



breakfree
with a software based PBX for Windows



User Manual

3CX VoIP phone

Version 3.0

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Table of Contents

Installing 3CX VoIP phone.....	5
What is the 3CX VoIP phone?.....	5
Installing 3CX VoIP phone.....	5
Configuring 3CX VoIP phone	6
Using the 3CX VoIP phone.....	7
Introduction	7
Making calls	7
Answering Calls	7
Transferring calls.....	7
Transferring calls to voice mail	8
Recording a call	8
3CX VoIP Phone Preferences.....	9
Preferences.....	9
Adjusting Microphone level.....	10

Installing 3CX VoIP phone

What is the 3CX VoIP phone?

The 3CX VoIP phone is a small Windows application that allows you to make and receive calls via using a head set or via the microphone and speakers of your computer.



Screenshot 1 - The 3CX VoIP Phone

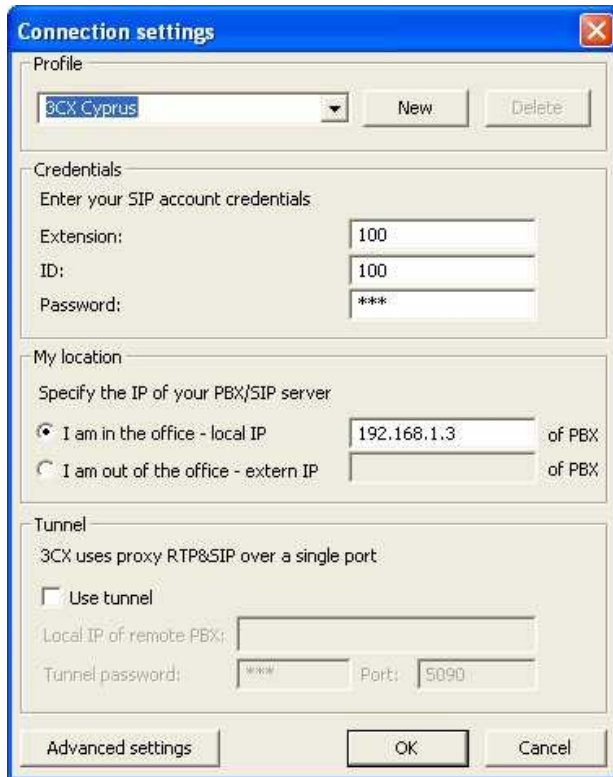
Installing 3CX VoIP phone

The 3CX VoIP phone is a small application and is easy install:

1. Download the latest 3CX VoIP phone from <http://www.3cx.com/downloads/3CXVoIPPhone3.msi>
2. Click 'Run' to execute setup. Follow the dialogs.
3. The files will be copied. Click Finish to complete installation.

Configuring 3CX VoIP phone

The first time you start the 3CX VoIP phone, you will have to configure a profile to connect to 3CX Phone System / your SIP server. To do this:



Screenshot 2 – Configuring a connection


1. Start 3CX VoIP phone from the 3CX VoIP phone program group or by double-clicking on the tray icon.
2. The first time you start 3CX VoIP Phone, it will automatically create a new connection profile. Otherwise, click the new button to create a new profile. Enter a name for the connection
3. Enter your extension number (Auth ID), and your extension SIP credentials (SIP ID and Password)
4. Specify whether this connection is in the office (SIP server is on the same LAN) or outside of the office (You are outside the LAN). If you are in the office, specify the **local IP** of the SIP server. If outside the office, enter the **public IP** of the SIP server.
5. If you are outside the office, you can use the 3CX Tunnel, which tunnels all SIP traffic over a single TCP Port. In this case, tick the option 'Use tunnel', and specify the **local IP** of the SIP server. Specify the Tunnel Password and the remote tunnel port. Contact your administrator for these details.
6. Click OK to create the connection. Once you have logged in successfully, your extension number will be shown at the top on the right hand side. If you are connecting via the tunnel, you will see the tunnel indicator active.

Using the 3CX VoIP phone

Introduction

This chapter explains how to use 3CX VoIP phone.


Making calls

To make a call, simply dial the number on the keypad using your mouse, or enter the number using your keypad. Click the green button  or hit the enter key to instruct the phone to dial the number. 3CX VoIP phone will make the call on the first available line.

Answering Calls

As soon as a call comes in, 3CX VoIP phone will ring and show the incoming call on the screen of the phone. It will also pop up a small dialog in the system tray informing you of the new call.

The incoming call will light up the LED on the first available line.

To answer the call, click on the answer button  or hit the 'Enter' key.

To reject the call, click on the red hang-up button or hit the 'Escape' key. The caller will be treated as if your phone was busy. The forwarding settings for 'Call Busy' will be triggered.

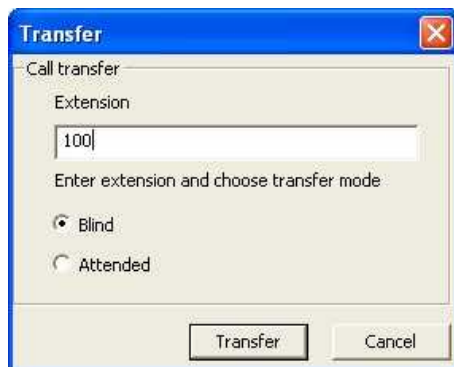
You can answer a call by hitting the "Enter" key, or cancel a call by hitting the "Escape" key

Note: If you already have a call active, the call will be received on the second line, and the LED on the second line will flash. To answer this call, click on the line 2 button first. Your call on line 1 will automatically be put on hold and the LED one line 1 will flash.

Transferring calls

3CX VoIP allows you to easily transfer calls. To transfer an existing call:

1. Click the transfer button or select 'Transfer from the 'Action' menu.



Screenshot 3 - The transfer dialog

2. In the 'Transfer' Dialog, enter the extension number to which you want to transfer the call.
3. Now select 'Attended Transfer' or 'Blind Transfer'. An attended transfer allows you to speak to the target extension first. Click the transfer button to actually transfer the call. If you select blind transfer, the call will be immediately transferred to the target extension

Transferring calls to voice mail

If you are unable to take a call, you can transfer the call to your Voice mail. You can do this by clicking on the >Vmail button or by selecting 'Divert to Voice Mail' from the 'Action' menu. The caller will be transferred to your voice mail box where he can leave a message.

Recording a call

You can record a call simply by clicking on the record call button. This will record the current call in progress and save it as a wav file. You can access the recordings by going to File > Recordings.

3CX VoIP Phone Preferences

Preferences

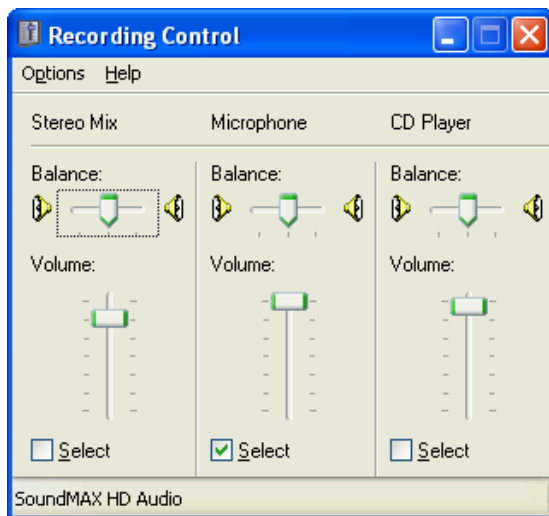
The preferences dialog allows you to set your 3CX VoIP phone preferences. You can configure the following options:



Screenshot 4 - Preferences

- Caller ID – Specify a caller ID that you want to have shown on your calls.
- Select which sound device as Microphone, for playback and for ring tones.
- Set your preferred visual look for the phone
- Select your preferred interface language
- Tick the option “Automatically start 3CX VoIP phone when Windows starts”, so that 3CX VoIP phone will automatically run in the System Tray each time Windows starts.

Adjusting Microphone level



Screenshot 5 - Adjusting the Microphone level

The microphone audio level is set by the sound card driver in Windows. To adjust it:

1. Go to Windows Control Panel and double click on 'Sounds and Audio Devices'. In the Audio tab, click on the Volume button in the Sound Recording section, then use the sliders to adjust the microphone recording level.
2. Alternatively, double click the speaker icon in the Windows taskbar. Go to Properties and from the Mixer device drop down menu select an Input device, click on OK to continue. Moving the sliders up or down will adjust the microphone recording level accordingly.