

# Users Guide for the 3CX Service from easyinttel.de

for users and key users, provided by [easyinttel.de](https://easyinttel.de)

New to 3CX? Great! This user guide is the ideal starting point to get to grips with the most essential features. Whether you're using an IP-phone, the 3CX Web Client or a mobile app, 3CX provides all the tools you need to communicate effectively. This makes 3CX the central point of contact for business communication.

**easyinttel.de** 3CX Service  
Internet & professionelle Telefonie-Lösungen

**Welcome to easyinttel.de!**

You will receive a welcome email with all important information about 3CX and your user account.

Extension:

- Extension number: XXX
- PIN of extension: XXXX

Login for the 3CX Web Client:


- URL to the 3CX Web Client
- Information about login

 The QR code or config needed for configuration of the 3CX apps can be found in the web client at the top right.

**3CX 3CX User Manual**

**Welcome to 3CX!**

This email contains important information about your 3CX account. Please read these carefully and keep them safe.

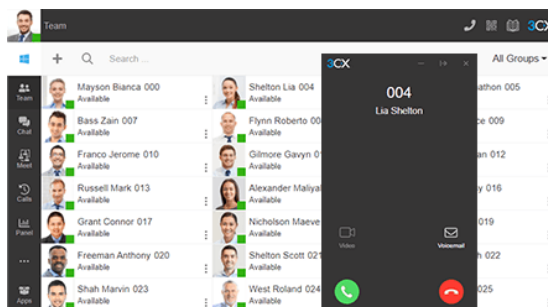


## You can use 3CX with following devices

with your IP-phone  
(cordless- or desk-phone)



on your PC or MAC with  
the 3CX Web Client or desktop app



with your  
smartphone

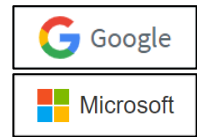




## Initial setup for 3CX users

### Log in to the 3CX Web Client (in your web browser)

- Open the 3CX Web Client with the URL from the welcome email.
- Please login preferably via  or . Alternatively, set a own password and use it with an Authenticator App (2nd factor).



### Status and Call Forwarding

You can choose your status by clicking on your avatar. We recommend using the following statuses: **Available**, **Away** and **Do not disturb**. During a call your status changes to **yellow**, the rules of 'When busy or not registered' apply.

Open the menu:  →  → ; Suggestion for initial settings:

		Available	Away	Do not disturb	Standby	Business Trip
<b>No answer timeout</b>		45 sec	n/a	n/a	45 sec	n/a
<b>No answer</b>	<b>External Calls</b>	Voicemail	Voicemail	Voicemail	send busy	send busy
	<b>Internal Calls</b>	send busy	send busy	send busy	send busy	send busy
<b>When busy or not registered</b>	<b>External Calls</b>	send busy	n/a	n/a	send busy	n/a
	<b>Internal Calls</b>	send busy	n/a	n/a	send busy	n/a

### Busy Lamp Field (BLF) on your IP-Phone (desk phone)

If you have an IP-phone with a busy lamp field, the keys can be assigned as follows:

- Open menu:  →  →
- Assign key as desired (see example on the right)
- Wait for synchronization or restart the phone

#	Function	Value
1	A. Login/Logout*	In
2	A. Login/Logout*	Out
3	Change status	<b>Away</b>
4	BLF	201 Muster, Mia

\* To call queue, activation required

As an alternative to the 3CX Web Client, you can adjust your status by using the IP-phone: Between **Available** ↔ **Do not disturb** with the button , to **Away** by using the BLF-button. If speed dials are configured, the status of the extension is displayed: free (■) / busy (■)

### Welcome greetings for your Voicemail

For each status a separate message can be assigned:

- Open the menu:  →  →
- Choose , alternatively you can  an existing file

### Good to know

- **Extension:** All internal participants can be reached by dialing a 3-digit number.
- **Status:** The status controls the availability for external and internal calls. The status is shared between all internal participants (unless configured differently).
- **Ring Group:** Calls to call groups are signaled to their group members according to the set assignment method if they are **Available** (unless configured differently).
- **Call Queue:** Calls to queues are collected and forwarded to their group members according to the set assignment method as soon as they are **Available**. Group members can log in and out independently (unless configured differently).

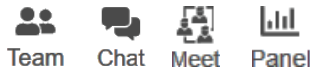
## Using the 3CX Web Client (in your web browser)



Using your profile icon at the top right, you can quickly and easily switch your presence status and log in and out of call queues (activation required).



Use the further icons at the top right to access the telephone function, the phone book and the QR code to set up the smartphone app.



You can access all other functions via the menu on the left. Please pay attention to the telephone book:



- Synchronized to IP phones: Name, last name & mobile number
- Please only include numbers and '+' in the telephone number.



- Admin: Only available for authorized users (activation required) available.
- Apps: Links to Apps for PC, Browser and Smartphone.

**Recommendation:** When using an IP-phone, no additional software is required on the PC; the web client is sufficient. Otherwise we recommend the 'Windows App'.

## Using 3CX with your smartphone



- Download the for Android (left) or iOS (right) onto your smartphone.
- Scan the QR code from the 3CX web client (top right).



The main functions of the app are:



- **Phone:** Make and receive calls. For good voice quality, a good internet connection is necessary, for example LTE or WLAN.



- **Status:** The status can be adjusted quickly and easily using the colored button at the top right.



- **Call Queues:** You can log in and out to call queues by using the icon at the top right (next to the status) (activation required).



- **Silent mode on Android:** ☰ → Silent
- **on iPhones:** ☰ → Settings → Ring tone → Silence



- **App Deaktivieren:** ☰ → Accounts, tap and hold the active account, then select Deactivate or Activate

**Call Transfer:** During an ongoing call press . You can then choose whether you want the transfer to be direct or announced:

- Direct: Dial destination number, as soon the destination picks up the call is transferred.
- Announced: Dial destination number, announce the call, transfer the call with .

## Using 3CX with an IP-phone (desk phone) or similar



### Hotdesking / „Follow me“ (activation required, usually used in flexible workplaces)

With hotdesking you can use your extension on any telephone in the company:

- Logging In: Dial [\*][7][7][\*][<Extension>][\*], enter your PIN when prompted
- Logging Out: Dial [\*][7][7][\*][5][\*], a confirmation follows

### Status

- Switching on the IP-phone: Press [⊖] to switch between **Available** and **Do not disturb** (DND). **Away** can be reached via BLF key (→ see 'Initial setup').
- Alternative: Dial [\*][3][0], [\*][3][1] or [\*][3][2], you can also use the 3CX App.

### Call Queues (activation required)

- Login to queue: Use the configured BLF key or dial [\*][6][2].
- Logout from queue: Use the configured BLF key or dial [\*][6][3].

### Ringtone for personal devices

- External calls: The ringtone cannot be changed (update pending).
- Internal calls and call queues: Choose a ringtone between 1 and 10, then please contact the service desk (only possible for personal telephones).
- Test a ringtone: [🔊] → [Preferences] → [Audio] → [Ringtone]

### More functions

- Call Transfer: During an ongoing call press [Transfer], then dial destination number and confirm, announce the call and press [Transfer] to hand over the call.  
Alternatively: Select destination by using the BLF. The call is transferred directly or can be announced, depending on the settings (ask your service desk to change the settings).
- Call Forwarding: We recommend configuring call forwarding in the 3CX web client in combination with the presence status (→ see 'Initial setup'). We do not recommend configuring call forwarding on the IP phone.
- Phone book: Changes via M365, if not used via the web client in menu: [Contacts]
- Synchronization: Happens every 10 minutes (for phones delivered by easyinttel.de) and once a day. To trigger the restart manually: [🔊] → [Maintenance] → [Sync-Settings] → [OK]
- Restart the IP-phone: [\*][\*][#][#] (a synchronization also takes place here)

## Questions



Please refer to our 'Service & Support' pages. In addition to this document you will find further documents: [easyinttel.de/status-und-support](https://www.easyinttel.de/status-und-support)



If you have any further questions, please contact the named key users or the service desk in your company.