Flip Connect **3CX Voicemail** Quick User Guide



Flip Solutions Ltd t/a Flip Connect The Maltings, Bridge Street, Hitchin Hertfordshire, SG5 2DE

- 01462 417 999
- 🕒 0870 421 5411
- support@flipconnect.co.uk
- www.flipconnect.co.uk





3CX Voicemail Quick User Guide



Introduction

When your extension is busy, cannot be reached, or you choose not to take a call, callers have the option to leave a voice message. These messages are stored in chronological order and can be accessed by phone or from the 3CX client. If you have unread voicemails, an envelope icon automatically appears on your client's notification screen or as a number on your web client.

To listen to your voicemails:

1. In the 3CX client, click the "Voicemails" icon (🔄) from the bottom menu. In the 3CX web client, click on the "Voicemails" link.

2. Select, right-click or tap on a voicemail to bring up the options menu and select:

• Play – this downloads the voicemail as a WAV file and will automatically play it on your PC. On

People	(101) Bella Vergara	王をしの目
Contacts	October 7, 2016 10:33531 AM, 00:00:47	
-Chat	(203) Mariana Treli October 3, 2016 3:35:16 PM,00:00111	生きため前
Call History		
Voicemail	(203) Mariana Treli September 29, 2016 3:02:06 PM, 00:0117	生きしゃ首
Schedule Conference	(102) Shelby Schumacher	
WebMeeting SS	(102) Shelby Schumacher July 19, 2015 11:41:59 AM, 00:00:004	王をしゃ直
Switchboard	(102) Shelby Schumacher	
Recordings.	July 19, 2010 11:40:48 AM, 00:00:58	一 きょう よう
Settings	(101) Bella Vergara	4. b. 5. 4. B.

you the ability to play, stop and pause the file while playing. On a Mac, double click the message and it will play directly from the voicemail window.

- Play on Phone 3CX will call your extension and play the voicemail.
- Call Calls the person who sent you a voicemail.
- Mark as heard or unheard
- Delete
- 3. On the notifications screen the envelope will disappear, meaning you have no new voicemails.

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Tip: You can also receive voicemail notifications in your email. Contact your administrator to enable this feature.

Customizing your voicemail greetings

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Set Voicemail Greetings									
Select or upload a customized greeting message to be played for each profile status									
- 1	Default								
	System Default		-	5					
-	Lunch.wav		-	C					
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A personalized and professional voicemail greeting may be the first contact between you and your customers. Give your customers a good impression by creating a personalized voicemail greeting:

1. From the bottom options click or tap on the "Voicemail" button.

2. Click on the folder button () to go to the "Set Voicemail Greetings" tab. You can "Record Greeting" or "Browse" an existing recording.

3. To select an existing recording, click the folder button . Browse to select the .WAV file that you wish to use and click "Open."

4. To record a greeting, click the "Record Greeting" button and enter a filename. Click "OK" after entering the filename.

5. You will receive a call from Caller ID "RecordFile". Answer the call and follow the in-call instructions.

6. When the call ends you will be returned to the dial pad; Now access the "Set Voicemail Greetings."

7. The recorded message will be available for all statuses. Select the status that you wish to set the recorded message for by clicking on the field next to the status.

8. Click the "Voicemails" button to save your changes and return to the voicemail list. To record another custom greeting follow the same procedure.

Important: If you are not able to record a greeting, contact your administrator in order to give you the right to do so.

Tips: You can hear your greetings before saving them by pressing the button for Windows and Mac or for Android. A call from "Playfile" will be directed to your extension.

Note: If any status is left to the "Play Default" option, and the "Default" field has been set to a custom message, then that greeting will be used.



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Customising your voicemail greetings (Web client)

Presence	Select or upload a customized greeting n	nessage to be played for	reach profile st	atus	
Greetings					
Switchboard	Default				
Wallboard	Play Default	\$	Upload	Download	▶ Pla
	Available				
	Play Default	\$	Upload	Download	► PL
	Away				
	Play Default	\$	 Upload 	Download	► Pla
	Do Not Disturb				
	Play Default	\$	① Upload	Download	► Pla
	Lunch				
	Play Default	\$	O Upload	O Download	▶ Pla
	Business Trip				
	Play Default	\$	 Upload 	Download	▶ Pla

A personalized and professional voicemail greeting may be the first contact between you and your customers. Give your customers a good impression by creating a personalized voicemail greeting:

1. Go to "Settings > Greetings."

2. For each status, select an existing recording from the drop down. Alternatively upload one or record one.

3. To record a greeting, click the "Record Greeting" button and enter a filename. Click "OK."

4. You will receive a call from Caller ID "RecordFile." Answer and follow the in-call instructions.

5. Hang up, the file will be saved. Now you need to refresh the page to see your newly recorded file listed. The recorded message will be available for all statuses.

6. Select the file for each status that you wish to use the recorded message for.

Note: If any status is left to the "Play Default" option, and the "Default" field has been set to a custom message, then that greeting will be used.

_eaving voicemail for an extension

To leave a message in the voicemail of an extension:

Dial *4<extension number> For example, *4100, will leave a voicemail message for extension 100.