

# Phones

- [Changing Phone Message Options](#)
- [Accessing the Company Directory](#)
- [Setting up and using the 3CX Web Client](#)

# Changing Phone Message Options

## 📄 Purpose

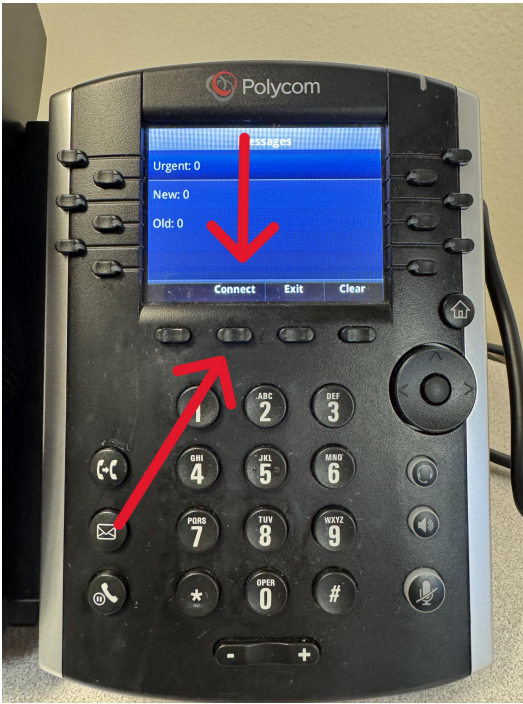
This guide walks through changing different phone message options.

## 📄 Step-by-Step Instructions

1. Click the envelope icon located to the left of your keypad,



2. Click the "Connect" option from the interface buttons located above the keypad.



### 3. The phone will call your voicemail, and prompt for your password.

1. This password is usually your 4-digit employee ID.
2. If you are having trouble accessing your voicemail submit an [IT Service Desk Ticket](#).

Once you have logged in, you can follow the voice prompts and use any of the options below to manage your phone message options:

**\*:** Play Messages

- 1:** Change Profile Status
- 3:** Dial a Number
- 4:** Delete all read messages
- 5:** Change Identification Message
- 6:** Mailbox Information
- 7:** Change your Voicemail Password
- 8:** Change your Greeting Message
- 9:** Repeat Prompt
- #:** Exit

## ☐☐ Additional Notes & FAQ

📅 **Last reviewed:** 2025-09-24

**Author:** Tanner Bench

**Related Tags:** How-To:

# Accessing the Company Directory

## “ Purpose

This guide walks through accessing the company directory via the phone.

## Step-by-Step Instructions

1. Press the "Home" button located to the right of the phone screen.



2. Use the Direction buttons located below the home button to navigate to the "Directories" option on the phone screen. Then press the center button to select it.



3. Use the Direction Buttons to highlight "Contact Directory" on your display, then click the interface button or center button to select.





avigate to your desired co-worker.  
utton to call them.

---

## ☐☐ Additional Notes & FAQ

---

☐☐ **Last reviewed:** 2025-09-24

**Author:** Tanner Bench

**Related Tags:** How-To:

# Setting up and using the 3CX Web Client

## “ ☐ Purpose

This guide walks through signing into the 3CX Web Client. It also provides additional steps to make calls on your desk phone and mobile app.

## ☐ Prerequisites

- ☐ Navigate to [3CX Web Client](#)

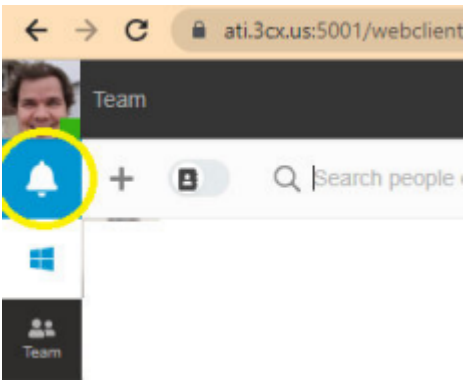
## ☐ Step-by-Step Instructions

1. Browse to the [3CX Web Client](#)
2. Click the "Microsoft" button to sign in to your extension

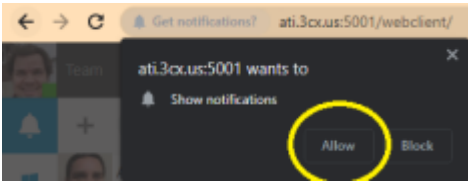
Ensure you are signing into your ATI Office 365 account otherwise you will not be signed into the ATI 3CX web interface

3. Once logged in, the webpage will need permissions so it can work properly

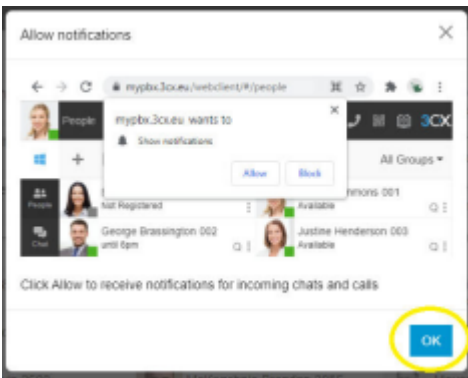
A) Click the picture of the white bell surrounded by the blue on the left side of the page



B) Click "Allow" on the small prompt window

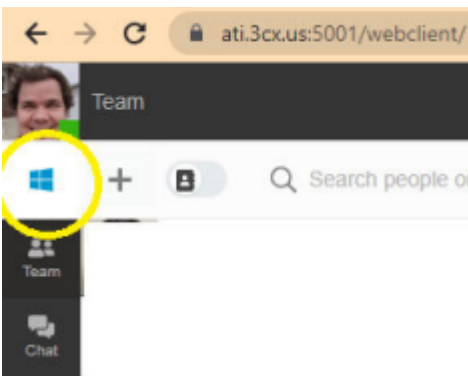


C) Click "Ok" on the prompt behind the show notification box

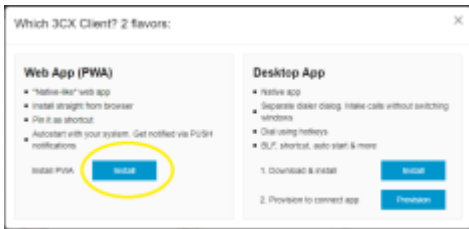


D) Click the windows flag icon on the left side of the page

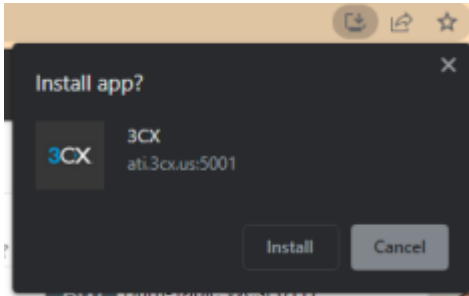
Some browsers replace this with either a Chrome or Edge symbol. The function of the button is the same.



E) Click "Install" on the "Web App (PWA)" side

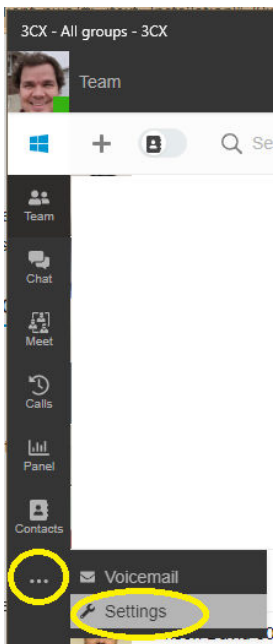


F) Confirm by clicking "Install" on the small prompt near the top right corner of the page



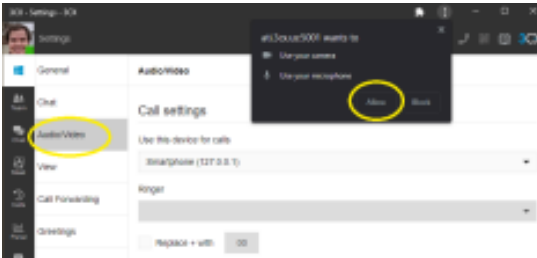
A new small window will open, and the browser will close. This is supposed to happen!

G) In the new small app window, click the three dots on the left hand, then select settings



H) Choose "Audio/Video" in the sub-menu on the left.

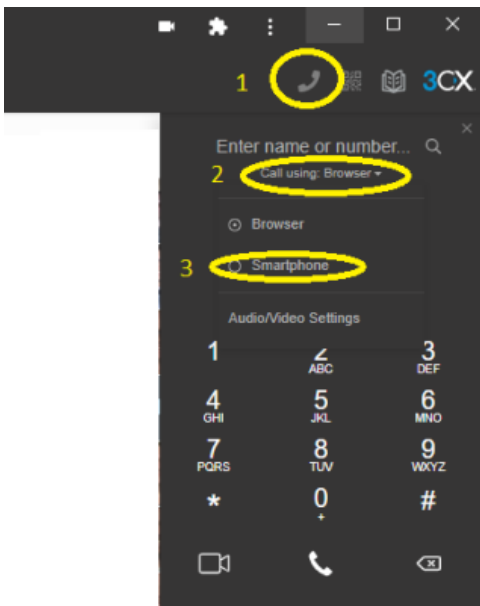
The browser will ask for your permission to access your camera and microphone. Click "Allow"



Your extension is now setup on your computer!

## 4. (Optional) Set up desk phone and mobile app calls

A) In the 3CX app, click on the picture of a handset near the top right corner.



B) Click "Call Using: Browser"

C) Select "Smartphone"

The web client will now make calls on your desktop phone and mobile app.

If you want to switch back to using the Chrome/Edge app to make your calls, follow the step above and on step C change it back to browser.

## ☐☐ Additional Notes & FAQ

📅 **Last reviewed:** 2025-09-22

**Author:** Tanner Bench

**Related Tags:** How-To: