This section displays the greeting, menu and story files you currently have uploaded

Back to Profile
You are user
Greeting file:
Menu file:
These are your current active files:

File	Phone prompt number	Delete

Update

This section allows you to upload a new greeting and menu file, along with your story files

Upload sound file

Menu or Greeting file will be replaced!
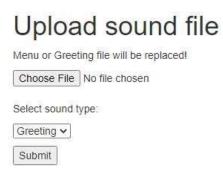
Choose File   No file chosen

Select sound type:

Story

1   Phone Prompt Number

Submit

1. To upload a new **greeting**, choose the greeting file from your computer by clicking "choose file", select "greeting" from the pull-down menu and click submit. You will know the upload is complete when you see your greeting file name appear on the top section of the page under "greeting file."

Upload sound file

Menu or Greeting file will be replaced!

[Choose File] No file chosen

Select sound type:

[Greeting ▾]

[Submit]

2. To upload a new **menu** file, choose the menu file from your computer by clicking "choose file", select "menu" from the pull down menu and click submit. You will know the upload is complete when you see your greeting file name appear on the top section of the page under "menu file."

Upload sound file

Menu or Greeting file will be replaced!

[Choose File] No file chosen

Select sound type:

[Menu ▾]

[Submit]

3. To upload a **story** file, choose the file from your computer, select "story" from the pull-down menu and then choose the number on the keypad that the patron will press to hear that story (based on the numbers you provided in your menu). Click submit and wait – large files may take a while. You will know the upload is complete once you see that story appear on the story list on the top section of the page. Repeat the process for the rest of your stories, making sure you select the correct number that corresponds to that story/audio file.

Upload sound file

Menu or Greeting file will be replaced!

[Choose File] No file chosen

Select sound type:

[Story ▼]

[1] Phone Prompt Number

[Submit]

When you have uploaded your menu, greeting and stories, it will look like this:

Home   Logout   Help

Back to Profile
You are user
Greeting file: greeting.gsm
Menu file: story_menu.gsm
These are your current active files:

File	Phone prompt number	Delete
goldilocks.gsm	1	☐
staff_holiday_message.gsm	2	☐
happy_birthday_song.gsm	3	☐
library_news.gsm	4	☐
poem1.gsm	5	☐
poem2.gsm	6	☐
writing_prompt.gsm	7	☐

Update

Upload sound file

Menu or Greeting file will be replaced!

Choose File   No file chosen

Select sound type:

Story ⌄

8   Phone Prompt Number

Submit

Important notes:

1. File names cannot have any spaces, commas or special characters. Either use one long word, or underscores/dashes. Example: the_three_little_bears
2. Formats you can upload are m4a, mp3 and wav. *NOTE that the correct format extension for a wav file should be lower case wav. If the file name ends in *.WAV, the system cannot accept it.
3. If you select the wrong phone prompt number when uploading a story, you can change it in the list of story files by adjust the number next to that file, then pressing "update"
4. To remove a story file, select the box to the right of it, click OKAY when the alert pops up AND then press the update button.
5. Greeting and Menu files cannot be deleted from the portal. Simply upload a new greeting or menu and it will replace the existing file.
6. Once files are uploaded, it will take 10 minutes for them to be available on your number. If you are dialed into the service when you are uploading files, you will need to hang up and then call back after 10 minutes to hear the updated files. Larger sized files may take up to 15 minutes to be available on the service.

Need help? Email Joseph – joseph@storiesinthecloud.com