

**SCOPSERV**  
INTERNATIONAL INC.

ScopTEL™ IP PBX Software  
Prompt Management

## Audio>Sound Manager: IVR Prompts

- Some Applications such as Auto Attendants require sound prompts.
- From the Audio Menu on the IVR Prompts tab click on Add a new Prompt to create a new prompt number.

The screenshot shows the ScopTEL IP PBX web interface. At the top, there is a navigation bar with various icons and labels: General, Configuration, Manager, Extensions, Lines, Interfaces, Virtual Fax, ACD, Applications, Provisioning, Audio (highlighted), Billing, Miscellaneous, and Options. A green checkmark and the word 'Commit' are visible on the right side of the navigation bar.

Below the navigation bar, a yellow message box states: "You must click on Commit button in order to apply Change."

The main content area is titled "Sound Manager: IVR Prompts". There are two tabs: "Music On Hold" and "IVR Prompts" (selected). Below the tabs, there is a section for "Prompts: [1 to 4 of 4]" with an "Add a new Prompt" button on the right. A search bar is located below the tabs.

Message #	Name	Description	Type	Tenant	Actions
0001	main		IVR	all	[Edit] [Delete] [Check]
0002	salesqueue		IVR	all	[Edit] [Delete] [Check]
0003		Extension 228 (hotdesk)	Personal IVR	default	[Edit] [Delete] [Check]
0004		Extension 221 (Reception)	Personal IVR	default	[Edit] [Delete] [Check]



## Sound Manager

- The Sound Manager automatically assigns a prompt number

Example:


- Choose Type IVR
  - Give the IVR prompt a useful name
  - Give the IVR prompt a password to prevent unauthorized users from erasing or re-recording the prompt
- 
- Click Add when done and click Commit before attempting to record the prompt.

**Sound Manager: IVR Prompts**

**Music On Hold** **IVR Prompts**

**IVR Prompts**

**General**

\* **Tenant**  : All (Global)

**Message #** : 0005

\* **Type** : IVR

**Name** : englishmainhome

**Description** :

**Password (PIN)** : 1234

**Add** **Cancel**



## Recording an IVR prompt

There are various ways of recording any IVR prompt:

1. From a registered extension with a Class of Service that allows the Phrase Management feature code
  - Dial the Phrase Management feature code (default \*55)
  - When prompted enter the prompt number followed by #
  - If the prompt is password protected enter the password at the password prompt and press #
  - Press 1 to record the prompt at the beep and press # to stop recording but do not hang up
  - Press 2 to review the prompt
  - After pressing 2 to review a prompt press 1 to re-record the prompt as many times as needed
  - Hang up to save the recording.
2. You can import a prompt file using the Tools>File Manager
  - But be aware that not all CODEC's are supported by Asterisk.



## Additional Information on CODEC's

- .raw files are signed linear sln files and these are native to Asterisk
- .raw and .sln are the same thing as far as Asterisk is concerned
- .raw or .sln or .gsm are the preferred CODEC's

Playback of WAV/wav source file with Microsoft encoded output is not supported by Asterisk using Microsoft or Asterisk conversion tools. Asterisk .WAV files are case sensitive and must be in UPPER case. It is not recommend to use wav/WAV file extensions in Asterisk.

The recommended methods are:

Using Switch Sound File Converter available from <http://www.nch.com.au/components/switchsetup.exe>

Set output format to .raw and set encoder options to

16 bit format, sample rate 8 kHz, mono

Leave file extension as .raw or rename to .sln and then upload the file to the required /var/lib/asterisk/sounds/ directory or sub directory

or

Using Switch Sound File Converter:

Output format .gsm, encoder options none and then upload the file to required /var/lib/asterisk/sounds/ directory



## Additional Information on CODEC's, cont'd

scopservpbx\*CLI> core show codecs

ID	TYPE	NAME DESCRIPTION	ID	TYPE	NAME DESCRIPTION
100001	audio	g723 (G.723.1)	200002	video	h263 (H.263 Video)
100002	audio	gsm (GSM)	200003	video	h263p (H.263+ Video)
100003	audio	ulaw (G.711 u-law)	200004	video	h264 (H.264 Video)
100004	audio	alaw (G.711 A-law)	200005	video	mpeg4 (MPEG4 Video)
100011	audio	g726 (G.726 RFC3551)	400001	text	red (T.140 Realtime Text with redundancy)
100006	audio	adpcm (ADPCM)	400002	text	t140 (Passthrough T.140 Realtime Text)
100019	audio	slin (16 bit Signed Linear PCM 8kHz))	100013	audio	siren7 (ITU G.722.1 (Siren7, licensed from Polycom))
100007	audio	lpc10 (LPC10)	100014	audio	siren14 (ITU G.722.1 Annex C, (Siren14, licensed from Polycom))
100008	audio	g729 (G.729A)	100017	audio	testlaw (G.711 test-law)
100009	audio	speex (SpeeX)	100015	audio	g719 (ITU G.719)
100016	audio	speex16 (SpeeX 16khz)	100028	audio	speex32 (SpeeX 32khz)
100010	audio	ilbc (iLBC)	100020	audio	slin12 (16 bit Signed Linear PCM (12kHz))
100005	audio	g726aal2 (G.726 AAL2)	100022	audio	slin24 (16 bit Signed Linear PCM (24kHz))
100012	audio	g722 (G722)	100023	audio	slin32 (16 bit Signed Linear PCM (32kHz))
100021	audio	slin16 (16 bit Signed Linear PCM (16kHz))	100024	audio	slin44 (16 bit Signed Linear PCM (44kHz))
300001	image	jpeg (JPEG image)	100025	audio	slin48 (16 bit Signed Linear PCM (48kHz))
300002	image	png (PNG image)	100026	audio	slin96 (16 bit Signed Linear PCM (96kHz))
200001	video	h261 (H.261 Video)	100027	audio	slin192 (16 bit Signed Linear PCM (192kHz))



- From the File Manager Custom Sounds (IVR) tree click on Browse to upload your custom sound file(s).
- Make sure the file name is equal to your prompt number and recorded in the proper CODEC and format.
- Example prompt number 0008 has a file name of 0008.wav.
- wav file in 16 bit 8000 Hz mono.

The screenshot displays the Scopserv File Manager interface. On the left, a sidebar shows a tree view of the system structure, with 'Custom Sounds (IVR)' highlighted. The main area shows a file list for the 'Custom Sounds (IVR)' directory. The file list has the following columns: Type, Name, Modified, Size, Permission, Owner, and Group. The files listed are:

Type	Name	Modified	Size	Permission	Owner	Group
Folder	all	07/10/2012	-	drwx-----	scopserv	scopserv
Folder	default	07/10/2012	-	drwx-----	scopserv	scopserv
File	0001.alaw	07/10/2012	101,600	-rw-r--r--	scopserv	scopserv
File	0002.alaw	07/10/2012	55,680	-rw-r--r--	scopserv	scopserv
File	0001.g722	07/10/2012	101,600	-rw-r--r--	scopserv	scopserv
File	0002.g722	07/10/2012	55,680	-rw-r--r--	scopserv	scopserv
File	0001.gsm	07/10/2012	20,955	-rw-r--r--	scopserv	scopserv
File	0002.gsm	07/10/2012	11,484	-rw-r--r--	scopserv	scopserv
File	0001.raw.md5	07/10/2012	32	-rw-----	scopserv	scopserv
File	0002.raw.md5	07/10/2012	32	-rw-----	scopserv	scopserv
File	0001.raw	07/10/2012	203,200	-rw-r--r--	scopserv	scopserv
File	0002.raw	07/10/2012	111,360	-rw-r--r--	scopserv	scopserv
File	0001.sln	07/10/2012	203,200	-rw-r--r--	scopserv	scopserv
File	0002.sln	07/10/2012	111,360	-rw-r--r--	scopserv	scopserv
File	0001.ulaw	07/10/2012	101,600	-rw-r--r--	scopserv	scopserv
File	0002.ulaw	07/10/2012	55,680	-rw-r--r--	scopserv	scopserv

At the bottom of the interface, there is a section for uploading files. It includes a text input field labeled 'File 1:', a 'Browse...' button, and an 'Upload File(s)' button. This section is circled in blue in the image.



- A useful utility for automatically converting uploaded sound files to the correct CODEC and format is the Automatic Conversion tool found in the Configuration>Sound Manager tab.
- Edit the configuration and Enable Auto Conversion.
- Click Save when finished.

**Telephony Settings: Configuration**

Configuration Channels Language Time Zones Asterisk Manager External API Monitoring Sched  
Synchronization

**Configuration**

General Telephony Modules Asterisk Modules Commit Menu Features Code Call Parking Voicemail  
Reports (CDR/ACD) Recording/Monitoring **Sound Manager** Billing Provisioning Security

**Enable Auto Conversion ?**  If enabled, will convert files to all selected format (codecs)

Convert Audio Prompt (IVR) ? :   
Default: True

\* Input Format (Preferred) : WAV (No compression)   
Default: WAV (No compression)

\* Output Format(s) :  G.711 (ulaw)  
 G.711 (alaw)  
 G.722  
 G.726  
 16 bit Signed Linear PCM (slin)  
 GSM  
 Speex  
 ADPCM  
 WAV (No compression)  
[Select all](#), [Select none](#), [Invert selection](#)  
Default: G.711 (ulaw), G.711 (alaw), GSM, 16 bit Signed Linear PCM (slin)

Save Reset to Default Cancel





- After enabling Auto Conversion you will see the option to execute the Conversion tool during each Commit.
- Click on the option to execute the script.

**Telephony: Commit Changes**

**Sanity check ...**

Check DAHDI (UDEV) permissions	✓
Check Default UDEV permissions	✓
Check Asterisk permissions	✓
Verify Sangoma Media Gateway (SMG) scripts ...	✓
Sound Manager	✓

**Sanity check ...**

Checking Database columns and indexes ...	✓
Fixing indexes on MySQL CDR table... Please wait	
<b>If you want to generate Phone Provisioning (APS) files, click here!</b>	⚠
<b>If you want to execute Sound Manager script, click here!</b>	⚠

**Generating configuration for ...**

Multi-Tenants	✓
Base Settings	✓
Modules	✓
CDR Backend	✓
Asterisk Manager Interface (AMI)	✓
RSA Keys	✓
Music On Hold	✓
Conferences	✓