Clocked Off

by Zexus

Setup guide

Install, licence and connect your 3CX V20 phone systems

zexus.tech | support@zexus.tech

Works with 3CX V20. Not affiliated with or endorsed by 3CX.

Welcome

Clocked Off is a Windows desktop app for MSPs and 3CX partners. It publishes public holidays and closures to every department across many 3CX V20 phone systems at once, with a preview before every change and an automatic backup before every write.

This guide takes you from install to your first sync. The user guide covers day-to-day use: publishing, closures, preview checks, backups and restore, and the licence screen.

In this guide

Section	What you'll do
1. Before you start	Check what you need and choose a connection mode for each system
2. Install	Install the app on each technician's PC
3. Licence key	Enter your business's licence key
4. Add a system: API client	Recommended for 3CX Enterprise and AI licences
5. Add a system: compatibility mode	For 3CX Pro and Basic licences
6. Choose departments	Pick which departments Clocked Off will update
7. First sync	Load holidays, preview and publish for the first time
8. Troubleshooting	Common problems and fixes

1. Before you start

You'll need

1. A Windows PC for each technician who will use Clocked Off.
2. One or more 3CX V20 phone systems, and the address and port you use to reach each system's admin console. Clocked Off connects to the same address and port.
3. Admin access to each 3CX system, so you can create an API client or a service extension.
4. Your Clocked Off licence key and download link, sent by email when you get your licence: after purchase, when you start a trial, or when you sign up for the Free plan.

Choose a connection mode for each system

Each phone system is connected in one of two ways. You can mix modes: some systems on API client, others on compatibility mode.

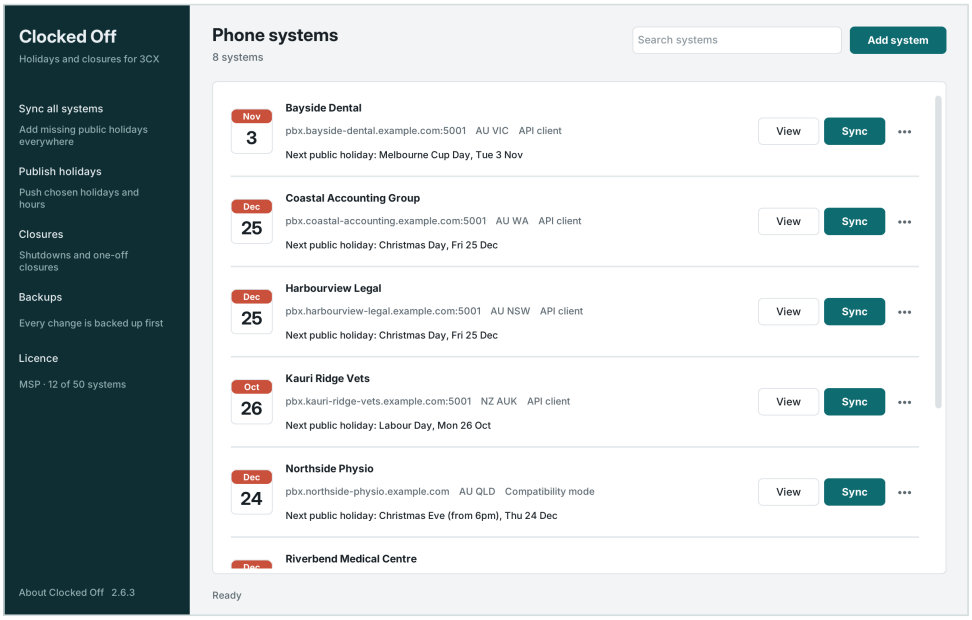
	API client (recommended)	Compatibility mode
3CX licence	Enterprise or AI	Pro or Basic
Signs in as	An API client created in 3CX	A dedicated service extension
Departments it can update	All departments (System Admin role)	Only the departments where the extension is Department Admin
Two-factor authentication	Not applicable	Supported
Support status	Uses the 3CX API	Use at your own risk (see section 5)

Where your credentials live

3CX passwords and API secrets are stored in Windows Credential Manager on the PC. They never leave that PC, and they are not sent to Zexus.

2. Install

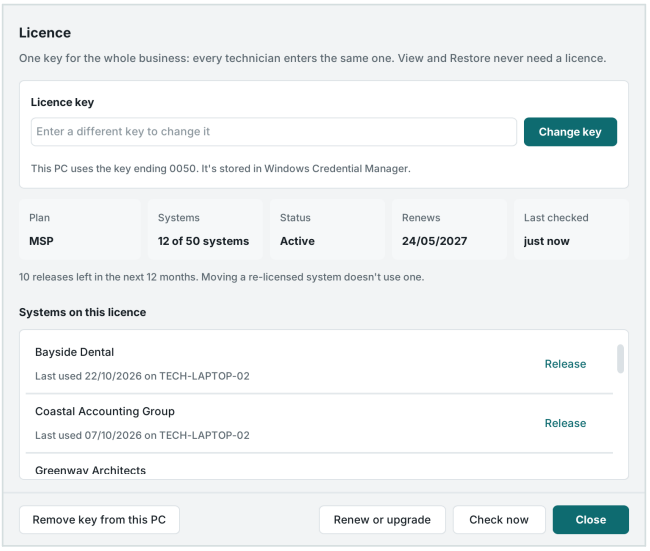
1. Download the installer using the link you receive with your licence key.
2. Run the installer on the technician's PC and follow the prompts.
3. Open Clocked Off from the Start menu. It opens on the **Phone systems** screen, with the main menu down the left.
4. Repeat on every PC that needs it. Every technician in your business uses the same licence key.



The Phone systems screen once systems are added. Your version number is shown at the bottom of the left-hand menu.

3. Licence key

1. Select **Licence** in the left-hand menu.
2. Paste the key from your purchase or trial email into the **Licence key** box and confirm it.
3. The screen shows your **Plan**, **Systems** in use, **Status** and **Renews** date, and how many releases you have left. The key is stored in Windows Credential Manager.



How licensing works

Rule	What it means
One key per business	Every technician uses the same key, on as many PCs as you need.
A system	One 3CX phone system, however many departments it has.
Counted across all PCs	Systems are counted across every PC using your key. The same phone system added on two PCs counts once.
View and Restore	Never need a licence, so you can always check and roll back.
Offline	Clocked Off keeps working for 7 days without reaching the licence service.
Releases	A release frees a system's slot so you can add another. Moving a phone system that has been re-licensed in 3CX doesn't use a release. A released system can't be re-added to the same licence for 90 days (not on Unlimited).

Plan	Systems	Releases per 12 months	Price (USD/year)
Free	1	1	Free
Pro	10	3	US$199
MSP	50	10	US$599
Unlimited	No cap	No cap	US$1,190

Paid plans include a 30-day free trial.

4. Add a system: API client

Use this mode for 3CX Enterprise and AI licences. You create an API client in the 3CX admin console, then give its details to Clocked Off.

In the 3CX admin console

1. Sign in to the 3CX admin console as an administrator.
2. Go to **Integrations > API** and add a new API client.
3. Enter a client ID. Text or numeric IDs both work, for example *clockedoff*.
4. Turn on **XAPI access**.
5. Assign the API client to a department.
6. Give it the **System Admin** role. This is needed so Clocked Off can see all departments on the system.
7. Save, then copy the API secret. Keep it somewhere safe until you've entered it in Clocked Off; 3CX may not show it again.

In Clocked Off

1. On the **Phone systems** screen, select **Add system** and choose **API client**.
2. Enter the system's address and port: the same ones you use to open its admin console.
3. Enter the client ID and API secret from 3CX.
4. Connect. Clocked Off saves the secret in Windows Credential Manager, and the system appears on **Phone systems** marked *API client*.

> **Tip**
>
> Give each API client a clear name, such as *clockedoff*, so anyone looking in the 3CX admin console later knows what it's for.

5. Add a system: compatibility mode

Use this mode for 3CX Pro and Basic licences, which can't create API clients. Clocked Off signs in as a dedicated service extension and can update only the departments where that extension is a Department Admin.

Compatibility mode: use at your own risk

3CX may break compatibility mode at any time through an update, patch, licence or rule change.

You use compatibility mode at your own risk.

You are responsible for your own 3CX licence compliance.

Nothing here limits your rights under the Australian Consumer Law.

In the 3CX admin console

1. Create a dedicated extension for Clocked Off, for example *Clocked Off service*. Don't reuse a person's extension.
2. Give the extension the **Department Admin** role in each department Clocked Off should update.
3. Set a strong password. If you use two-factor authentication on the extension, have the code to hand when you connect.

In Clocked Off

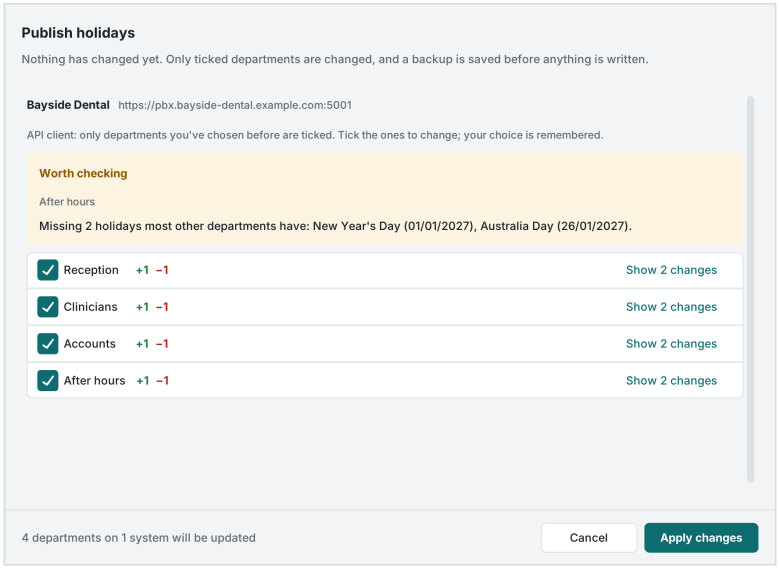
1. On the **Phone systems** screen, select **Add system** and choose **Compatibility mode**.
2. Enter the system's address and port: the same ones you use to open its admin console.
3. Enter the service extension's sign-in details, and the two-factor code if asked.
4. Connect. Clocked Off saves the password in Windows Credential Manager, and the system appears on **Phone systems** marked *Compatibility mode*.

To change which departments Clocked Off can reach in this mode, change the extension's Department Admin roles in 3CX.

6. Choose departments

You choose departments in the preview that opens before every change. Only ticked departments are changed. The first time, nothing is ticked, so nothing changes until you choose.

1. Tick each department to change. Each one shows how many holidays will be added (+) and removed (–).
2. Select **Show changes** on a department to see exactly what will change.
3. In API client mode, Clocked Off remembers your ticks and starts from them next time.

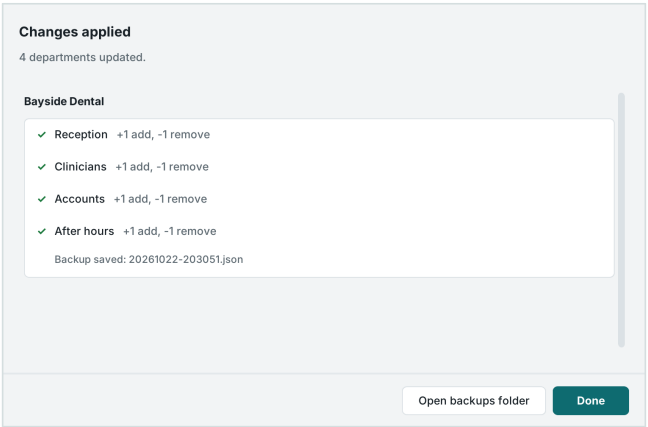


Mode	Departments you can choose from
API client	All departments on the system (because of the System Admin role).
Compatibility mode	Only the departments where the service extension is Department Admin.

7. First sync

Sync adds any public holidays missing for each system's country and region. Do your first one on a single system.

1. On **Phone systems**, select **Sync** next to one system.
2. Read the **Worth checking** box if one appears. It flags holidays 3CX would silently ignore and departments missing holidays that others have.
3. Tick the departments to change, then select **Apply changes**.
4. **Changes applied** lists each department updated and the backup saved first, for example *Backup saved: 20261022-203015.json*. Select **Done**.



Then roll out

Check the result in the 3CX admin console. When you're happy, use **Sync all systems** in the left-hand menu to do the rest. If anything isn't right, restore from **Backups**.

8. Troubleshooting

Problem	What to check
Can't connect to a system	Use the same address and port you use for the system's admin console. Check the PC can reach it (VPN, firewall, DNS).
API client sign-in fails	Check the client ID and API secret. Make sure XAPI access is turned on for the API client in **Integrations > API**.
API client mode: departments are missing	Give the API client the **System Admin** role. Without it, Clocked Off can't see all departments.
Can't create an API client in 3CX	API clients need a 3CX Enterprise or AI licence. On Pro or Basic, use compatibility mode.
Compatibility mode: departments are missing	The service extension needs **Department Admin** in each department you want to update.
Compatibility mode sign-in fails	Check the extension's password and, if two-factor authentication is on, the code. Use a dedicated extension, not a person's.
Compatibility mode stopped working after a 3CX update	3CX may break this mode at any time. If the system can move to an Enterprise or AI licence, switch it to API client mode. Contact support with the 3CX version number.
Licence says you've reached your system limit	On the **Licence** screen, select **Release** next to a system you no longer manage, or select **Renew or upgrade** to move to a larger plan. View and Restore still work while you sort it out.
A system counts twice	The same phone system on two PCs counts once. If you see a duplicate, contact support with both PC names.
Licence can't be checked	Clocked Off works offline for 7 days. Reconnect the PC to the internet, then select **Check now** on the **Licence** screen.
Worth checking: 3CX would ignore a holiday	Clocked Off has spotted a holiday 3CX wouldn't apply. Review it before you select **Apply changes**.
Worth checking: a department is missing holidays	Other departments have holidays this one doesn't. Tick it, or leave it if that's intended.
Need to undo a change	Open **Backups**, choose the backup taken before the change and apply it from the **Restore backup** preview. Restore never needs a licence.

Still stuck?

Email **support@zexus.tech** with your Clocked Off version (bottom of the left-hand menu), the 3CX version, the connection mode and what you see. Please don't send passwords or API secrets.