



About This Document

This document explains how to create and use your own audio files with the Auto Attendant feature of XO Hosted PBX.

Recording a Custom Auto Attendant Greeting

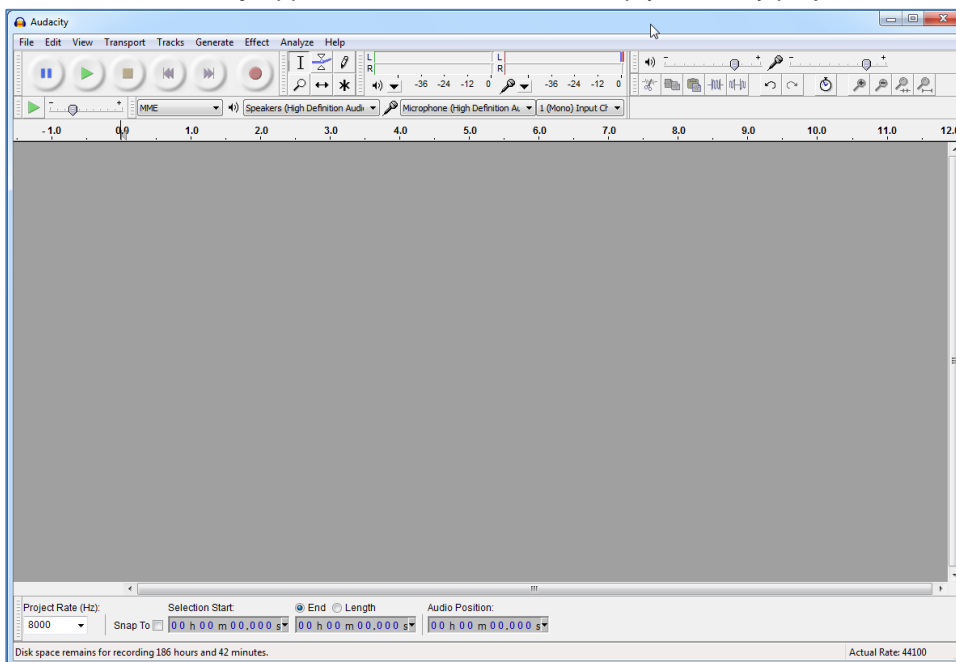
Your company can create and use its own custom pre-recorded greetings for the Auto Attendant using a program called Audacity®. Audacity is a free, open source, cross-platform software for recording and editing sounds. Audacity is available for both Windows and Mac platforms, and can be downloaded here:

<http://audacity.sourceforge.net/>

Recording Your Auto Attendant Greeting

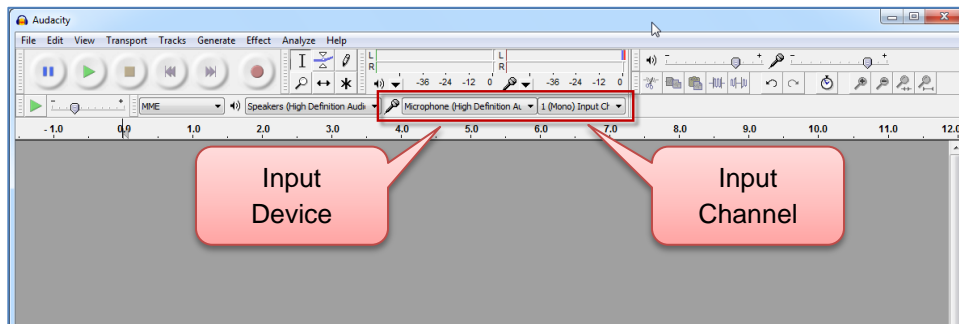
Once the program is downloaded & installed:

1. Connect a microphone to your PC.
2. Launch the **Audacity** application. Result: a new, empty Audacity project window is displayed:

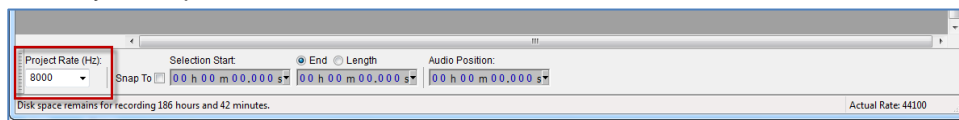




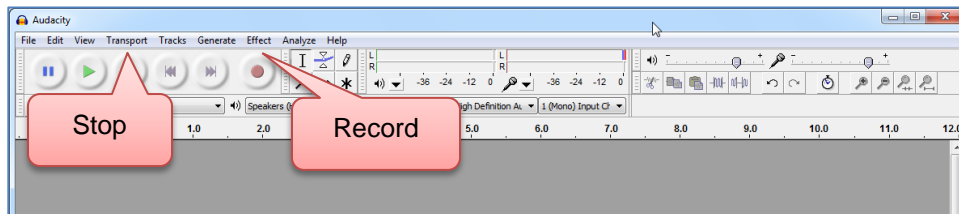
- 3. Select your microphone from the **Input Device** drop-down list, and then change the **Input Channels** setting to **Mono**:



- 4. Set the sampling rate to **8000** (8 KHz) using the **Project Rate** drop-down list in the lower left corner of the Audacity workspace:



- 5. Click the **Record** button and record your auto attendant greeting into the microphone. Your greeting must be no longer than two minutes (but remember, callers do not like long greetings, so best practice is to have a greeting much shorter than that!). Press the **Stop** button when you've completed reading the script:

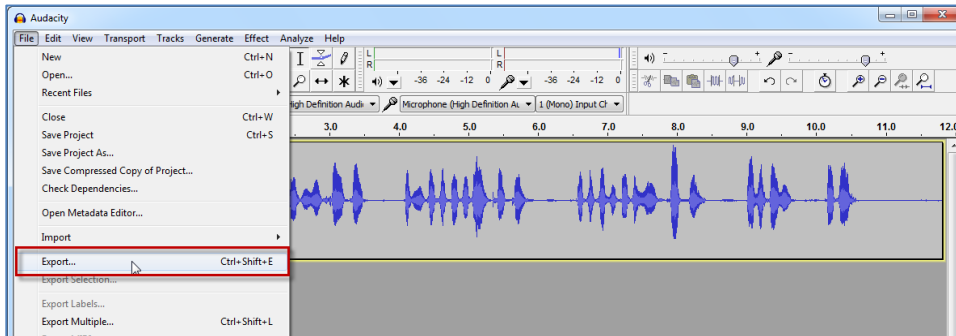


Saving the Greeting in the Proper File Format

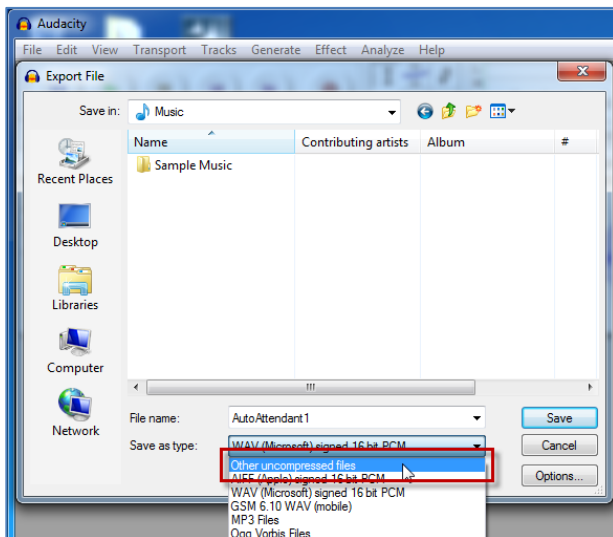
To create the correct audio file format, you must now use Audacity's **Export** feature:



1. From the **File** menu, select **Export**:

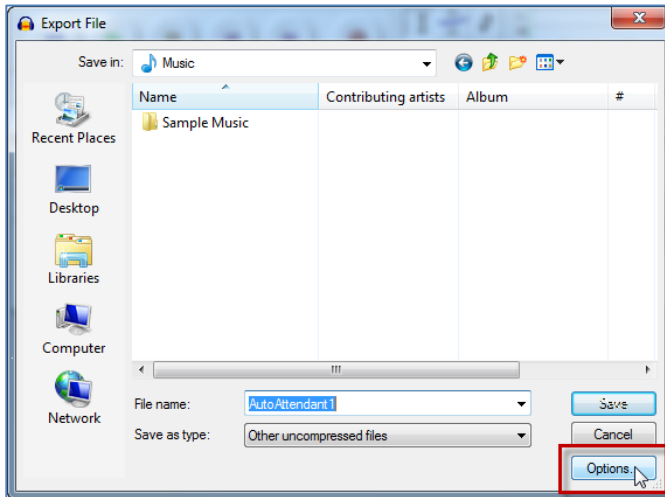


2. Enter a file name for your recording, and then select **Other uncompressed files** from the **Save as type** drop-down list:

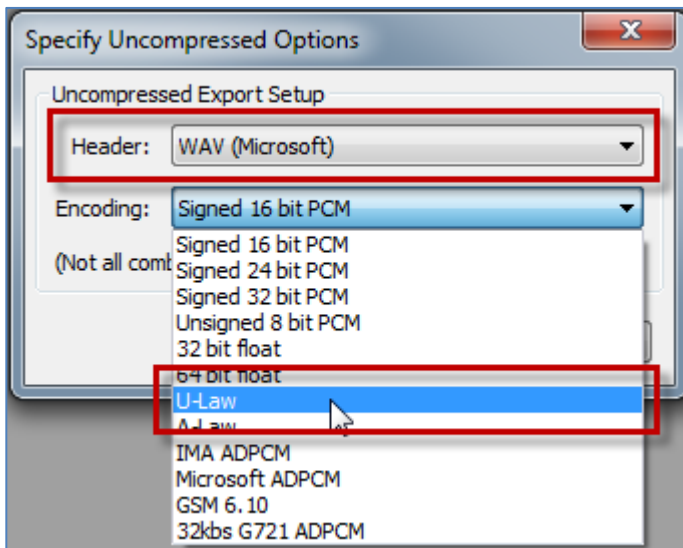




- Before clicking the **Save** button, click the **Options** button in the lower right corner of the dialog box:

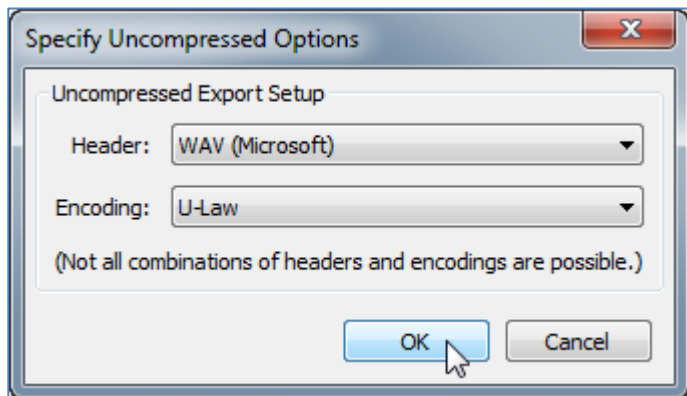


- Confirm that **WAV (Microsoft)** is selected in the **Header** drop-down, and then select **U-Law** from the **Encoding** drop-down list:

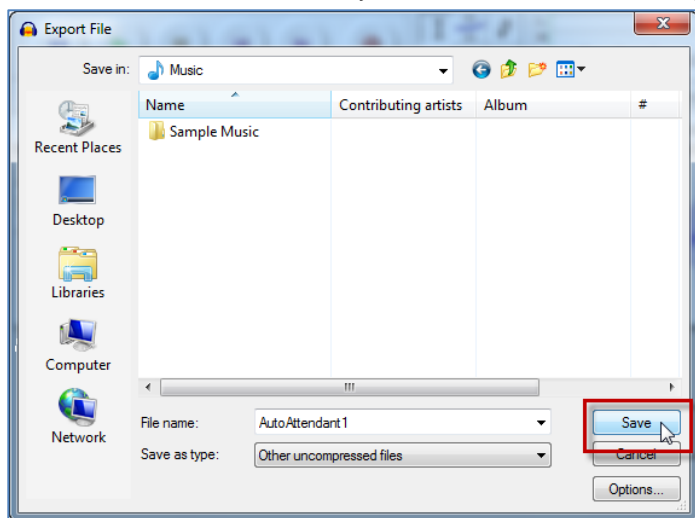




5. Click **OK** to confirm the uncompressed file format options:

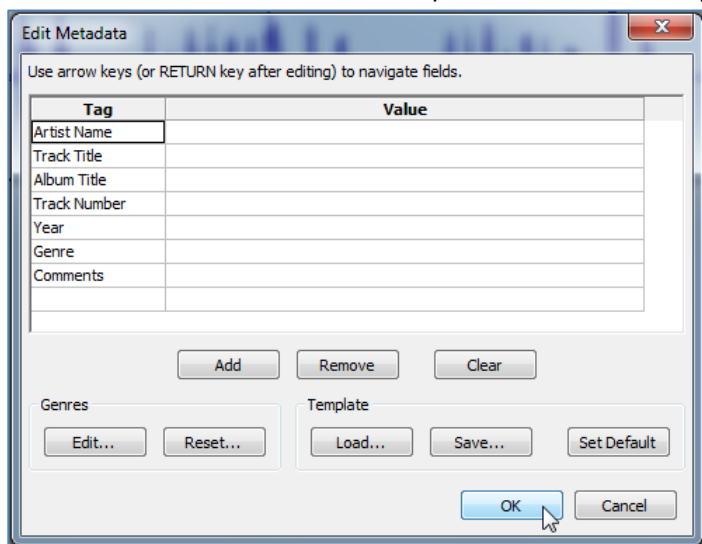


6. Click the **Save** button to save your auto attendant recording in the proper file format:





- Since no metadata information is required, click **OK** to complete the save process:

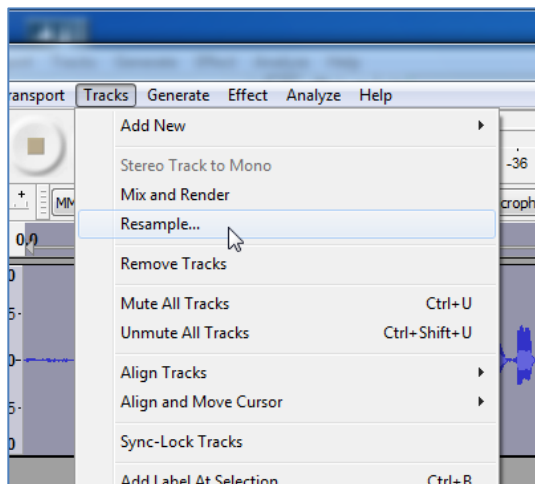


Using an Existing Recording

If you already have an audio file of an existing recording, you can use Audacity to convert it to the proper sampling rate and file format. Your greeting must be no longer than two minutes.

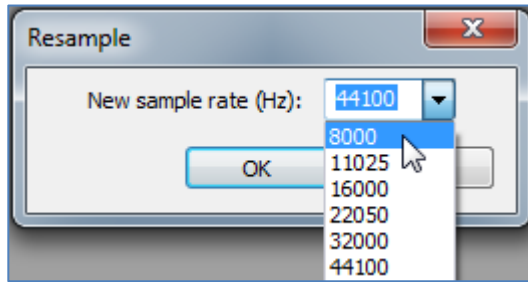
Remember: you are legally responsible for any audio that you upload to the system. For example, you cannot copy a greeting produced by another entity without prior authorization by the copyright owner. Consult an attorney if you are unsure.

- Use Audacity's **File** menu to open the existing recording.
- If the sampling rate is something other than 8 KHz (8000 Hz), click the **Tracks** menu and select the **Resample** option:





3. Select **8000** from the list of available options and click **OK**:



4. Now follow the previous instructions for exporting the recording in the proper file format.

Uploading Your Custom Greeting

Now you can use the Hosted PBX management portal to upload your custom auto attendant greeting to the system:

1. Log on the customer management portal ([link](#))
2. Navigate to the *Site Services* tab, and select *Auto-Attendant* from the list on the left.
3. Select the Auto Attendant number, then the *Greeting* button.
4. Choose one of the two *Upload* buttons according to whether you want to use for greeting for Business Hours or After Hours.
5. Select the file containing your custom greeting and click Open. The greeting file is uploaded.

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