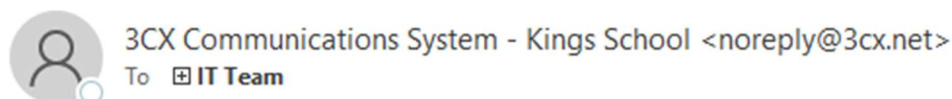


3CX User Guide

Navigating to the website

1. To navigate to the **3CX website**, open the **welcome email**. Example of Welcome email below.

Your User Account on your New 3CX System



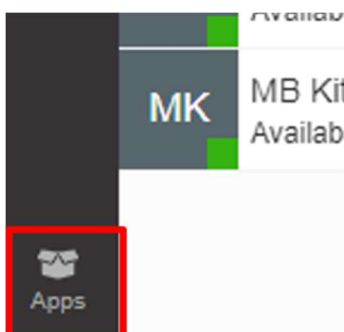
In this email you will find the **extension number**, **voicemail PIN** and the **web client link** followed by your **login details**.

2. Click the link **Outside the office**: <https://kingsely.3cx.uk:5001/webclient> for the 3CX website.
3. Once the website has opened, there will be a request for your **extension & password**. These were detailed within your **welcome email from 3CX**.
4. After logging in you'll see the various contact details in our phone system (People) and areas for you to store your own contacts, look at your call history (e.g., missed call) and other functions.

Installation and use of the Chrome Extension

This will allow you to call numbers from websites by clicking on the number displayed on your PC screen.

1. To install the **Chrome Extension**, click the **Apps** button located at the bottom left of the webpage. Highlighted in red below.



2. Click **Chrome Browser Extension**. This will open a Chrome web store page.
3. Click the blue **Add to Chrome** button on the right of the Chrome web store. Highlighted in red below.



3CX Click2Call

Offered by: 3CX

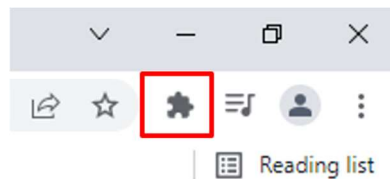
★★★★★ 144

Social & Communication

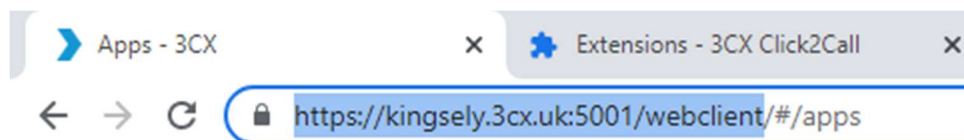
400,000+ users

Add to Chrome

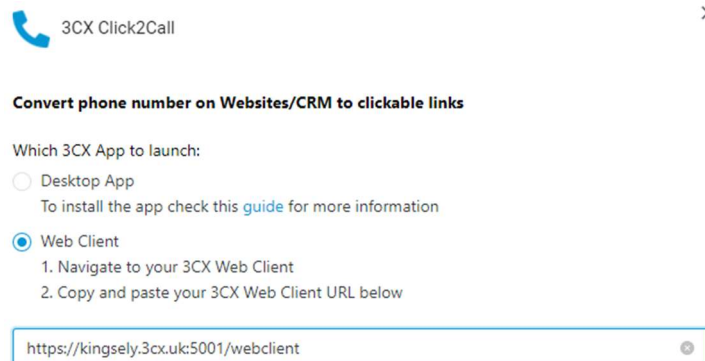
- After a small window will pop up. Click the **Add extension** button.
- Click the **Jigsaw** button in the top right of the Chrome Browser. Highlighted in **Red** below.



- A small drop-down menu will appear. Here you will find 3CX Click2Call. Click the 3 dots (⋮) to the right.
- Click **Options**.
- A window will pop up. You will find 2 options under the **Which 3CX app to Launch:** Click **Web Client**. Leave this open.
- Navigate back to the 3CX website. Copy the link. As shown below.

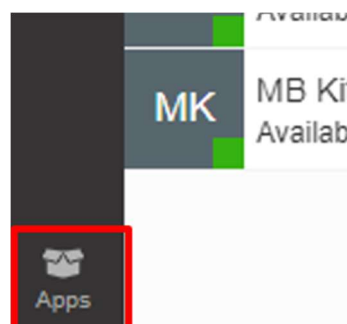


- Navigate back to the Extension. **Paste** the previously copied link into the text field below the **Web Client** option. Then close the Tab.

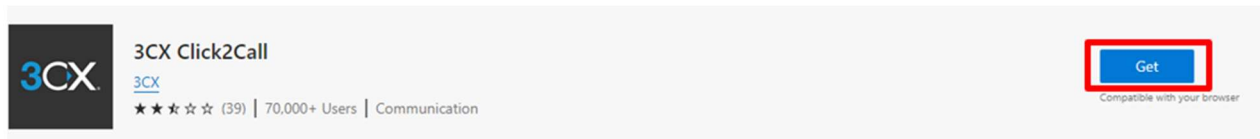


Installation and use of Edge Extension

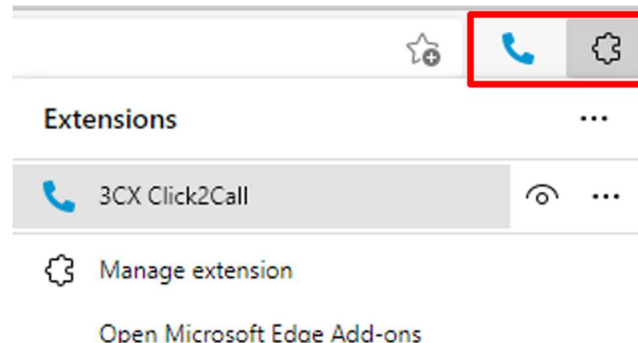
- To install the **Edge Extension**, click the **Apps** button located at the bottom left of the webpage. Highlighted in red below.



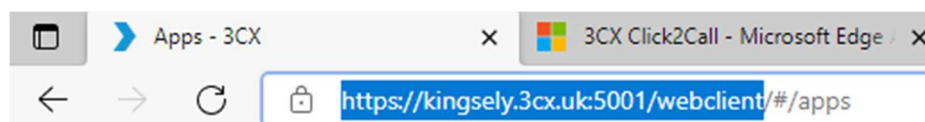
2. Click **Edge Browser Extension**. This will open an **Edge Addon-ons** page.



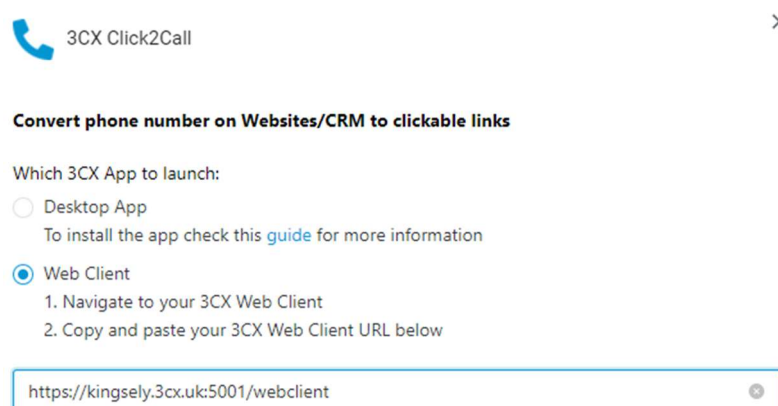
3. After a small window will pop up. Click the **Add extension** button.
4. After you should see an Icon appear at the top of Edge that looks like a phone. If not, Click the **Jigsaw** button in the top right of the Browser. Highlighted in **Red** below.



5. Either click on the phone Icon or the 3CX Click2Call option in the drop-down menu.
6. A small pop-up window will appear. Click Configuration settings.
7. A window will pop up. You will find 2 options under the **Which 3CX app to Launch**: Click **Web Client**. Leave this open.
8. Navigate back to the 3CX website. Copy the link. As shown below.

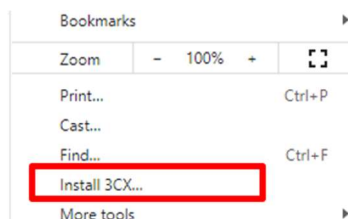


9. Navigate back to the Extension. **Paste** the previously copied link into the text field below the **Web Client** option. Then close the Tab.



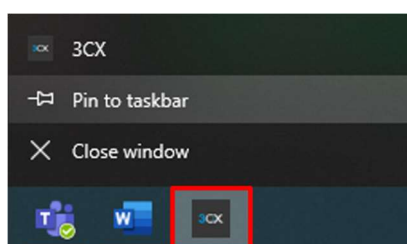
Installing the 3CX application

1. While on the 3CX website, Click the 3 dots (⋮) in the top right corner.
2. Click install 3CX. Highlighted in **Red** below.



3. A small popup will appear. Click blue install button.

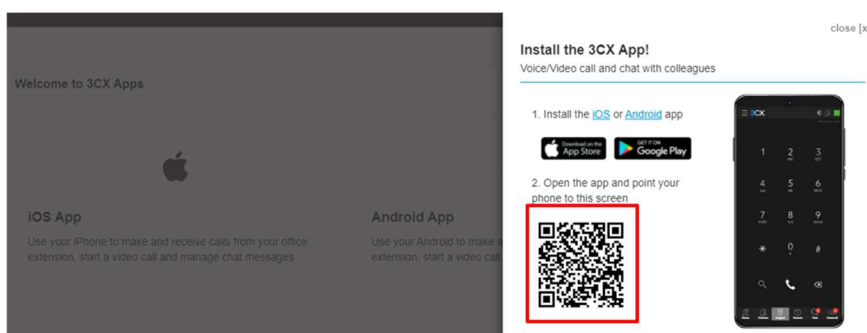
The 3CX Web client application will once it's installed. All options and features are the same as the Website but acts as it's own application which can be pinned to your Task bar. Highlighted in **Red** below.



Installing the 3CX mobile application

This will allow you to call from and answer calls as if at your desk using the school's phone system but from your mobile (the caller would not know you were calling from your mobile as it's simply using the data on your mobile to access the 3CX system). Any numbers called using this method would not use your mobile's calling plan minutes but would be dialed as if calling from your desk telephone. It would use your mobile's data or Wi-Fi data service.

1. Open your devices App store. Search for 3CX.
2. Click Install.
3. Once installed open the application. Read through and Agree to the User Agreement. Click **Scan QR Code**.
4. On the 3CX web client click the Apps button located in the bottom left.
5. Click on the option for your device either IOS or Android. Scan the following QR Code. Highlighted in Red below.



6. The 3CX Application is now ready to be used. You can test the service by calling Echo.

Calling numbers from websites

Navigate to a website with a phone number you wish to call. Hover your cursor over the phone number. This will show a small text box stating Call followed by the number. Shown **below**. Clicking the number, you will be taken over to the web client/application where it will input the number into the dialer. Click the **Green call** button to ring the number.

Get in touch

For admissions enquiries, please
contact:

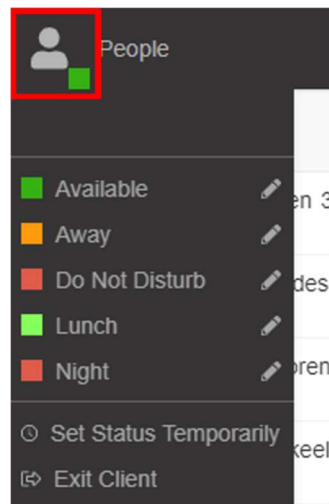
admissions@kingsely.org

[+44\(0\)1353 660707](tel:+44(0)1353 660707)

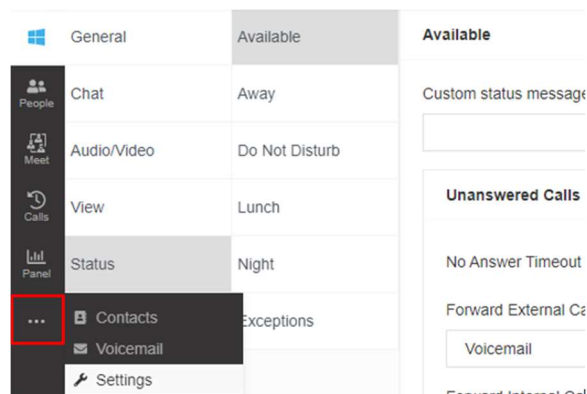
Call +44(0)1353 660707 via 3CX

Changing status and Call forwarding

1. Click the **profile picture** in the top left. Highlighted in **Red** below.



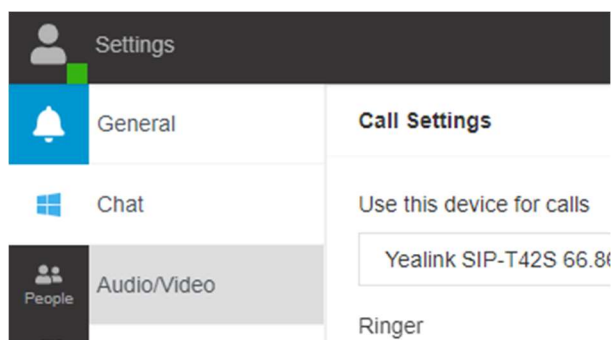
2. From here you can quickly change your status. Also clicking the small pen icon beside the status will enable the user to create a custom status message which others can see. Underneath the status options you can set a status to be enabled temporarily for a custom amount of time.
3. To edit each Status options, click the 3 dots on the left of 3CX. Navigate to Settings. Open Status.



Here you can edit each status and setup call forwarding options for each status condition.

Change calling device

1. On the 3CX website/application you can change the device which is used to receive and make calls. Click the 3 dots on the left underneath Panel.
2. Click Settings.
3. Navigate to Audio/Video. Under Call settings. You can change the option for **Use this device for calls**. Shown below.



4. You can change this to either a mobile device with the 3CX app installed, the 3CX website/application or a Yealink landline phone.

If making call from your computer or Laptop you can change the Audio settings used in the same area.

Contacts, Call History and Voicemail

1. Call history can be found on the left of 3CX under Calls.
2. Both Contacts and Voicemail can be found under the 3 dots on the left of 3CX.

Busy Lamp Field Settings & Greetings

1. While on 3CX click the 3 **dots** on the left.
2. Click **Settings**.
3. Under the **Status** list of options, you can program how incoming calls are handled depending on your status. For example you can set unanswered incoming calls to be diverted to another number after a certain time or where to divert calls to if “at lunch” or “Away”, with the ability to handle internal calls differently to external incoming calls.
4. Click the **Greetings** option located underneath Call Forwarding. Custom Greetings can be recorded to a file, uploaded, downloaded and tested for each status.
5. Click **BLF Settings** located at the bottom of the list. Here you can setup which other extension numbers can be on your handset buttons either side of the small LCD display. These numbers can either be used as quick dial numbers or can be used to answer calls coming to those numbers (useful if you cover for colleagues/take each other’s calls within a team or if you use two offices). The buttons can also be set to change your status to “Away”, “Available”, etc. There are many possibilities of what the buttons can be used for under this BLF settings area. If there are not enough BLF buttons you can add more using the + **Add more BLF’s** button, this will create a scroll feature on your handset to move to another “page” of buttons.

Should you encounter any issues in this process please raise a support request via the [ICT Support Ticket System](#). This can be done by clicking the ICT Support application located on the desktop of any school device.