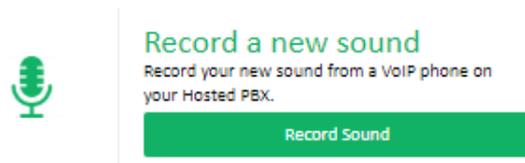


Sounds are used in many places across a PBX, from greetings to general announcements. Sound events allow routing to an announcement as part of the PBX call flow, before sending the call to a queue, ring group, or other destination. This page provides options to create new sound files, manage existing sound files, along with creating and modifying any sound events.

## Recording a Sound

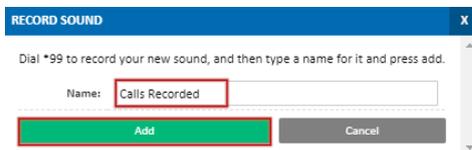
To record a new sound from a handset connected to your Hosted PBX, select the *Record Sound* button.



You can also select *+ New Sound (Record)* in any greeting or announcement fields in other PBX elements (eg. ring groups, queues or IVRs)



Enter the *Name* for your sound, which represents the content of the file. From an extension connected to your PBX, dial \*99, then record your audio when prompted. When complete, hangup and click *Add* to save your sound.

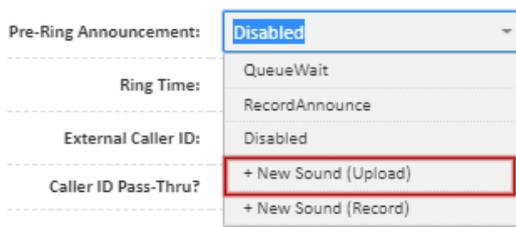


## Uploading a Sound

If you have an existing sound file on your computer, you can upload this to the server by clicking the *Upload Sound* button.



You can also select *+New Sound (Upload)* in any greeting or announcement field in other PBX elements (eg. ring groups, queues, IVRs, etc.)



For best results, the sound file should be a 16bit, 8khz wave file.

Enter a name for the new sound, which represents the content of the file, then click *Choose File* and locate the file on your computer. Once selected, click *Save* to begin the upload.

**UPLOAD SOUND** X

Press browse to choose the wave file, and then type a name for it and press upload.  
*The file should be a 16bit 8khz wave file for best result.*

Sound Name:

Files:  12.wav

## Managing Sounds

Any sounds already on the PBX will appear in the *Sound Files* list. To review, rename or download a sound, locate it, then click the *Edit* button.

**SOUND FILES**

Sound Name		
QueueWait	<input type="button" value="EDIT"/>	
RecordAnnounce	<input type="button" value="EDIT"/>	

To rename the sound, update the *Name* field and click save. To listen to the sound file in your browser, use the *Playback* controls.

**CONFIGURE SOUND** X

Actions ▾

Name

Playback

To download the file to your computer, or to delete the sound from the server, open the *Actions* menu, then select to download or delete. Note that deleted sounds can not be retrieved on the server.

**CONFIGURE SOUND**

▾

- Download Sound
- Delete Sound

## Sound Events

A sound event is a special destination type that can be added into your PBX call flow. A sound event will receive a call, playback a sound to the caller, then pass the call to another destination (or hangup). An example use would be to play an 'All calls will be recorded' message when a call is received on your main number.

To create a new sound event, click *Create a Sound Event*, or the *Sound Events +* button.



Specify a *name* for you sound event. This will be shown in other places on your PBX, where you can route a call to the sound event.

Select the *Sound* which will be played when callers reach this sound event, then set the *Destination* to where the call should go after the sound has been played. In this example, the PBX main phone number will be routed to the sound event, played an 'All calls will be recorded' message, then passed to the the queue named 'normal'.

A form titled 'ADD SOUND EVENT' with a close button 'X'. It contains three input fields: 'Name' with the value 'CallsRecorded', 'Sound' with the value 'RecordAnnounce', and 'Destination' with the value 'NORMAL'. Below the fields are two buttons: 'Save' (green) and 'Cancel' (grey).

Once each field is set, click *Save*.

## Managing Existing Sound Events

All sound events configured on the PBX are listed in the sound events section. To update the sound, name or destination of a sound event, locate the event and click edit.

A section titled 'SOUND EVENTS' with a plus sign button. Below the title is a text box: 'Use a sound event to play a sound file and then go directly to a queue, ring group, voicemail box or other destination. Go to the Direct Indials page to route a phone number to a sound event.' Below this is a table with a blue header 'Name'. The table contains one row with the value 'CallsRecorded'. To the right of the row are two buttons: 'EDIT' (red) and a trash icon (red).

Update the sound or destination per requirements.

