

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.

Sound Manager: IVR Prompts

Music On Hold | **IVR Prompts**

Prompts: [1 to 89 of 89] **+ Add a new Prompt**

Search: Search

Message #	Name	Type	Password	Tenant	✓	✗
0001	daygreeting	IVR	1234	all	✓	✗
0002	businessclosed	IVR	1234	all	✓	✗
0004	2ndqueue	IVR	1234	all	✓	✗
0005	dayjuly2011	IVR	1234	all	✓	✗
0006	mailboxinfo	IVR		all	✓	✗



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.

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IVR Prompts

General


* Tenant  : All (Global) ▼

Message # : 0001
Default: 0105

* Type : IVR ▼

Name : daygreeting

Description : Thank you for calling Company ABC.
If you know the extension number of the person you wish to reach

Password (PIN)  : 1234

Upload File : No file chosen
If you upload a file, existing files will be removed. Supported File Format(s): WAV, GSM



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 slin files and slin is native to Asterisk
- .slin is the preferred CODEC
- .gsm .ulaw .alaw are supported by most SIP hardware manufacture's.
- .g729 is not recommended due to licensing and CPU costs.

Playback of WAV/wav source file with Microsoft encoded output is not supported by Asterisk using Microsoft or Asterisk conversion tools.

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

Rename to .slin 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

master88*CLI> core show codecs

ID	TYPE	NAME	FORMAT	DESCRIPTION
30	image	png	png	(PNG Image)
5	audio	g726	g726	(G.726 RFC3551)
3	audio	alaw	alaw	(G.711 a-law)
1	audio	g723	g723	(G.723.1)
19	audio	speex	speex	(SpeeX)
20	audio	speex	speex16	(SpeeX 16khz)
21	audio	speex	speex32	(SpeeX 32khz)
23	audio	g722	g722	(G722)
24	audio	siren7	siren7	(ITU G.722.1 (Siren7, licensed from Polycom))
31	video	h261	h261	(H.261 video)
32	video	h263	h263	(H.263 video)
7	audio	adpcm	adpcm	(Dialogic ADPCM)
41	audio	silk	silk8	(SILK Codec (8 KHz))
42	audio	silk	silk12	(SILK Codec (12 KHz))
43	audio	silk	silk16	(SILK Codec (16 KHz))
44	audio	silk	silk24	(SILK Codec (24 KHz))
27	audio	g719	g719	(ITU G.719)
33	video	h263p	h263p	(H.263+ video)
34	video	h264	h264	(H.264 video)
18	audio	g729	g729	(G.729A)
8	audio	slin	slin	(16 bit Signed Linear PCM)
9	audio	slin	slin12	(16 bit Signed Linear PCM (12kHz))
10	audio	slin	slin16	(16 bit Signed Linear PCM (16kHz))
11	audio	slin	slin24	(16 bit Signed Linear PCM (24kHz))
12	audio	slin	slin32	(16 bit Signed Linear PCM (32kHz))
13	audio	slin	slin44	(16 bit Signed Linear PCM (44kHz))
14	audio	slin	slin48	(16 bit Signed Linear PCM (48kHz))
15	audio	slin	slin96	(16 bit Signed Linear PCM (96kHz))
16	audio	slin	slin192	(16 bit Signed Linear PCM (192kHz))
2	audio	ulaw	ulaw	(G.711 u-law)
17	audio	lpc10	lpc10	(LPC10)
26	audio	testlaw	testlaw	(G.711 test-law)
40	audio	none	none	(<Null> codec)
37	video	vp9	vp9	(VP9 video)
36	video	vp8	vp8	(VP8 video)
4	audio	gsm	gsm	(GSM)
35	video	mpeg4	mpeg4	(MPEG4 video)
22	audio	ilbc	ilbc	(iLBC)
38	text	red	red	(T.140 Realtime Text with redundancy)
39	text	t140	t140	(Passthrough T.140 Realtime Text)
28	audio	opus	opus	(Opus Codec)
29	image	jpeg	jpeg	(JPEG image)
6	audio	g726aal2	g726aal2	(G.726 AAL2)
25	audio	siren14	siren14	(ITU G.722.1 Annex C, (Siren14, licensed from Polycom))



- From the File Manager Custom Sounds (IVR) tree. Choose the correct tenant.
- 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 ScopTEL File Manager interface. On the left, a sidebar menu contains various system management options, with 'Tools' and 'Custom Sounds (IVR)' highlighted by red boxes. The main area shows a file tree under '[Root]' with 18 items. A red box highlights a sub-tree containing folders: 'commzilla', 'customer0', 'debcomainbtn', 'default', and 'default2'. Below the file list, a summary indicates '5 Folders and 13 Files (622 Kb)'. At the bottom, a file upload dialog is open, showing 'File 1:' with a 'Choose File' button, 'No file chosen' text, and an 'Upload File(s)' button, all enclosed in a red box.

Type	Name	Modified	Size	Permission	Owner	Group
Folder	commzilla	10/09/2018	-	drwx-----	scopserv	scopserv
Folder	customer0	12/13/2017	-	drwxr-xr-x	scopserv	scopserv
Folder	debcomainbtn	11/27/2018	-	drwxr-xr-x	scopserv	scopserv
Folder	default	12/13/2017	-	drwxr-xr-x	scopserv	scopserv
Folder	default2	12/11/2018	-	drwx-----	scopserv	scopserv
File	0001.alaw	08/11/2017	320	-rw-r--r--	scopserv	scopserv
File	0001.g722	08/11/2017	320	-rw-r--r--	scopserv	scopserv
File	0001.g729	08/11/2017	40	-rw-r--r--	scopserv	scopserv
File	0001.gsm	08/11/2017	66	-rw-r--r--	scopserv	scopserv
File	0001.ilbc	08/11/2017	50	-rw-r--r--	scopserv	scopserv
File	0001.raw.md5	08/11/2017	32	-rw-r--r--	scopserv	scopserv
File	0104.raw.md5	11/27/2018	32	-rw-----	scopserv	scopserv
File	0001.raw	05/25/2017	138,240	-rw-r--r--	scopserv	scopserv
File	0104.raw	10/18/2017	102,720	-rw-r--r--	scopserv	scopserv
File	0001.sln	08/11/2017	138,240	-rw-r--r--	scopserv	scopserv
File	0001.ulaw	08/11/2017	69,120	-rw-r--r--	scopserv	scopserv
File	0001.vox	08/11/2017	34,560	-rw-r--r--	scopserv	scopserv
File	0001.wav	08/11/2017	138,284	-rw-r--r--	scopserv	scopserv



- 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.

The screenshot displays the configuration interface for ScopTEL IP PBX. The top navigation bar includes tabs for General, Configuration, Manager, Extensions, Lines, Interfaces, Virtual Fax, ACD, Applications, Provisioning, and Audio. A yellow notification bar at the top states: "You must click on Commit button in order to apply Change." Below this, the "Telephony Settings: Configuration" section is active, with sub-tabs for Configuration, Channels, Language, Time Zones, Asterisk Manager, External API, and Monitoring. The "Configuration" sub-tab is selected, and the "Sound Manager" sub-tab is active. The "Enable Auto Conversion ?" checkbox is checked and highlighted with a red box, with a tooltip that reads: "If enabled, will convert files to all selected format (codecs)". Other settings include "Convert Audio Prompt (IVR) ?" (checked, Default: True), "Input Format (Preferred)" (WAV (No compression), Default: WAV (No compression)), and "Output Format(s)" (checked: G.711 (ulaw), G.711 (alaw), G.722, 16 bit Signed Linear PCM (slin), GSM; unchecked: iLBC, Speex, ADPCM, WAV (No compression)). At the bottom, there are buttons for Save, Reset to Default, and 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

Please wait while we apply all changes ...

If you want to generate Phone Provisioning (APS) files, click here!

If you want to execute Sound Manager script, click here!

Sanity check ...

Check DAHDI (UDEV) permissions ✓

Check Asterisk permissions ✓

Sound Manager ✓

Checking SQL database columns and indexes ... ✓

Fixing indexes on MySQL CDR table... Please wait, this can take few minutes ...

Checking deleted items ... ✓

Cleanup completed!

Generate configurations for ...

Base Settings ✓

Write file: /etc/asterisk/asterisk.conf

Write file: /etc/asterisk/privacy.conf

Write file: /etc/asterisk/dnsmgr.conf

Write file: /etc/asterisk/logger.conf

Write file: /etc/asterisk/acl.conf

Write file: /etc/asterisk/res_config_sqlite.conf

Write file: /etc/asterisk/res_config_sqlite3.conf

Write file: /etc/asterisk/res_ldap.conf