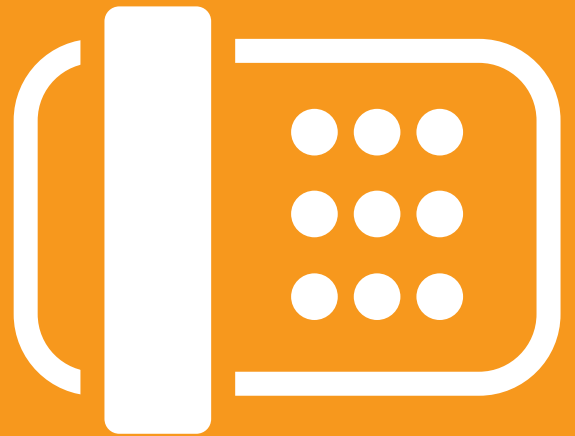# Flip Connect
3CX Voicemail
Quick User Guide

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**FLIP CONNECT**

Better . Connected

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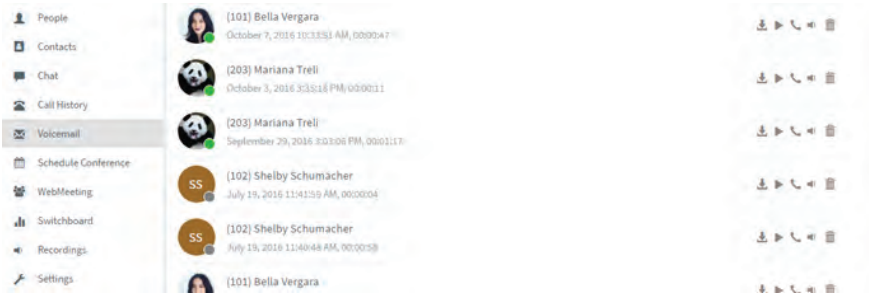
you the ability to play, stop and pause the file while playing. On a Mac, double click the message and it will play directly from the voicemail window.

- 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.

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

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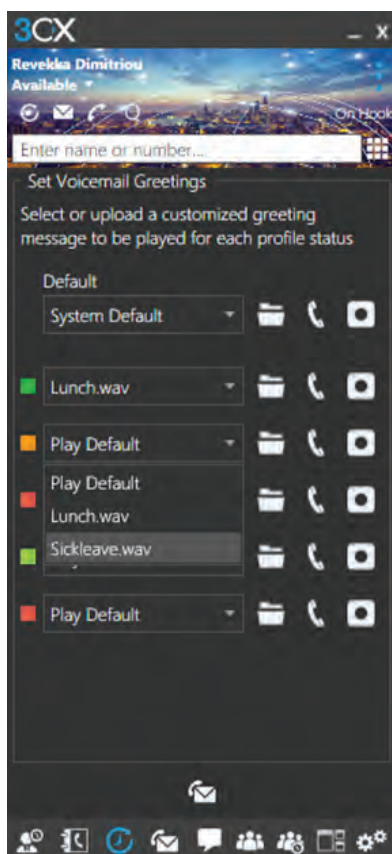
A personalized and professional voicemail greeting may be the first contact between you and your customers. Give your customers a good impression by creating a personalized voicemail greeting:

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.

Customising your voicemail greetings (Web client)

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.

Leaving 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.