

# Recordings

If you have created audio files that you want to save and use over and over again, use the Recordings menu to upload them. These can be selected from the [Receptionists](#) configuration as the message that plays, or longer informational recordings. Use these for:

- Receptionist messages  
*Welcome to.. press 3 for support...*
- Information recordings  
*Show up 5 minutes before your appointment, you are allowed one visitor, wear a mask...*
- Inspirational messages  
*Press 5 for the "Daily Lift"*

The system will accept standard MP3 or WAV format files. Please be cognizant of copyright of materials you do not create. If you need assistance with audio creation, we have customers reporting good results from: <https://www.fiverr.com/>

The screenshot shows the 'Recordings' page within the Ring-U software. On the left is a vertical navigation menu with the following items:

- Dashboard
- Coms
- Configuration
  - Extensions
  - Groups
  - Receptionist
- Schedule
- Hold Music
- Recordings
- Tricks
- My Services
- My Account
- Ring-U Staff
  - Hub
  - SpecAccount
  - Health
  - Standard

The 'Recordings' page itself has the following structure:

- Recordings** (Section title)
- Recordings** (Text): A descriptive paragraph explaining that recordings are available from the receptionist menu's, and are for use as receptionist recordings or long information playback. It mentions that when a recording is playing, 0 or # exit, 1-9 skip to automatically calculated segments. For example, if a person wants to skip ahead because they already heard the first part, pressing 5 will take them to the middle.
- File List** (List of recordings):
  - Normal Open Message**: File: OpenMessage.mp3, Duration: 0:35, Volume: 100%, Mute: Off
  - Closed Message**: File: ClosedMessage.mp3, Duration: 0:35, Volume: 100%, Mute: Off
  - Long Info about CBD**: File: LongInfo.mp3, Duration: 0:35, Volume: 100%, Mute: Off
- Upload recordings:** (Section title)
- Form Fields** (Form):
  - Short Description (required)**: A text input field.
  - File**: A file upload input field with the text "No file selected." and a "Browse..." button.
  - Upload**: A green "Upload" button.
- Help Text** (Text):
  - System accepts MP3 and WAV format files.
  - Special characters in the filename will be removed.
  - A short description will help in selecting the right file from system menus.
  - Gud Medicine must 'own' this file/recording, using copyrighted music or materials is not allowed.
  - Gud Medicine and Phil Gud accepts full responsibility for licensing or use disputes.
  - [Recording on hold message tips and tricks](#)

From:  
<https://wiki.ring-u.com/wiki/> - **support wiki**

Permanent link:  
<https://wiki.ring-u.com/wiki/doku.php?id=recordings&rev=1642702933>



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