# How to make phone calls during rLearning - SoftPhone Solution 3CX - Set Up Instructions

## What is a "SoftPhone"?

During this rLearning time, the District has found a "softphone" solution. A "softphone" solution allows you to make phone calls using your District issued laptop or Chromebook using an internet connection.

Or you can also place phone calls using an App on your iPhone or Android Smartphone **utilizing wifi calling rather than cellular data minutes**.

Both these solutions **provide anonymity** and allow you to **hide the phone number** of your cell phone so that it doesn't show where the call is coming from.

This system **should not be used to dial 911 unless** this is your only method of contacting 911 and **you are able to tell the dispatch your current precise location**. This system does not provide your location to the 911 dispatch.

## Who is 3CX?

**3CX** is the name of the company that is providing this service.  This service is **different** from the **ShoreTel System** we use when in the District  at our VVSD schools and buildings when using the traditional phones that we are familiar with.

This **new "Softphone" system** provides you with a **different extension number** than your **ShoreTel phone**.

The phone system (ShoreTel) should continue to be used while in the district.

## 3CX Softphone User ID # and location?
What will **users see on their Caller ID** when they receive a phone call from a **VVSD 3CX Softphone Call**?

**815-421-7100 from Valley View SD**

This is the number you can advertise, along with your extension number for outside callers to reach you.

## How do I enable my "SoftPhone"?

When you are issued an extension in the system, you will receive a Welcome email. The email sender is "3CX Phone System", see image below;

3CX Phone System - Valley View School District <noreply@3cx.net>

**The instructions in the email are a little confusing - follow these.**

1) The email has three sections/steps, listed as;

   **01** **Your extension details**

   **02** **Your Communications Dashboard**
   and

   **03** **Your Office Extension Anywhere**

You want to start with step ⚫02 . Ensure your laptop or Chromebook is connected to the Internet. Then open your Chrome browser. This is important, only a Chrome browser should be used. Click on this client website link; https://vvsd.3cx.us/webclient

To login, enter the information from step ⚫02 ;

-Login using (extension number four digits)
-Enter your password (it helps to copy and paste this from the email)

If you enter the information incorrectly too often - you will see an error message **"An IP has been blacklisted". Email the Helpdesk@vvsd.org and the Tech staff will unblock your IP address.** When your work order is completed, you can try to set up your phone again.

2) **Once logged in, you now have a working phone line.** Click on the dial pad, you can start making calls.
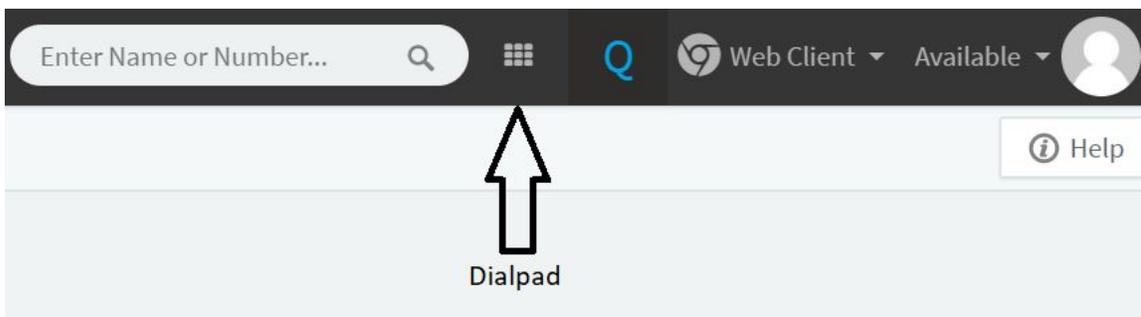


3) Next you can set up your **Smartphone with the mobile app**. Do not logout of the web client, you will need it to configure the phone app.

- For iPhones or iPads, download the "3CX Business Mobility-VoIP client" app from the AppStore (Free).
- For Android phones or tablets, download the 3CX Android App from Google Play (Free).

You will need to answer questions regarding providing the App access to your microphone - agree, camera - agree (you need it for set up). It is **your choice whether you want to allow the App access to your contacts**. These will include all contacts, both personal and professional on your Smartphone. Use your digital citizenship knowledge to determine if the convenience of access to contacts is more important than typing in the phone number.

4) When you get to the scan barcode screen go back to the web client, click on your Avatar (face circle) and select "Scan QR Code". Use your Smartphone to scan the presented QR Code. This will complete the configuration of the phone app.

**You can dial outside numbers directly without the need to dial any digit first, and other available staff by 4 digit extension.**

5) **Call Handling - Set up your Availability & Where your extension calls** - You can handle your calls in two (2) ways:

a) **Choose your availability** - Others in the District can see your extension number and whether you are available or not. You can set this up as an extended availability status or temporary.

b) Choose **where your SoftPhone 3CX calls you** - either the WebClient or Your SmartPhone.
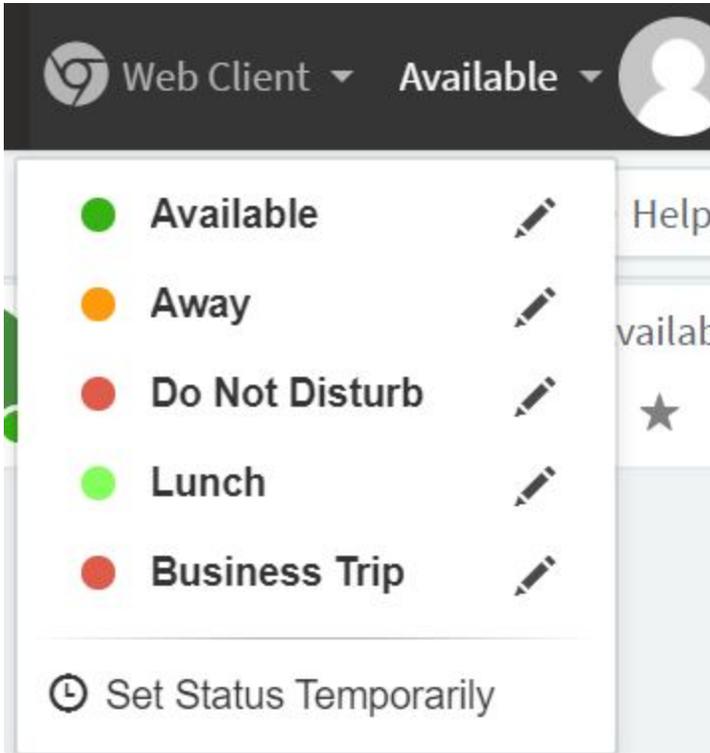


6) **Other VVSD Staff Availability** - On the web client you can click where it says "People" on the left column to see who is available. On the phone app (on the Android app) you can see the same information by clicking "Status" at the bottom left.

7) **Check your voicemai**l. When you see that you have a voicemail, you can check by using the information provided in step

   **01** **Your extension details.**

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**Should you have any issues please contact the helpdesk.**

**Thank you,**