

3CX Softphone Client Guide

INITIAL SETUP

You will receive a welcome email containing all the necessary information needed to download and provision your softphone Client.

Choose the Operating system which relates to the device you wish to install the client on. i.e. Windows PC, Mac, Android Mobile or Apple Mobile (IOS)

To install it click on the relative link:

1. [Windows](#)
2. [Mac](#)
3. [Android](#)
4. [iOS](#)

After installation, open the attachment in this email on your device. This will automatically configure your client.

Once downloaded, go back to the email to load the config file attached in the email.

 [3cxProv_QOOR4BJUXD2000.3cxconfig \(2 KB\)](#)

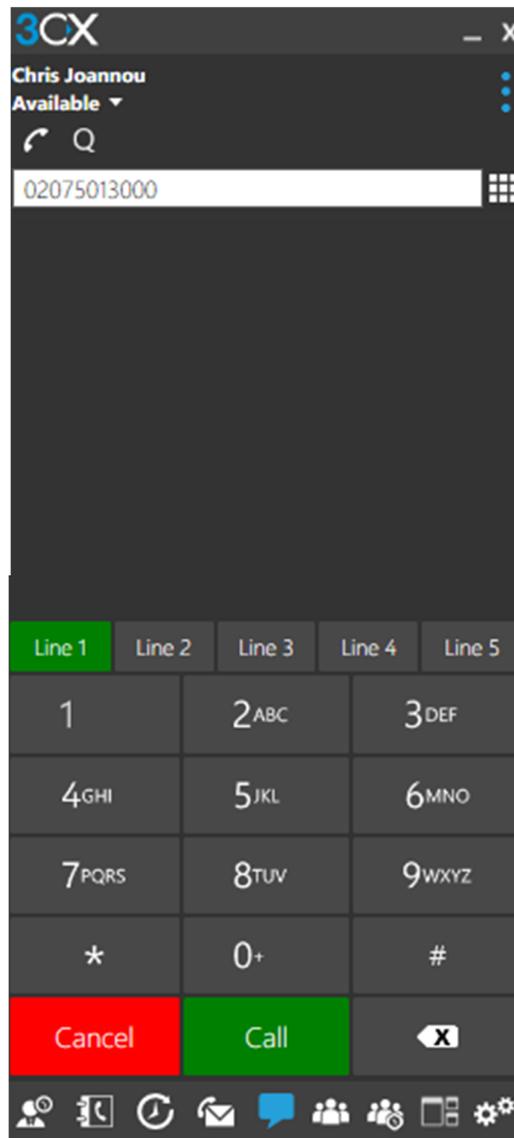
On a computer, save the file to your Desktop, launch the 3CX client application, and then drag the file onto the 3CX client application.

On a mobile you can click/tap the file and the interface will usually prompt you to open the file in the 3CX client application.

Your extension will automatically configure within the 3CX client application and should now be ready for use.

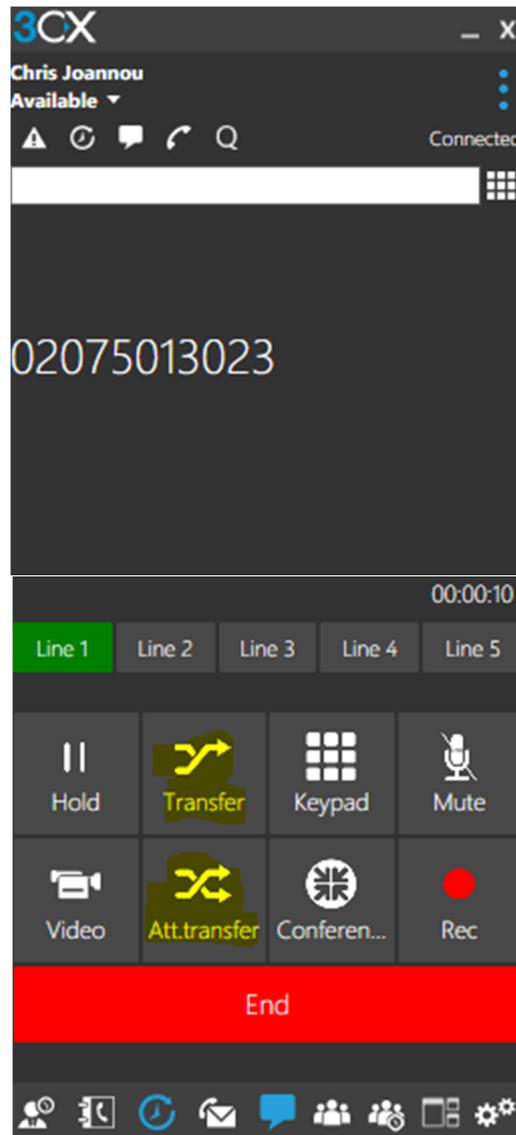
USE OF THE APPLICATION

To make a call, dial the number and press the Green Call Button.



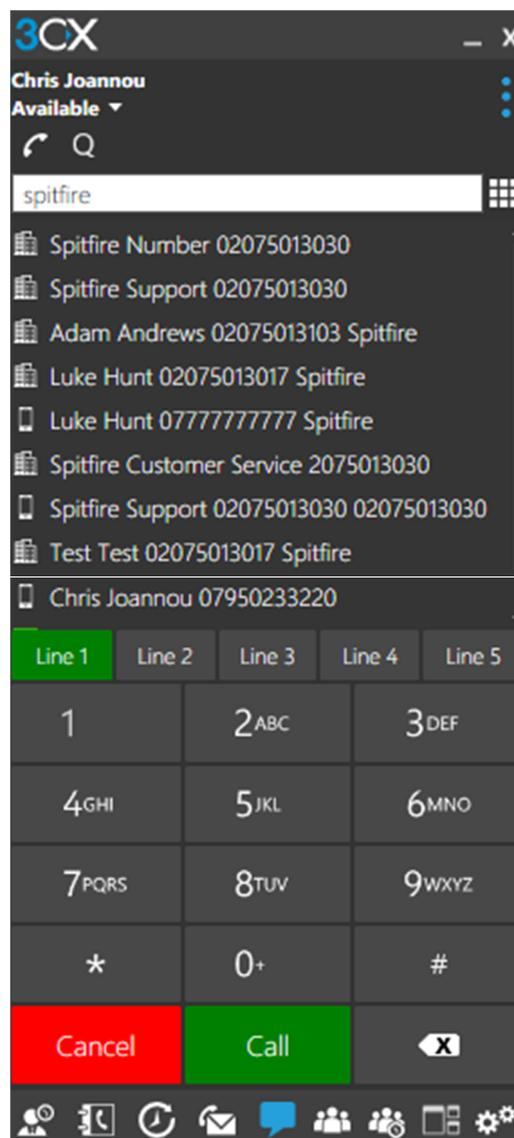
USE OF THE APPLICATION

While on a call you can carry out an Attended or Unattended transfer using the buttons shown.



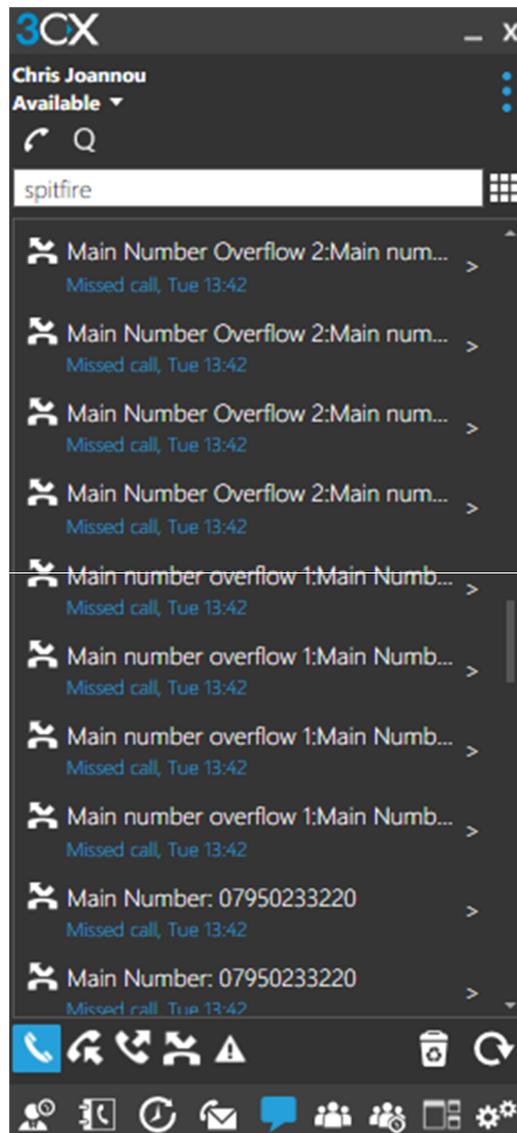
USE OF THE APPLICATION

You can also dial from Contacts using the button shown (found at the bottom of the 3CX client application)



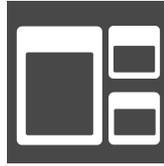
USE OF THE APPLICATION

You can look-up and dial from Call History using the button shown (found at the bottom of the 3CX client application)



USE OF THE APPLICATION

By clicking on the switchboard button (found at the bottom of the 3CX client application) you can choose from one of the following switchboard views (depending on configuration). Please speak with your system administrator or Spitfire Support for further information or guidance.



The following screenshots illustrate different views available in the 3CX application:

- User View:** Shows a list of agents: 2000 Chris Joannou, 2001 Ian Donald, 2002 Jamal Smith-Graham, and 2003 Thomas Clinch.
- Receptionist View:** Shows a table of call activity.

Caller	Callee	Duration	Details
Test{02075013030}	Q1{8000}	00:00:14	External Call, Wai
Test{02075013030}	Chris Joannou{2000}	00:00:03	Connected to Qu
- Manager View:** Shows a list of agents and a summary for 'All Queues Q1'.

Ext	Name	Queues logg.
2000	Chris Joannou	Q1
2001	Ian Donald	Q1
2002	Jamal Smith-Graha	Q1
2003	Thomas Clinch	Q1
- Q-Manager View:** Shows a table of call activity and a summary for 'All Queues Q1'.

Caller	Callee	Duration	Details
Test{02075013030}	Q1{8000}	00:00:24	External Call, W...
- Wallboard View:** A dashboard showing real-time statistics for 'Spitfire Wallboard' on 25/07/2018 at 14:25.

0	00:00	0	2
WAITING	TALK TIME	ANSWERED	ABANDONED
0	2	0	00:29
AGENTS BUSY	TOTAL	CALLBACKS	WAITING TIME