

# Mitel MiContact Center Enterprise

MESSAGE CONVERSION TOOL USER GUIDE  
OPEN APPLICATION SERVER

Release 9.5



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Message Conversion Tool User Guide  
Release 9.5 – September 2020

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## INTRODUCTION

OAS 9.3 supports two types of Media Servers an IP (VoIP) Media Server which supports G.711 A-Law and  $\mu$ -Law encoding formats in WAV format only.

To provide system prompts (used to play Numbers, Dates, and so on) that are compatible with this type of Media Server, they are provided as .wav files, encoded in G.711 (64 Kbps) A-Law.

Systems that are to be upgraded from OAS 3.1 do not need to convert custom prompts to the new formats if these systems continue to use the Intel Dialogic based Media Servers exclusively. However the conversion is highly recommended since it is not possible to mix .vox and .wav formats in a single Media Service request (for example Play and Collect Digits).

In order to help convert the older formats to the new format, the OAS 8.0 Installation has the Message Conversion Tool, which converts .vox files to G.711 wav.

Note that when OAS 9.3 is installed; the system prompts are installed as .wav files. Hence the Message Conversion Tool should only be used to export custom system and non-system prompts.

## LAUNCHING THE MESSAGE CONVERSION TOOL

The Message Conversion Tool is part of the OAS Installation and it is available after installation as a file called `MsgConvTool.exe` located at

~Program Files\Mitel\OAS\Bin.

The Message Conversion tool can be launched from the Start menu and it has two parts:

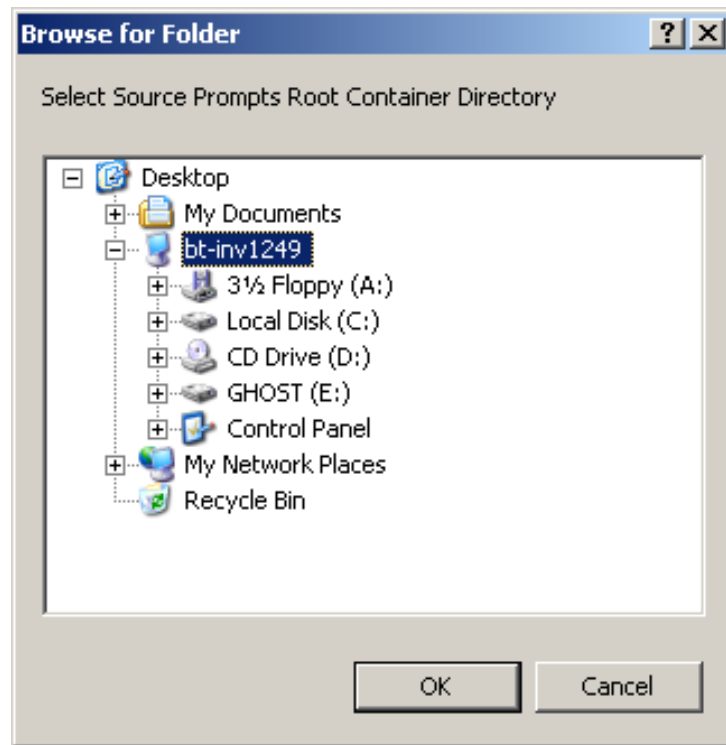
- **Vox to Wav Conversion**, used to convert system prompts from .vox to .wav format.
- **Play Message List Conversion.**



Figure 1: Main View of Message Conversion Tool

## PROMPTS CONVERSION

1. Click **Convert from Vox to Wav** (See Figure 1.) to launch the dialogue box.
2. Enter or browse for a source and a target path. Browsing opens the folder dialogue. The **Convert** button is enabled only when valid source and target paths are provided.

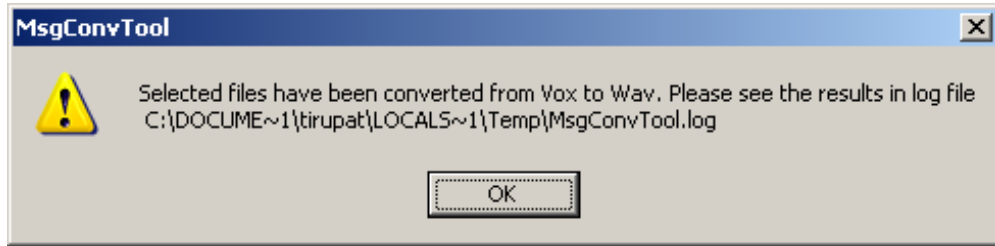


**Figure 2: Folder Selection Dialog.**



**Note:** The source and target directories can be on a local drive or a mapped to shared network drive. Before running the tool, you should make sure that the source directory is accessible from the server where the application is running.

3. Select the target format, either a 64K A-Law or a 64K  $\mu$ -Law and click **Convert** to start the conversion. The status of conversion is shown at the bottom of the dialog as a progress bar. Upon successful conversion, the tool displays a message box indicating the completion.

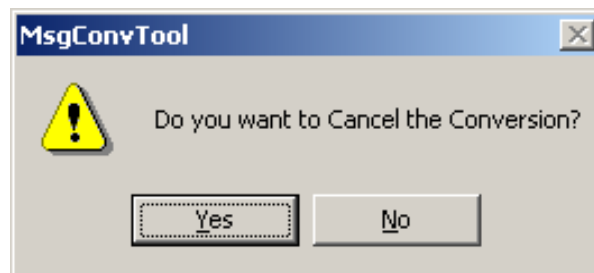


**Figure 3: Completion of Vox to Wave Conversion.**



**Note:** If the source folder contains files other than .vox format, then the tool simply copies the file to the destination folder.

4. During conversion the **Exit** button changes to **Cancel**. Conversion can be stopped by clicking **Cancel**. If a conversion is cancelled, a Confirmation message box is displayed. Clicking **Yes** on the confirmation message box stops the conversion and displays the Conversion aborted message.



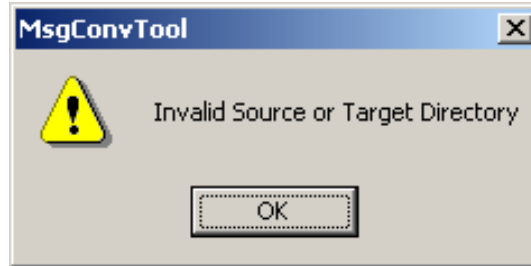
**Figure 4: Confirmation message**



**Figure 5: Conversion aborted message**

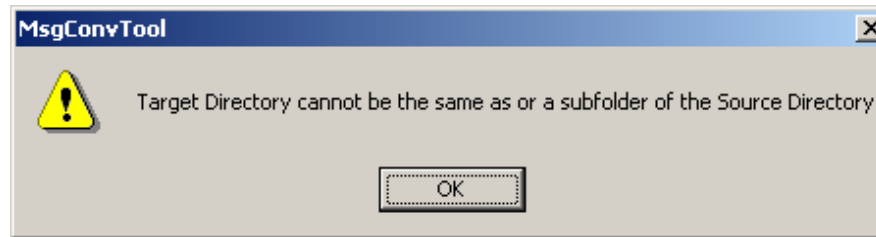
## ERROR CONDITIONS

If the Source or Target directory does not exist then the Message Conversion Tool displays the message box.



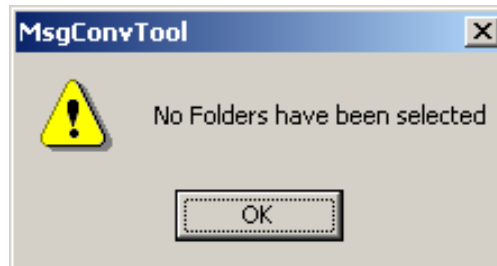
**Figure 6: Invalid Directory message box**

If the Source and Target directory paths are the same or if the Target directory path is sub-folder of the Source Directory then the message box is shown.



**Figure 7: Same Source and Target Directory validation message box**

If Source and Target paths are valid and the Convert button is enabled, but no folder has been selected for conversion, the tool displays the message box.



**Figure 8: No folders selected message box**

## ENCODING FORMATS OF VOICE PROMPTS

The Message Conversion Tool can convert source files encoded in the following formats:

- ADPCM 32 K
- 64 Kbps A-Law
- 64 Kbps  $\mu$ -Law

The tool converts Media Objects of the above-mentioned type to G.711 (64Kbps) A-Law or  $\mu$ -Law Wav type files.

The tool can also use a third party software module called `voxc- nvrtdll` to convert the following formats:

- ADPCM 24 K
- ADPCM 32 K
- 48 Kbps A-Law
- 48 Kbps  $\mu$ -Law
- 64 Kbps A-Law
- 64 Kbps  $\mu$ -Law
- 88 Kbps A-Law
- 88 Kbps  $\mu$ -Law

This module must be obtained from Xentec Inc. (go to <http://www.xentec.be> or mail to: [sales@xentec.be](mailto:sales@xentec.be)) and should be copied to the same folder as `MsgConvTool.exe`. The module can be used by selecting **Use External Converter**.

## CONVERSION OF MESSAGE LIST

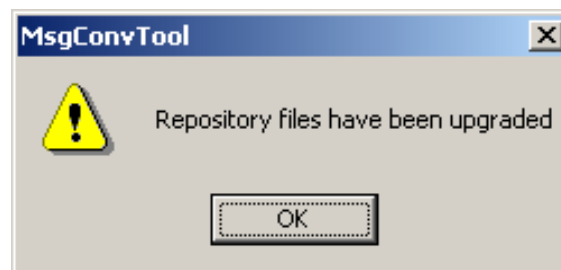
1. Click **Change Message Lists** from the main view to open the Message List Converter dialog. The tool changes the extension of the Sound Media Objects from `.vox` to `.wav` in all the selected Play Messages, thus matching the file names of the prompts, which were converted from `.vox` to `.wav` (that is, when a file named `WelcomeMessage.vox` is converted, the name is changed to `WelcomeMessage.wav`.)



**Note:** A prerequisite for Message List Conversion is that OAS is shut down by using the command **oasshutdown**. It is good to back up the repository folder `~Program Files\Mitel\OAS\OcsRepository` and use the same file name for source and target. Typically the target could be the OCS repository folder, so that OAS will use the new file when started..

2. Click **Browse** to change the file paths for the source and destination repository files. This opens a file selection dialog where you can choose the repository files. The Play Messages (along with the vox files they contain) are shown in the list control.
3. Select play messages from the list you want to convert. You can also select or deselect all the Play Messages at a time by clicking **CheckAll** / **UncheckAll** respectively.
4. Convert all the selected Play messages in the list.

Upon completion the tool displays a message box indicating successful conversion of the Play Message lists.



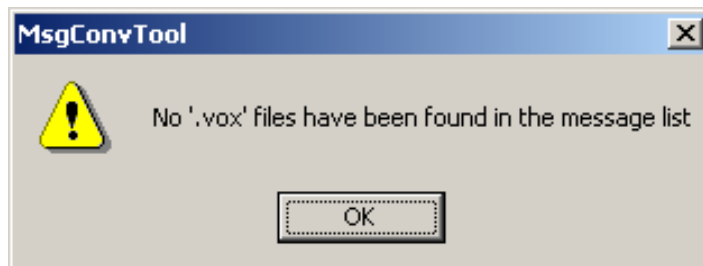
**Figure 9: Completion of Message List Conversion**



**Note:** The target file will be saved as the file name provided by user followed `XXX90.rep`.

## ERROR CONDITIONS

If the Play Message lists in the selected repository file do not contain any .vox files, the message box is shown.



**Figure 10: No .vox files found in Message Lists**