

Loading Prerecorded Messages

In Aspire Mail, Aspire Mail Plus, UltraMail, and UltraMail 2000

Introduction

Use these instructions to load prerecorded messages into the voice mail system. Prerecorded messages are typically used for custom Welcome Messages and Instruction Menus, but can also be used for Mailbox Greetings, Announcement Messages, Paging Messages, Mailbox Names, Interactive Prompts and Directory Dialing Messages.

! Important !

The prerecorded messages *must* be in the **OKI-32** audio format (i.e., OKI sound family, 4-bit ADPCM sound type, 8KHz sample frequency). Regardless of the audio format used for mastering, the prerecorded messages *must* be exported into the OKI-32 format for compatibility with the voice mail.

Following is a summary of the steps required to load prerecorded messages (see Parts 1-7 below for more on each step):

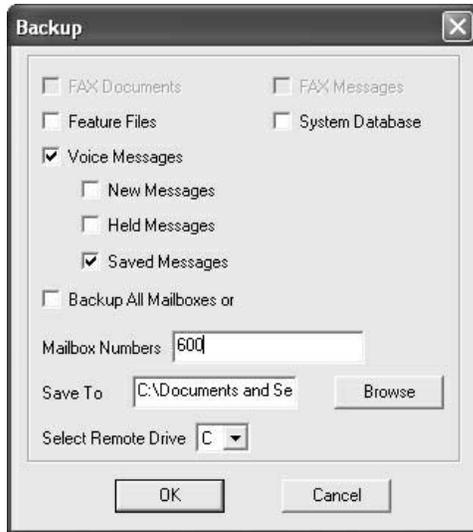
1. Using normal voice mail features, record a preliminary message for each message and greeting that you want to replace later on with a prerecorded message. Also, for each message and greeting record a “dummy” message in an unused Subscriber Mailbox.
2. Use *Tools: Backup* to back up back up the “dummy” messages to the hard drive of the PC running the Admin program.
3. On the PC hard drive, copy your prerecorded messages (in OKI-32 format) *over* the “dummy” messages.
4. Use *Tools: Restore* to restore the prerecorded messages to the voice mail in place of the “dummy” messages.
5. Use *View: Port Activity* to identify the preliminary message files that you want to replace with the prerecorded messages (which were restored in place of the “dummy” messages).
6. With a PC connected to the voice mail serial port, exit the voice mail to the DOS prompt. Then, manually copy the prerecorded messages *over* their respective preliminary message files.
7. Restart the voice mail.

Part 1: Record Your Preliminary Messages and Greetings.

1. For each message and greeting for which you have a prerecorded message, use the standard voice mail features to record a preliminary message.
 - For example, if you have a prerecorded Welcome Message and Instruction Menu for Call Routing Mailbox 811, be sure to do the following: Call the System Administrator’s Mailbox + **SA** + **W** (or **I**) + **811** + Record preliminary message.
 - If you don’t have a preliminary message recorded, you won’t see the file names in step 6 below. This will prevent you from loading the prerecorded message.
2. For each preliminary message recorded in step 1 above, record and send (**RS**) a “dummy” message to an unused Subscriber Mailbox.
 - This is required because only mailbox messages are saved as individual messages during the backup you must do in Part 2 below.
 - For example, if you have two prerecorded Welcome Messages and two prerecorded Instruction Menus, be sure to record four “dummy” messages in the unused Subscriber Mailbox.
 - In this step it is not important to keep track of which “dummy” message corresponds to which prerecorded message. It is only important that you have the correct *number* of “dummy” messages.
3. Log onto the unused Subscriber Mailbox and save (**SA**) the “dummy” messages.

Part 2: Backup the “dummy” messages to the Admin PC’s hard drive.

1. Before beginning the backup, create a unique directory on the Admin PC hard drive to store your backup.
2. Start the Admin program and select *Tools: Backup*. You see:



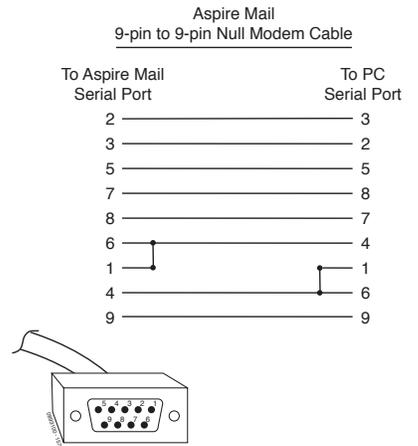
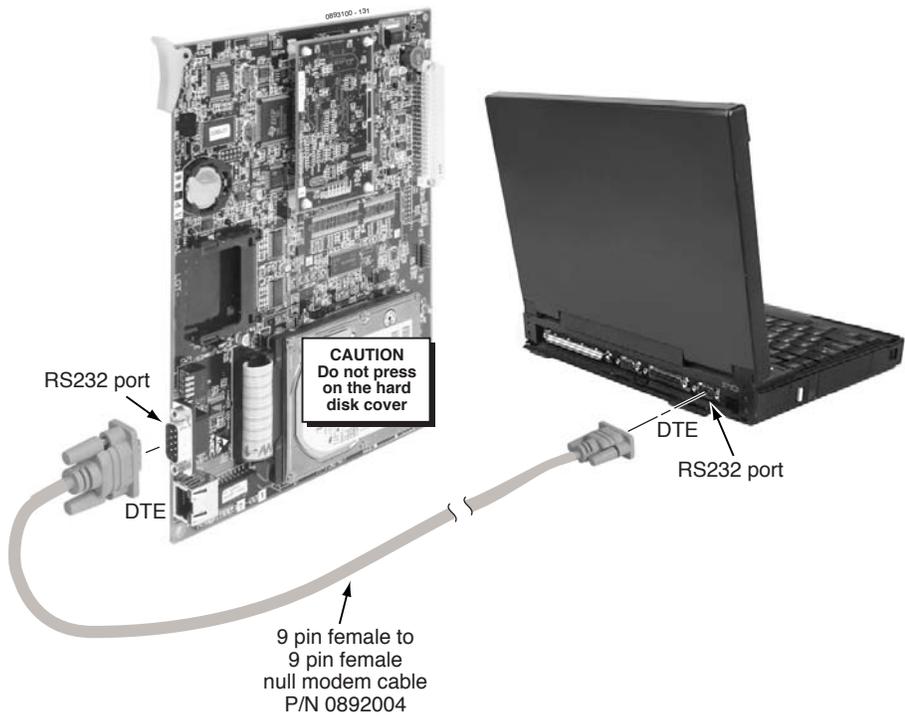
3. Deselect *Feature Files* (which is never required) and *System Database*.
4. Select *Voice Messages* and *Saved Messages* for the unused Subscriber Mailbox in which you stored the “dummy” messages. (This is 600 in the example above.)
5. Click *Browse* and select the unique directory you created in step 1 of this part. (This selects the directory in which the backup will be saved.)
6. Click *OK* to run the backup.
 - See *Local Backup and Archive* and *Local Restore and Dearchive* in the *Aspire Mail and UltraMail System Guide* for more on the *Tools: Backup* feature.

Part 3: Copy the prerecorded messages *over* the “dummy” messages.

1. Find the “dummy” messages in your backup directory.
 - If you backed up four “dummy” messages in mailbox 600 (and these were the only messages in that mailbox), you would see the following four files in the root of the directory specified in Part 2 step 1:
ms00000006000000000001.mox
ms00000006000000000002.mox
ms00000006000000000003.mox
ms00000006000000000004.mox
 - To understand the file names:
ms are the standard characters that precede each backup file.
000000600 is the 10-character mailbox number.
000000001 is the 10-character message number.
.mox is the extension for the backup file.
2. Rename your prerecorded messages to match the file names of the backed-up “dummy” messages.
 - At this point, you *must* keep track of which recordings correspond to which file names.
3. Copy the renamed prerecorded messages *over* the files in your backup directory.
 - This *replaces* the “dummy” message files in your backup directory with the prerecorded messages.

Part 6: From a PC connected to the Voice Mail serial port, exit to DOS and manually copy the prerecorded messages over their respective preliminary message files.

1. Following the drawings below, connect a PC to the voice mail serial port.



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2. Launch HyperTerminal and set up a new HyperTerminal connection for the voice mail.
 - The communications parameters should be 38400 bps, 8 bits, no parity, and 1 stop bit (38400, 8, N, 1).
3. Hold down the voice mail **Reset** button for about 6 seconds to restart the voice mail.
4. Watch the PC monitor. When you see a screen similar to the following, *immediately* press **Enter** to exit the voice mail back to the DOS prompt (**C:\>**)

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UltraMail - Version: UMS Beta Test - 9
NEC - Loader: 3.01
      FE0 F/W: 4AAA 1.03.0000 AspireMail
BICOM - MedFed: 4.08
        F/W: 4AAA 1.15.0001
CTL - Voice Mail: 11.02.15
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5. Using the information you gathered in Part 5, use standard DOS commands to copy the prerecorded messages *over* their corresponding preliminary message files.
 - For example:
 - If your prerecorded message is **c:\vm\0\1\m00001.mox**
 - And the corresponding preliminary message file you want to replace is **c:\vm\1\1\w0000811.wox**
 - At the DOS (C:\>) prompt type **copy c:\vm\0\1\m00001.mox c:\vm\1\1\w0000811.wox**

Since you are copying *over* (replacing) an existing file, you must enter **Y** when you see the DOS **OVERWRITE Y/N** message. If you don't see the message, you made a mistake when typing the Copy command.
6. Repeat the procedure in step 5 for all preliminary message files you want to replace with their corresponding prerecorded messages.

Part 7: Restart the Voice Mail

1. Hold down the voice mail **Reset** button for about 6 seconds to restart the voice mail.
2. Once the voice mail restarts, your prerecorded messages should be in place and fully functional.
3. Optionally do a new *Tools: Backup* to back up your new files.



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