Auto Attendant
Upload an Audio File

Telesystem
Blue Platform

How to Upload an Audio File to Telesystem Auto Attendant

1. From the Menu Summary, select the Menu you wish to upload the audio file to.
2. Click Select.

3. Click Choose File.

4. Select the .wav file you wish to upload. The file should contain no spaces in the file name. The file will then appear next to Choose File. The file cannot be renamed once uploaded.

5. Click Upload.

6. It may be helpful to include a Description of when to use this menu and what was stated on the audio file for future reference (in the Description box provided).
7. Make any necessary changes to the menu.
8. Click Save.

File Format

When you have a .wav audio file ready to upload to your Auto Attendant, please make sure it contains the following format settings:

- CCITT μ-law audio format
- 8 bit
- 8 kHz
- Mono

The file must be saved as a .wav file and be within a 2.5MB file size (approximately 6 minutes of talk time).

Telesystem Voicemail is a great tool to use when recording custom prompts and it meets formatting requirements.

Replacing Audio Files

Once an audio file is uploaded, it cannot be deleted. However, you may upload a new audio file with the <u>same file name</u> and replace the existing file. The file name must be an <u>exact match</u> to the file you wish to replace.

Example: An existing file is saved as: Closed_Menu. If the new .wav file is saved as CLOSED_Menu, the file will be saved as a separate file and it will not replace the old file. The file name is case sensitive and must be named prior to upload.