MASERGY

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Announcement Repository
for Music on Hold
& Announcements
Quick Start Guide

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Recording Using the Voice Portal for Announcements

The Announcement Repository provides the ability to store up to 1 GB of announcements and music for the various components on the Masergy UC solution. The Announcement Repository can be found at the User Level, Group Level, Hunt Groups, Automated Attendants, and Call Centers. Below are the instructions on how to record the announcements using the Voice Portal.

Record Audio Announcement for the User

1. User dials in to the voice portal.
2. User enters the * (STAR) key.
3. User selects menu option 5, to enter the Announcement menu.
4. User selects menu option 1, to enter the Announcement Recording menu.
5. User is asked to start recording after the tone and end with a # key.
6. User starts recording and presses the # key.
7. Recording is played back to user and the user is asked to confirm the next action.
8. User selects menu option 1 to indicate that the user accepts the recording.
9. Announcement is saved to the user's repository, and the user is returned to the Announcement menu.

Note: At the User level is for all Voice Mail Greetings; Meet me Conference Greeting, and Name Greeting.

Record Audio Announcement for the Group Services

1. User dials in to the voice portal.
2. User enters the extension of the group voice portal.
3. User enters the password of the group voice portal.
4. User selects menu option 5 to enter the Announcement menu.
5. User selects menu option 1 to enter the Announcement Recording menu.
6. User is asked to start recording after the tone and end with a # key.
7. User starts recording and presses the # key.
8. Recording is played back to user and the user is asked to confirm the next action.
9. User selects menu option 1 to indicate that the user accepts the recording.
10. Announcement is saved to the group's repository, and the user is returned to the Announcement menu.

NOTE: At the Group level would be used for the Automated Attendants and the Call Centers.

What happens when the following happens?

Time-Out While Recording Announcement

1. User enters the Announcement Recording menu.
2. User is asked to start recording after the tone and end with a # key.
3. User does not press the # key.
4. User is sent, "Your recording failed because it timed out. Please try again".
5. User is sent back to the Announcement menu.

Recorded Announcement Larger Than Maximum Allowed File Size

1. User enters the Announcement Recording menu.
2. User is asked to start recording after the tone and end with a # key.
3. User makes a recording and presses the # key.
4. User is sent, "Your recording has exceeded the maximum file size. Please try again".
5. User is sent back to the Announcement menu.

Maximum Quota Exceeded for Real/Virtual User Account

User enters the Announcement Recording menu.
6. User is asked to start recording after the tone and end with a # key.
7. User makes a recording and presses the # key.
8. User is sent, "Your user account has exceeded its maximum file size quota".
9. User is sent back to the Announcement menu.

Maximum Quota Exceeded for Group

1. User enters the Announcement Recording menu.
2. User is asked to start recording after the tone and end with a # key.
3. User makes a recording and presses the # key.
4. User is sent, "Your group account has exceeded its maximum file size quota".
5. User is sent back to the Announcement menu.
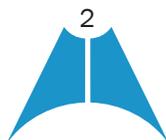
Delete User

1. Select the user you want to delete
2. All announcement data related to the user is deleted from the Announcement Repository database tables.
3. All announcement files for the user are deleted from the file system.

Delete Group

1. Select the group you want to delete.
2. All announcement data related to the group is deleted from the Announcement Repository database tables.
3. All announcement files for the group are deleted from the file system.

Provisioning or Uploading files into Announcement Repository

Load Files to Group Repository

1. On *Group Profile* page, select *Announcement Repository.*
2. For audio files, select the *Audio* tab and Add button
3. Enter a name for the announcement.
4. Select a file using the Choose File control.
5. Click **OK**.

New announcement should be displayed on the list of announcements.

Load Files to User Repository

1. On *User Profile* page, select *Announcement Repository*.
2. For audio files, select the *Audio* tab and Add button.
3. Enter a name for the announcement.
4. Select a file using Choose File control.
5. Click **OK**.

New announcement should be displayed on the list of announcements.

Recordings for Music on Hold

Audio files (.WAV file format)

For Music on Hold (MoH) announcements to be played by the Masergy UC (BroadWorks) Media Server, the announcement files must be saved in one of the two following supported *.wav* file formats:

Standard	Format	Sampling
CCITT.G.711	PCM u-law	8,000 kHz, 8 Bit, Mono
CCITT.G.711	PCM A-law	8,000 kHz, 8 Bit, Mono

Audio files (.WAV)

Format	Sampling
PCM16	16,000 kHz, 16 Bit, Mono

File Size and Time Limits:

The length of the audio file is limited to five (5) minutes and its maximum size is 2.4 MB or less.

Note: When recording (or post-processing) announcements, it is recommended to have about 50 ms leading and trailing silence for composite announcements (i.e. announcements with "..." in them, numbers, etc.), and 200 ms for standalone announcements.