



System Recordings

User Guide

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Overview

The System Recordings module allows for the management of built-in recordings and provides an easy to use interface for adding new recordings for IVRs, Announcements, Queues and so on.

Logging In

- Log into the System Recordings module and you should see a screen like this. On the right will be a list of all your recordings that you have setup. You can edit or delete any of these recordings or add new ones.

System Recordings

Add Recording

Step 1: Record or upload

If you wish to make and verify recordings from your phone, please enter your extension number here:

Alternatively, upload a recording in any supported asterisk format. Note that if you're using .wav, (eg, recorded with Microsoft Recorder) the file **must** be PCM Encoded, 16 Bits, at 8000Hz:

Step 2: Name

Name this Recording:

Click "SAVE" when you are satisfied with your recording

Add Recording
Built-in Recordings
ACMEivr
AcmeStandBy
cpacon
presence-is-at-lun
ch
presence-is-at-mee
ting
presence-is-availa
ble
presence-is-away
presence-is-out-of
-town
SDBusy
SDclosed
SDholidays
SDInMeeting
SPIMed
TestSounds

Adding a System Recording

- There are two ways to add System Recordings.
 - From your phone-** Simply enter your extension number and press "Go."
 - Upload a file-** Upload a recording in any supported asterisk format. Note that if you're using .wav, (i.e. recorded with Microsoft Recorder) the file must be PCM encoded, 16 Bits, at 8000Hz.

Step 1: Record or upload

If you wish to make and verify recordings from your phone, please enter your extension number here:

- When you enter your **Extension** and press "Go," you should see a screen like this.

Step 1: Record or upload

Using your phone, dial *77  and speak the message you wish to record. Press # when finished.

- Simply start speaking at the tone and stop recording by pressing “#”. Note that you can listen to the recording by pressing “1” and re-record it by pressing “*”.
- When you are satisfied with the recording, you will want to give it an appropriate name (no spaces) and press “Save.”

Step 2: Name

Name this Recording:

Click “SAVE” when you are satisfied with your recording

Save

- You should see something similar to the following graphic if the file saved correctly.

System Recording “Example” Saved!

- If there was an issue with the recording, i.e. it did not save correctly, you would see something similar to the following graphic.

[ERROR] The Recorded File Does Not Exist:

`/var/spool/asterisk/tmp/380-ivrrecording.wav`

make sure you uploaded or recorded a file with the entered extension

- **Uploading** a file is done by pressing the “Choose File” button and navigating to the file location. Then, select the file and press the “Upload” button. Note that you need to wait until the page reloads (an indicator that the file has finished uploading) and at that time the “Name this Recording” field will be populated with the file name. You can change the name to something more appropriate if desired. When you hit “Save,” you would expect success/fail feedback to be the same as when recording from a phone.

Editing a System Recording

- Once you have created your System Recording, you may edit certain items related to the System Recording and/or select other options.
 - **Usage List-** This will display in which instances the recording is used. You cannot remove the

recording while being used.

- **Change Name**- In this field, you may change the short name, which is visible on the right side of this module's page.
- **Descriptive Name**- This is displayed as a hint when selecting this recording in an IVR, Announcement, Queue, etc.
- **Link to Feature Code**- Checking this box creates an optional feature code that can be used to re-record the System Recording.
- **Feature Code Password**- Optional password to protect the feature code from unauthorized (or accidental) re-recording.
- **Files**- In the files section you may string multiple files together, re-order them (by using the up/down arrow buttons), listen to them (by pressing the blue speaker button) and delete files (using the trash can button).

Edit Recording

Usage List

 **Announcement: Example**

Change Name: 

Example

Descriptive Name: 

No long description available

Link to Feature Code: 

☐ Optional Feature Code *2919

Feature Code Password: 

Files:

custom/Example



Save


Recap

System Recordings are used in practically every dial plan. The System Recordings module provides an easy to use GUI for management of recordings for IVRs, Announcements, Queues, Ring Groups, etc.

Tips & Tricks

- The ability to record a company “Vacation” message is an often-requested feature in a dial plan. One way to accomplish this is to create a combined recording.
 - For this example, we will create an additional recording and add it to the “Main IVR” recording so that it always plays before the IVR recording. Our recording will be something like, “Welcome to ACME Widgets.” This will be assigned a Feature Code and a password.

Edit Recording

 **Remove Recording** *(Note, does not delete file from computer)*

Change Name: ?

HolidayPreAnnounce

Descriptive Name: ?

“Welcome to Acme Widgets.”
--> Re record this greeting to announce holiday
scheduling. <--

Link to Feature Code: ?

☒ Optional Feature Code *2920

Feature Code Password: ?

898989

Files:

custom/HolidayPreAnnounce



Save

- With our “Holiday Pre Announce” System Recording created, we can then go to the IVR System Recording (Example), move the file down one level and select “HolidayPreAnnounce” file as the first in line. Note that once we do this, the Direct Access Feature Code is no longer available as it can control only one file at a time. However, this poses no issue for us as we have assigned a Feature Code to our “HolidayPreAnnounce” System Recording.

Edit Recording

Usage List

 Announcement: Example

Change Name: 

Example

Descriptive Name: 

No long description available

Direct Access Feature Code Not Available: 

Files:

custom/HolidayPreAnnounce



custom/Example



Save

- Set up thusly, the end user can change the IVR recording at will with a feature code. They do not have to re-record an entire System Recording and it is simple to use. Normally, you would instruct them to begin the recording with something like “Welcome to ACME Widgets, we will be closed for the Fourth of July and reopen the morning of the fifth.” Then on the fifth, simply re-record it to say, “Welcome to ACME Widgets,” and then play the standard IVR recording.



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