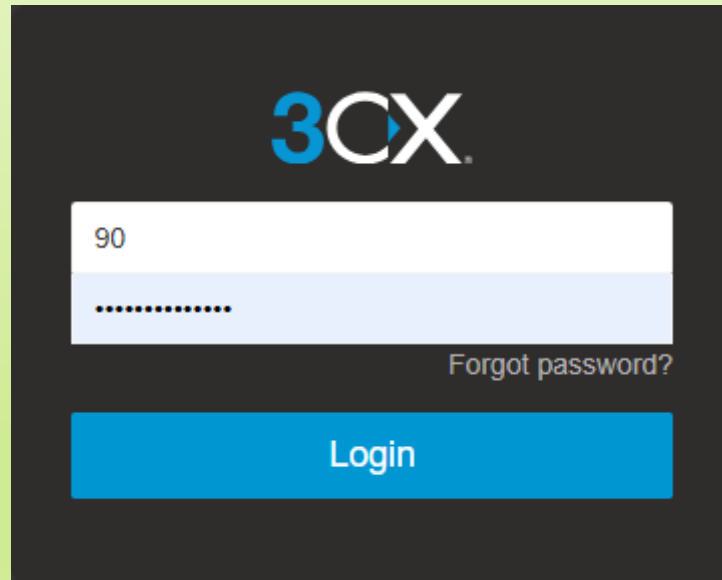


# **Re-record Digital Receptionist**

Avatel Cloud Solution  
User Guide

# Access 3CX web-client

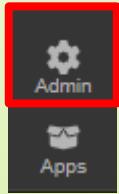
- 1) Login to the 3CX web-client using the following URL.  
<https://advancedendodontics.my3cx.us/#/login>
- 2) User your user extension number or email address tied to your user extension.  
(See example below)



The screenshot shows the 3CX login page. At the top center is the 3CX logo. Below it is a white input field containing the number '90'. Underneath the input field is a light blue password field with a series of dots representing a masked password. To the right of the password field is a link that says 'Forgot password?'. At the bottom of the form is a large blue button with the text 'Login' in white.

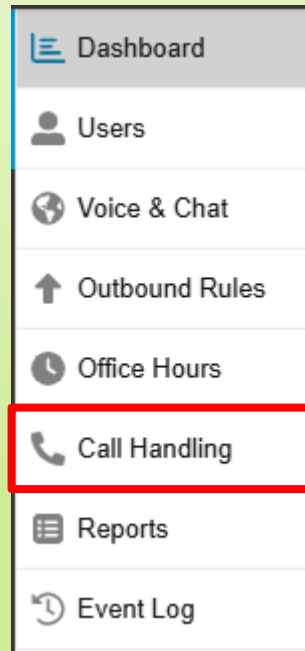
# Access Admin Cog

- 1) Once logged into the web-client look to the bottom left and click on the Admin cog.



# Access Call Handling

- 1) Your web page should have refreshed and taken you to the Dashboard of the admin client.
- 2) You will then need to click on Call Handling.



# Select the Digital Receptionist

- 1) Click on the Digital Receptionist that you would like to update the prompt for.
- 2) Remember that if a Holiday is scheduled it will play prompt set in HolidayAA.

<input type="checkbox"/> DayAA (Digital Receptionist)
<input type="checkbox"/> Night AA (Digital Receptionist)
<input type="checkbox"/> HolidayAA (Digital Receptionist)

Plays normal in office hours recording.

Plays normal out of office hours recording.

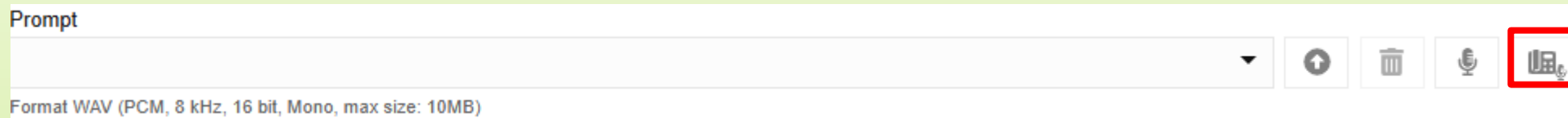
Plays holiday prompt selected for scheduled holidays.

# Record a new prompt

- 1) Select the desk phone icon to the right of the prompt dropdown box.

Prompt

Format WAV (PCM, 8 kHz, 16 bit, Mono, max size: 10MB)

A screenshot of a web interface showing a 'Prompt' dropdown menu. Below the dropdown, there is a row of icons: a refresh icon, a trash icon, a microphone icon, and a desk phone icon. The desk phone icon is highlighted with a red square. Below the icons, the text 'Format WAV (PCM, 8 kHz, 16 bit, Mono, max size: 10MB)' is displayed.

- 2) Enter the name of the new recording but be sure to leave the “.wav” at the end of the file name.
- 3) Select the user extension that will be doing the recording and press ok.

Record Media Prompt File

Enter a file name for your new prompt and the extension number of your phone to record a new audio prompt. Note: To see new file in the list refresh page after recording.

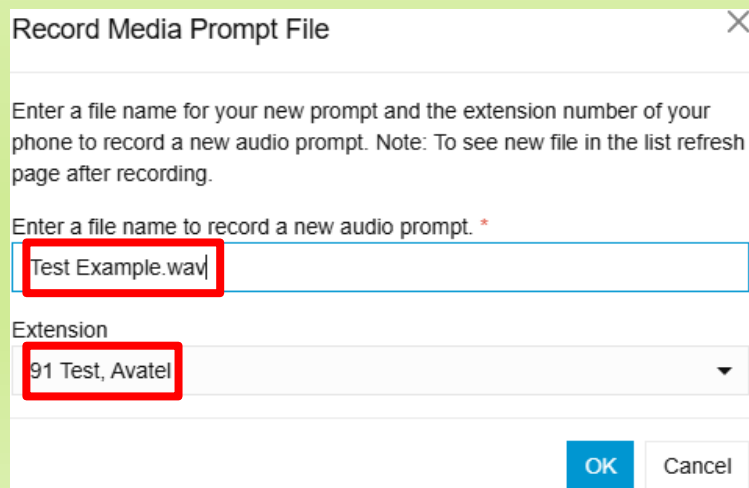
Enter a file name to record a new audio prompt. \*

Test Example.wav

Extension

91 Test, Avatel

OK Cancel

A screenshot of a dialog box titled 'Record Media Prompt File'. The dialog contains instructions and two input fields. The first input field contains the text 'Test Example.wav' and is highlighted with a red square. The second input field is a dropdown menu labeled 'Extension' with the selected option '91 Test, Avatel', also highlighted with a red square. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

## Perform the recording

- 1) The system will send a call over the user extension selected.
- 2) When answered it will indicate to record your message and then press #.
- 3) After you have press # to end the recording it will give four options.
  - A) Press 0 to save the message; this will save the new recording.
  - B) Press 1 to repeat the recording; this will all you to attempt the recording again.
  - C) Press 2 to verify the recording; this will replay your recording to make sure it is accurate.
  - D) Press # to exit; this will not save the recent recording.
- 4) Be sure to save your recording before hanging up the call.
- 5) Now head back to the web page of the Digital Receptionist and back out of it to the main Call handling page by clicking on Call Handling.

\*\* Things to remember for the recording are that option 0 will transfer calls to Ext10 Ky's voicemailbox. Also, that if no input from a client is entered in 10 seconds will transfer the caller into Ext10 Ky's voicemailbox.

## Select the new prompt

- 1) Now click on the Digital Receptionist you created the new prompt.
- 2) Click on the prompt drop down box.
- 3) You should now see the new recording by name to select.
- 4) Once selected click on the blue save icon at the top of the page.