

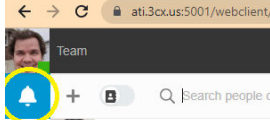
Using the 3CX Web client

Tuesday, July 11, 2023 6:21 PM

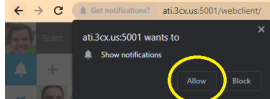
You can use the 3CX web client in your browser as an additional tab, however, these are easily closed and can be easily lost among your other tabs. For that reason we recommend using the 3CX PWA client. To install this follow these instructions.

1. Browse to <https://ati.3cx.us:5001/>
2. Click the "Microsoft" button to sign in to your extension.
 - a. NOTE: If you are not logged into your company Office 365 account that is what it is looking for if you are prompted to login.
3. Once logged in we need to give the webpage permission so it can work correctly.

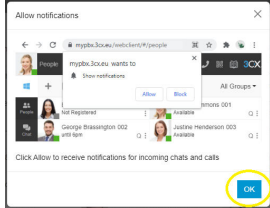
- a. Click the picture of the white bell surrounded by blue on the left.



- b. Click Allow on the small prompt window

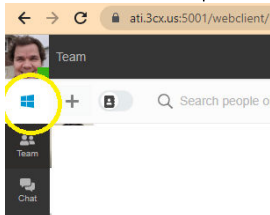


- e. Click "Ok" on the prompt behind it.

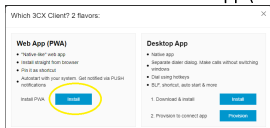


- g. Click the windows flag icon on the left side of the page.

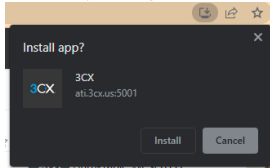
NOTE: some browsers replace this with either a Chrome or Edge symbol, the function of the button is the same.



- i. Click "Install" on the Web App (PWA) side.

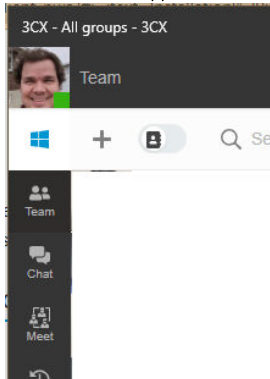


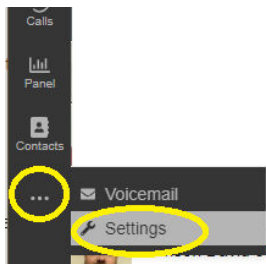
- k. Confirm by clicking "Install" on the small prompt near the top right corner of the page.



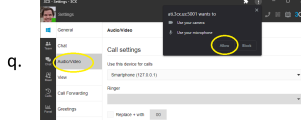
- m. A new small window will open and the browser tab will close.

- n. In the new small app window click the three dots on the left hand side then select settings.





- p. Choose "Audio/Video" in the sub-menu on the left and when you do the browser will ask your permission to access your camera and microphone, click "Allow".

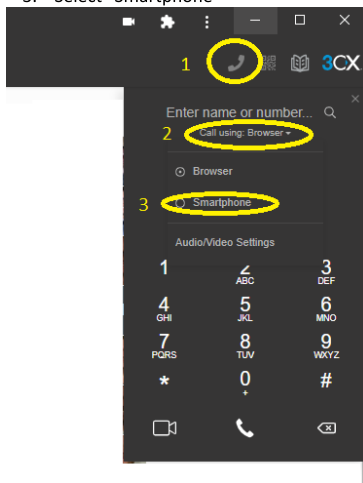


- q.

Your extension is now setup on your computer.

You can either continue to use it and make/receive calls completely on your computer, or, if you would prefer to use your desk phone follow the instructions below.

1. In the 3CX app, click on the picture of a handset near the top right corner.
2. Click "Call Using: Browser"
3. Select "Smartphone"



The web client will now make calls on your desk phone and mobile app. If you want to switch back to using the Chrome/Edge app to make your calls follow the steps above and on #3 change it back to "Browser".

