USER MANUAL

FD24 AI Voice Agent

Running your Front Desk Line from your iPhone, iPad and the web

For Front Desk Line owners · App build 54 · November 2026

Support: support@fd24.ai · fd24.ai/manual

Contents

1. Welcome

2. Signing in to the app

3. First-time setup

4. The Line tab

5. Live calls

6. Inbox and Archive

7. The Agent tab

8. The Me tab

9. The web console

10. Going live: forwarding your number

11. Troubleshooting

12. Privacy, billing and support

1. Welcome

A **Front Desk Line** is an AI phone agent from FrontDesk24 that answers your business number around the clock. It greets callers, answers from what you have told it and from your documents, takes messages and booking requests, texts callers the links you have saved, and puts callers through to you when they ask for a person. Once you've connected a Google Calendar and set up booking (section 7), it can book visits too.

You manage your line in two places. They show the same line and the same data: a change saved in one is there in the other.

	FD24 AI VOICE AGENT APP	WEB CONSOLE
Where	iPhone or iPad. In the App Store and on your home screen the app is called **FD24 AI**.	Any web browser, at your line's own address (section 9).
Sign in	Sign in with Apple, a 6-digit email code, or a password you set.	A 6-digit email code.
Best for	Following live calls, taking a call, alerts, documents, contacts and blocked numbers.	Longer edits on a big screen, your full 90-day call log, and call-forwarding codes.

What you need

- A Front Desk Line, and the **email address it was set up with**, your line's email. It is your sign-in for both the app and the web console.
- For the app: an iPhone or iPad with **iOS 16.4 or later**.
- For the web console: a current web browser.

> **One kind of account**
>
> The app and the console open Front Desk Line owner accounts only. Hotel staff use the separate **FrontDesk24 Mobile** app.

Words used in this manual

TERM	MEANING
Your line number	The phone number your line was given. The agent answers calls and texts to it.
Published number	The number your customers already call. You can forward it to your line number (section 10).
Staff phone	The phone you carry. Once you confirm it with a texted code, the agent can put callers through to it and requests are texted to it.
Request	Something the agent wrote down for you: a message, a booking or appointment request, a text it passed on, or a calendar notice.

TERM	MEANING
Transcript	The written record of a call. The greeting tells callers the call may be recorded; what is kept is this text, not audio.
Minutes	The time your agent spends on calls. Your plan includes a set number.

2. Signing in to the app

Open the app. The sign-in screen offers three ways in. None of them creates an account: each one opens a line that already exists.

Sign in with Apple

1. Tap **Sign in with Apple** and confirm with Face ID, Touch ID or your passcode.
2. If this Apple ID is already connected to your line, the line opens.
3. The first time, the app asks you to connect the Apple ID. Type your line's email, tap **Email me a code**, enter the code from the email and tap **Open the line**. From then on, Sign in with Apple opens your line by itself.

The connect step is skipped only when your Apple ID shares an @icloud.com, @me.com or @mac.com address that is also your line's email. Changed your mind? Tap **Cancel**, or on the code step **Don't connect this Apple ID**: you still sign in with the code, without connecting. The connect step ends after about 9 minutes, or if you leave the screen.

Email me a code

1. Type your line's email in **Email**.
2. Tap **Email me a code**. The app says a code is on its way.
3. Open the email *Your Front Desk Line sign-in code*, from *FD24 AI - (your business name)* at account@fd24.ai.
4. Type the 6 digits in **Sign-in code** and tap **Open the line**.

To get a new code, tap **Use a different email** (your email stays filled in), then **Email me a code** again. A new code is only sent once a minute has passed since the last one. Codes have the same limits in the app and the web console: how long a code lasts, how often a new one is sent, how many wrong tries are allowed and how many codes a day. See Things to know about codes in section 9.

Use a password

A password is optional. Set one on **Me › Sign-in › Password** (section 8). Then, on the sign-in screen, tap **Use a password**, type your email and password, and tap **Sign in**.

- The password works in the app only. The web console always uses email codes.
- Each password sign-in emails you a notice, so you know if it wasn't you.
- After 4 wrong passwords from one network, or 10 on your line, in a day, password sign-in pauses until midnight UTC. Email codes keep working.

Staying signed in

The app keeps your sign-in in the iPhone's secure storage. A sign-in lasts 30 days and renews itself while you use the app, so opening it at least every two weeks keeps you signed in. If it runs out, sign in again; alerts to that phone stop until you do.

The app also returns to the sign-in screen if support changes your sign-in email or, after Sign in with Apple, if you stop using Sign in with Apple for the app in iOS Settings. If your line is suspended, the app's screens read *This line is no longer active.* and alerts to it stop: email support.

More than one line

One email can hold several lines. Signing in opens your main line; after that, the app reopens on whichever line you had open last. When the app starts, a menu of your other lines is already dropped down: tap one to switch, or tap anywhere else to stay. Opening the app by tapping an alert skips the menu and goes where the alert points. You can switch at any time from your business name at the top of the Line tab, or from **Me › Lines**.

> **Hotel staff accounts**
>
> Hotel staff accounts can't sign in to this app. If you type an email that doesn't manage a Front Desk Line, no code arrives, and Sign in with Apple asks for your line's email instead. Hotel staff use the separate FrontDesk24 Mobile app.

3. First-time setup

A new line opens on the Line tab with a card, **Get your line ready**. Tap **Start setup**. The card shows only until your line has taken a call or has opening hours saved; if you don't see it, fill in the same details on the Agent tab. Setup has three steps, and what you choose is saved together at the end, when you tap **Save and finish setup**.

If you stop part-way, the card reads **Continue setup**. While the app stays open it returns you to the same step. If the app was closed in between, it starts again at step 1 with what is already saved, and anything you accepted but hadn't saved is no longer in the form. Website suggestions are still there to accept again (tap **Import your website instead**); what your agent captured by talking shows again only after your next conversation with it. Setup progress is remembered on each device. Once setup is finished on a device, the card doesn't come back, even after Reset agent: make later changes on the Agent tab.

Step 1 — Tell the agent about your business

There are three ways to give the agent your details. Use whichever suits you.

METHOD	HOW IT WORKS
Talk to your agent	Pick a voice under **Voice** (tap **Sample** to hear one), then tap **Start talking**. The first time, the app explains that your voice goes to xAI, the AI provider that runs your agent, for this conversation: tap **Agree and start** and allow the microphone. The agent speaks first and asks what you do, your hours, how to greet callers and where to send calls. Let it finish speaking before you answer. Tap **End conversation** when you're done. Stay on this screen while you talk: switching to another app or tab, locking your phone, or moving on to Review business details ends the conversation. What it captured so far stays.
Import your website	Tap **Import your website instead**, type your address (like https://yourbusiness.com) and tap **Import website**. A full site usually takes a couple of minutes, and you can leave the screen while it reads.
Describe your business	No website? Under *No website? Describe your business instead*, write a few sentences (up to 2,000 characters) and tap **Use this description**.

What the agent heard or read comes back as suggestion cards, each showing *In the form now* and *Suggested*. Tap **Accept** to put a suggestion in the form, or **Dismiss**. A website read may also suggest your logo (**Use this logo**). Then tap **Review business details**.

> **Your first website read fills blanks by itself**
>
> The first time your website is read, details that are still blank (address, public phone, parking, Wi-Fi network and amenities, and for hotels check-in, check-out and dining) are filled in as soon as the read finishes. Nothing you already entered is overwritten, and your business name, type, hours and About are only ever suggested. Later reads and descriptions only suggest, except that after a Reset agent the next website read fills blanks again.

Setup conversations don't use your plan's minutes. Each lasts up to 10 minutes, and a line can have 3 a day and 45 minutes in all; after that, finish setup by typing. Talking to your agent is offered only here, during setup, not on the Agent tab. A line can read its website 10 times a day and a description 10 times a day; the counts reset at midnight UTC.

Step 2 — Review business details

- **Business name** is required. **Address** and **Public phone** can be added now or later.
- Leave **Public phone** blank and the agent gives callers your line number (the box reads *Using this line's number*).
- **Business type**: Hotel, Salon, Trades, Restaurant, Office or Other. For Trades, pick your **Trade** (Electrician, Plumber, HVAC or General contractor) to get suggested job types, questions and a greeting.
- **Time zone**: tap Eastern, Central, Mountain, Arizona, Pacific, Alaska or Hawaii. When you switch on your first open day, the app fills in your phone's time zone if none is picked and your phone is set to a US time zone. Otherwise, pick one yourself: hours can't be saved without a time zone.
- **Opening hours**: switch on each day you're open, then tap a time to change it. A day that is switched off reads *Closed*. Hours that run past midnight aren't supported yet.

With hours and a time zone set, the agent doesn't put callers through while you're closed; it takes a message instead. Without hours, it tries to put callers through at any time. Tap **Continue to greeting**.

Step 3 — Greeting, attitude and transfer phone

- **Greeting**: the first thing callers hear, up to 400 characters. Leave it blank for the standard greeting: *"Thank you for calling (your business). You've reached our automated assistant — this call may be recorded. How can I help?"* If your own greeting doesn't say the call is automated and may be recorded, the agent adds a sentence that does.
- **Attitude**: Standard, Warm and friendly, Casual, Brief and direct, Professional, Upbeat, or your own words (up to 120 characters, e.g. "calm and reassuring").
- **Staff phone** (optional): the phone you carry. Include the country code, e.g. +1 555 013 4567; a 10-digit number is read as a +1 (US or Canada) number. It can't be your line's own number.

Tap **Save and finish setup**.

Confirm your staff phone

If you added a staff phone, a 6-digit code is texted to it (*FrontDesk24 code: …*). Type it in **6-digit code** and tap **Confirm**. Until you confirm it, the agent can't put callers through to that phone, you can't take calls on it, and requests aren't texted to it.

- A code lasts 10 minutes. **Text me a new code** sends another, at most once a minute and 20 times a day.
- Not now? Tap **Finish setup without transfers** and confirm later on the Agent tab.
- A Canadian number can be saved, but for now the code can't be texted to it, so it can't be confirmed for transfers or staff texts. Outside the US and Canada (+1), only Indian mobile numbers (+91) can be saved for now. They get no code, texts or transfers yet: setup finishes without a code, and your alerts come in the app and by email.

Tap **Finish setup**. You can also tap **Lock agent settings** so nothing changes by accident (section 7).

4. The Line tab

The app has five tabs: **Line**, **Inbox**, **Archive**, **Agent** and **Me**. On iPhone they run along the bottom; on iPad, iPadOS shows them as its tab bar or sidebar. Pull down on any screen to refresh it, and tap the tab you're on to jump back to the top.

The top of the screen

Your line number sits above your business name, with your logo if you have one. A chip shows the line's state:

CHIP	WHAT IT MEANS
IDLE	The line is reachable and no one is calling.
1 LIVE	A call is live (2 LIVE for two, and so on).

CHIP	WHAT IT MEANS
CHECKING	The app is reading the line for the first time.
LAST SYNCED	The app is showing an earlier update, with *Live monitoring is paused. Showing the last update from …* Pull down to reconnect.
UNAVAILABLE	The line couldn't be read. Check your connection and pull down.

While the Line tab is open, the app checks the line every 5 seconds. If it hasn't had a fresh update for 15 seconds, or the app was in the background, it shows the last update and pauses live monitoring until a new one arrives.

The line board

The first card, **The line**, reads **STANDBY** when no one is calling. STANDBY means the app reached your line, not that calls are being answered: a line out of minutes reads STANDBY too, with a red warning under the minutes. Below it:

- Your minutes: a large number with *min left* and a ring. The ring turns amber when minutes run low and red when none are left. Under it is when they reset (e.g. *RESETS DEC 1*), or *TRIAL ENDS …* on a trial.
- Your subscription status (ACTIVE, TRIALING, PAST DUE or PAUSED) and, on a trial, the days left.
- **BUSINESS HOURS**: *OPEN* or *CLOSED*, once your hours and time zone are set.

Tap the minutes (**Plan and minutes ›**) to see the full figures on the Me tab.

> **How minutes work**
>
> Your plan includes a number of minutes each billing period; a trial's minutes cover the whole trial. Once 80% are used, the board warns you. When they run out, the line stops answering new calls: on a plan until the minutes reset, and on a trial for the rest of the trial. A call still going at that moment is ended too: the caller hears that the call can't continue right now, and the call ends. A line on an active paid plan first keeps answering for a short grace allowance, 10% of its plan's minutes, and the figure reads *Plan used · N grace min left*. Once the line stops answering, new callers hear a short recorded message that the line's minutes are used up and that they should try reaching you directly, and then the call ends.

Turn on alerts

Until iOS has asked about notifications on this device, a card under the board reads *Get an alert when your agent takes a call.* Tap **Turn on alerts** and then **Allow**.

Recent calls

Recent calls lists your 20 most recent calls from the last 90 days, newest first. Each shows the caller (your contact's name, the number, or *Caller* with no caller ID), when the call was, and the last thing said. A *BLOCKED* chip marks a number on your block list. Tap a call to open it (section 5). For older calls, use the web console's Call log, which holds 90 days.

Several lines

If your account has more than one line, your business name at the top becomes a menu (⌄). It lists your other lines with their numbers and minutes left; tap one to switch the app to it.

On iPad

The Line tab splits into two columns, with Recent calls on the right. A **Needs you** card under the board lists up to four open requests; tap one to open the Inbox.

5. Live calls

Following a call

When someone calls, the Line tab switches to the call within about 5 seconds. The open call is then read every second, and its words arrive one finished turn at a time.

- At the top, a green light and the call's clock, and a round phone button that opens the full call screen.
- Below, the two sides of the call: the caller on the left (your contact's name and number if you've saved them, otherwise *Unknown caller* with their number, or on its own when there's no caller ID) and your agent, *Front Desk AI*, on the right. The column behind each side rises and falls while that side is speaking, and its label reads *Speaking*, *Last turn*, *Waiting*, *Paused* or *Call ended*.
- **Conversation**: the transcript so far. Each turn appears once it has been said.

If more than one call is live, the Line tab follows whichever call spoke last; tap a caller's name above the call to keep that one on screen. If updates stop, the light turns grey and reads *Paused*; taking the call is disabled until updates resume, so you never act on old information.

The call screen

Open it with **Call details & transfer ›**, from a call under Recent calls, or by tapping a call alert. It shows the whole conversation, and what the agent did at each point: *Took a message*, *Texted the caller a link*, *Booked Tue 2:00 PM* and so on (an action that failed is shown in amber). Email addresses in the conversation show as *[redacted-email]*, and phone, card and other long numbers as *[redacted]*. Tap **Close** to go back.

Take this call

Step in and talk to the caller yourself. Your staff phone must be saved *and confirmed* on the Agent tab first.

1. Open the live call's screen and tap **Take this call**.
2. Confirm with **Ring me**. The caller hears *"One moment — connecting you to the front desk."* and then ringing, while your staff phone rings for up to 20 seconds. The call shows your line number as caller ID.
3. Answer your staff phone. You're now talking to the caller.

If **Allow warm transfer** is on (section 7), you first hear a short spoken notice with the caller's number (not what they said), and pressing **1** connects you. Any other key, or no key within a few seconds, sends the caller back to the agent. The note under the button shows each stage:

WHAT YOU SEE	WHAT IT MEANS
Transfer requested	Waiting for the phone carrier to confirm ringing. The button reads *Transfer in progress*.
Your staff phone is ringing	The caller is waiting.
Staff phone answered	You and the caller are connected. The button reads *On your phone*.
The staff phone was busy, No answer, or Staff was unavailable	The caller goes back to the agent, who offers to take a message.
The transfer did not connect	The carrier couldn't put the call through. If the caller can't be put back to the agent either, they hear *"We could not reconnect. Please call again."*

If the button reads **Transfer unavailable**, the note under it says why, for example *Add a staff phone on the Agent tab to take calls.* or *Save and confirm the staff phone on the Agent tab before taking a call.* Take this call works outside your opening hours and even when Allow transfers is off: those only stop the agent, not you. A line that isn't on an active paid plan, such as a trial, can transfer up to 5 calls a day, yours and the agent's together. Once you're talking on your staff phone, that part of the call isn't transcribed. A call put through to your staff phone, by you or by the agent, lasts up to 10 minutes, then ends for both you and the caller: for a longer talk, take their number and call them back.

Share, block or save the caller

- **Share transcript**, at the foot of the conversation, sends it as text through Messages, Mail, AirDrop, Notes or Copy. For a live call it shares what has been said so far.
- **Block number** turns the number away on future calls and texts. A call already in progress carries on, and nothing is deleted.
- **Add to contacts** (or **Edit contact**) saves the caller. When their carrier verifies their number, the agent may call them by their first name during the call; the opening greeting stays the same (section 7).

6. Inbox and Archive

Whenever a caller leaves a message or asks for a booking or appointment, the agent writes it down as a **request**. Each request is emailed to your sign-in email, texted to your staff phone once it's confirmed (US numbers only), and sent to the app as an alert. The Inbox is the copy you can tick off.

Inbox

- The Inbox tab shows a badge with the number of open requests. The chip under the title reads *N OPEN*, or *CLEAR* when nothing is waiting. If the list couldn't refresh, a red message appears above it and the count may be out of date (with nothing open, the chip reads *NOT CURRENT*): pull down before trusting it.
- Each request shows who it's from (your contact's name, the name the caller gave, or *Caller*), its type, the details, and the callback number or email.

- Types: *TAKE MESSAGE*, *BOOKING REQUEST* (hotels), *APPOINTMENT REQUEST* (other businesses), *TEXT PASSED ON* (a text to your line that the agent passed to you), and on lines with calendar booking *BOOK OFFERED TIME* (a visit the agent booked), *CHANGE MY APPOINTMENT* (a visit a caller cancelled or moved) and *CALENDAR CHECK*. An urgent request's type is shown in red.
- A *CALENDAR CHECK* needs you: the agent tried to book, cancel or move a visit and couldn't confirm that your calendar saved it. Look at your calendar, then get back to the caller. They were told someone would, and weren't told they're booked.
- Other chips: *VIP* for a contact you marked VIP, *LIKELY SPAM* when the phone network couldn't vouch for the caller ID (a label only; nobody is blocked), and *BLOCKED*.
- A text passed on from someone the agent doesn't know is quoted word for word, with its links broken on purpose. Don't open links or share codes from it unless you expected it, and replying to the staff text about it doesn't reach the sender.
- If every line was busy when someone called, a *TAKE MESSAGE* request says so, with their number to call back. The same number calling again within an hour is listed once.
- When you've dealt with one, tap **Mark handled**. It moves to the Archive.
- **Share** sends the request as text, for example to copy the callback number. **Add to contacts** and **Block number** appear where they apply.

> **A booking request isn't a booking**
>
> The agent never confirms a booking or holds a time from a request. It books only when calendar booking is connected and on (section 7), and then the request reads *BOOK OFFERED TIME*.

Archive

The Archive lists handled requests. Tap **Return to inbox** to reopen one; the **Archive** link at the top of the Inbox also opens it. The Inbox and Archive together keep your newest 200 requests.

Spam

A request you block moves to **Spam**, at the foot of the Archive. Tap **Not spam** to move it back; the number stays blocked until you unblock it under Agent › Blocked numbers.

The app and the web console share one inbox: marking a request handled in one shows in the other.

7. The Agent tab

The Agent tab holds everything the agent knows and says. Tap a row to open it in place. When you change a field, an **Unsaved changes** bar appears at the bottom: tap **Save**. Changes are live from the next call.

Some things save the moment you use them, without the bar: documents, the transfer switches, confirming the staff phone, calendar booking, the PMS connection, the webhook, contacts and blocked numbers.

SECTION › ROW	WHAT YOU SET THERE
Conversation › Voice	How the agent sounds. Tap **Sample** to hear each voice.
Conversation › Attitude	Its tone with callers: a preset, or your own words.
Conversation › Call language	The language the agent greets callers in: English, Spanish, French, German, Italian, Portuguese, Chinese, Japanese, Korean, Vietnamese, Tagalog, Hindi, Arabic or Russian. It switches when a caller speaks another. Write your own greeting in this language too.
Conversation › Greeting	The first thing callers hear (up to 400 characters).
Website import	Read your website, or a description, again. Anything new or changed comes back as a suggestion to accept or dismiss, then save.
Business knowledge › Business details	Business name, address and public phone.
Business knowledge › Type and hours	Business type (and trade), time zone, and opening hours.
Business knowledge › Transfer phone	Your staff phone: type it and tap **Save**, and a 6-digit code is texted to it. Type the code and tap **Confirm** (**Text me a new code**, or **Text me a code** once the old one has expired, sends another). Below it, the transfer switches.
What the agent knows	**About the business** (up to 800 characters: what you do and who you serve); **Wi-Fi and parking**; for hotels **Stay details** and **Dining hours**; **Amenities** (one per line, up to 30); **Policies and FAQs** (up to 20); **Links the agent can text** (up to 5); **Quotable prices**; **Documents**; and **What callers will hear**.
Connections	**Calendar booking** (every business type except hotels, not during a trial), **FrontDesk24 PMS**, and **Webhook** (not during a trial).
Callers	**Contacts** and **Blocked numbers**.
Manage	**Lock agent settings**, **Reload agent settings** and **Reset agent**.

> **The agent only says what you've told it**
>
> It answers from your settings and your documents. Anything in neither becomes a message for you: the agent doesn't guess. Keep hours, policies, prices and links current.

Transfers

- **Allow transfers** (on unless you turn it off): when a caller asks for a person, the agent puts them through to your staff phone. Off, it never puts callers through; it takes a message, and your staff phone still gets texts.
- **Allow warm transfer** (off unless you turn it on): your staff phone rings first, and whoever answers presses 1 before the caller is connected. It needs a confirmed staff phone.

- The agent doesn't put callers through while your hours say you're closed, or to a staff phone that isn't confirmed.

Links, prices and policies

- **Links the agent can text**: give each a short name the agent can say (“Book online”) and the full https:// address. Short links such as bit.ly aren't allowed, because phone carriers block texts with them.
- **Quotable prices** are off until you switch on **Let the agent say these prices**. Then the agent says a listed price exactly as written, only for the item asked about. It never adds prices up, estimates, discounts or texts a price. Up to 20 items.
- **Policies and FAQs**: each entry is a short name and what the agent can say (up to 300 characters).

Documents

Add menus, service lists, policies or FAQs, and the agent answers calls and texts from them. Under **Documents**, tap **Upload a document** to pick a file, or **Paste text instead** to name and paste some text. Each document can be opened to **Show text**, **Edit text** or **Delete**. Documents save at once, without the Save bar, and are managed in the app only.

LIMIT	DETAIL
File types	PDF, Word (.docx), Markdown or text. Scanned and password-protected PDFs can't be read; save an old .doc as .docx first.
File size	Up to 10 MB, and up to 300 pages for a PDF.
One document	Up to 1,000,000 characters of text.
Number of documents	Up to 50, each with its own name.
All your documents	Set by your plan. The Documents row shows your limit and how much you've used, for example *12,000 of 250,000 characters used*.

- Up to 15,000 characters in all, the agent reads every document on every call and text. Above that, it looks up the parts it needs.
- After you add, edit or delete a document, the row reads *getting ready…* while your documents are prepared for lookup: a few seconds for a small document, a few minutes for very large ones. New wording can already answer in the meantime.
- The agent never reads out amounts of money from documents: put prices under Quotable prices. Lines that read like instructions to the agent are skipped.
- Only the text is kept, not the original file. To use a deleted document again, upload it again.

What callers will hear

This row opens a check of what the agent will say: your phone number, address, hours, About, prices and saved answers, each with where it comes from, or *Not listed: the agent offers to take a message*. Under **Check these** it flags problems in your documents: one that gives callers your transfer phone, another number in a document,

prices in a document (the agent won't quote them), and lines the agent skips because they read like instructions. A document that gives out your transfer phone has a fix, **Change to …**, that puts your public number in its place everywhere at once.

Calendar booking

On every business type except hotels, the agent can book visits straight onto your Google Calendar. Booking needs an active paid plan: it isn't available during a trial.

1. Under **Connections › Calendar booking**, tap **Connect Google Calendar**, sign in with Google and allow access, leaving the calendar boxes ticked.
2. Under **What callers can book**, add your job types (up to 8), each with how long it takes. Trades lines also enter the ZIP code their day starts from. Tap **Save**.
3. Tap **Turn booking on**.

Booking also needs your time zone and opening hours. The row says what is missing, if anything, and reads *Booking* once it's on. The agent offers real free times and books only after the caller says yes. Visit hours, notice, spacing, buffers and your service area are set in the web console's Scheduling section. **Disconnect** stops the agent booking: it takes booking requests for you instead, and visits already booked stay on your calendar. Your job types and booking switch stay as they were, so if you connect again, booking starts again. To stop booking altogether, tap **Turn booking off**.

FrontDesk24 PMS and Webhook

- **FrontDesk24 PMS**: connect a property management system so the agent can look up reservations. Enter the **Server endpoint** and **Access token**, tap **Save connection**, then **Test saved connection**.
- **Webhook** (not during a trial): send call and request events to your own apps (e.g. Zapier). Save the address, then copy the signing secret: it is shown once.

Contacts and blocked numbers

- **Contacts**: callers your agent knows by name. When a saved caller's carrier verifies their number, the agent may call them by their first name during the call (the opening greeting stays the same). A contact marked **VIP** who calls from a verified number is offered a transfer to you before the agent takes a message; with Allow transfers off, the agent takes a message right away. Add one with **Add contact** or **Import from Contacts**. A note on a contact is only for you; the agent never reads it out. Up to 2,000 contacts.
- **Blocked numbers**: a blocked caller is turned away before the agent answers, uses no minutes, and can't text your line. Add a number with **Block number**, or switch on **Block calls with no caller ID**. Up to 1,000 numbers. Your line's own number and your staff phone can't be blocked.

Lock, reload and reset

- **Lock agent settings** keeps the voice, greeting, attitude, call language, business details, type and hours, the transfer phone and its switches, and everything the agent knows from changing by accident, in the app and the web console. In the app, calendar booking can't be changed while locked either. Tap **Unlock to edit** to change them again (unlocking is in the app only). Contacts, blocked numbers, confirming the staff phone, the PMS connection and the webhook still work while locked.

- **Reload agent settings** fetches the latest settings, for example after an edit in the web console.

> **Reset agent can't be undone**
>
> Reset clears what your agent knows so you can start over: address and public phone, About, greeting, time zone and hours (both stay while calendar booking is on), attitude, voice, call language, Wi-Fi, parking, amenities, policies, a hotel's stay details and dining hours, logo, links, prices and what the website import found. Your business name, number, business type, transfer phone, documents and connections stay. The agent keeps answering from your documents: delete them under Documents if you don't want that.

8. The Me tab

Me shows your sign-in email and line number, then these sections.

Plan and minutes

Minutes left, with the detail line (for example *188 of 500 plan minutes used*) and when they reset or the trial ends. The warnings are the same as on the Line tab.

Lines

Every line on your account, with its number and minutes left. The one you're viewing is marked *CURRENT*; tap another to switch the app to it.

Notifications (call alerts)

1. Under **Notifications**, tap **Enable / register this device**.
2. Tap **Allow** when iOS asks. If you said no before, the app opens its page in iOS Settings, where the app is listed as **FD24 AI**: turn on notifications, come back and tap the button again.
3. Check that the card says **Allowed on this device** and at least one device registered.

Alerts never show the caller's name, number or words. You get one when a call starts (*Call on your line*), when a caller asks for a person, for a missed call, for each new request, for calendar bookings and changes, and when minutes run low or out. Tap an alert about a call to open that call. Alerts go only to devices signed in to your line in this app. If your account has several lines, a signed-in phone gets alerts for all of them, and tapping one switches the app to that line.

There's no setting to pick which alerts you get: turning notifications off in iOS Settings stops all of them, and request emails and texts carry on. The card also counts the last 7 days' alerts accepted by Apple, failed, pending and unconfirmed. Tap **Refresh notification status** to update it.

Live calls on the Lock Screen

CHOICE	WHAT SHOWS
Off	Live calls stay inside the app.

CHOICE	WHAT SHOWS
Call and time	That your AI is on a call and for how long, and what it did in general words. No caller details. This is the setting until you change it.
Caller details	Also who is calling and the latest line said. Anyone holding your phone can see it.

The same choice applies to the Dynamic Island. It needs iOS 17.2 or newer, with Live Activities allowed for FD24 AI in iOS Settings.

Sign-in password

Optional: email codes keep working either way. Tap **Password**, enter a **New password** twice and tap **Set a password**. Use at least 10 characters, not your email address, and nothing easy to guess. Later you can **Change** or **Remove** it. There's no password reset: if you forget it, sign in with an email code, then change or remove it here. Each change emails you a notice. Changing it doesn't sign out your other devices.

Help and legal

User manual (this page), **Privacy policy**, **Terms of service** and **Contact support**.

Sign out

Sign out stops alerts to this device and removes the sign-in from it. It doesn't cancel or delete your account, and your other devices stay signed in.

Delete account

At the bottom of Me, under Sign out, in the latest version of the app (if you don't see it, update the app, or email support from your line's email address). It deletes your account and every line on it, after you confirm:

- Your subscriptions are cancelled at once, with no refund for the rest of a paid period. A trial is never charged.
- Every line stops answering calls and texts, and its number is released.
- You're signed out on every device, and we email the line's address to confirm.
- Your calls, messages, documents and settings are erased 30 days later. If you didn't ask for it, reply to that email before then.

If you've used Sign in with Apple, the app asks you to sign in with Apple once more, so FD24 AI is also removed from your Apple ID. If you close Apple's prompt, the app asks whether to delete anyway; if FD24 AI is still listed under Sign in with Apple afterwards, the sign-in screen shows how to remove it. Billing and legal records, such as invoices and the numbers of callers who texted STOP, are kept as the law requires.

9. The web console

The web console is your line's page in a browser. It has the same calls, requests and most of the same settings as the app, and a few things that are easier on a big screen: the full call log, scheduling details and call-

forwarding codes.

Finding your console address

Every line has its own address in this form: **https://*your-line-name*.fd24.us**. Find yours:

- in the welcome email you got when your line was set up, subject *"Your Front Desk Line number: …"*, which says *"Your console is https://…"*;
- at the bottom of every request email: *"View calls and mark handled: https://…"*;
- or by emailing support@fd24.ai from your line's email address.

Bookmark it once it opens. The address has no secret in it; signing in is what protects it.

Signing in to the web console

1. Open your console address. You'll see **Sign in**.
2. Type your line's email in **Email** and click **Email me a code**.
3. Open the email and type the 6 digits in **6-digit code**. The console signs in by itself on the sixth digit, or click **Sign in**.

Things to know about codes

RULE	DETAIL
Where it goes	To your line's email on file. In the web console it goes there whatever you type. In the app, a code is sent only when you type your line's email, so if none arrives, check the spelling. The email's subject is *Your Front Desk Line sign-in code*.
How long it lasts	10 minutes, and it works once.
Newest code wins	Asking for a new code, in the app or on the web, replaces the old one. Use the most recent email.
Asking again	A new code is sent at most once a minute. In the console, **Resend code** appears after 30 seconds, but wait a full minute before you click it.
Wrong tries	A code stops working after 5 wrong entries. After 4 wrong entries from one network, or 10 on your line, in a day, codes are refused there until midnight UTC, even a new one.
Daily limit	Up to 20 codes a day for a line, and 6 to any one network (resets at midnight UTC).
Staying signed in	7 days in that browser, then you sign in again.

Use **Sign out** at the top right on shared computers. Your sign-in email can't be changed in the console or the app: email support to change it. When it changes, every open session ends and you sign in with the new address.

Console sections

Tabs along the top take you between sections. Settings pages have **Save** and **Discard**; you can also press Cmd+S (Mac) or Ctrl+S. *Saved — live on the next call* confirms it worked.

SECTION	WHAT'S THERE
Overview	A **Get your line ready** checklist until it's done. Minutes and calls this month, your plan, and whether you're open **Right now**. **On the line now**, with **Transfer to me** on live calls (it rings your confirmed staff phone, like Take this call). The **Call log**: 90 days of written transcripts, up to 500 calls; filter **All** or **Needs you**, search, and click a call to read it.
Requests	Messages and requests. Filter **To do**, **All** or **Spam**, and click **Mark handled** when done.
Agent	**Greeting** (or **Use standard**). **Transfer to a person**: staff phone, then **Confirm** the texted code. **Your business**: type, time zone (**Use mine** fills it in) and hours, with **Copy Monday to Tuesday–Friday** and **Clear all hours**. **Scheduling** and **Your calendar**, except for hotels.
Business info	**Fill this in from your website**, then what the agent may tell callers: About, name, phone, address, Wi-Fi, parking, amenities, policies (hotels also check-in, check-out and dining), links the agent can text, and **Prices**.
Your number	Your line number with **Copy number**, call-forwarding steps and dialing codes, where requests are delivered, **Blocked callers**, and **Send events to your apps** (webhooks) where offered.

Scheduling

With **Let callers book visits** on and your calendar connected, you set your job types and their length, when you take visits (your opening hours or separate hours), minimum notice, how far ahead callers can book, the most visits in a day, start-time spacing and buffers. Trades lines also set where they go: home ZIP code, service radius and ZIP codes served. You can connect your Google Calendar here too, with **Connect Google Calendar**.

Only in the app

Documents, the voice, attitude and call language, the logo, the transfer switches (Allow transfers and warm transfer), contacts, the Lock Screen and alerts, and unlocking the agent's settings are in the app only. When the app has locked the settings, the console's Save is refused until you unlock them in the app.

10. Going live: forwarding your number

Your line answers calls to its own number. To have it answer the number your customers already call, turn on **call forwarding** from that published number to your line number. “All calls” or “when busy / no answer” both work. If the number you forward is also your staff phone (for example your mobile), forward it only when busy or not answered: with all calls forwarded, a transfer to that phone goes straight back to your line and the agent answers it again, so the call never reaches you.

Common forwarding codes

Dial these from the phone you're forwarding, replacing NUMBER with your 10-digit line number. The console's **Your number** tab shows them with your number already filled in, each with a Copy button.

CARRIER	FORWARD WHEN	DIAL
US landlines & Verizon	All calls	`*72NUMBER`
AT&T, T-Mobile	All calls	`**21*NUMBER#`
AT&T, T-Mobile	No answer	`**61*NUMBER#`
AT&T, T-Mobile	When busy	`**67*NUMBER#`

Carriers differ. If a code doesn't work, your provider's app or support can switch forwarding on.

Test it

1. Call your published number and listen for the greeting.
2. Ask something you've told the agent (your hours, parking, a policy).
3. Ask for a person to test the transfer to your staff phone. Make this test call from a phone that isn't your staff phone, such as a colleague's: a call from the staff phone itself is never put through to it, and the agent takes a message instead. Do this while your hours say you're open, with the staff phone confirmed.
4. Check that the call shows on the Line tab (or the console's Call log) with its transcript.

> **Using another phone system?**
>
> Have it forward calls to your line number, as above. Don't set your staff phone to that system's own queue number: the transfer would loop back in as a new call. Email support@fd24.ai if you'd like help setting it up.

11. Troubleshooting

PROBLEM	TRY THIS
No sign-in code (app or web)	Check spam or junk for *Your Front Desk Line sign-in code*, from *FD24 AI - (your business name)* at account@fd24.ai, in your line's email inbox. Wait a full minute, then ask again (tap **Use a different email**, then **Email me a code**), and use only the newest code. If no code ever arrives in the app, check the email's spelling; if it's right, your line may be suspended: email support.
“That code didn't work”	The code was mistyped, expired, already used or replaced by a newer one: ask for a new one. After 4 wrong entries from one network, or 10 on your line, in a day, codes are refused until midnight UTC; sign in with your password if you've set one, or try again after midnight UTC.
“This line is suspended” or “This line is no longer active.”	Calls aren't being answered. Email support@fd24.ai to restore the line.

PROBLEM	TRY THIS
Not getting call alerts	Me › **Enable / register this device**. In iOS Settings, allow notifications for **FD24 AI**. Open the app at least every two weeks so the sign-in doesn't run out.
No live call on the Lock Screen	It needs iOS 17.2 or newer. Allow Live Activities for FD24 AI in iOS Settings, and pick a choice other than Off on the Me tab.
Take this call reads Transfer unavailable	Read the note under the button. Usually the staff phone isn't saved or confirmed. Under Agent › Transfer phone, type your number and tap **Save**, and a code is texted to it. If it's already saved, tap **Text me a code** (or **Text me a new code**). Type the 6 digits and tap **Confirm**. If the app says updates are paused, wait for them to resume.
The agent doesn't put callers through	Check that **Allow transfers** is on and the staff phone is confirmed. The agent doesn't transfer while your hours say you're closed. A line that isn't on an active paid plan, such as a trial, can transfer up to 5 calls a day. The *Caller asked for a person* alert says why a transfer didn't happen.
Staff texts not arriving	Confirm the staff phone with its texted code. Texts go only to US numbers. Your line can send only so many texts a day, and fewer when it isn't on an active paid plan, such as a trial: once they're used up, requests still arrive by email and in the app, and texts start again the next day. If you replied STOP to a text from your line, texts to that phone have stopped; to turn them back on, text START from that phone to your line number, or email support.
Can't edit agent settings	They're locked. Tap **Unlock to edit** on the Agent tab.
A document won't upload	Read the message under Documents. Scanned or password-protected PDFs can't be read. A file must be under 10 MB and 1,000,000 characters, and it also has to fit in your plan's document space (the Documents row shows how much is used). If the space is full, delete a document first; a document bigger than the whole space won't fit even then, so upload only the part callers ask about. If an upload timed out, check the list before uploading again: it may have arrived.
LAST SYNCED, NOT CURRENT or UNAVAILABLE	The app couldn't reach your line, or says *Couldn't reach FD24. Check your connection and try again.* Check your connection and pull down to refresh.
New calls aren't answered	Your minutes may be used up (the Line tab reads *No minutes left*) or the line suspended. Check the Line tab, then email support.

12. Privacy, billing and support

TOPIC	DETAILS
Contact	Email support@fd24.ai, or Me › Contact support. Include your line's email and, for a call problem, roughly when it happened.

TOPIC	DETAILS
Billing	The app has no in-app purchases. To manage or cancel your subscription, email support@fd24.ai.
Delete your account	Me › **Delete account** (see the Me tab), or email support from your line's email address if you can't use the app. Signing out only removes the sign-in from that device.
Your data	Transcripts, requests and settings are kept on FrontDesk24's servers in your business's own record, for at least 90 days and while your account is active. The greeting says calls may be recorded, but only the written transcript is kept, not audio. Email addresses and long numbers are removed from transcripts. For a copy of your data, email support.
On your phone	The app keeps your sign-in in the iPhone's secure storage. It uses the microphone only while you talk with your agent during setup, and notifications are optional.
Policy	The full privacy policy and terms of service are in the app under Me › Help and legal, and on the sign-in screen.

Quick reference

I WANT TO…	APP	WEB CONSOLE
Watch a live call	Line tab	Overview › On the line now
Talk to a caller myself	Call › Take this call	Transfer to me
Clear a request	Inbox › Mark handled	Requests › Mark handled
Change the greeting	Agent › Greeting	Agent › Greeting
Set hours	Agent › Type and hours	Agent › Your business
Let the agent quote prices	Agent › Quotable prices	Business info › Prices
Add a document	Agent › Documents	—
Book visits on my calendar	Agent › Calendar booking	Agent › Scheduling
Block a caller	Call › Block number, or Agent › Blocked numbers	Requests › Block number, or Your number › Blocked callers
Get forwarding codes	—	Your number
Turn on alerts	Me › Notifications	—
Set a password	Me › Sign-in › Password	—