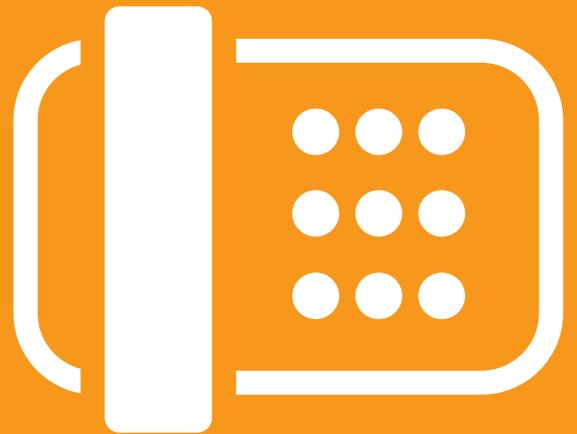


# Flip Connect 3CX Mobile App Quick User Guide



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## Android Install

### Prerequisites

Please ensure that you have a 3cx web client account and are currently logged in.

### System requirements

The 3CX client for Android is supported on Android versions 4.X and higher

### Installing and configuring the 3CX client for Android

1. Go to Google Play Store, and search for "3CX".
2. Tap "Install" and "Accept" for the application rights. The 3CX client for Android will be downloaded and the installation procedure will begin.
3. Once the installation is completed you will have to "Agree" with the Licence Agreement.
4. A message will appear confirming that your 3CX client for Android has been installed. Follow the instructions provided in the configuration wizard.
5. Go to your 3CX web client. In the top right corner click on your profile picture and a drop-down menu will appear. Click on "Scan QR Code."
6. A pop up will appear with your extension's QR code. Now open the 3CX client on your device, go to "Settings > QR Provisioning" scan the QR code and the client will be automatically configured.
7. Once configuration is complete, you will see the Available status in the dial screen and On Hook in the right upper corner. You can now start making calls.



## Android Settings

Once the installation and configuration is completed, you can personalize your 3CX client by tapping on the "Settings" button (⚙️) in the "More" button (☰). In this section, you can set your audio and video options, choose between WIFI and 3G connectivity or even change your theme. Let's have a closer look at the options provided below:

- Lock Wi-Fi: Keeps Wi-Fi awake when the screen is turned off for 3CX to receive calls in the background.
- Enable 3G: Allows 3CX to use 3G connectivity to make calls when WIFI is not available.
- Full Screen: Hides the Android status bar to use more screen space.
- Proximity Sensor: If your device is equipped with a proximity sensor, 3CX will switch off the display when you put the phone to your ear during a call.
- Keypad Tone: When enabled, 3CX will play dial tones when dialling a number.
- Use System Ringtone: When enabled, you can set a different ringtone to use for 3CX.
- Ringtone: Select the ringtone that will play when you receive a call in 3CX (only enabled when the System Ringtone option is selected).
- Vibrate: When enabled, your phone will vibrate when receiving calls.
- Application Theme: You can now choose between the black or white theme.

### Tips:

1. Re-Register: If the client is having difficulties connecting to your PBX or is not registering, you can select this option.
2. Resend Credentials: Use this option when you require a fresh welcome email to be resent to your inbox by the administrator. Furthermore, you may retrieve other types of sensitive data such as your voicemail number or PIN number.
3. Re-provision: Select this option to automatically re-provision the 3CX client.
4. Language: The 3CX client uses your phone's default language. If you want to change the language you will have to do so from your phone settings.

## iOS Install

### Prerequisites

Please ensure that you have a 3cx web client account and are currently logged in.

### System requirements

The 3CX client for iOS is supported on the following versions:

- iOS 10 and above
- iPhone 5S and up
- iPod touch (6th generation)
- iPad 4th generation and up
- iPad Mini 2 and up

### Installing the 3CX client for iOS

1. In the Apple App Store, tap the "Search" button in the lower right corner and type "3CX" in the search box.
  2. From the result list, tap the result with the title "3CX."
  3. Tap the "Download" button and then "Open."
  4. Grant access to the App to use the microphone and the contacts and confirm that you accept to receive notifications from the "3CX client." Once you press "OK," a message will appear confirming that your 3CX client has been installed. Follow the instructions provided in the configuration wizard.
  5. Go to your 3CX web client. In the top right corner click on your profile picture and a drop-down menu will appear. Click on "Scan QR Code."
  6. A pop up will appear with your extension's QR code. Now open the 3CX client on your device, go to "Settings > QR Provisioning" scan the QR code and the client will be automatically configured.
  7. Once configuration is complete, you will see the Available status in the dial screen and On Hook in the right upper corner.
- You can now start making calls.



Note: An alternative method to download the 3CX client for iOS is through iTunes. Download the file on your computer, then sync your iOS device with iTunes to install the 3CX client app or download it directly on your iOS device. To download using iTunes, click this link from your computer.

## iOS Settings

Once the installation and configuration is completed, you can personalize your 3CX client by tapping on the "Settings" button (⚙️) in the "More" button . In this section, you can set your audio and video options, choose between WiFi and 3G connectivity or even change your theme. Let's have a closer look at the options provided below:

- Audio Options: From here you can specify your audio options. Usually the default settings are exactly what you need but in case you need to change something, here's how:
  - Echo cancellation: When enabled, it will minimize any echo heard during calls.
  - Play chat notification: Choose the notification sound for when receiving chat messages.
  - About: Find out which version is being used.
  - Application Theme: You can choose between black or white theme to change the way your client looks.

### Tips:

1. Re-provision: If the client is having difficulties connecting to your PBX or is not registering, you can select this option to automatically "Re-provision" the 3CX client.
2. Request Welcome Email: Use this option when you require a fresh Welcome Email to be resent to your inbox by the administrator. Furthermore, you may retrieve other types of sensitive data such as your voicemail number or PIN number.
3. Language: The 3CX client uses your phone's default language. If you want to change the language you will have to do so from your phone settings.