

1. Getting started

You will receive an email from **3CX Communications System - Mauritius Telecom Ltd.**

The email contains a QR code, which will get you started.

This is how a QR code looks like: 

If you have not received any email yet, please call us on 8901. We'll help you out.

2. Download the 3CX app

- ✓ Get the Club app from [Google Play](#) or [Apple App Store](#).
- ✓ Open the 3CX email.
- ✓ Open the app and scan the QR code at the top of the email.
- ✓ Your fixed line number will be set up automatically within seconds.

Android users, click [here](#) to view the video.

iOS users, click [here](#).

3. Using the 3CX app

To use the 3CX app, make sure you are connected to a Wi-Fi network or mobile data.

a. To call your team

- Select *Status* to view the list of your team members.
- Tap on a name to start a call.

Note: You can also make video calls with your team by tapping on *Video*.

b. To call your customers from your business number

- Select *Keypad* and dial the number of your recipient.
- Or else in your phone settings, allow 3CX to access your contacts. Then, select *Contacts* and simply tap on a contact to start the call.

Note: We have allowed only users for whom the outgoing calls box was ticked on the application form to make calls from your business number.

c. Transfer a call

- During a phone conversation, tap on *Transfer* to transfer the call to another person in your team.

d. Chat with your team

- Select *Chat* to send a message to a member of your team.

e. Set your status

- Tap on the Status indicator at the top of the screen to select your status.

Note: You can avoid getting calls and notifications by disabling push notifications when you are busy.



f. Forward calls when unanswered or busy

- Tap on the Status indicator at the top of the screen.
- Tap on the arrow next to *Available*.
- Under section *Unanswered Calls*, choose the '*No Answer Timeout*' duration.
- Select *Forward External Calls*.
- Tap on '*Forward To: Extension*' and enter the extension number on which you wish to forward your calls.

4. Making calls from your PC or laptop

To call your team or your customers from a PC or laptop:

- Open the 3CX email.
- Click on the link under section *Installation on your PC/laptop*.
- Enter the extension and password in the email.

Make sure you are connected to a Wi-Fi network. It is recommended to use Google Chrome.

Note: Bookmark this page and save your credentials to quickly return to the page when need be.

What else can you do from your PC or laptop?

Just like with the mobile app, you can call, transfer a call, chat, set your status, etc.

You can also:

- ✓ view who in your team is already on a call (tab *Team*)
- ✓ forward your calls to your team when you are busy (tab *Settings* > *Status*)

5. Set a meeting (audio or video) with your team

On the 3CX web client link on your PC or laptop:

- Select *Meet*.
- Click on *New Conference*.
- Fill in your meeting details.
- Under '*Select Email/Calendar to add to*', select '*Email (Legacy, No RSVP)*'.
- Add participants and hit the *Create Meeting* button.

Enjoy a fruitful online meeting with your team or your customers.