



Oddnitive
Technologies

**USER GUIDE:
SMARTPHONES**

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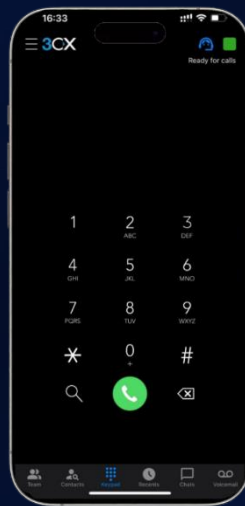
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Introduction iPhone

Whether you choose to work remotely from home, the pool, or your local coffee shop, the 3CX iOS app lets you take your office extension with you. Aside from managing calls and contacts, you can also chat with colleagues and clients via WhatsApp, Facebook, SMS, and live chat on the website, as well as hold a video conference—all from the palm of your hand.



(3CX Mobile App on iOS iPhone
15 pro max device)

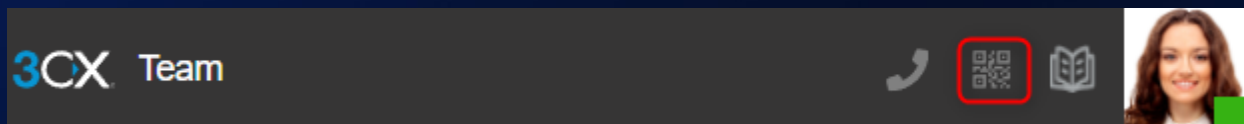


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Step 1: Install the iOS App

1. Install the iOS app from the [App Store](#).
2. Open the app, read and accept the license agreement, and authorize the various permissions the app requires (camera and microphone).

Step 2: Set up your Extension: Scan the QR Code




(QR code location in the 3CX Web Client)

1. Open your web client and click the QR code in the top right corner.
2. Open the camera on your iOS device and scan the QR code that appears on the screen.
3. Your extension is set up and you are now "Ready to receive calls!".

Making a Call

Using the iOS app to make a call is as easy as using your smartphone's native calling feature.

- Enter a number using the dial pad and press call.
- Click on  the menu option and search for contacts by name, extension number, or email address. Or tap on a contact and select "Call".

You can easily perform several actions on an active call:

1. "Transfer" will allow you to make two types of transfer:
2. "Blind Transfer" - transfers the call directly without contacting the recipient.



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3. “Attended Transfer” - transfers the call after first speaking to the recipient.
4. “Conference” – add more participants to the call.
5. “Recording” – records the conversation.
6. “Video” – Turn your call into a video call.
7. “New call” – puts the first call on hold and makes a new one.

Ask Siri to Make a Call

Use Siri to make a call using 3CX, either by name, for example: “Siri call James using 3CX” or by number, for example: “Siri call 101 using 3CX”:

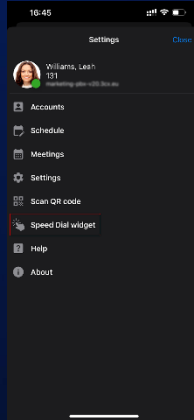
- Make sure your device has Siri enabled. If not, go to Settings > Accessibility > Siri.
- On its first request, Siri will ask for permission to access your 3CX data – tap “Yes”.
- Siri will launch the 3CX app and make the call.
- Launch the 3CX app at any time by saying: “Siri, open 3CX”.
- If there are multiple people with the same name, Siri will ask you to choose which number to call.

Speed Dial Plugin


Quickly make calls using the 3CX Speed Dial plugin from your iOS device screen.



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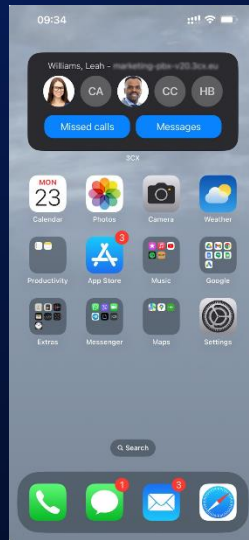


(Speed Dial Add-on in iOS App)

1. Click  on the menu in the upper left corner.
2. Select the “Speed Dial” add-on.
3. Select 1 of the 3 options:
 1. Friends: You can add up to 20 contacts and quickly access "Missed Calls" and "Messages".
 2. Cards: Up to 10 contacts in a 2-column list.
 3. List: A list of the 5 most used contacts.
4. Add your extensions by clicking on the empty slots and selecting the contacts you want to include.
5. Once done, tap “Settings” to go back.
6. Go to your iPhone's home screen and press and hold anywhere on the screen until your apps start to “jitter”. Tap the “+” option in the top left corner.
7. In the search bar, search for “3CX”.
8. Click on “Add Widget”.



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


(Speed Dial Add-on in iOS App)

9. The widget will now appear at the top of your home screen.


Schedule a Video or Telephone Conference

With the iOS app, it's quick and easy to create an audio or video conference and invite participants. To schedule an audio conference:

1. Click on  the menu button at the top left and select "Schedule". Allow 3CX access to your calendar.
2. Add the subject and set the date and time for the conference. To create a video conference, activate the "Video" option.
3. The "Add to Calendar" option will create an event in your device's calendar. If you don't want to add the conference to your device's calendar, disable this option.
4. Click "Save".
5. A new screen called "New Event" will appear.
6. Click on the "Guests" option to add participants.




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7. Click “Done” when you've added all participants. Once the conference is held, you won't be able to edit the participants.
8. Click the “New Event” option in the top left corner.
9. Adjust your conference settings from here, such as alerts, repeat settings, attachments, and any notes.
10. Click “Add” in the top right corner when you're done.
11. Your conference is already scheduled, and your guests will receive an email with the details.
12. See all your scheduled conferences in  the “Meetings” tab menu.

To join a video conference from your iOS smartphone, you will need to have the [3CX Video Conferencing App](#) installed .

Create Conferences Instantly

Add participants to an ongoing call to create an ad-hoc conference.

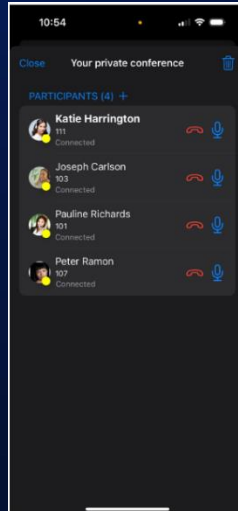
1. During a call, tap on  the option on the dial pad.
2. Search for the person you want to add to the call by name or extension or enter their phone number.
3. Tap the contact or “Call (Number)” of the person you want to add. If only one number is assigned to the contact, that number will be automatically dialed and added to the call.

Control your audio conference

Take full control of your conference call by muting, redialing, removing any participant, or adding additional participants.




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(Control your audio conference)

1. Start a three-way conference call.
2. Click on the “Conference” button.
3. Mute, redial, or remove any of the participants.
4. Press the “+” button to add more participants.

Convert a call to a video call

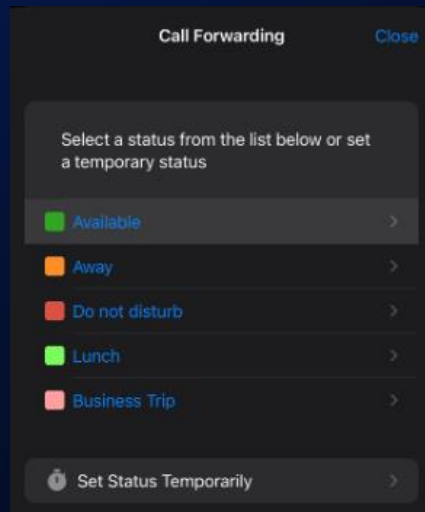
- During an audio call, you can easily switch to video by simply clicking the video  icon.
- The person on the other end will receive a notification that you're requesting a video and can choose whether to share their video with you as well.
- It is not possible to convert an audio conference into a video conference.



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Share your Availability with the State

The status feature is a great way to let your colleagues know if they can call you. This allows you to create a distraction-free zone and helps your colleagues manage calls more efficiently.



(Changing status
via iOS App)

- You can find your status options by clicking on the green box in the top right corner.
- Choose from Available, Away, Do Not Disturb, Lunch, Business Trip, and Set Status Temporarily.
- Customize your status and configure forwarding rules by clicking the arrow next to the status.

iOS App Menu

From the menu,  can:

- Switch between accounts or add a new extension.
- Schedule conferences and check upcoming meetings.
- Access your “Settings” where you can:



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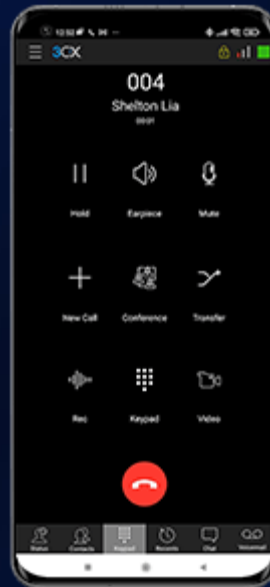
- Edit notification sounds.
- Forward emergency numbers to GSM.
- Manage device integrations.
- Replenish
- Request a resend of account credentials.
- Troubleshooting
- Scan the QR code from the web client.
- Access the speed dial plugin.
- Get help.



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Introduction Android

The 3CX Android app lets you take your business communications and contacts with you wherever you go. Access your company calendar, manage calls, answer chats, and respond to all types of messages—from the palm of your hand. You no longer need to use your personal mobile number for work calls.



(3CX Mobile App on an Android device)

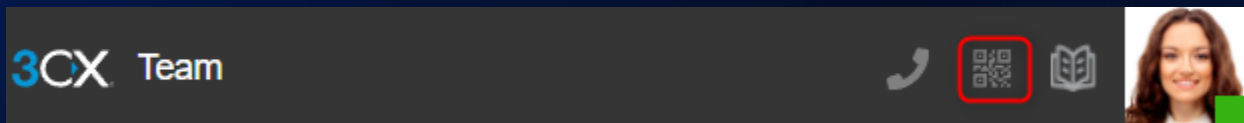


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Step 1: Install the Android App

1. Install the Android app from the [Google Play](#) store.
2. Open the app, read and accept the license agreement, and authorize the various permissions the app requires (camera and microphone).

Step 2: Set up your Extension: Scan the QR Code



(QR code location in the 3CX Web Client)

1. Open your web client and click the QR code in the top right corner.
2. Open your Android device's camera and scan the QR code that appears on the screen.
3. Grant all necessary permissions on the following screens.
4. Be sure to follow the battery optimization instructions to ensure the app runs efficiently.
5. Your extension is set up and you are now "Ready to receive calls!"

Making a Call

Making a call with the Android app is quick and easy. You can dial a number on the keypad and press the call button, or search for a contact in your "Contacts". Search by name, number, or email, and then tap the phone icon next to the contact.

Once you're on a call, you can perform several actions, including:

1. "Transfer" will give you the option to do a "Blind" transfer without the need to speak to the recipient, or "Attended" will transfer the call after



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you have spoken to the recipient to see if they accept the call and press “Join”.

2. “Conference” allows you to create an ad-hoc call conference, adding more participants to the conversation.
3. “Record” allows you to record the conversation.
4. “Video” adds video to your call for face-to-face communication.

Using Google Assistant to Make Calls

Ask Google to make a call using 3CX, either by name: “Hey Google, call James using 3CX” or by number, for example: “Hey Google, call 101 using 3CX”. When calling by name, Google Assistant will try to find the person in your device’s contacts and transfer them to the 3CX App.

- If only one contact with a phone number is found, the call will be initiated immediately.
- If the contact has multiple numbers, the 3CX App will open the contact card to select one of the numbers to call.
- If there are multiple people with the same name, the 3CX App will filter through all contacts by name to select the correct contact.

To set it up:


- Enable the Google Assistant on your device.
- Make sure both your device and Google Assistant regions are set to “English (US)”.
- Install the 3CX App with an active account.

How to Schedule a Video or Telephone Conference

Schedule a phone or video conference in seconds with the Android App:



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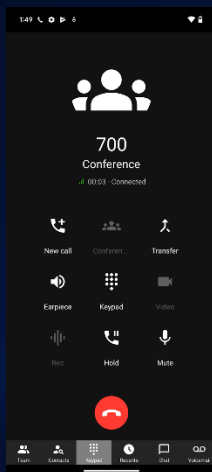
1. Click on the menu  button in the upper left corner and select “Schedule”.
2. Add the Subject and select the day and time to schedule your conference.
3. If you are creating an audio conference, you will see a “PIN”.
4. If you are creating a video conference, then you will need to enable the “Video” option.
5. Choose whether you want to create a calendar event and proceed to “Add 3CX Contacts”. When you're done adding contacts, tap the arrow in the bottom right corner.
6. Click the arrow in the lower right corner and a new calendar entry will open. Make any necessary changes and click “Save”.

Note:

- Once you have created the conference you will not be able to modify the participants.
- To join a video conference from your Android smartphone, you will need to have the [3CX Video Conferencing App](#) installed.

Create an Ad-hoc Conference

Easily add more participants to an ongoing call:



1. Click the “Conference” button on the on-screen keyboard.
2. Search for the person you want to add to the call by name or extension or enter their phone number.
3. Press to call. You'll be automatically called and joined.

See our [Video Conferencing chapter](#) on how to create a video conference from your smartphone.

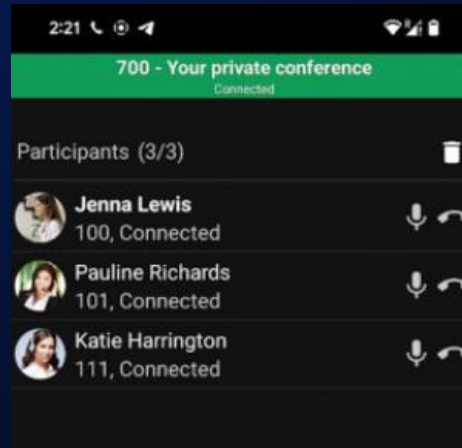
(How to create an ad-hoc conference call)



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Control your Audio Conference

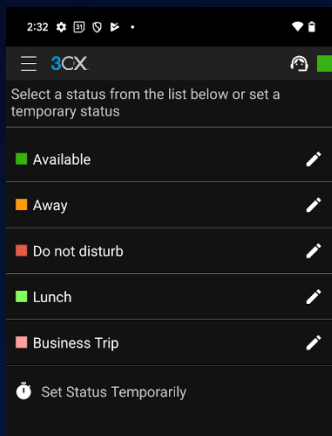
Take full control of your conference call by muting, redialing, removing any participant, or adding additional participants.



(Control your Audio Conference)

1. Start a three-way conference call.
2. Click on the “Conference” button.
3. Mute, redial, or remove any of the participants.
4. Press the “+” button to add more participants.

Establish your State



(Set Status options menu in the 3CX Android App.)

With the Status feature, your colleagues will know if you're free to take a call, avoiding distractions and wasted time.


Access the status feature by tapping the green box shown above in the top right corner. Choose from Available, Away, Do Not Disturb, Lunch, Business Trip, and Temporary status.

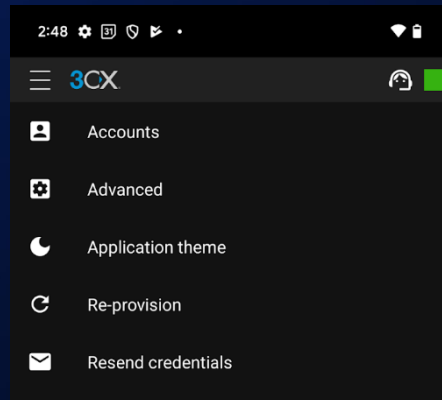
You can further customize your status and call forwarding rules by tapping the pencil icon next to each status.



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Customize your App

Customize your application by clicking on the menu  in the top left corner and then click “Settings”. Here you'll see the following options:



- Accounts: Add, edit, and switch between accounts.
- Advanced: See below.
- Choose your app theme.
- Re-provision.
- Resend Credentials.

From the “Advanced” option, you can change several settings, such as Car/Bluetooth compatibility, Silent Detection, Battery Optimization, Microphone Gain, Ringtone, and more.

Having Trouble Receiving Calls?

You may be experiencing issues with PUSH notifications. Follow the steps in the [3CX Troubleshooting Guide for Push Notifications on Android](#) for help troubleshooting this issue.



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