

How to save a sound file for use by Synthesys Switch

The basic idea is to record a WAV file, but this needs to be in a particular format for efficiency on the Aculab card. This format is called A-Law which is the native format of European ISDN.

Details - using sndrec32 which comes bundled with older version of Windows:

1. Find a machine with a microphone. I'm using a Plantronics headset, but anything will do.
2. Run sndrec32 (from the start menu).
3. Choose File/Properties.
4. Click Convert Now.
5. Choose Format = CCITT A-law. Attributes should stay 8KHz, 8 bit, Mono. Don't try to change this; phone lines don't send higher quality than this anyway, so it is necessary to record directly to the native format.
6. Choose OK twice to get back to sndrec32 interface.
7. Press record and record the message, press stop to finish.
8. Save the recording on \\switchserver\synthesyswitch\WavFiles. Call it something like Nuisance.wav', or overwrite an existing file (such as Default.wav).

How to use a Sound File for a Nuisance Call Message

Go into Synthesys Outbound Manager, Advanced properties. Choose NuisanceWaveFile, and type in Nuisance.WAV as the property (or the appropriate filename as selected above).

How to use a Sound File for Synthesys Switch Inbound

Follow the procedure above to create WAV files, then the Synthesys Switch Inbound Strategy Manager allows selection of WAV files that were saved on the Synthesys Switch server.

Note for Windows 7 users

SNDREC32 no longer ships with Windows 7. If you have access to a Windows XP machine, then you can copy sndrec32.exe from \windows\system32 (or similar) directory on to your current system and it should run without problems. Alternatively look for a program with the ability to save in CCITT A-law format; the DBPoweramp program can do this for example.

You can save in other WAV formats, but please make sure that the Aculab card is able to play the WAV file with acceptable quality over a telephone line; consult Noetica if in doubt.

Resources

<http://media.io/> is useful for converting files to WAV files - but you still need sndrec32 to further convert these to A-Law format.

<http://www.lisztonian.com/> has some free music resources