Quick Start Guide
Audio File Format Conversion

Version: April 6, 2016

This document describes converting audio files to be compatible with the Allworx system software using the sound editing application *Audacity* (available at http://audacity.sourceforge.net). Converting files using other applications is similar.

Equipment Requirements

The table below is a complete list of equipment and requirements necessary to perform the operation identified in this Quick Start Guide.

Equipment	Requirements
PC	• Running OS (with latest service pack) • Windows 7 32-bit SP1 • Windows 8 32-bit • Windows 8.1 32-bit • Windows 7 64-bit SP1 • Windows 8 64-bit • Windows 8.1 64-bit • RAM minimum: 2 GB. • Monitor resolution: 1024 x 768 (XGA). • Audacity application (available at http://audacity.sourceforge.net) or equivalent.

Intended Audience

This guide is intended for Allworx administrators that create and use custom audio files.

Objective

Allworx administrators can successfully convert audio files to be compatible with the Allworx system software.

Setup Checklist

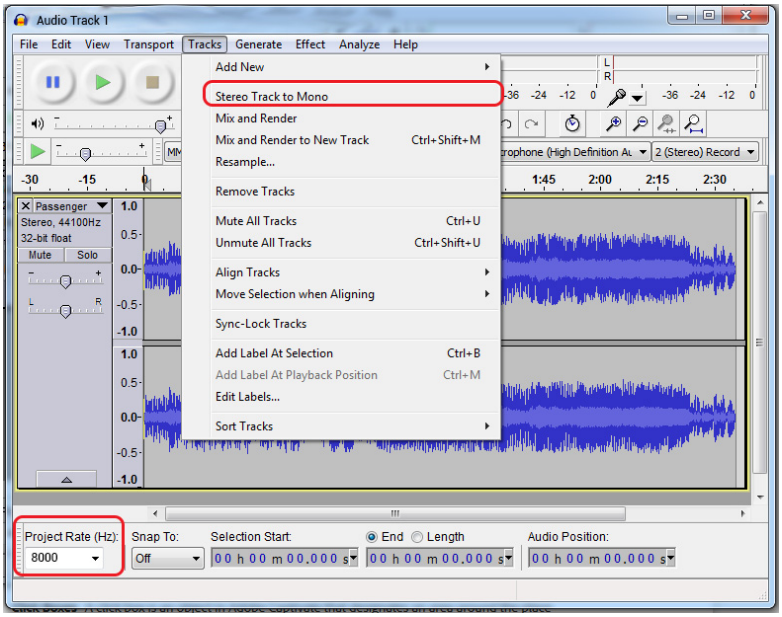
Follow the order of the steps to successfully convert the file. More detailed instructions are available on the following pages.

Step	Description
1	Open an audio file. Click **Tracks** > **Stereo Track to Mono**, and then change the Project Rate (Hz) value to 8000.
2	Click **File** > **Export Audio** > **Save as type**. Select **Other uncompressed files** from the drop-down list.
3	Enter a file name using the specific Auto Attendant or Call Queue file name format and a .snd extension.
4	Update the **Options** settings, and then click **OK**.
5	Click **Save** > **OK.**

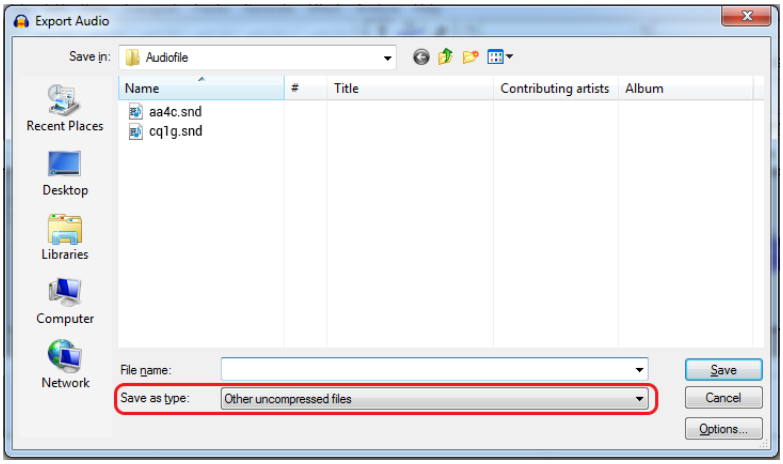
File Format Conversion

Audio files must be Telephony, raw, mu-law (u-law), mono, 8-bits per sample, 8KHz sample rate to be compatible with the Allworx system software.

1. Open an audio file (example: MP3 file) in Audacity. Click **Tracks** > **Stereo Track to Mono**, and then change the Project Rate (Hz) value to 8000.



2. Click **File** > **Export Audio** > **Save as type**. Select **Other uncompressed files** from the drop-down list.



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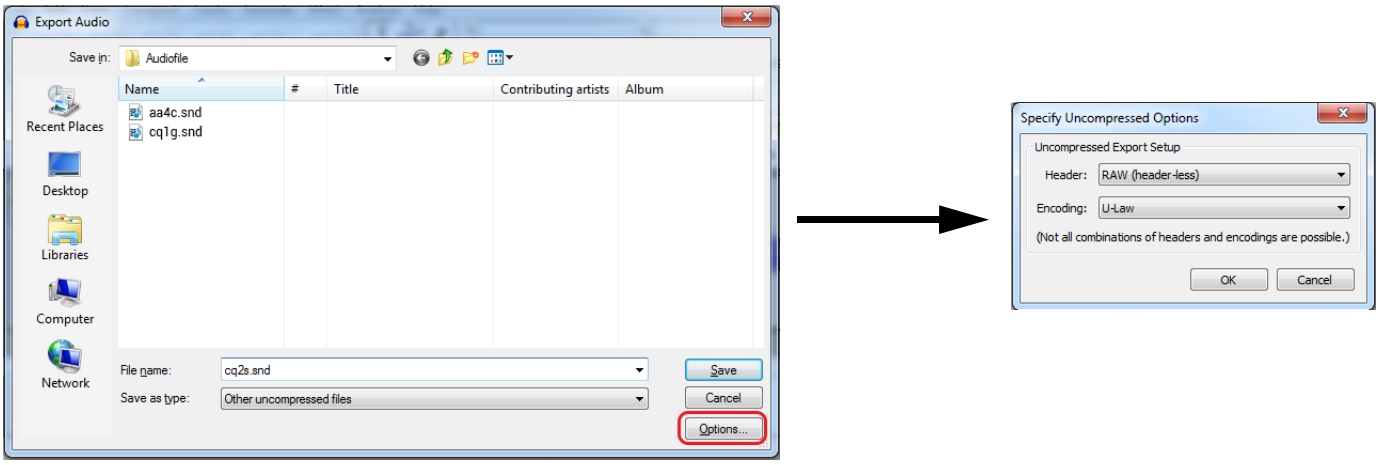
3. Enter a file name using the specific file name format and a .snd extension.

Auto Attendant	Example: aa#x.snd • # - Replace with the Auto Attendant number 1 through 9. • x - Replace with greeting number (0 through 9 - Use '0' for the Open greeting, '1' closed greeting) or “c” for Custom Message. File name: aa20.snd = auto attendant 2/open greeting.
Call Queue	Example: cq#x.snd • # - Replace with a Call Queue number 0 through 9. • x - Replace with “g” for greeting or “s” for status message. File name: cq3s.snd = call queue/3/status message.
Music On Hold	Example: moh_n_m.snd • 'n' is a number between 1 and 30. This is a unique number among the Music On Hold files on the system. If importing a Music On Hold file that duplicates the number ‘n’ of a file that is already on the system, the system replaces the existing file. • 'm' is a user defined string that uniquely identifies the file. Valid characters include ('A'-'Z'), ('a'-'z'), ('0'-'9') and underscore. • File name: moh_1_sales.snd = music on hold/1/sales department file.

4. Select **Options** and update the settings, and then click **OK**.

Option	Setting
Header	RAW (header-less)
Ending	U-LAW



5. Click **Save**. The Edit Metadata dialog box opens. Leave all fields blank, and click **OK**.

The custom recording audio files are ready for import into the Allworx system software. See the Allworx Administrator’s Guide for more information.