Modifying Menu Greetings

Option 1 *

1. Email helpdesk@ipathcloud.com information about what menu greeting you would like to update.
2. Call (484) 320-7301 and Record your greeting.
3. We will upload your greeting for you at an agreed upon time.
   *this is a billable change

Option 2 - Must be done during the time your menu is playing)

1. Login to the portal at atlas.ipathcloudsolutions.com
2. Go to VOIP>MENUS>(Menu you would like to update)
3. Find the "Greeting Message" section in the upper right hand corner
4. Take note of the pin number and if you are not using a system phone also Toggle "Allow Outside Recording" to ON.

GREETING MESSAGE

○ Add New   ○ Use Existing   ● Record Over Phone

Greeting recorded over the phone can be re-recorded by calling into the menu and entering the pin number.

Preview ▶ ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬ 00:00

Allow Outside Recording: (OFF)

❓ *Prompt Record PIN: xxxxxx

RESET PIN

5. SAVE at the bottom of the page
6. Call the number during a time when the menu you would like to change would normally play.
7. When you hear the greeting dial the 6 digit pin number to access the menu options.
8. Follow the prompts to rerecord your greeting.

Option 3 - Requires Voicemail to Email to be enabled

1. Call your phone and leave a message for yourself that is the greeting you would like to use.
2. Save the WAV file you received in your email to your desktop.
3. Login to the portal at atlas.ipathcloudsolutions.com
4. Go to VOIP>MENUS>(Menu you would like to update)
5. Under "Greeting Message" select "Add New"

GREETING MESSAGE

● Add New ○ Use Existing ○ Record Over Phone

Media Requirements:
· Media should not exceed 4MB in size
· All media should be either a WAV or MP3 file

*Name: [   ]
*Choose File: [   ] [+]

6. Name your file and click on the blue box with a + to browse for you file.
7. Navigate in the pop up screen to your desktop and select the recording you saved in step 2.
8. Click on the save button at the bottom of the screen.
9. This will immediately take effect and update your greeting.