

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:

	m	
Project Rate (Hz): Selection Start: 8000 Snap To 00 h 00 m 00,000 s ⁻	End Length Audio Position: 00 h 00 m 00.000 sT 00 h 00 m 00.000 sT	
Disk space remains for recording 186 hours and 42 minutes.		Actual Rate: 44100

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:

🔒 Auc	dacity																							x
File	Edit V	iew T	ransport	Tracks	Generate	Effect	Analyze	Help								1.5								
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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:

Audacity		
File Edit View Transport Tracks Generate	Effect A	alyze Help
New	Ctrl+N	
Open	Ctrl+0	
Recent Files	+	
Close	Ctrl+W	
Save Project	Ctrl+S	3.0 4.0 5.0 6.0 7.0 8.0 9.0 10.0 11.0 12
Save Project As		
Save Compressed Copy of Project		a shaka a shakaba a shakara 🖬 a shika bib
Check Dependencies		AAAA MAMAAA MUUNAAA MAA MA
Open Metadata Editor		
Import	•	
Export Ctr	l+Shift+E	
Export Selection		
Export Labels		
Export Multiple Ctr	l+Shift+L	

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

Audacity		1				
File Edit View	Transport Tra	acks Generat	e Effect Analyze	Help		
🔒 Export File	1.001.0	1.00	(a) [1]	1 .	×	
Save in:	J Music		•	G 🤌 📂 🛄	-	
Am	Name		Contributing artists	Album	#	
Recent Places	퉬 Sample Mu	usic				
Desktop						
Libraries						
Computer						
	•					
Network	File name:	AutoAttenda	nt1	•	Save	
	Save as type:	WAV (Micros	eoft) signed 16 bit PCM		Cancel	
		Other uncom ALEE (Apple)	pressed files		Options	
GSM 6.10 WAV (Microsoft) signed 16 bit PCM GSM 6.10 WAV (mobile) MP3 Files Ogg Vorbis Files						



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



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

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	Uncompress	ed Export Setup							
	Header:	WAV (Microsoft)	l						
	Encoding:	Signed 16 bit PCM 🔹	1						
	(Not all com	Signed 16 bit PCM Signed 24 bit PCM Signed 32 bit PCM Unsigned 8 bit PCM							
L		32 bit float 64 bit float							
		U-Law	Γ						
		IMA ADPCM Microsoft ADPCM GSM 6.10 32kbs G721 ADPCM							



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

Specify Uncompressed Options							
Uncompressed Export Setup							
Header:	WAV (Microsoft)						
Encoding:	U-Law 🔻						
(Not all combinations of headers and encodings are possible.)							
	OK Cancel						

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





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

1	Edit Metadata	
	Use arrow keys (or	RETURN key after editing) to navigate fields.
	Tag	Value
	Artist Name	
	Track Title	
	Album Title	
	Track Number	
	Year	
	Genre	
	Comments	
		Add Remove Clear
	Genres	Template
	Edit	Reset Load Save Set Default
		OK Cancel

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.

- 1. Use Audacity's **File** menu to open the existing recording.
- 2. 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.

<End>