

Clocked Off

by Zexus

User guide

Sync, publish, closures, preview checks, backups and your licence

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

About this guide

This guide covers everyday use of Clocked Off once your systems are connected. If you haven't added a system yet, start with the setup guide.

The left-hand menu

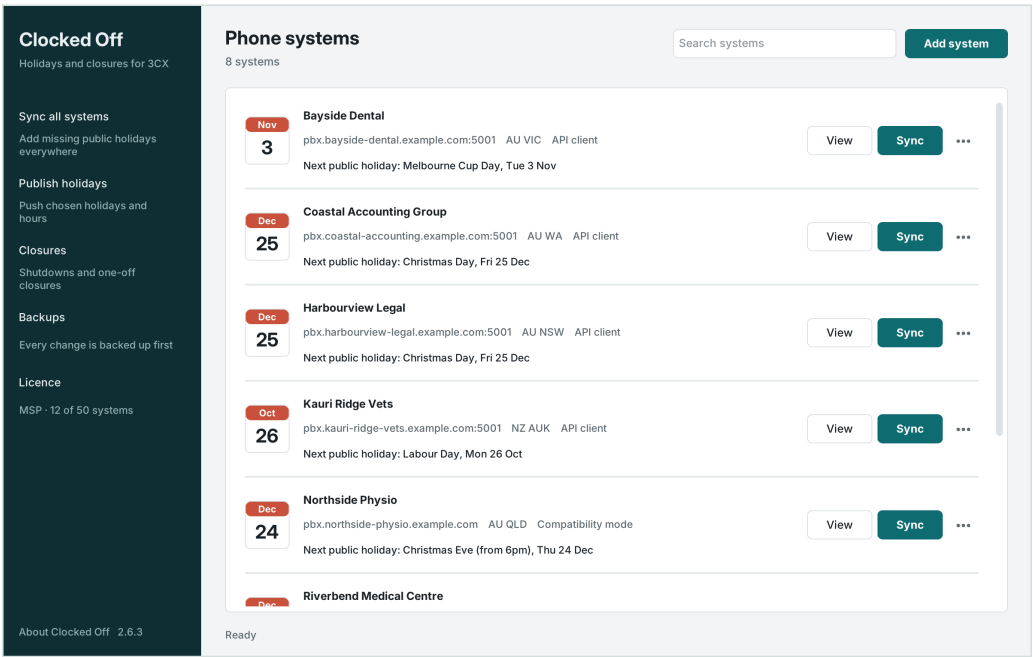
Menu item	What it does
Sync all systems	Adds missing public holidays everywhere.
Publish holidays	Pushes chosen holidays and hours.
Closures	Shutdowns and one-off closures, saved as sets.
Backups	Every change is backed up first. Restore from here.
Licence	Your plan, systems in use and releases.

In this guide

Section	Covers
1. Phone systems and Sync	The main screen, View and Sync
2. Publish holidays	Choosing departments, the preview and Apply changes
3. Closures	Sets, copying from a department, CSV import and export
4. Preview checks	The Worth checking box and what to do about it
5. Backups and restore	Automatic backups and Restore backup
6. Licence and releases	The Licence screen, releases and the 90-day cooldown

1. Phone systems and Sync

Phone systems is the main screen. Each system shows its next public holiday, its address, its country and region, and its connection mode (*API client* or *Compatibility mode*).



Button	What it does
View	Shows the system's current holidays. View never needs a licence.
Sync	Adds any public holidays missing for that system's country and region.
...	More options for the system.
Add system	Connects another phone system. See the setup guide.

Sync one system or all of them

- 1

To sync one system, select **Sync** next to it. To sync every system, select **Sync all systems** in the left-hand menu.
- 2

Review the preview and tick the departments to change (see section 2).
- 3

Select **Apply changes**. Clocked Off saves a backup first.

2. Publish holidays

Publish holidays pushes the holidays and hours you choose to departments across your systems, such as Christmas Eve closing from 6pm. Nothing is written until you select **Apply changes**.

- 1

Select **Publish holidays** in the left-hand menu and choose the holidays and hours to push.
- 2

The preview opens. It says *Nothing has changed yet*, and lists each system with its departments.
- 3

Tick each department to change. Each one shows how many holidays will be added (+) and removed (–). Select **Show changes** to see exactly what changes.
- 4

Read the **Worth checking** box if one appears (see section 4).

- 5 Check the summary at the bottom, for example *4 departments on 1 system will be updated*, then select **Apply changes**.

Publish holidays

Nothing has changed yet. Only ticked departments are changed, and a backup is saved before anything is written.

Bayside Dental <https://pbx.bayside-dental.example.com:5001>

API client: only departments you've chosen before are ticked. Tick the ones to change; your choice is remembered.

Worth checking

After hours

Missing 2 holidays most other departments have: New Year's Day (01/01/2027), Australia Day (26/01/2027).

☒	Reception	+1 -1	Show 2 changes
☒	Clinicians	+1 -1	Show 2 changes
☒	Accounts	+1 -1	Show 2 changes
☒	After hours	+1 -1	Show 2 changes

4 departments on 1 system will be updated

Cancel Apply changes

Which departments are ticked

API client: only departments you've chosen before are ticked. Tick the ones to change, and Clocked Off remembers your choice. The first time, nothing is ticked.

Compatibility mode: you can only change departments where the service extension is Department Admin.

After you apply

Changes applied lists each department updated and the backup file saved before the write, for example *Backup saved: 20261022-203015.json*. Select **Open backups folder** to see your backups, or **Done** to finish.

Changes applied

4 departments updated.

Bayside Dental

☒ Reception +1 add, -1 remove

☒ Clinicians +1 add, -1 remove

☒ Accounts +1 add, -1 remove

☒ After hours +1 add, -1 remove

Backup saved: 20261022-203051.json

Open backups folder Done

3. Closures

Closures are shutdowns, one-off closures and half days that aren't public holidays. You save them as sets, and you can publish a set to any department on any system.

Closures
Shutdowns, one-off closures and half days, saved as sets you can publish to any department on any system.

Sets [New set](#) **Christmas shutdown 2026** ...

Christmas shutdown 2026
4 closures

Storm closures
0 closures

Name	First day	Last day	Hours
Christmas Eve early close	23/12/2026	Same day	All day Custom 15:00 to 23:59
Christmas shutdown	24/12/2026	04/01/2027	All day Custom
Staff training day	13/02/2027	Same day	All day Custom
Stocktake (afternoon)	31/03/2027	Same day	All day Custom 13:00 to 17:00

[Add closure](#) [Copy from a department](#) [Import CSV](#)

4 closures in this set [Close](#) [Save](#) [Publish to systems](#)

Create a set

- 1 Select **Closures** in the left-hand menu, then **New set**. Give it a clear name, for example *Christmas shutdown 2026*.
- 2 Select **Add closure**. Enter a **Name** and a **First day**. For a closure longer than a day, enter a **Last day**; otherwise leave it as *Same day*.
- 3 Under **Hours**, choose **All day**, or **Custom** and enter the start and end time for a half day or early close.
- 4 Select **Save**, then **Publish to systems** when you're ready. You'll get the same preview as in section 2.

Copy from a department

If a department in 3CX already has the closures you want, select **Copy from a department** instead of retyping them, then edit as needed.

Import and export CSV

Select **Import CSV** to load closures from a spreadsheet. To get a ready-made template, export an existing set first. Use these columns:

Column	What to enter
Name	The closure's name, as it will appear in 3CX. For example <i>Christmas shutdown</i> .
From	First day.
To	Last day. Use the same date as From for a single day.

Column	What to enter
Start time	Time the closure starts on the From date, 24-hour HH:MM (for example 12:00).
End time	Time the closure ends on the To date, 24-hour HH:MM (for example 23:59).

Dates can be day-first (**24/12/2026**) or ISO (**2026-12-24**). Don't use month-first dates (12/24/2026). An example file:

```
Name,From,To,Start time,End time
Christmas shutdown,24/12/2026,04/01/2027,00:00,23:59
Stocktake (afternoon),2027-03-31,2027-03-31,13:00,17:00
```

Check before you import

Open the file in a text editor if a spreadsheet has reformatted the dates. Excel often changes dates to match your Windows region settings when it saves.

4. Preview checks

Every preview runs two checks that are easy to miss when updating systems by hand. Anything they find appears in the **Worth checking** box at the top of the preview, with the department it affects.

Check	Example	What to do
Holidays 3CX would silently ignore	3CX would accept the change but not apply the holiday, without any error.	Review the holiday and adjust it before you apply.
Departments missing holidays others have	<i>After hours: Missing 2 holidays most other departments have: New Year's Day (01/01/2027), Australia Day (26/01/2027).</i>	Tick the department so it gets them, or leave it if the difference is intended.

Why this matters

Both problems are silent in 3CX: calls are routed as if it's a normal business day. The preview checks catch them before your client's phones do.

5. Backups and restore

Before every write, Clocked Off saves a backup of each department it's about to change, as a .json file in your backups folder. You don't need to turn this on.

Restore a backup

- 1 Select **Backups** in the left-hand menu and choose the backup taken before the change you want to undo.
- 2 The **Restore backup** preview opens. Tick the departments to restore and select **Show changes** to check them. Lines marked + are added back and lines marked – are removed.
- 3 Select **Apply changes**. Clocked Off saves a backup of the current state first, so you can undo a restore too.

Restore backup

Nothing has changed yet. Only ticked departments are changed, and a backup is saved before anything is written.

Bayside Dental

https://pbx.bayside-dental.example.com:5001

Worth checking

After hours

Missing 2 holidays most other departments have: New Year's Day (01/01/2027), Australia Day (26/01/2027).

✓

Reception

+1 -1

Hide

+ 03/11/2026

Melbourne Cup Day

- 03/11/2026

Melbourne Cup Day (00:00 to 13:00)

✓

Clinicians

+1 -1

Show 2 changes

✓

Accounts

+1 -1

Show 2 changes

✓

After hours

+1 -1

Show 2 changes

4 departments on 1 system will be updated

Cancel

Apply changes

Restore always works

View and Restore never need a licence. Even if your licence has lapsed or you're over your system limit, you can still check your systems and roll back.

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6. Licence and releases

Select **Licence** in the left-hand menu. One key covers your whole business, and every technician enters the same one. The key is stored in Windows Credential Manager.

Licence

One key for the whole business: every technician enters the same one. View and Restore never need a licence.

Licence key

Enter a different key to change it

Change key

This PC uses the key ending 0050. It's stored in Windows Credential Manager.

Plan

MSP

Systems

12 of 50 systems

Status

Active

Renews

24/05/2027

Last checked

just now

10 releases left in the next 12 months. Moving a re-licensed system doesn't use one.

Systems on this licence

Bayside Dental

Last used 22/10/2026 on TECH-LAPTOP-02

Release

Coastal Accounting Group

Last used 07/10/2026 on TECH-LAPTOP-02

Release

Greenwav Architects

Remove key from this PC

Renew or upgrade

Check now

Close

On screen	What it means
Plan, Systems, Status, Renews	Your plan, systems in use out of your limit, licence status and renewal date.
Last checked	When this PC last reached the licence service. Clocked Off works for 7 days without it. Select Check now to check straight away.
Systems on this licence	Every system counted on your key, with when and on which PC it was last used. The same phone system on two PCs counts once.
Change key	Enter a different key for this PC.
Renew or upgrade	Renew your plan or move to a larger one.
Remove key from this PC	Removes the key from this PC only.

Releases

A release frees a system's slot so you can add a different system, for example when you stop managing a client's phone system. Moving a phone system that has been re-licensed in 3CX doesn't use a release.

- 1

On the **Licence** screen, find the system under **Systems on this licence**.
- 2

Select **Release**. The screen shows how many releases you have left in the next 12 months.

90-day cooldown

A released system can't be re-added to the same licence for 90 days. The cooldown doesn't apply on Unlimited, and moving a re-licensed phone system doesn't trigger it.

Plan	Systems	Releases per 12 months
Free	1	1
Pro	10	3

Plan	Systems	Releases per 12 months
MSP	50	10
Unlimited	No cap	No cap

Need help?

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