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20151106

Application Notice
Automated Attendant/Automated
Receptionist Prompts
Customization

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Recording Prompts off-line (via professional or PC enthusiast)

This should NOT be attempted by a novice!

It is possible to record the Auto Attendant voice prompts using a computer, save them and then load these recorded prompts to the XBLUE IP system for use in the AA (Auto Attendant/Auto Receptionist) menus. You should have a working knowledge and be competent in the following areas to attempt this application:

- File Systems
- FTP Server/Client relationship/use
- Audio application (we use Goldwave)
- Quality audio equipment

The resulting files be MUST stored in VOX format as:	- Dialogic (VOX) - U-Law 8000Hz (8KHz) 64kbps - Mono - File size no greater than 300k

NOTE: this procedure can render your Auto Attendant non-functional if not done properly.

The following is the list of **prompt file** names. Use this list to **obliterate** the original file and replace it with your own.

Certain files can be overridden WITHOUT obliterating the originals. These are the AA Menu Greetings: Day, Night, Lunch, Temporary and Holiday. Use the following format file name structure to store files WITH the original files while making your own files play instead of the originals.

XXXXX_customer.vox

Use XXXXX_customer.vox for files 10001-10050 where "XXXXX" is the greeting number. Files saved in this convention will be played rather than files of the same menu number without the tag "_customer".

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There is hope… IF YOU MESS UP THE FILES: you can download the originals from the XBLUE.com X25/X50 Support Download page.

Proceed at your own risk…

To send the individual (vox) file(s) to the system, you must use a **FTP client** to access the voice files in the X25/X50.

First the FTP access must be allowed… if you access the X25/X50 via the LAN interface (usually 192.168.10.1) you are already allowed to access the FTP server.

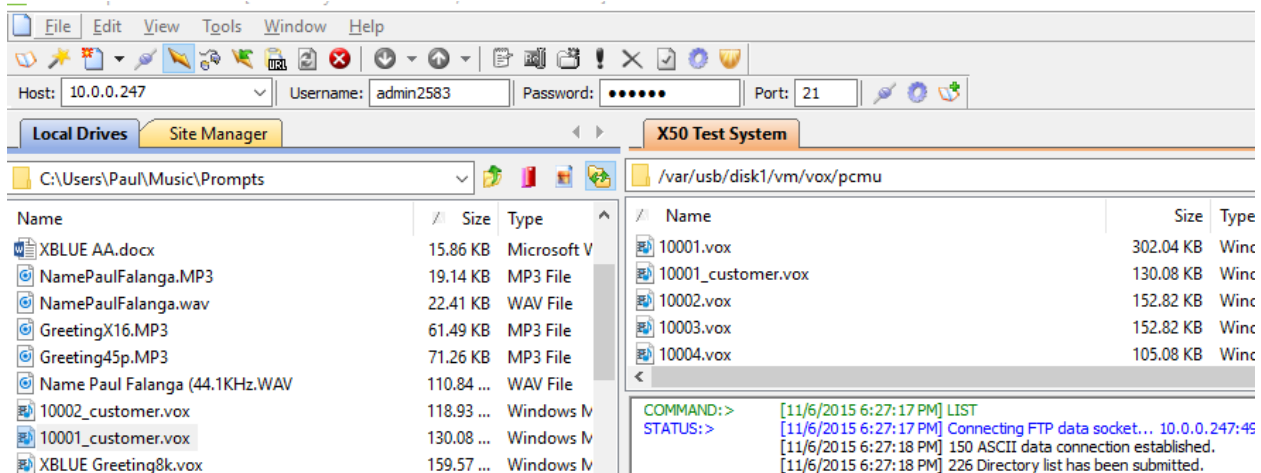If you access the X25/X50 from the WAN interface:

1. Use a browser to access the server.
2. Go to Management/Access Control/Services
3. Find "FTP" under WAN column and check the box to allow FTP Server access from the WAN Port.
4. Go to the bottom of the page and click on Save Settings

Open your FTP Client (used here is CuteFTP)

Notice that I have created and copied the file "10001_customer.vox" into the following directory:

/var/usb/disk1/vm/vox/pcmu

This is the directory without the file system where menu greetings are stored and retrieved.

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File Name	Contents	Application
L☺☺k: All file names end with .vox		
10001 Menu 0 Day Time	Hello, your call has been answered by the voice processing system. This system can quickly get your call to the extension that you wish. You may dial that extension now or press zero for the attendant	It's a Welcome Message. It's played while getting an incoming FXO/IP line call in working hours.
10002 Menu 0 Night Time	Hello, your call has been answered by the voice processing system. At this time, our office is closed. However, this system can quickly get your call to the extension that you wish. You may dial that extension now, or press zero to leave a message in attendant's voice mailbox.	It's a Welcome Message. It's played while getting an incoming FXO/IP line call in off hours.
10003 Menu 0 Lunch Time	Hello, your call has been answered by the voice processing system. At this time, our office is closed. However, this system can quickly get your call to the extension that you wish. You may dial that extension now, or press zero to leave a message in attendant's voice mailbox.	It's a Welcome Message. It's played while getting an incoming FXO/IP line call in lunch hours.
10004 Menu 0 Holiday	Thank you for calling. We are closed for the holiday. If you know your party's extension, please dial it now. To leave a message dial Zero and someone will contact you on the next business day.	It's a Welcome Message. It's played while getting an incoming FXO/IP line call in holidays.
10005 Menu 0 Temporary		Temporary Greeting Message.

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Prompt files (.vox)		Day Time	Night Time	Lunch	Holiday	Temporary	
	Menu 0	10001	10002	10003	10004	10005	
	Menu 1	10006	10007	10008	10009	10010	
	Menu 2	10011	10012	10013	10014	10015	
	Menu 3	10016	10017	10018	10019	10020	
	Menu 4	10021	10022	10023	10024	10025	
	Menu 5	10026	10027	10028	10029	10030	
	Menu 6	10031	10032	10033	10034	10035	
	Menu 7	10036	10037	10038	10039	10040	
	Menu 8	10041	10042	10043	10044	10045	
	Menu 9	10046	10047	10048	10049	10050	

10051	Enter the extension number, and then press pound (#)	It requests to dial a phone number.
10097	This mailbox is full. There is no room for more messages.	It talks to the Caller it has no room to store the leaving messages.
10102	The operation you have requested cannot be completed, Please wait while your call is transferred to the attendant.	AA gets non-existed extension number input many times. AA will transfer the call to Operator.
10103	Your selection is not one of those available.	It's played while the user makes an incorrect input
10104	Please check the number and try again later.	It's played before AA hangs up the call.
10106	Your entry doesn't match any of the choices, please try again.	AA gets non-existed extension number input and allows the caller to redial.

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10107	Your entry doesn't match any of the choices. Good bye!	AA gets non-existed extension number input many times. AA will drop the call.
10201	Please wait while we transfer your call.	It's played before AA transfers the call to the transferred party.
10205	That extension is busy, press star (*) to wait a moment, for automatic retry.	The transferred destination is busy. AA provides some choices for the user.
10206	That extension does not answer, press star (*) to wait a moment, for automatic retry.	The transferred destination doesn't answer the call in 30 seconds. AA provides some choices for the user.
10207	To leave a message, press pound (#).	Same as 10205 or 10206, another choice.
10210	You may also dial another extension now, or press zero for the attendant.	Same as 10205 or 10206, another choice
10221	Your entry doesn't match any of the choices, please try again, or press zero for the attendant.	It's played while transferring a call to an extension set "Reject" of dial in.
10230	Using the letters on the telephone keypad, dial the person's first or last name and then press pound. For "q" press 7. For "z" press 9.	It reminds the user how to input the name.
10231	When you hear the correct name, press 1.	It reminds the user how to choose a name.
10232	I'm sorry, there are no matches for the name that you have entered.	It's played while the user makes an incorrect name input.
10233	Please record your name after the tone. Press pound (#) when finish or simply hang up.	It's reminds the user how to record his name.
10234	To search for another name press 1. To exit and return to the main menu, press 2.	Plays if no match found in the company directory

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10301	Leave your message after the tone, Press pound (#) when finish or simply hang up.	It reminds the user how to leave messages.
10302	Your message has been recorded	Finish leaving message.
10303	To keep your message, press one. To listen to the message, press two. To rerecord the message, press three. To cancel the message, press four. To exit, press pound (#).	It's played after finishing leaving message.
10304	Your message has been recorded.	The leaving message is recorded.
10305	That was the last message.	Notify that all leaving messages are played
10306	Thank you, good bye.	It's played while finishing Voicemail System service.
10501	Please input the mailbox number	It's played first while the user gets into Voice Mail Box through the FXO/IP trunks.
10502	I'm sorry. The mailbox is not installed on this system, please try again.	It's played if the user dials an invalid mailbox ID...
10503	I'm sorry. The mailbox number that you entered is not installed on this system, please try again.	It's played if the user dials a valid, but disabled mailbox ID.
10504	Please input your password	It requests the user to enter the password of the mailbox.
10505	The password entered does not match the one stored, please try again	The user dials an incorrect password. It allows the user to try again.
10506	The password entered is not valid, please try again later.	The user dials incorrect password over 3 times. It disallows the user to try again.
10507	To listen to your messages, press one. To delete all messages, press two. To record your personal greeting, press three. To change the password of this mailbox, press four.	It's played after entering Voice Mail Box.

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10508	To listen to your new messages, press one. To listen to your saved messages, press two. To undelete the message, press three.	Selects the message folder
10510	You are no messages in this mailbox.	No leaving message in the mailbox.
10511	You have	It will report how many leaving messages in the mailbox.
10512	voice messages	It reports how many leaving messages in the mailbox. "xx messages"
10513	voice message	"x message"
10514		(for Chinese only)
10515	new	
10516	To listen to this message again, press one. To skip this message, press two. To delete this message, press three. To copy this message to another mailbox, press four. To listen to the previous message, press five. Press pound, to exit and return to the previous menu.	This message is played when user dial a digit other than 1~5 and # during message listening.
10517	There are no more messages.	It's played if it has played the all messages.
10518	To confirm deletion, press star (*). To cancel, press pound (#).	
10519	First message.	It's played if user order playback previous message when it has played the first message.
10520	To undelete the message, press zero	Plays when in the deleted folder to restore a message to the Saved folder.
10521	Copy complete.	Transfer the leaving message to another mailbox well.
10522	Copy failure.	Fail to transfer the leaving message to another mailbox.

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10523	Deleting, please wait	Voicemail system is deleting the all leaving messages.
10524	All messages have been deleted.	All leaving message are deleted.
10526	Please input the new four digit password.	It reminds the user how to input the new mailbox password.
10527	The password you entered is	It plays what the new input password is.
10528	If this is correct, press one. To re-enter, press two. To return to the previous menu, press the pound (#).	It's to ask whether the new input password is correct.
10529	Your password has been changed.	It's to report the password is changed successfully.
10531	To listen to your current greeting, press one. To record a new greeting, press two. To delete the current greeting and use the system greeting, press three. To exit and return to the previous menu, press pound (#).	It's for recording a user's temporally greeting.
10532	There is no greeting recorded	It's played if having no greeting message.
10533	Start recording after the tone. When you are finished, press pound (#).	It reminds the user how to record the greeting message.
10534	The recording is complete.	It's played after finishing recording.
10547	The programming is complete.	Finish setup.
10549	Deletion complete	It reports the leaving message is deleted successfully.
10550	Deletion failed	It fails to delete the leaving message.
10580	I'm sorry. The mailbox number that you entered is busy.	The mailbox is in use.

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10601	Begin recording after the tone, press pound when you are finished. (#)	It reminds the administrator how to record the voice files.
10731	AM	ante meridiem
10732	PM	post meridiem
10733	Oh	Zero. Ex. February 3rd two oh two a.m. (Feb 03 2:02 a.m. = 2:02)
10898		(For Chinese Only)
10899		(For Chinese Only)
19001	Input the system administrator password	It requests administrator to enter the mailbox password.
19010	Enter the menu reading ID number to be notified. Valid entries are zero through nine	
19011	To record the English greeting, press one. To record the Chinese greeting, press two. To exit and return to the previous menu, press pound (#).	It's for Management menu.
19012	To record the system greeting used during regular office hours, press one. To record the system greeting used after hours, press two. To record the system greeting used during break periods, press three. To record the holiday greeting, press four. To record the temporary greeting, press five. To exit and return to the previous menu, press pound (#).	It's to choose what kind of greeting message will be recorded.
19013	To listen to the current recording, press 1. To rerecord the greeting, press 2. To exit and return to the previous menu, press pound (#).	It's for recording voice files.
19015	There are no recordings.	The voice message is not yet recorded.

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19073	The extension number that you entered is not installed on this system	It plays if entering a wrong extension number.
19200	Please input the five digit file number. To exit and return to the previous menu, press pound (#).	It's for entering voice file name.
19201	The voice file code you entered is	It's to play what voice file name is entered.
91000	To select English, press one. To select Chinese, press two. To exit and return to the previous menu, press pound (#).	If setting "Two Languages", it's played before Welcome message.
91100	(Beep Tone)	It's played before recording any message.
pcmudial		Dial Tone - PCMU
pcmadial		Dial Tone - PCMA
g726dial		Dial Tone - G726
g729dial		Dial Tone - G729
pcmurb		Ringback Tone - PCMU
pcmarb		Ringback Tone - PCMA
g726rb		Ringback Tone - G726
g729rb		Ringback Tone - G729
mohpcmu		Music On Hold - PCMU

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mohpcma		Music On Hold - PCMA
mohg726		Music On Hold - G726
mohg729		Music On Hold - G729

10870	0 zero	10871	1 one	10872	2 two	10873	3 three
10874	4 four	10875	5 five	10876	6 six	10877	7 seven
10878	8 eight	10879	9 nine	10880	10 ten	10881	11 eleven
10882	12 twelve	10883	13 thirteen	10884	14 fourteen	10885	15 fifteen
10886	16 sixteen	10887	17 seventeen	10888	18 eighteen	10889	19 nineteen
10890	20 twenty	10891	30 thirty	10892	40 forty	10893	50 fifty
10894	60 sixty	10895	70 seventy	10896	80 eighty	10897	90 ninety
10700	first	10701	second	10702	third	10703	fourth
10704	fifth	10705	sixth	10706	seventh	10707	eighth
10708	ninth	10709	tenth	10710	eleventh	10711	twelfth
10712	thirteenth	10713	fourteenth	10714	fifteenth	10715	sixteenth
10716	seventeenth	10717	eighteenth	10718	nineteenth	10719	twentieth
10720	21th	10721	22th	10722	23th	10723	24th
10724	25th	10725	26th	10726	27th	10727	28th

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10728	29th	10729	30th	10730	31th		
10760	January	10761	February	10762	March	10763	April
10764	May	10765	June	10766	July	10767	August
10768	September	10769	October	10770	November	10771	December