

# TELEPHONY REMOTE WORKING OPTIONS

The following notes provide guidance on how best to use your telephone system to support remote working.

**NB: In all cases, unless the handsets and the home working network have been specifically configured, DO NOT expect to use your office handset at home.**



## WEB CLIENT:

The 3CX web client can be used from pretty much any remote location. It uses your browser to connect to the telephony system using a technology called Web RTC.

To utilize this option, the following must be present and provided to you:

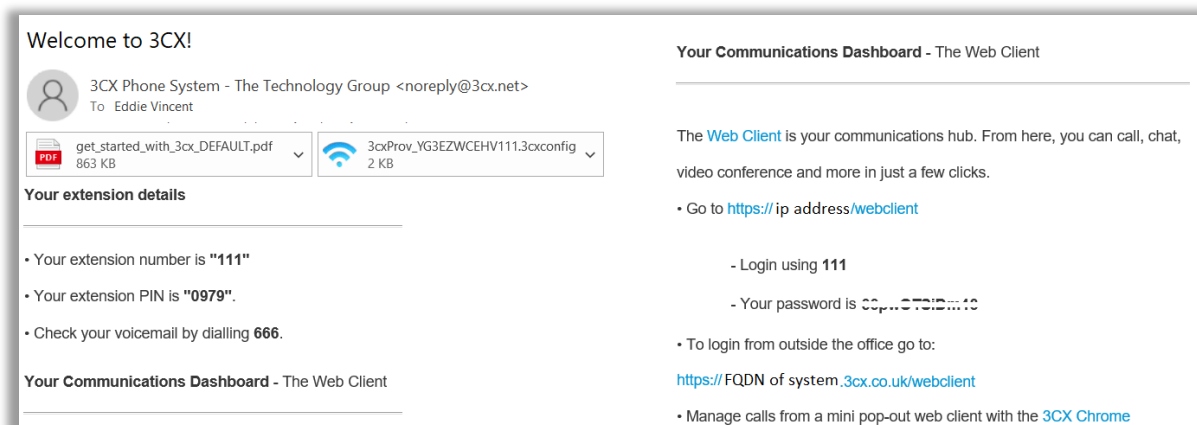
- An extension for you on the Phone system.
- A Welcome email to be sent with details of the web client (you may already have this).
- Use of a supported web browser (Chrome/Firefox).
- Use of a supported OS platform (Windows/MAC).
- A USB headset.

You should already have an extension on your system already. However, if you are unsure please check this status with your local IT admin.

If you have an extension on the system, you would already have had a Welcome email, so first check your Inbox and if you cannot find it put in a request to your IT Admin who can resend this.

The Welcome email (pictured in a screenshot on the following page) gives you all admin access for your extension and is key to getting you setup from home.

To access the client simply click on the link seen as <https://FQDN of system.3cx.co.uk> and login with the username and password from the Welcome email.



As with the last 2 points ensure you are using a supported Operating System (OS) and when you click on the link to open the Welcome email ensure your browser is either Firefox or Chrome (you can cut and paste the link into the browser if desired).

If you do not have these browsers on your computer, download them from here.

NB: you may need your local IT admin to provide permissions for this.

<https://www.google.com/chrome/>

<https://www.mozilla.org/en-GB/firefox/new/>

If a successful connection can be made to the phone system you will see in the browser window change to Available. If this does not connect, you need to contact with your local IT.

Available (Remote) ▾

## SOFTPHONE:

Softphones exist (and are supported) on the following platforms:

- Windows
- Smartphone – IOS
- Smartphone – Android
- MAC

Note: Like with the Web client using Windows and MAC options also require the use of a USB headset.

Using the same Welcome email as above you can download and provision Apps from there also. It is a 2-step process which includes downloading of the App itself followed by provisioning with the attached template.

## DOWNLOADS:

Windows: Can be found on this link: <https://www.3cx.com/user-manual/installation-windows/>

MAC: Can be found on this link: <https://www.3cx.com/user-manual/installation-mac/>

Smartphones: Downloaded on respective Play and Apple stores.

IOS: <https://www.3cx.com/user-manual/installation-iphone/>

Android: <https://www.3cx.com/user-manual/installation-android/>

Once downloading of the App onto the device has been completed, you can simply double-click the provisioning file (attached to the Welcome email) from an account within the device/platform you wish to run it from – or if using a Smartphone device scan the QR code from either the email or web client for a quick-provisioning option:

[https://www.youtube.com/watch?v=NFIZYA\\_hSUU](https://www.youtube.com/watch?v=NFIZYA_hSUU)

## TROUBLESHOOTING:

This following section is designed to assist in covering any potential issues that maybe encountered when setting up the solution from home. In the majority of cases this should just work; however, we must consider that every home network is not identical (and not using the same provider kit) so some tips maybe of use if such events arise.

Please consider firstly that when setting up any App from home that if a connection does not establish that you may want to check your public IP address is configured correctly with us/your local IT. To check this simply go to Google and type in “what is my IP” and it will give you an output.

This can also occur when you have a dynamic IP address at home and the public IP is subject to change.

In the case of setting up either web or desktop clients (Windows/MAC) there could also be issue relate to the local environment, of which include:

- Local Antivirus
- Windows firewall
- Local Windows updates and .NET framework requirements
- User rights (locally controlled by IT administrator)
- Audio/sound related issues locally:

<https://support.microsoft.com/en-gb/help/4520288/windows-10-fix-sound-problems>

Most of the above issues can be investigated yourself, however for the most part to fix may require raising the point with your IT administrator.





There are 2 ways you can use the Halo System from Home:

1. Desktop App on a PC or Laptop
2. Mobile App on iPhone and Android Devices

### DESKTOP APP & MOBILE APP:

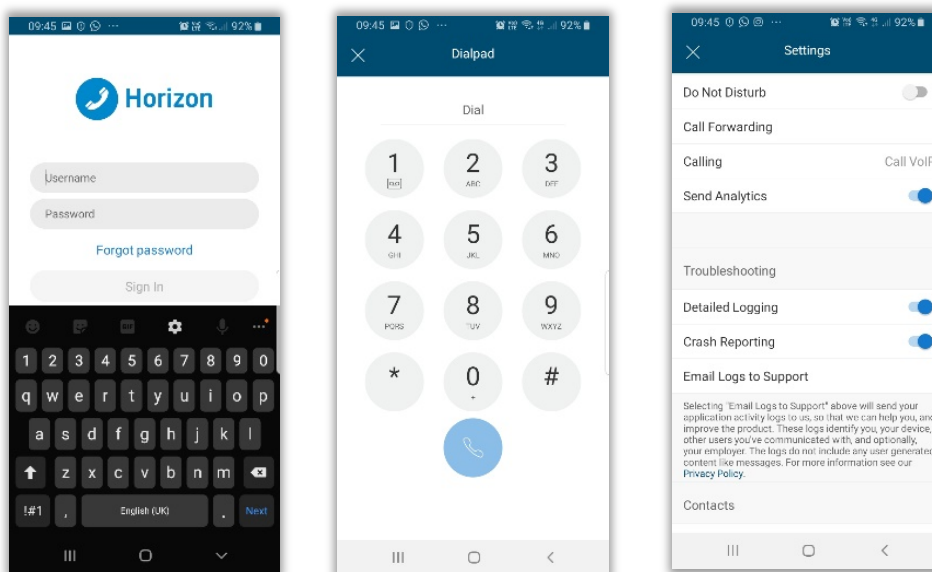
The mobile and Desktop app both require a subscription which is charged per user. This is the easiest way to ensure you can work from home as you can install the app on any PC or laptop and have it on your mobile which can be used anywhere.

Once all the correct Licencing is agreed The Technology Group Support staff will set it up on your System and you will receive 2 emails one with your Username and the other is the client Password. This works for both the PC app and the Mobile App. This password consists of about 33 characters and numbers looking something like this (this is NOT the password):

**123A45678-9123-4567-B89C12De3F45**

This password will need to be copied exactly from the email, so we recommend copying and pasting the password onto the apps.

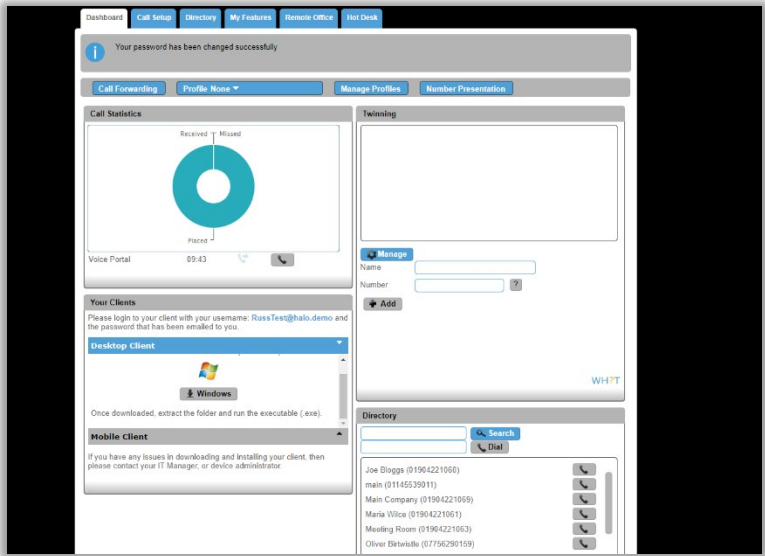
### MOBILE APP:



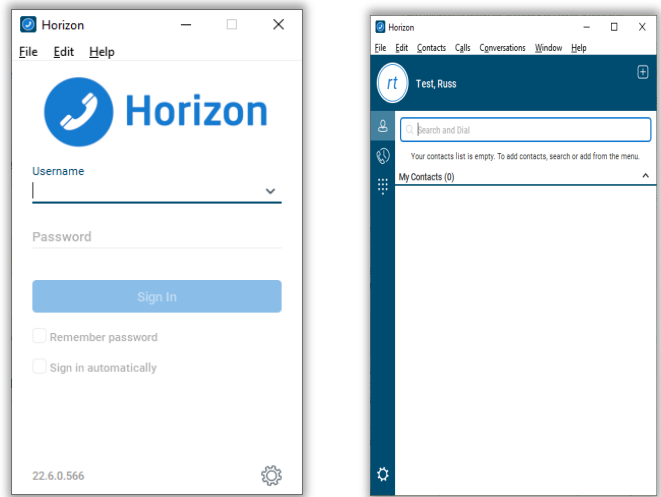
1. When you first load the app you will need to accept the End user agreement, it will then take you to the login page, input your User name and Password and press Sign In.
2. You are then on the app and it will open on the call history tab, there are 3 lines on the top left corner. From here you can:
  - Go to Voicemail
  - Go to the Dialpad to input a number to dial
  - Change settings (put DND on and forward calls)

# DESKTOP APP

1. For the Desktop app you will need to download the client from the client portal. You will have received an email with the details when first set up. You will see a Desktop client Tab where you can download the Client



2. Once downloaded and installed you will see a login page, input the Username and password you have been sent.
3. Once logged in you will have option on the top as drop-down menus and on the left you have contacts, call history and dial pad.
4. On the top drop-down menus, you can do things like put DND on and off forward calls and put twinning on so your mobile also calls when you extension calls.



# Panasonic NEC

For advice on options for using these systems for remote working, please contact your TTG Account Manager.