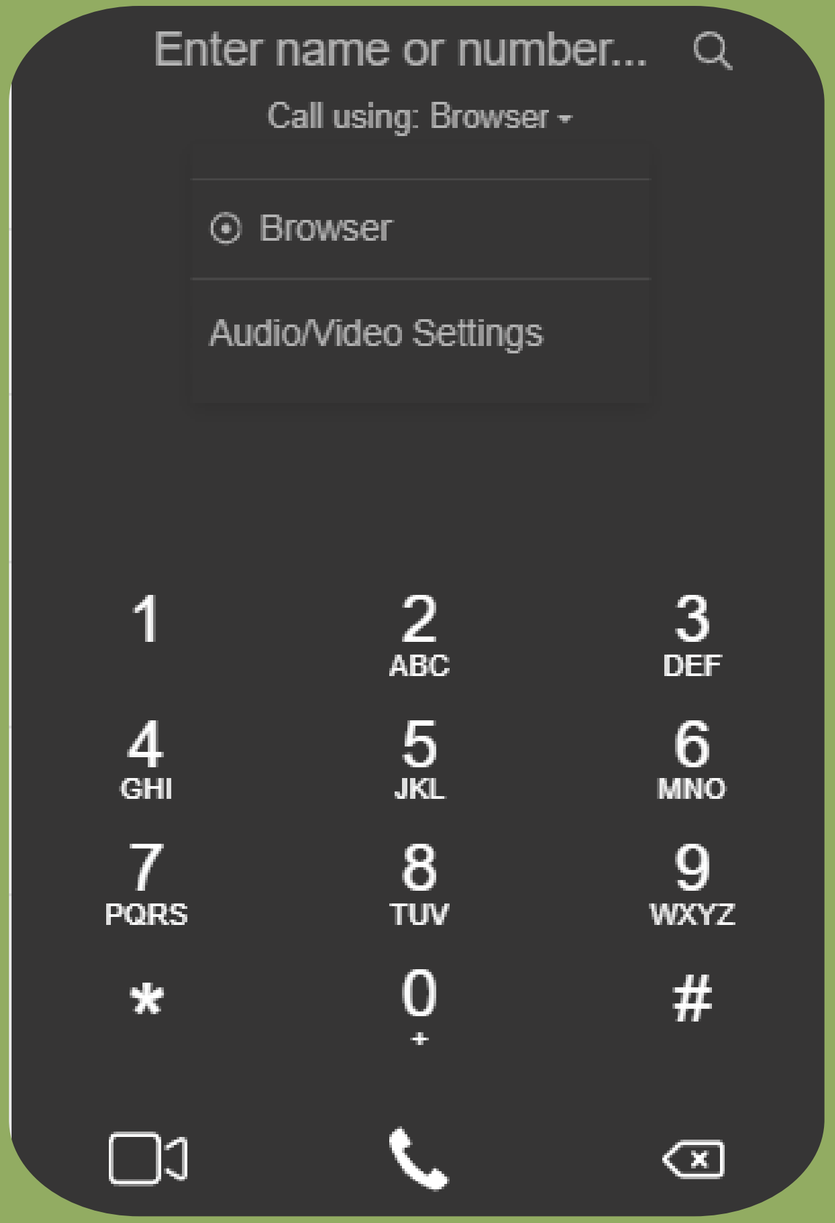
- Click on the QR code in the top-right corner.
- Open the 3CX app on your smartphone and scan the QR code.





3CX WEB CLIENT / WINDOWS APP

- Set your credentials from your welcome email.
- Go to Web Client URL: https://companyname.3cx.com.cy/
- Log in using your extension and password.
- After logging in to the Web Client, click on "**Apps**."
- Install the Windows app and click "**provision**" afterward to automatically connect the app.



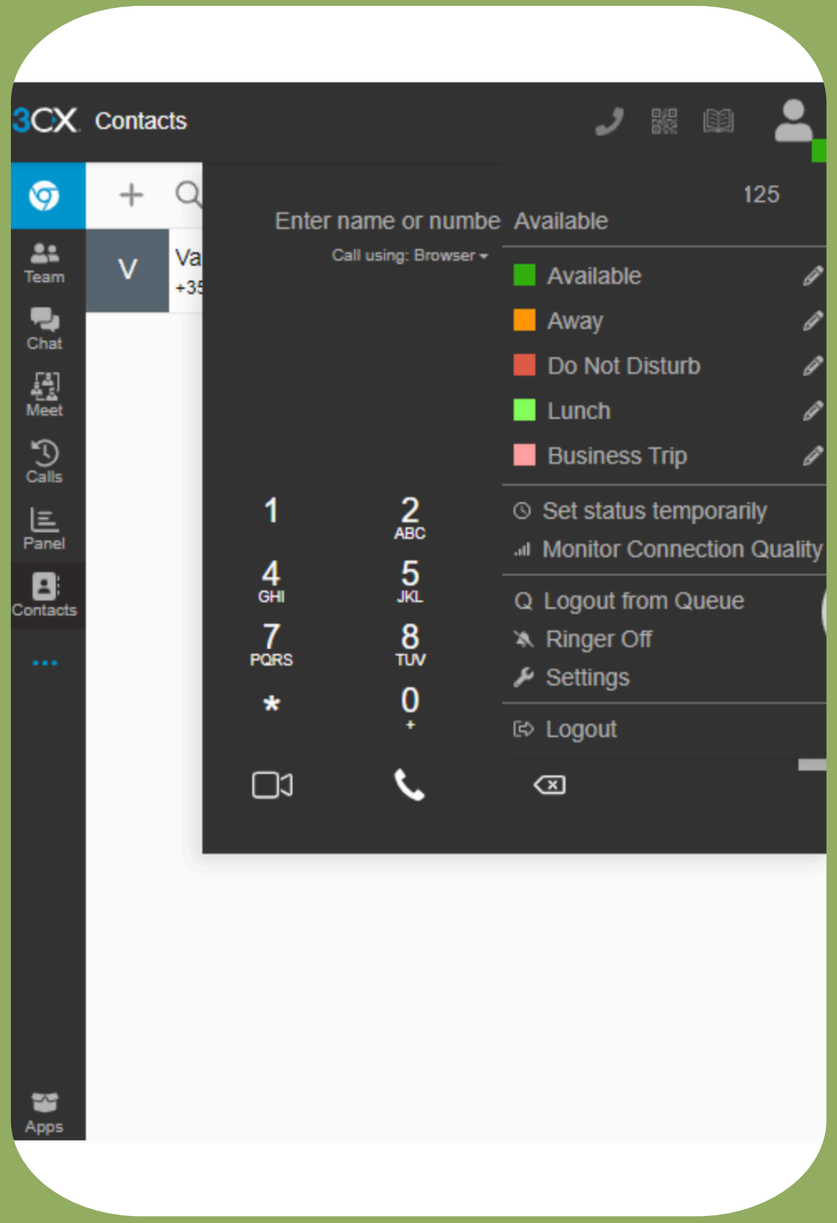
3CX CLIENT: WINDOWS APP

Make, Receive & Transfer Calls

- Make a call by clicking an extension or entering a name/number in the search box.
- Beneath the search bar you will see an option “Call using: Browser”. Click on the arrow and a dropdown will appear with available devices/apps for you to use to place calls.

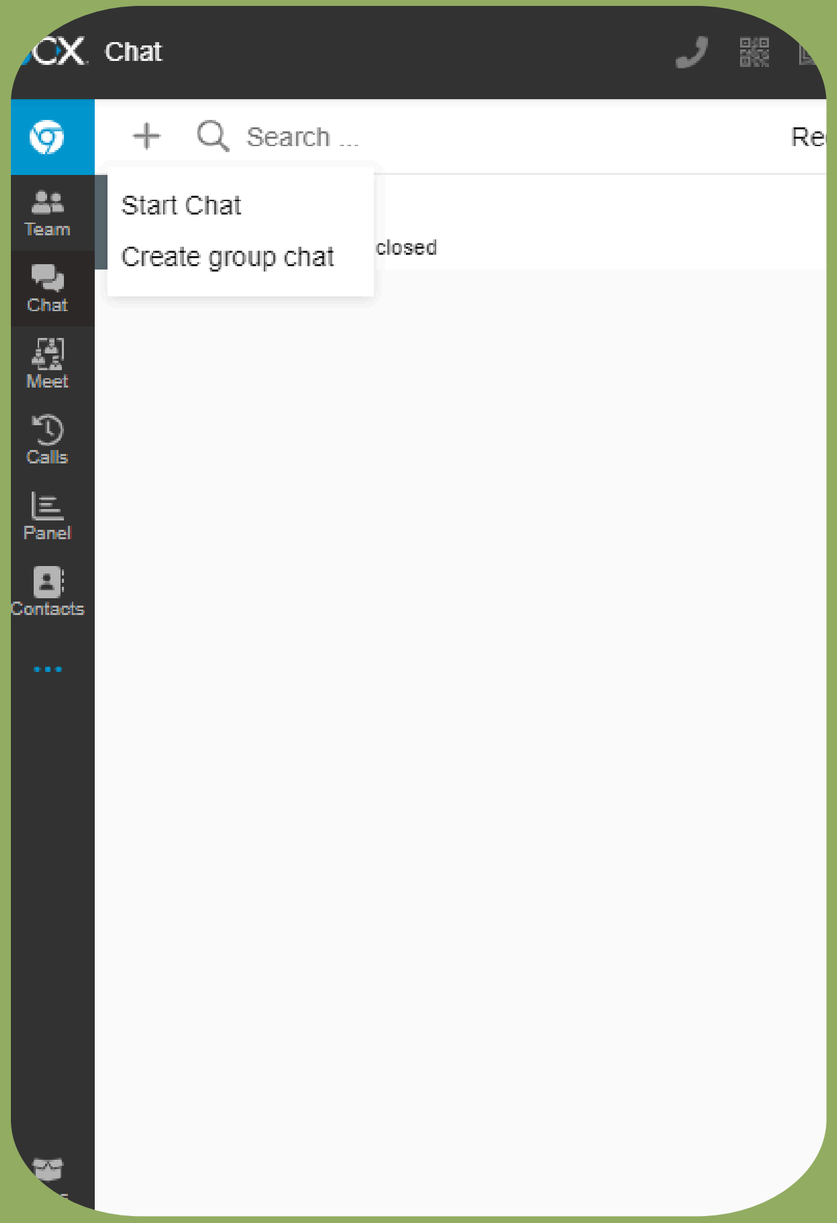
Transfer a call: Transfer a call by clicking “Transfer” or “Att. Transfer,” and enter the extension or name.

- **Attended Transfer:** Click "**Att. Transfer**," announce the call, and click "**Transfer**."
- **Blind Transfer:** Click "**Transfer**" and hang up.



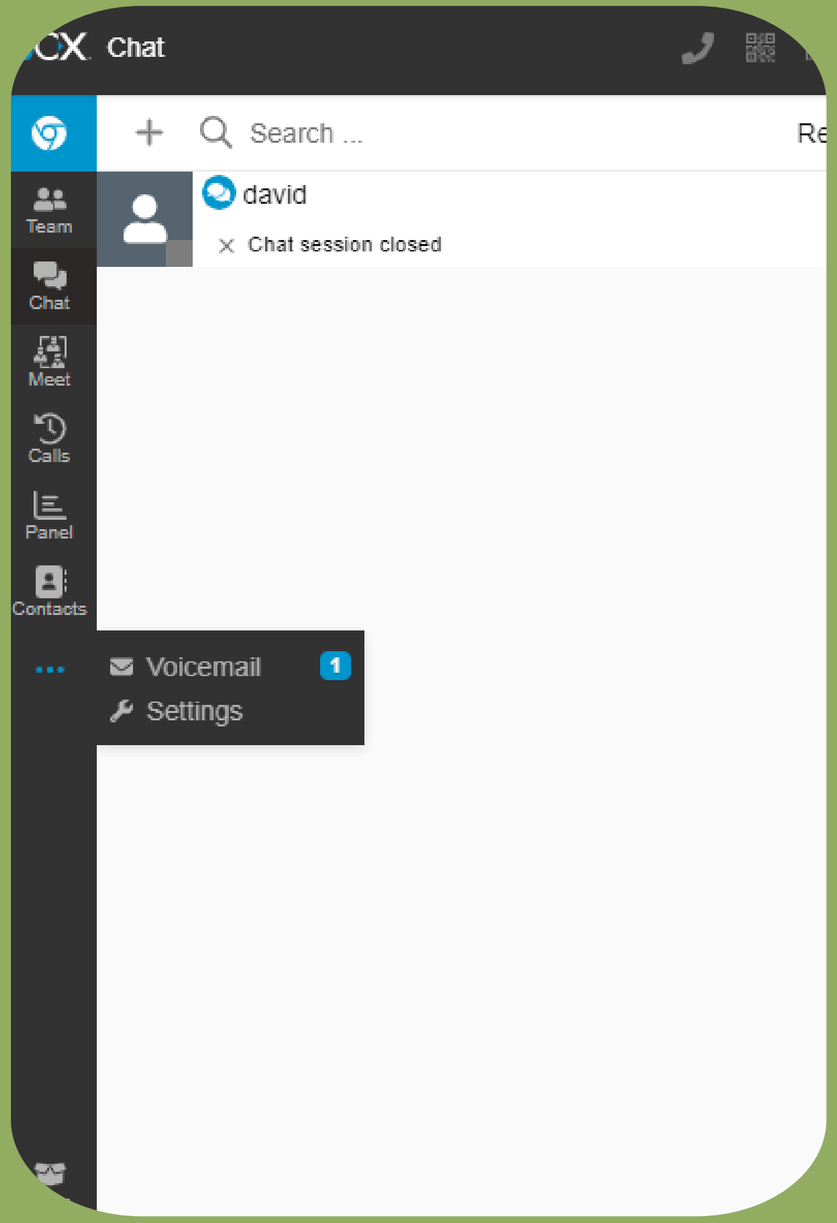
MANAGE STATUS

- Set your status and status message by clicking on the drop-down menu next to your avatar.
- Click on the pencil icon to add a status message.
- Set status temporarily to time-limit your status automatically.
  - Green: Available
  - Yellow: On a call
  - Red: Busy (calls will be diverted to voicemail).



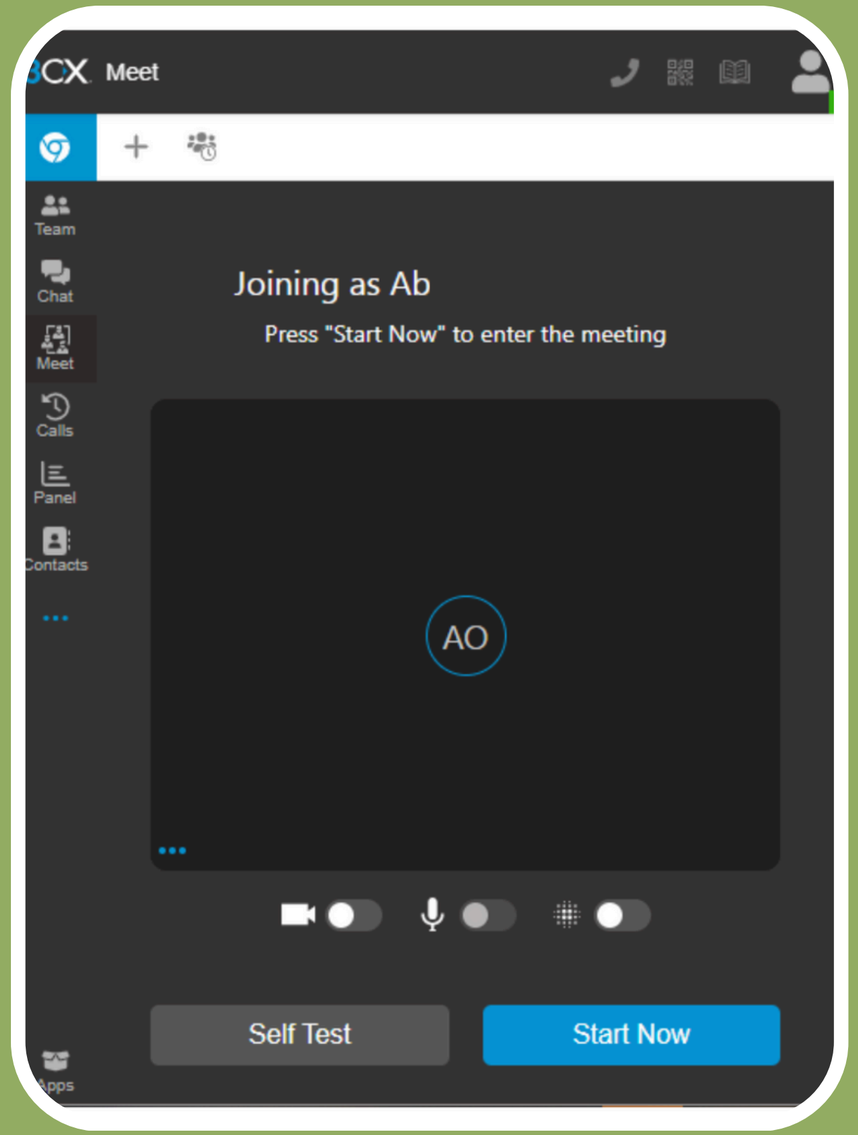
CHAT WITH TEAM MEMBERS

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



VOICEMAIL

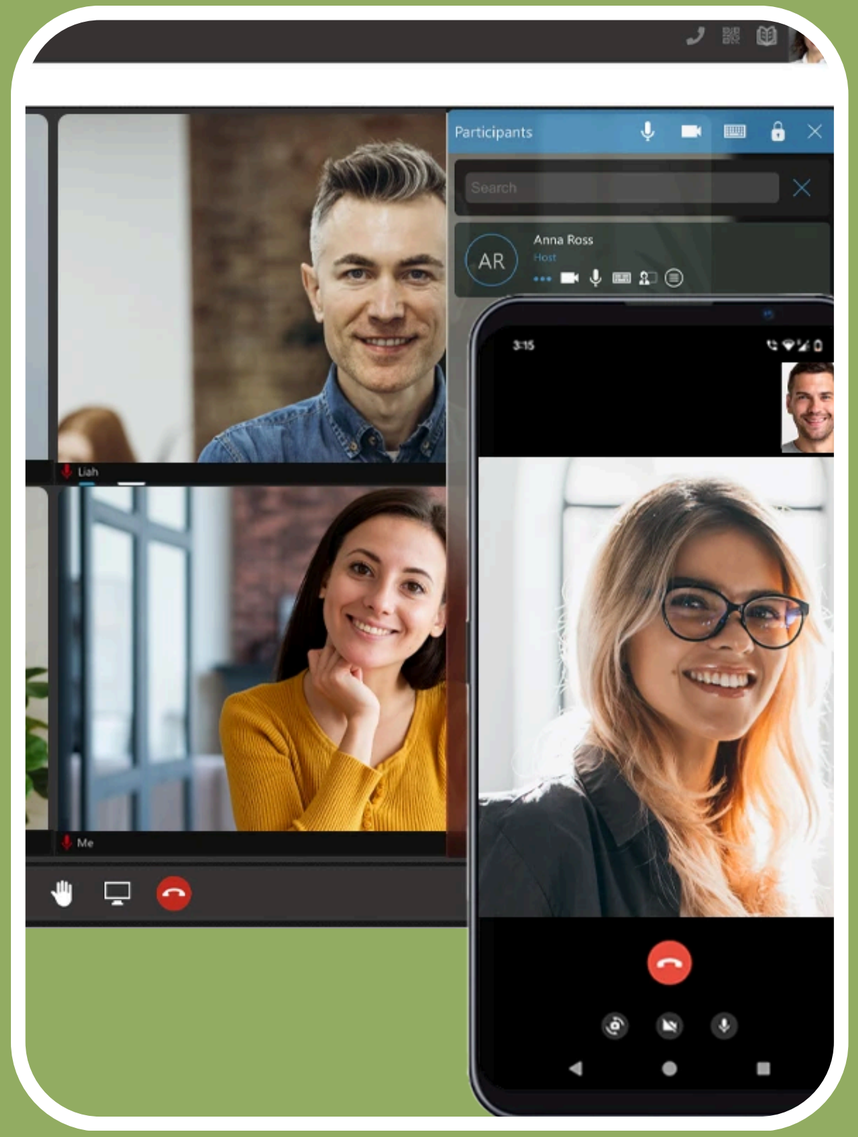
- **Web Client:** Click on “Voicemail” and click the playback icon to listen to the message on your selected phone.
- **Windows Desktop & Mobile App:** Tap the voicemail icon, tap on the voicemail you want to play, and listen to the message.
- **Deskphone:** Dial your voicemail number or press “Voicemail/Message,” enter PIN, press “**#**,” and then “*****” to play messages.



SCHEDULING AN AUDIO/WEB CONFERENCE

To create an ad-hoc Web Conference:

- Open Web Client/Desktop App > "**Meet.**"
- Allow 3CX to access your camera and microphone > "**Join Now**."
- To invite participants, copy the link or share via WhatsApp or email.
- To configure **Click2Talk** and **Click2Meet** friendly names:
  - Click on settings and type the friendly name to use for your Click2Talk and Click2Meet link.



CREATING A CONFERENCE

To create an Audio Conference:

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

About Foppex

info@foppex.com

www.foppex.com

At Foppex, we specialize in providing tailored communication solutions. As a trusted partner for 3CX systems, we offer training and end-to-end support, from setup to ongoing management, ensuring your business stays connected.

If you have questions or need personalized assistance, our team at Foppex is here to help. Reach out to us today.