

About this Document

This document explains how to create and use your own audio files with the My Phone > Unified Messaging feature of XO Hosted PBX.

Recording a Custom Voicemail Greeting

End users can create and use their own custom pre-recorded voice mail greetings for both the **Busy** and **No Answer** greeting options 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 Voice Mail 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	
Pro 80	ect Rate (Hz): Select Rate (Hz): Select Sele	ction Start: (h 00 m 00.000 s -	● End	Audio Position: 00 h 00 m 00.000 s ▼	
Disk s	pace remains for recording 186 hou	rs and 42 minutes.			Actual Rate: 44100

5. Click the **Record** button and record your greeting into the microphone. Your greeting cannot be more than two minutes long. 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:

Audacity		
File Edit View Transport Tracks Generate	Effect A	nalyze Help
New	Ctrl+N	
Open	Ctrl+O	
Recent Files	+	
Close	Ctrl+W	ligh Detinition Audi • العرم الارتجاب المعالية المعالية المعالية المعالية المعالية المعالية المعالية المعالية ا
Save Project	Ctrl+S	3,0 4,0 5,0 6,0 7,0 8,0 9,0 10,0 11,0 12.
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2. Enter a file name for your recording, and then select **Other uncompressed files** from the **Save as type** dropdown list:





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:

s	pecify Uncor	npressed Options
	Uncompress	ed Export Setup
	Header:	WAV (Microsoft)
	Encoding:	Signed 16 bit PCM 👻
	(Not all com	Signed 16 bit PCM Signed 24 bit PCM Signed 32 bit PCM Unsigned 8 bit PCM 32 bit float
L	-	64 DIC ROAT U-Law MA ADPCM Microsoft ADPCM GSM 6.10 32kbs G721 ADPCM



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

Specify Unco	mpressed Options
Uncompres	sed Export Setup
Header:	WAV (Microsoft)
Encoding:	U-Law 🔻
(Not all con	binations of headers and encodings are possible.)
	OK Cancel

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

🔒 Export File	1.01.0	1.61.6	11	20	1	×
Save in:) Sample Music		•	G 🤌	بي 🥙	
Recent Places		No items i	match your :	search.		
Desktop						
Libraries						
Computer						
Network	File name: Save as type:	BusyGreeting1 Other uncompressed f	iles		•	Save Cancel
						Options



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

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						
J						
	Add Remove Clear					
Genres	Template					
Edit	Reset 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. The greeting may be no more than two minutes long.

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 user portal to upload your custom voicemail greeting to the system:

- 1. Log on the MyPhone user management portal (link)
- 2. Navigate to the Unified Messaging tab, and scroll until the section entitled Greetings is visible.

Two greetings are supported, one played when you are in a call ("Busy") and one when you do not answer ("NoAnswer")

- 3. Select the *Personal* radio button for the greeting type that you want to modify.
- 4. Choose the Upload button.
- 5. Select the file containing your custom greeting and click Open. The greeting file is uploaded.

<End>