Flip Connect
3CX Desktop Client
Quick User Guide
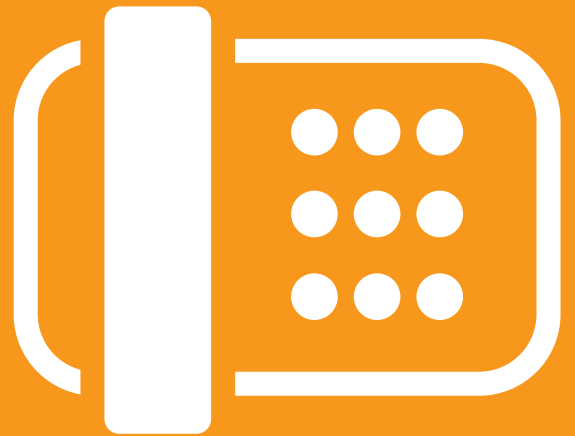
FLIP CONNECT

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Installing (Windows)

Installing and configuring the 3CX client for Windows
1.   Download the latest version of the 3CX client for Windows.
2.   Open the Setup Wizard to begin the installation.
3.   Select the option "I accept the terms in the Licence Agreement"
to proceed.
4.   Leave the default installation path, click "Next" and then "Install."
5.   A message will appear informing you that the installation has been
successful. To configure the client, double-click on the configuration file
attached to the 3CX welcome email (please refer to note) or drag and drop
the configuration file into the 3CX client.
6.   Once configuration is complete the Available status on the left upper corner of the client and On Hook in the dial screen will
be activated and the 3CX client for Windows will be ready for use.

Note: The 3CX welcome email was sent to you when your extension was created. If you cannot find it, please ask your administrator to
resend it.

Getting started with the 3CX client for Windows
Following the configuration completion, your client will start in either softphone mode or CTI mode:

·   Softphone Mode (no IP Phone required): Make and receive calls on your computer without the use of a designated IP Phone.
·   CTI Mode (an IP Phone is required): Desk phone calls can be managed directly from your desktop using the client. You can
make and receive calls on your desk phone as well as remotely initiate, transfer and create conference calls.

The 3CX client for Windows is supported on the
following Windows (64-bit) versions:
·   Windows 7
·   Windows 8
·   Windows 8.1
·   Windows 10
·   Microsoft .Net 4.5.2
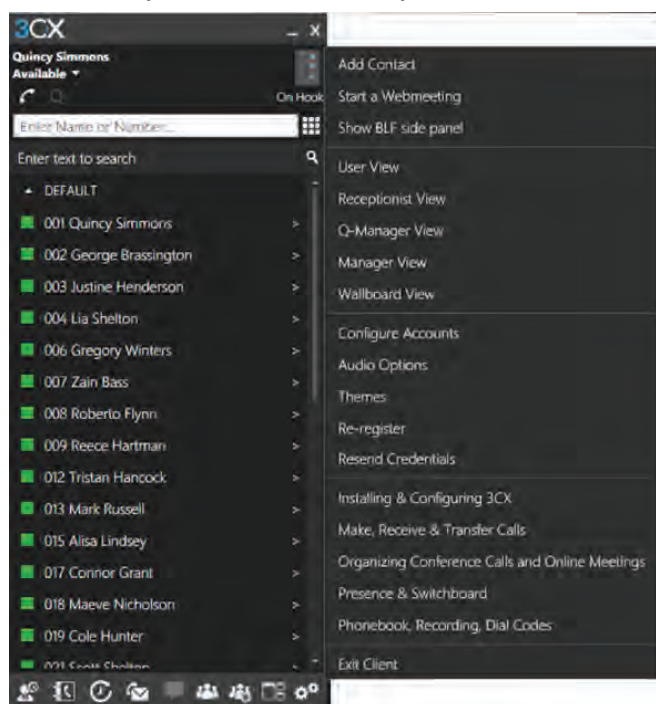·   Microsoft Visual C++

Settings

If you have an IP Phone, then you will be able to toggle between the two modes. To change between the two modes, click the phone
name directly to the left of the search bar. and choose the desired mode.

When switching to CTI mode, if the message below appears, contact your administrator.

Quick Menu
Efficiency is a key ingredient required for any organisation's smooth operation. The 3CX client for Windows' quick menu contains all
the necessary shortcuts of the mostly used features. The available features included cannot be changed nor modified:

Making Calls

You can initiate a call in the following ways in the 3CX client:

Keypad	Press the button (⊞) next to the Search bar, enter the number and click "Call."
Phonebook	Click on the Contacts button (📇) in the bottom menu of your client. Double click, right click or tap on the contact that you want to call and click "Call."
Hotkeys	Use a key or a combination of keys on your keyboard.
Call History	Click on the Call History button (🕗) on the bottom menu, find the call entryand double click or tap.To access Contact Details and select the action press">"on PC and Android, otherwise tap on the contact.
Presence screen	Check if the person is available before calling. Click on the "Presence" icon (👤) and select or search the desired contact. Press on the contact and then click"Call"to perform the action. In Android just tap on the desired contact and the call will be initiated immediately. For more actions you can press the">"on PC, Android and iOS or right click on Mac.

Hot Keys (available for Windows and Mac)

Using the Hot Key feature, you can make or answer calls using your keyboard. For example, you will not have to open the client in order to press the answer button; you can answer the call just by pressing the Shift + A combination on your keyboard. To enable the Hot Keys:

Click the Gears button (⚙) to access Settings.

Click on Hot Keys.

By default, the Hot Keys functionality is not enabled. Click on the Hot Key you want to enable and check "Enable keyboard shortcut."

Select the key combination that will serve as your Hot Key. You can combine Ctrl, Alt and Shift keys along with letters and numbers. Note: Letters, numbers and special function keys (insert, delete, page up, page down and others) have to be combined with Ctrl, Alt and Shift keys in order to create a Hot Key. F1 - F12 keys do not have this limitation.

The 3CX client for Mac has one Hot Key hardcoded "Cmd + 3" for copy paste, which cannot be disabled.

Important: Do not use Hot Key combinations that are used for your Windows system, you will not be able to use them both at the same time.

To make a call using the "Copy numbers from clipboard" Hot Key:

Open a web page, text document or any other file and highlight the number that you want to dial.

In this example we selected Shift+V to serve as the Hot Key. Press "Shift+V" and the number will be copied automatically on your client's dial-pad screen.

Click the "Call" button to dial the number.

BLF panel (Busy Lamp Field)

The 3CX client for Windows also includes an integrated BLF panel. It works just like the BLF panel on your IP Phone where a small light indicates whether an extension is available or busy. To enable the BLF panel on the Windows client, press the Quick Menu button (⋮) on the notifications screen and select Show BLF side panel.
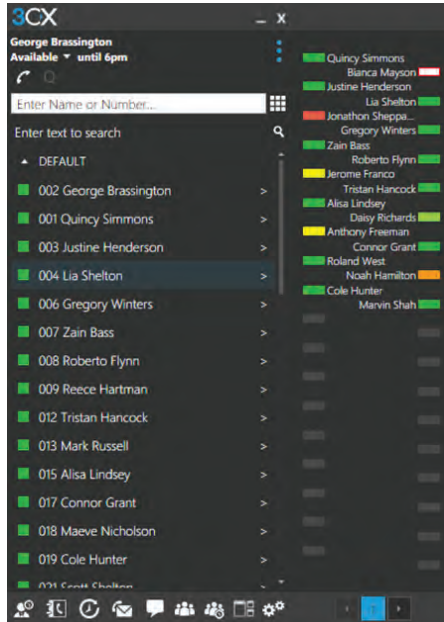
You can initiate a call just by selecting your desired contact. Simple as that. Transferring calls from the BLF panel is as easy as making calls. You can transfer a call when it is still ringing or after you have answered the call by pressing the desired contact.
Note: With the BLF panel you can only make blind transfers.

Configuring the BLF panel
The BLF panel can be configured by your administrator from the management console or by you through the 3CX client for Windows. Match a BLF button with an extension, so that this button will show the status of that extension. The number of available BLF buttons varies per phone. In the 3CX client there is no limit. You can have up to 36 per page.

You can also link BLF buttons to a shared parking place or a speed dial. This allows users to easily park or un park calls by pressing the assigned BLF button. The following options are available for BLFs:

- BLF - shows presence of another extension.
- Speed Dial - link to a phone number for easy calling (internal Speed dial).
- Custom Speed Dial (External Speed Dial).
- Shared parking.
- Agent Login /Logout.
- Change status.

Configuring the BLF panel (Busy Lamp Field)

You can configure the BLF panel by:
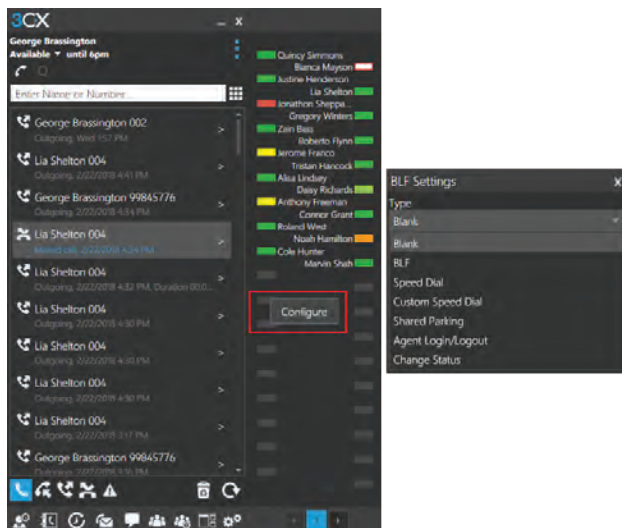
1. Right-clicking on the desired button and then selecting "Configure."
2. In the 3CX window you will see the "BLF Settings."
3. Choose the type of BLF you want.
4. Select the desired extension.

Switchboard (available only for Windows and Mac)

The Switchboard is an expanded presence screen which offers more functionalities than a regular presence screen with more views to choose from such as the Wallboard and Manager views.

1. You can access the Switchboard by clicking on the icon (▦), or from the quick menu.
2. Double click on the desired contact to make the call.

Receiving calls with the 3CX client

TWhen you receive a call, the following screen will appear. Click "Answer", "Decline" or "Divert to Voicemail" accordingly. With the Mac client you may also "Divert" the call to another extension without the need to answer the call.
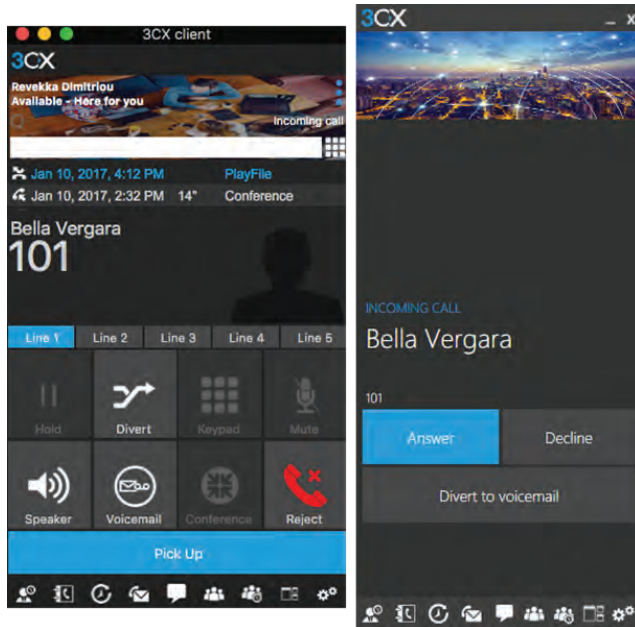
Tips:

1.	If you have the "Focus" feature enabled, on your Windows or Mac client, then the client will automatically pop up.

2.	If you have "Auto Answer" feature enabled, on your Windows or Mac client, then the client will automatically answer the call.

3.	When a call is received, the 3CX client for Android and iOS use PUSH technology to wake up the smartphone when it is in sleep mode, thus saving battery life.

4.	On the smartphone clients you can see the missed call in the notifications bar as well as from the locked screen.

Elevate a call to a video call from the 3CX client for Windows

When dealing with a customer, or even a potential customer, face-to-face communication is more powerful than any other form of contact. Do not let distance get in the way of your business. With the 3CX client for Windows, you can easily start a video call on the spot between two or more parties as long as they have a video capable IP Phone or are using the 3CX Windows client. While in a call with someone who has a camera and a microphone, or a video capable IP Phone:

1.	Click the "Video" button (🖥️Video).

2.	The video window will appear and your call will now include video. During the video session you will be able to share your screen, change the settings or even take a photo.

Transfering Calls
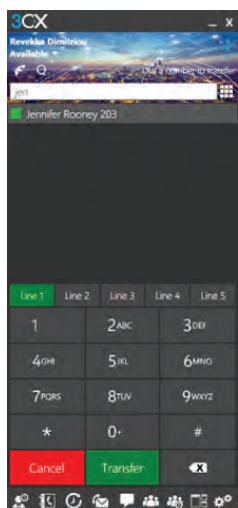
Blind transfer

With a blind transfer you can transfer the call without notifying the recipient.

1.	While in a call, click on the "Transfer" button (↗️).
2.	You can select a contact by either:

	a) Typing or tapping the number or the name of the contact you want to transfer the call to. The 3CX client will filter your contact list and suggest users/extensions (only in Windows and Mac).

	b) Press the phonebook, presence, or call history tabs and select the desired contact.

3.	Click on the "Transfer" button to transfer the call. The call will be transferred as soon as the recipient accepts the call, or you press "End."

Attended transfer

With an attended transfer you can notify the recipient before transferring the call. During this time, the caller is on hold and the transfer is completed only when the recipient agrees to accept it and you hang up. To perform an attended transfer:

1.	While in a call, click the "Att. Transfer" button (↗️).
2.	Dial the number or name you want to transfer the call to, or select a contact from presence, phonebook or call history, click the "Call" button and announce the caller waiting on the line. The line on hold will be marked as orange while the active line is marked in green.
3.	After confirming that the recipient wants to take the call, click the "Transfer" button , hang up, and the call will be transferred to the recipient.