

Using your 3CX iOS App

Step 1: Install the iOS app

1. Install the iOS app from the [App store](#).
2. Open the app, read and accept the license agreement and authorize the permissions the app needs (camera, microphone).

Step 2: Configure your Extension: Scan the QR code

1. Open your web client and click on the QR code in the top right corner.
2. Open your camera on your iOS device and scan the QR code shown on your screen.
3. Your extension is configured and you're now **"Ready for calls"**!

Making a call

Using the iOS app to make a call is as straightforward as making a call from your smartphone's native call function.

- Enter a number via the dialpad and press call.
- Tap on the  option from the menu and search contacts by name, extension number or email address. Or tap on a contact and select **"Call"**.

You can easily perform a number of actions on an active call:

1. **"Transfer"** allows you to perform two types of transfers.
 1. **"Blind Transfer"**- transfer the call directly without addressing the receiver.
 2. **"Att. Transfer"**- first speak to the receiver and then transfer the call.
2. **"Conference"** - add more participants to the call.
3. **"Record"** - record the conversation.
4. **"Video"** - take your call up a notch by turning it into a video call.
5. **"New call"** - places the current call on hold to make a new one.

iOS app menu

From the menu  you can:

- Switch between accounts or add a new extension.
- Schedule conferences and view upcoming meetings.
- Access your **"Settings"** from where you can:
 - Edit your notification sounds
 - Divert emergency numbers to GSM
 - Manage device integrations
 - Re-provision
 - Request for account credentials to be resent
 - Troubleshoot
- Scan your QR code from the web client.
- Access the speed dial widget.
- Get help