

NEWT Managed PBX Sound File Management – User Guide

The Sound File management feature exposes a new section within the PBX Administrative Interface (i.e. Configuration Facility) that allows a customer to upload and self-manage audio file assignments for On Hold Messaging and Automated Attendant menus.

This is an optional NEWT PBX premium feature and additional charges apply.

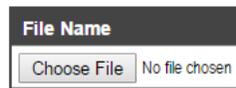
Sound Files Interface and Uploading Audio Files

The ability to upload and assign audio files will be available via the **Sound Files** tab once enabled for a NEWT PBX.



Audio File Upload

To select files, start by clicking on the **Choose File** button. This will allow you to select a locally stored audio file.



Files need to be either in mp3 or wav format. File names can include letters and/or numbers, with a max length of 100 characters and must not include special characters (e.g. \$, %, @, etc.) as this can lead to file conversion errors.

The file name with format (e.g. mp3 or wav) will appear within the interface and is now required to be uploaded and automatically converted (if required) to a NEWT PBX compatible file type. Click the **Upload** button to start this process.



Status will temporarily state **Uploading** while the conversion is in process. Once complete, the status will change to **Ready** and the File size will be displayed in Megabytes.

Repeat this process as needed to add more audio files.

As each file is uploaded and in the **Ready** status, the file is automatically saved on the system. The grey colour means the audio file is disabled, and not assigned a **Type**.

File Name	Status	Size	Date
Clear_Waters.mp3	Ready	5.2 MB	2017/05/31 13:59  

All uploaded sound files will now appear within the **Sound Files** interface.

- **File Name** - Name of the uploaded audio file, includes file type extension (mp3 or wav)
- **Status** - Ready (if the file uploaded correctly, this should be the only state)
- **Size** - Size of the audio file in Megabytes
- **Date** - Date and time of the file upload
- **Play**  - Allows for playback of audio file
- **Delete**  - Deletes an uploaded audio file (only available if the file is not actively assigned to an extension or Auto Attendant Menu)
- **Description** - Custom name label
- **Type:**
 - **Disabled** - Grey background (not being currently used)
 - **Hold Music** – Green background (Assigned as Extension-based On Hold Music)
 - **Auto Attendant** – Blue background (Assigned as Automated Attendant Menu Recording)

File Name	Status	Size	Date	Description	Type
Clear_Waters.mp3	Ready	5.2 MB	2017/05/31 14:00	Default MoH	Hold Music
Feelin_Good.mp3	Ready	9.2 MB	2017/05/31 14:23	Sales Department MoH	Hold Music
Heartwarming.mp3	Ready	3.0 MB	2017/05/31 14:25	Billing Department MoH	Hold Music

Hold Music Management

Extension Assignment and Classification

To assign an audio file as on hold music to one or more extensions, from the **Type** drop down list select **Hold Music**.

Type
Hold Music ▼
Disabled
Hold Music
Auto Attendant

Class

Each audio file must be assigned to a **Class**. To assign extensions to **Hold Music**, the extension must be assigned to a **Class**. The system can support up to 10 **Hold Music** classes, 1 through 9, plus no value / blank.

By Default the **Class** value and each extension are assigned to the no value / blank **Class**

To assign a **Class** to an audio file, from the **Class** Drop down select a value 1 through 9, or no value/blank. After **Class** selection, remember to click **Apply Changes**.

Description	Type	Class
Default MoH	Hold Music	1
Sales Department MoH	Hold Music	1
Billing Department MoH	Hold Music	1

To assign an extension to a **Class**, choose a Class other than the default value, and you'll see a window showing all local extensions that can be assigned **Hold Music**. Select a **Class** value from the **MOH Class** drop down.

In the below example, Extension 100 and 103 are assigned to Class 1 and when they place caller on hold, the on hold messaging will be the audio file linked to Class 1. Extension 101 and 104 are assigned to Class 2 on hold music. Extension 102 will be assigned to the default class. After **MOH Class** assignment remember to click **Apply Changes**.

Ext. Name	MOH Class
100 Mary - Reception	1
101 Robin Smith	2
102 spare	
103 Lesley	1
104 Jason	2

If the majority of PBX extensions share the same On Hold messaging, it is recommended to leave them in the default / no value class.

Multiple Audio File Randomization

If you wish to assign multiple audio files with randomized playback as On Hold messaging, then one can assign more than one audio file to the same Class. In the below example, three (3) audio files are assigned Class 1. All extensions with a corresponding MOH Class 1 assignment will have on hold messaging consisting of these three (3) audio files that will play in randomized order.

File Name	Status	Size	Date	Description	Type	Options
Clear_Waters.mp3	Ready	5.2 MB	2017/05/31 14:00	Hold Music A	Hold Music	1
Feelin_Good.mp3	Ready	9.2 MB	2017/05/31 14:23	Hold Music B	Hold Music	1
Heartwarming.mp3	Ready	3.0 MB	2017/05/31 14:25	Hold Music C	Hold Music	1

Breakpoints

You can break an audio file into segments, to be played back randomly, via the **Breakpoints** settings. This allows for an audio file, to be broken up into shorter segments with randomized playback of each segment.

To configure **Breakpoints**, enter the values in seconds where you would like the audio to be separated. In the below example, the audio file is broken into segments at 30 seconds, 60 seconds and 90 seconds, allowing the single audio file to be separated into four (4) total segments for randomized playback (e.g. first 30 seconds, 30 to 60 seconds, 60 to 90 seconds, and 90 seconds to the end). One would need to listen to the audio file and note where each segment begins and ends in order to accurately segment the file for playback. After **Breakpoints** programming, remember to click **Apply Changes** to save the configuration.

Description	Type	Class	Breakpoints
Company A MoH	Hold Music	1	30,60,90

Automated Attendant Recording Management

Auto Attendant recording management can be facilitated through this interface. After an Auto Attendant configuration has been set, one can then assign audio recordings as greetings to an Auto Attendant Main Menu, as the Main Menu Alternate greeting, and to Submenus.

To assign an audio file to an Auto Attendant menu, from the **Type** drop down list select **Auto Attendant**.

Type
Auto Attendant
Disabled
Hold Music
Auto Attendant

Each Auto Attendant is linked to a Telephone Number (TN), so next you will select the appropriate phone number from the **TN** drop down list. You will then assign to an Auto Attendant Menu via the **Menu** drop down list, and finally categorize it as English or French via the **Language** drop down list. Remember to click **Apply Changes** to save the configuration. Enabled audio files colour will turn blue once saved.

Description	Type	TN	Menu	Language
Main AA	Auto Attendant	2263368039	Main Menu	English
Main AA Alternate	Auto Attendant	2263368039	Main Alternate	English
Main AA Submenu	Auto Attendant	2263368039	Submenu 2	English

Any Auto Attendant recordings recorded by the customer by phone and assigned via the **Phone Numbers** tab to an Auto Attendant will not be displayed here for selection.