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# *Voice Response System (VRS) Upload Download Audio*

## Enhancements

This feature added with <b>Version 3000</b> .
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## Description

The Voice Response System (VRS) Upload Download Audio feature allows the upload of VRS greetings up to 1MB in size, recorded on a PC or professionally, to any valid VRS message in the system. It also allows users to listen to and delete VRS messages from callers. Access to the InMail/VRS compact flash drive is via the HTML User Pro (Web Pro).

Starting with **Version 4000** software, the User Admin (UA Mode) can change Routing Mailbox greetings for the following Routing mailbox types: Instruction (Call Routing), Announcement and Group.

## Audio Prompt Format

In order for uploaded greetings to properly play on the VRS InMail CF they must be in the proper format. Audio files not recorded in the proper format may not playback on the VRS/InMail CF. The proper format is:

Bit Rate	64kbps
Sampling Size	8 bits
Channel	1 (Mono)
Sampling Rate	8 KHz
Audio Format	CCiTT u-law

## User Pro Access

There are two different User Pro logins available to make changes to audio files on the InMail/VRS CF, but only one allows changes to be made to VRS messages. To login, open an Internet browser and enter the IP of the SV8100 LAN port in the address line. At default, the IP address is 192.168.0.10.

**User Admin Mode (UA Mode):** This mode allows the user admin to access any telephone and mailbox in the system. This mode must be used to change VRS and Routing Mailbox greetings. At default the login ID is USER1 and the password is 1111.

**User Mode (UB Mode):** This mode allows a user to access only their own telephone and mailbox when logged in. They will not be able to change any other telephone, mailbox, VRS or Routing Mailbox. At default the login ID is the “Extension Number” and the password is 1111.

The following details the page layout diagram of the two different User Pro login IDs:

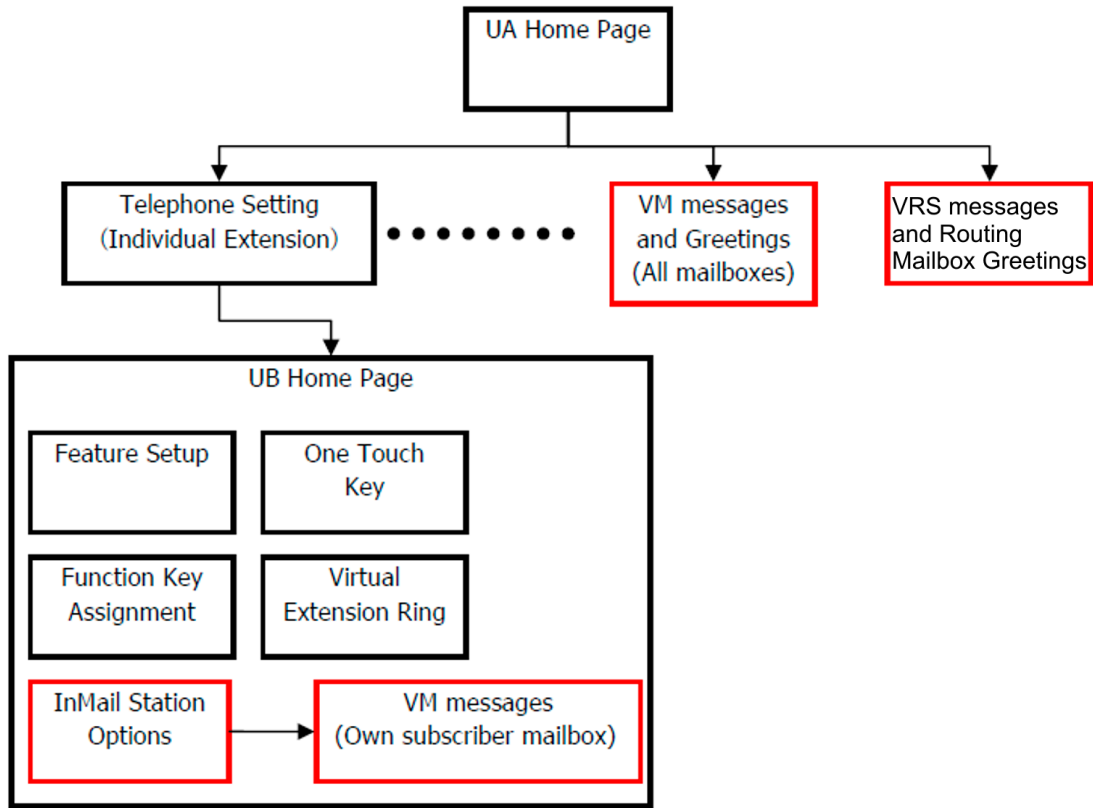


Figure 2-103 VRS User Pro Login Diagram

### Message Name Format


Downloaded messages are automatically assigned a name by the SV8100. This name includes the mailbox number the message was left in, type of message, the message number and the date and time to the second the message was left. [Table 2-157 Default Incoming Ringing Tone on page 2-2071](#) shows how to interpret the message name to determine this information.

Table 2-157 Default Incoming Ringing Tone

File Name Format	BTNNN_YYYYMMDD_HHMMSS.wav (maximum 32 characters)
B	Mailbox number (maximum eight digits) or VRS for the VRS message
T	Message Type + : Greeting or VRS message - : Recorded message
NNN	Message number (three digits)
YYYY	Year
MM	Month (1~12)
DD	Date (1~31)
HH	Hour (00~23)
MM	Minute (00~59)
SS	Second (00~59)

## Conditions

- With **Version 3000 or lower** software, uploading audio files to any type of Call Routing box and Group mailboxes are not supported. Auto attendant and group mailbox greetings cannot be uploaded or deleted in the End User WebPro interface.
- With **Version 4000 or higher** software, uploading audio files to any type of Call Routing box and Group mailboxes is supported. Auto attendant and group mailbox greetings can be uploaded or deleted using End User WebPro interface with the UA login.
- VRS and InMail messages are recorded in an ADPCM format which may not be easily opened on the support PC.
- It is not possible to upload/download/delete multiple files simultaneously.
- The mailbox will be inaccessible from the telephone under these conditions:
  - Mailbox XXX will not be accessible when opening the telephone setup screen of extension XXX by UA or UB mode in User Pro.
  - Mailbox XXX will not be accessible when selecting the extension XXX on the file upload/download screen of UA mode User Pro.
  - Mailbox XXX will be inaccessible when logging in the UB mode User Pro for extension XXX.
- While uploading an audio file via User Pro the greeting is not accessible by telephone.

- When downloading/deleting an audio file via User Pro, the file is not accessible by another User Pro session or from the telephone.
- This feature is only supported using a LAN connection.
- When uploading an audio file the extension will be checked whether it is WAV or not. However, the format of the uploaded file will not be checked. If the uploaded file is not in the proper format it may not playback properly.
- When a mailbox has a new message and the message is deleted using the User Pro interface, the MWI of the mailbox will NOT be cancelled.
- The largest allowed upload file size is approximately 1MB. Files larger than this cannot be uploaded.
- There is no size limitation when downloading audio files.
- User Pro does not check the uploaded file for correct naming format (i.e., BTNNN\_YYYYMMDD\_HHMMSS.wav). The file name will be automatically changed when the file is written in the CF.
- The actual file name of the messages is not displayed in User Pro. The message number, modified date and file size are displayed instead. If there is no message file, "-" will be displayed and the download/delete icon will not be displayed.
- The User Pro message page does not refresh automatically, to see new messages the page must be refreshed. For instance, if a new message is received via regular operation on the system while a user is viewing the upload/download screen, the new message is not shown until the page is reloaded by clicking the  icon.
- At default, Microsoft Windows will automatically open and play the downloaded WAV. To make **Open** or **Save** selectable, the following settings are required:
  - Windows XP
    1. Select **Control Panel** then **Folder Options**.
    2. Click on the **Files** tab.
    3. Select the **WAV** extension from the list, then click **Advanced**.
    4. Check **Confirm to open the file after download**, then click **OK**.
    5. Close the folder option by clicking **OK** again.
  - Windows Vista: It is not possible to change the save to folder option. The downloaded file is automatically opened for playback.

## Default Setting

None

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## System Availability

### Terminals

All Terminals

### Required Component(s)

- PZ-VM21
- VM8000 InMail CF
- CPU License

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## Related Features

### Voice Response System (VRS)


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## Guide to Feature Programming

The **Level 1**, **Level 2** and **Level 3** columns indicate the programs that are assigned when programming this feature in the order they are most commonly used. These levels are used with PCPro and WebPro wizards for feature programming.

- Level 1 – these are the most commonly assigned programs for this feature.
- Level 2 – these are the next most commonly assigned programs for this feature.
- Level 3 – these programs are not often assigned and require an expert level working knowledge of the system to be properly assigned.

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-02-01	Programming Password Setup – User Name	Set the system passwords.	Maximum 10 characters Refer to the SV8100 Programming Manual for default settings.		✓	

Program Number	Program Name	Description/Comments	Assigned Data	Level		
				1	2	3
90-02-02	<b>Programming Password Setup – Password</b>	Configure the administrator accounts that are used when connecting to the KTS via PCPro/ WebPro. If using PCPro, these are the accounts that are used to <i>connect</i> . If using WebPro, these are the accounts that are used to login.  <i>If calls are answered by an Auto attendant first, instead of the DIL setup on Program 22-01 and Program 22-07, set the transfer destination in the Auto Attendant to the Modem Access Service Code.</i>	Up to eight digits. Refer to the SV8100 Programming Manual for default settings.		✓	
90-02-03	<b>Programming Password Setup – User Level</b>	Set the system password user levels.	0 = Prohibited User 1 = MF (Manufacturer Level) 2 = IN (Installer Level) 3 = SA (System Administrator Level 1) 4 = SB (System Administrator Level 2) 5 = UA (User Programming Level 1) Refer to the SV8100 Programming Manual for default settings.		✓	

## Troubleshooting

The table below shows possible Error messages and Causes:

**Table 2-158 Error Messages and Causes**

Error Message	Cause
VMDB is not attached	The PZ-VM21 is not attached.
Mailbox XXX does not exist. (XXX = mailbox number)	The mailbox does not exist
The mailbox is being used by another session	When the mailbox is being used by another session, either PC or telephone.
There is no available space in the CF.	When there is no available space in the CF.
The file is being used by another session. Please try again later.	When the file to be downloaded is being used by another session, either PC or telephone.

**Table 2-158 Error Messages and Causes (Continued)**

<b>Error Message</b>	<b>Cause</b>
The selected file has already been deleted.	When the file selected for download has already been deleted.
The file is being used by another session. Please try again later.	When the file selected for deletion is being used by another session.
The selected file has already been deleted.	When the file selected for deletion has already been deleted.
Cannot upload the file since the original file is being used by another session. Please try again later.	When the file to be replaced is being used when trying to upload the replacement.


## Operation

### Changing VRS Messages using User Admin Mode (UA):

Audio files up to 1MB may be uploaded to the SV8100 for VRS messages. All 100 VRS messages can be uploaded or deleted. The messages can be used on all VRS features: General Message, Automated Attendant greetings, ACD messages and the 900 Preamble.

In order for uploaded messages to play they must be in the proper format. Audio files not recorded in the proper format may not playback. The proper format is:

Bit Rate	64kbps
Sampling Size	8 bits
Channel	1 (Mono)
Sampling Rate	8 KHz
Audio Format	CCiTT u-law

1. To login, open an Internet browser and enter the IP of the SV8100 LAN port in the address line. At default, the IP address is 192.168.0.10.
2. At the login screen enter username = USER1 and password = 1111.
3. You will then see the main menu, click on the VRS Audio Up/Download icon.
4. There can be up to 100 VRS messages and you may need to scroll through several pages or jump to get to the desired message number.
  -  *The message numbers correspond to the same message number when accessed via the telephone. Message 1 is 001, message 2 is 002 and message 3 is 003, etc.*
5. To delete a message, click on the red X to the right of the appropriate message.

6. To Upload a message:

- Under Message No, enter the message number to be replaced.
- Browse to find the location where the greeting file is stored.
- Click on the upload icon to the right of the selected file name.
- Depending on file size and LAN speed, it may take a minute to upload the greeting.
- The uploaded message will appear in the assigned location.