

System Recordings Module User Guide

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI.

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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.

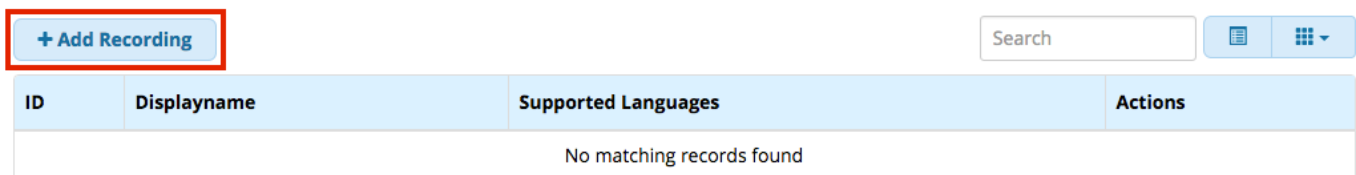
There are three ways to add System Recordings: uploading a file, recording within the browser, and recording over an extension.

Logging In

- On the top menu click **Admin**
- In the drop down click **System Recordings**

Adding a System Recording

Click the **Add Recording** button.



The screenshot shows the user interface for adding system recordings. At the top left, there is a blue button with a plus sign and the text '+ Add Recording', which is highlighted with a red rectangular box. To the right of this button is a search bar with the placeholder text 'Search'. Further right are two small icons: a list icon and a grid icon with a dropdown arrow. Below these elements is a table with four columns: 'ID', 'Displayname', 'Supported Languages', and 'Actions'. The table is currently empty, displaying the text 'No matching records found' in the center.

Add New System Recording

Name [?](#)

Description [?](#)

File List for English [?](#) English
No files for English

Upload Recording [?](#)

Drop Multiple Files or Archives Here

Record In Browser [?](#) 0:00 00:00
Hit the red record button to start recording from your browser

Record Over Extension [?](#)

Add System Recording [?](#)

Link to Feature Code [?](#) **Not supported on compounded or Non-Existent recordings**

Feature Code Password [?](#)

Convert To [?](#)

Name

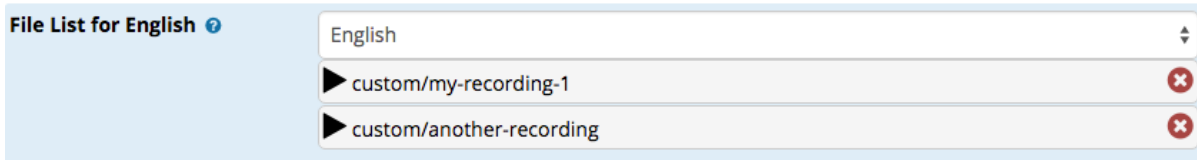
The name of the system recording on the file system. If it conflicts with another file, then this will overwrite it.



Description

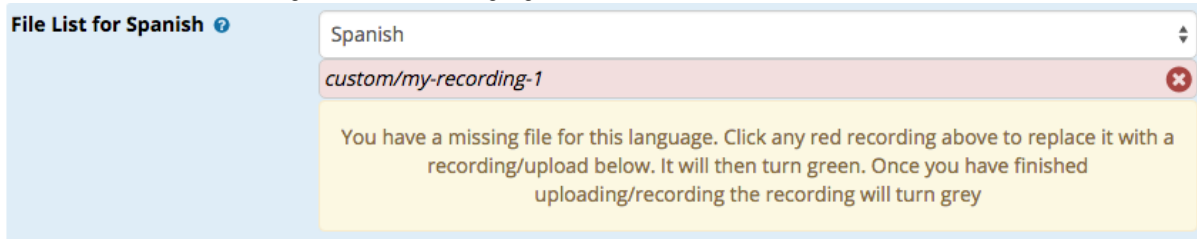
A description of this recording to help you identify it.

File List for (Language)

A sortable File List / play order. Here, you can string multiple files together into one recording. The playback will be done starting from the top to the bottom.

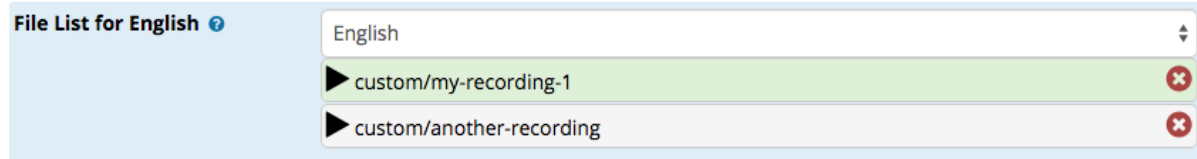


- Click the play icon  to preview a file.
 - Click the X icon  to remove a file.
 - Click on a file name and drag it up or down to a new position to change the playback order.
- Note: if a file is red, it is missing for the selected language.



Replacing a File (Re-Recording)

Files can be replaced by clicking them once, which will turn them green and place them into replace mode. (A dialog box will appear asking you to confirm that this is what you want to do.) The next recording you record or upload will then replace this green file upon save.







Upload Recording

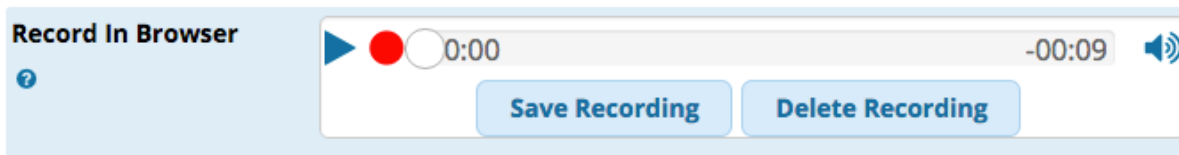
Allows upload of files from your local system. Supported upload formats are: WAV, aiff, alaw, flac, g719, g722, gsm, mp3, oga, ogg, sln, sln12, sln16, sln192, sln24, sln32, sln44, sln48, sln96, ulaw, wav, wav49. This includes multiple files, and archives that contain multiple files.

Click the **Browse** button to select a file from your computer. Or, drag and drop files from your desktop onto the **Drop Multiple Files or Archives Here** box.

Record in Browser

This will initiate a WebRTC request so that you will be able to record from you computer in your browser.

- Click the red record button  to begin recording. Your browser may alert you that the PBX is requesting access to your microphone. This is normal; click "Allow" or a similar option to permit access.
- The record button will flash when recording is in progress. 
- Begin speaking, then press the stop button when finished. 
- Click the play button  to review your recording.
- Click the **Save Recording** to save the recording, or the **Delete Recording** button to delete it.



Record Over Extension

The system will call the extension you specify. Upon hangup, you will be able to name the file and it will be placed in the list.

- Enter the extension number the system should call.
- Click the **Call!** button. The system will call the extension.
- Answer the call and begin speaking after the beep. The GUI will display a message stating that recording is in progress. Hang up when finished.

Record Over Extension ?

Recording, Hangup when finished...

- At this point, you can save the recording or delete it. To delete it, click the **Cancel** button. To save it, enter a name in the **Name this file** field and then click the **Save** button.

Record Over Extension ?

Name this file

Cancel

Save

Add System Recording

This option allows you to add any previously created system recording to the list of files above. To use this option, select a recording from the dropdown menu. It will be added to the file list.

Link to Feature Code

Yes/No: (Options not available on non-existent or compound recordings.) Whether to allow users to re-record the recording by dialing a feature code. Select **Yes** to create a feature code that will allow this recording to be changed directly by a user. This allows users to make their own changes without needing to contact an administrator.

Feature Code Password

(Optional) If the **Link to Feature Code** option is set to **Yes**, this password can prevent unauthorized users from accessing the feature code for the recording. Users will need to enter this password before they can re-record the recording via the feature code. Enter digits only. If the **Link to Feature Code** option is set to **No**, this field will be grayed-out.

Convert To

The file formats you would like this system recording to be encoded into. Options include **alaw**, **g719**, **g722**, **gsm**, **sln**, **ulaw**, **wav**, and **wav49**. Select one or more file formats.

Save

When finished, click the **Submit** button and then click the **Apply Config** button.

Re-Recording an Existing System Recording

Re-Record via Phone

The easiest way to revise the audio in an existing system recording is to use a feature code and a phone handset.


- Ensure that the system recording has the **Link to Feature Code** option enabled as described earlier in this wiki. Note the displayed feature code.
- If the **Feature Code Password** option has been enabled and a password is set, note the password as well, as you will need to enter this numeric password before you will be allowed the change the system recording.

Once these one-time steps have been performed, the recording can be re-recorded from any phone without further interaction with the administrative Web UI. Here is the procedure to re-record an existing system greeting using the defined feature code:

- Dial the feature code from a phone on the system.
- Follow the system prompts to re-record the system recording.
- After confirming the new recording, just hang up.

Re-Record via GUI

An admin can use the GUI to replace a sound file with a new recording.

- From the System Recordings home screen, click the edit button  next to the appropriate recording.
- The current file(s) for the system recording will be shown in the File List near the top of the page.
- Please see the [Replacing a File \(Re-Recording\)](#) section earlier in this wiki for instructions on how to replace a file.