

# Welcome to ACC!

We sincerely thank you for your business and appreciate the trust you have put in us in selecting ACC Telecom to be your telecom equipment and service provider.

Your customized device instructions are enclosed. 3CX Videos & User Guide are accessible by visiting <https://www.acctelecom.com/3cx-videos/>.

Please contact our Support department at 410-423-6500 or [support@acctelecom.com](mailto:support@acctelecom.com) with any questions or concerns.

Thank you again for choosing ACC Telecom. We look forward to earning your loyalty and exceeding your expectations!

Sincerely,

Your Team at ACC Telecom



# 3CX Web Client Quick Reference Guide



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*“I think that the team at ACC Telecom is the best, most sincere and generally wonderful group of people I’ve worked with in a long time. I appreciate the professionalism, the old-fashioned ethics and the true desire to do good work with great products...Thank you for the professional and technical development that you have provided me with during my time with the company.”*

*-Georgette Hoyah  
Former ACC Telecom Team Member*



## ANSWERING A CALL

### To Answer a Call:

When your 3CX Web Client is ringing click the blue [Answer](#) button in the small black window, that appears from the right of the screen, to take the call.

You can also decline the call while the call is actively ringing, click the gray [Decline](#) button in your 3CX Web Client. This will simply stop your client from ringing. If you also have the mobile app that will continue to ring.

You can also send a caller straight to voicemail while the call is actively ringing, click the gray [Divert to Voicemail](#) button on your 3CX Web Client. This forces the active call directly to your voice mailbox. All devices that ring for your ext will then stop ringing.

## PLACING A CALL

### To Place an External Call:

Simply enter 9 followed by the number you wish to dial in the white field towards the top of your 3CX Web Client. The field says, "Enter Name or Number..." After entering the number press [Enter](#) on your keyboard to initiate the call.

You may also click the dial pad button to the right of the white field and click the number keys to enter your phone number then click the Call button at the bottom of that dial pad screen.

### To Place an Internal Call:

Easiest way to call an internal user is to use the People screen and click the colored button of the person you wish to dial. You can also click the handset icon for that user. The people screen can be accessed by clicking the People option from the far-left menu list of your 3CX Web Client.

You can also call internal exts by entering the ext number in the white field towards the top of your 3CX Web Client, same field used for entering an outside number. You will not dial 9 for internal numbers though, just the ext itself.

## TRANSFERRING A CALL

### Blind Transfer:

During a live call click the [Transfer](#) icon in the little black window that appears from the right of your screen in the 3CX Web Client. In the little white window that appears next type the extension or name of the user you wish to transfer to. As you type the list of matches will change to match what you are typing in the field. Click the user you want to transfer the call to and then click End in the little black window. That will complete the transfer.

### Supervised Transfer:

During a live call click the [Att.transfer](#) icon in the little black window that appears from the right of your screen in the 3CX Web Client. In the little white window that appears next type the extension or name of the user you wish to transfer to. As you type the list of matches will change to match what you are typing in the field. Click the user you want to transfer the call to. This will put the original caller on hold and place a new call to that user. Once that user picks up you can announce the call to the user and then click the [Transfer](#) icon in the little black window to complete the transfer.

### To Return to Held Call if Needed:

At any point you can return to the held call during the transfer process by clicking the [End](#) button on the call to the internal user and then clicking the [Resume](#) button on the original caller's window.

## CONFERENCE CALLING

### Creating an Audio Conference from your client or from Outside the Office:

With the 3CX you can create an audio conference bridge on the fly directly from your client or from outside the organization using your conference DID.

Dial [conference\\_ext\\_number](#) from your client or if outside the organization dial your [conference DID](#). The system will ask for the [conference ID number](#)--enter any number to create your conference ID followed by [Star](#), then enter [PIN](#) followed by the [pound sign](#).

The system will tell you that you are creating a new conference and to press [Star](#) to continue or press <#> to cancel. After pressing [Star](#) the system will ask you to [record your name](#) and press <#>. Thereafter, you will be placed into the conference. At that point anyone else can now join your conference using the [conference\\_ext\\_number](#) or the [outside conference DID](#) and entering the [conference ID](#) that you created. They do not need to enter the PIN.

Your conference ext number and PIN are assigned by your system administrator. Please see them for this info.

## BASIC FUNCTIONS

### Do Not Disturb:

To enable your DND profile click the profile drop down menu at the top right of your 3CX Web Client screen. Choose the [Do Not Disturb](#) profile from the drop down. To disable DND go to the same drop down and choose [Available](#) from the drop down.

## SPECIAL FUNCTIONS

### To Park & Retrieve a Call Using Shared Park Keys:

During a live call click the [Transfer](#) icon, do not use the [Att.transfer](#) icon, in the little black window that appears from the right of your screen in the 3CX Web Client. In the little white window that appears next type SP1, SP2 or SP3 and press enter on your keyboard. This will complete the transfer of the call to that shared park.

Once the call is parked you will need to contact the user that call is for and let them know which park has their call on it.

To pick that parked call up, enter SP1, SP2 or SP3 in the white field at the top and press enter on your key board.

## VOICEMAIL

### To Set-up Voicemail for the First Time:

Choose the [Settings](#) option in the menu on the left. Then choose [Greetings](#) in the next menu that opens to the right. This will put you on the voicemail greetings page. By default all profiles use the Default recording. To record a greeting press the [Record Greeting](#) button. A small window will appear asking for a file name. Give your greeting some kind of identifying name then click [OK](#). After clicking ok your phone will then ring. Answer that call and follow the prompted instructions to record and save your greeting.

After recording has been completed you will then be able to choose that recording from the drop down for the Default Recording.

You can record other greetings for the various profiles in the same fashion.

### To Access Messages Internally:

Click the Voicemail option from the menu on the left. This will take you to the voicemail tab of the web client. Here you will see any messages you may have. You will be able to play and delete messages from this screen.

### NOTES:

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