

Sound Files

Sound Files Management

Overview

The Sound Files section allows administrators to manage audio files used throughout PBX. These files are used for IVRs, ring groups, voicemail greetings, announcements, queue prompts, and other system recordings.

You can access the Sound Files section from the Home tab under System > Sound Files

Convert

Rename

Delete

Download

Upload

Listen

Directory

/

Search

A

...

Q

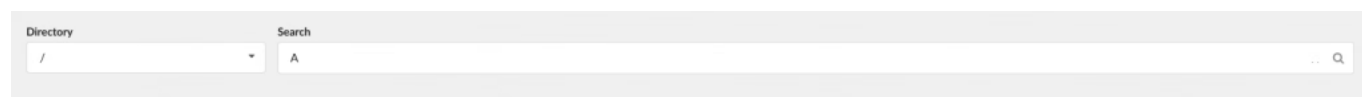
☐ a-charge-for-this-svc	☐ a-collect-charge-of
☐ a-collect-charge	☐ a-connect-charge-of
☐ a-connect-charge	☐ abandon-all-hope
☐ abandons	☐ academic-support
☐ access-code	☐ access-denied
☐ access-granted	☐ accessible-through-system
☐ account-balance-is	☐ accounting
☐ accounts-payable	☐ accounts-receivable
☐ account_not_valid	☐ account_number
☐ activated	☐ added-to
☐ added	☐ address

Filtering Sound Files

Selecting a Directory

1. Locate the ****Directory**** drop-down menu.
 2. Select the desired directory.
 3. The file list will update to display only files stored in that directory.
- **Note:**** Directories are displayed in alphabetical order.

Searching for a Sound File



Directory: / Search: A

1. Enter a search term in the ****Search**** field.
2. Results will display files whose names begin with the entered text.

****Notes:****

- * Searches are not case-sensitive.
- * The search field cannot be left blank.
- * The default search value is ****A****.

Viewing Available File Types



Convert Rename Delete Download Upload Listen

Directory: / Search: A

☐ a-charge-for-this-svc	⋮ alaw g722 g729 gsm sln16 ulaw	☐ a-collect-charge-of
☐ a-collect-charge		☐ a-connect-charge-of
☐ a-connect-charge		☐ abandon-all-hope
☐ abandons		☐ academic-support

To view available formats for a sound file:

1. Locate the desired sound file.
 2. Hover over the ****three-dot menu (⋮)**** next to the file.
- The available file types and codecs will be displayed.

Managing Sound Files



Convert Rename Delete Download Upload Listen Generate sound file

Converting Audio Files

1. Select one or more sound files.
 2. Click ****Convert****.
 3. Select the desired codec.
 4. Confirm the conversion.
- **Note:**** Multiple files can be converted at the same time.

Renaming Audio Files

1. Select the checkbox next to the file.
2. Click the current filename.
3. Enter the new name.
4. Click ****Rename****.

Allowed characters:

- * Letters (A-Z)
- * Numbers (0-9)
- * Hyphens (-)
- * Underscores (_)

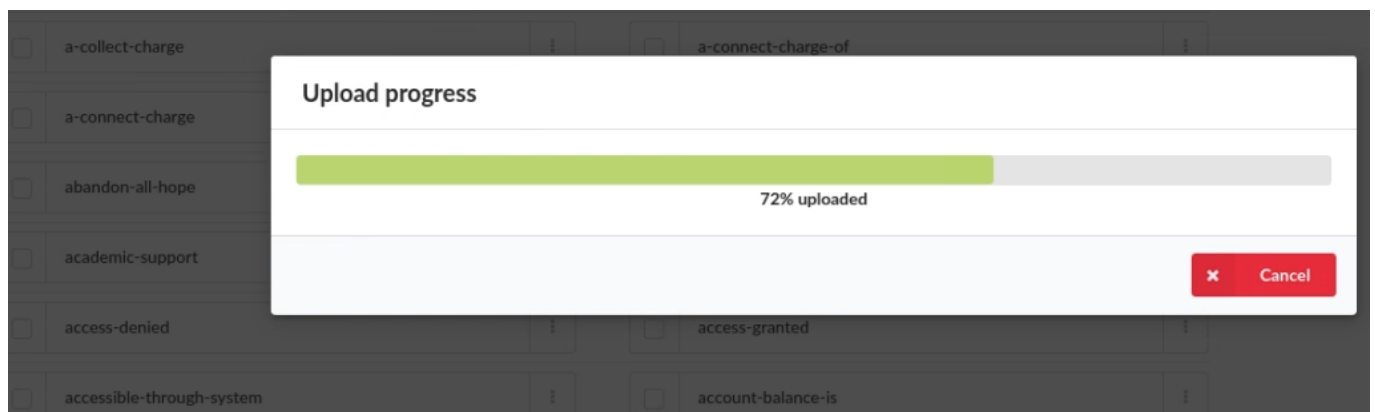
Deleting Audio Files

1. Select one or more files.
2. Click ****Delete****.

****Warning:**** Deleting a sound file removes all associated audio formats for that recording.

Uploading Audio Files

1. Select Upload
2. Choose a sound file from your desktop to upload it on the system.
3. A progress bar will be shown when uploading a file.



Downloading Audio Files

1. Select one or more files.
2. Click ****Download****.
3. Select the desired format.

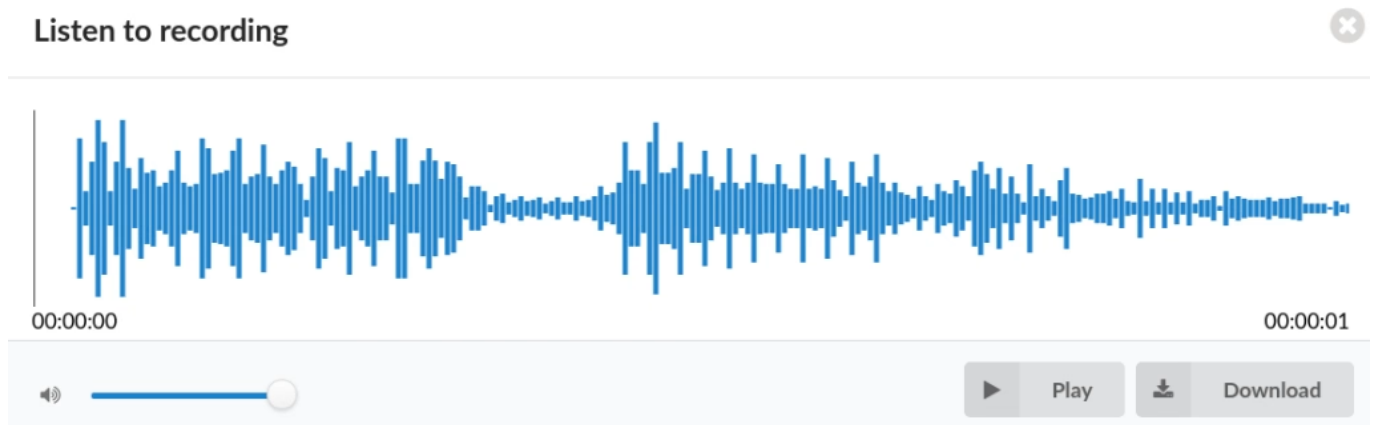
If ****All**** is selected, the PBX downloads a ZIP file

containing all available formats.

NOTE: If you are uploading an .mp3 or a .wav file, these will be auto-converted to other native formats. Other file formats apart from mp3 and wav will just be uploaded without automatic conversion.

Listening to Audio Files

This option allows listening to a sound file. Select a box next to a sound file and click 'Listen' to hear it.



TIP: The PBX will play only sound file types equal to enabled codecs on dialing extension.

For example, Extension 1000 has only the gsm codec enabled. When the same Extension logs in as a Queue Agent by dialing '*202 + \$AGENT_NUMBER', all sounds played by the PBX (asking for password etc...) will be in the '.gsm' format.

If multiple codecs are enabled for Extension 1000(ulaw,alaw,gsm), the PBX will play the sound files with the better sound quality (ulaw/alaw).

Greeting File Names

In order for pre-recorded greeting files to be available for use with different PBX features they must follow the specific naming convention.

In the table below you will find the list of features and matching prefixes greeting file(s) must be named with in order to be available for use with that feature.

FEATURE	PREFIX
1. Dialer	dialer-announce-
2. Dialer (Voice Messaging Strategy)	dialer-vm-ivr-
3. DID	greeting-did-
4. IVR	greeting-
5. Queue	queue-greeting-
6. Queue Agent Announce	agent-announce-
7. Queue Periodic Announce	periodic-announce-
8. Queue Caller Announce	qc-announce-
9. Ring Group	greeting-
10. Ring Group Timeout Message	announce-
11. Ring Group Confirmation Message	rg-announce-
12. Ring Group Call Answered Message	rg-late-announce-
13. Voicemail Groups Greeting	vm-greeting-