

DID-Greetings

DID greetings allow you to add a message at the DID level, that callers will hear when they call in. This may be used in conjunction with an IVR or on its own depending on your needs.

1. The first thing we want to do is create the greeting\message. A Greeting can be recorded from within the system, or you may import them in the case you have a professionally recorded greeting created. When creating a greeting outside of the system please make sure it is in .wav format before importing.
2. To record a greeting from within the system you can dial *301 from any phone. After dialing the code the system will prompt you when to start recording.
3. If you recorded the greeting outside of the system, you would need to login and import the file. The file requirements are the file must be in .wav format and the name of the file must start with "greeting-did-"
4. Browse to <https://ux.firelinecommunications.com> and enter your username and password. Remember your account for your extension is different than your admin account.
5. Once logged into the dashboard you want to move down the menu and select System>Sound files.