3CX

3CX doesn't connect to Alchemer Voice directly. Your 3CX recordings are uploaded to an SFTP server, and Alchemer Voice signs in to that server, reads the recordings, transcribes them, and extracts insights. Alchemer Voice only reads from the server: it never changes or deletes your files.

Set up

Before you begin

- 3CX recordings uploaded to an SFTP server that is reachable from the public internet. Contact 3CX for information on setting this up.
- The server's host, port, username, and password, and the folder (base path) that holds the recordings.
- Your 3CX system's timezone and country code.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin** > **Connections**.
2. Under **Call recording**, find **3CX** and click **Connect**. The **Connecting 3CX** window opens.
3. Complete the fields below and click **Connect**.

Field	Value
Host	Address of the SFTP server.
Port	Usually 22.
Username / Password	The SFTP login.
Base path	Folder containing the recordings, for example /recordings. Subfolders are included.
3CX system timezone	The timezone 3CX uses when naming recordings. File names carry the start time without a timezone, so a wrong value shifts call times.
3CX system country code	Used to turn phone numbers that aren't in international format into full numbers, so callers can be matched to CRM contacts.

Alchemer Voice tests the connection when you click **Connect**. If it can't connect, you see "Unable to connect to the 3CX SFTP server with the provided details." and nothing is saved. If the host isn't publicly reachable, you see "Please enter a valid, publicly reachable host."

What's imported

Alchemer Voice checks the server once an hour, searching the base path and its subfolders for .wav files named `[Caller Name]_Extension-Number_YYYYMMDDHHMMSS(ID).wav`. Other files are ignored, as are recordings that finished less than five minutes ago (these are picked up on a later check) and files that can't be read.

For each recording, Alchemer Voice reads the caller name, number dialed, and start time from the file name, adds the 3CX user as an internal participant and the other party as a contact, and transcribes the audio itself, separating speakers.

Troubleshooting

- **Not connected:** No SFTP details are saved.
- **Syncing...:** The first import is running.
- **Authentication failed:** Alchemer Voice can no longer sign in, for example because the password changed or the server is offline. Click **Disconnect**, then **Connect** with current details.
- **Recordings are missing:** Check the base path, that the files are .wav files with the standard 3CX name and more than five minutes old, and that the timezone is correct.

Disconnecting removes the saved details. Calls already imported stay in Alchemer Voice.

Permissions

Connecting and disconnecting 3CX requires the **Manage connections** permission, which admins usually have. Without it, you can't connect or disconnect 3CX. See Roles and permissions.

If you need help, contact Alchemer Support.

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