Recorded Voice Announcement

INSTALLATION INSTRUCTIONS

Mitel®

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

TRADEMARKS

1 GENERAL

The Recorded Voice Announcement (RVA) feature allows recorded voice announcements to inform a calling party of the status of the call that has been diverted, waits in queue, has been parked, or has been answered by a Private Branch Exchange (PBX) operator. Generally speaking, the parties that receive RVAs are external lines and extensions, but there are exceptions.

For the MX-ONE Classic, this document describes Tone and Multiparty Unit (TMU), and refers to the documents that describe the actual recording, see chapter 5 MX-ONE Classic on page 6.

For the MX-ONE Lite this document describes the correct format of an RVA sound file, see chapter 2.1 File Specifications on page 4, and how to place the file in the right place, see chapter 3 Install RVA Messages on page 5. To do the actual recording, you can use any application of your choice supporting the described format.

1.1 GLOSSARY

For a complete list of abbreviations and glossary, see the description for *ACRONYMS, ABBREVIATIONS AND GLOSSARY*.

1.2 RELATED INFORMATION

For more information, see the description for *RECORDED VOICE ANNOUNCEMENT, RVA*.

For more information, see the operational directions for *RECORDED VOICE ANNOUNCEMENT, RVA*.

For more information, see the command description for *RECORDED VOICE ANNOUNCEMENT, RVA*.

For more information, see the parameter description for *RECORDED VOICE ANNOUNCEMENT, RVA*.

2 RECORD RVA MESSAGES

This section describes how to record site- or company- unique voice messages that can be installed and used in the Media Gateway.

Note: Announcements are recorded outside the MX-ONE Service Node and Media Gateway using external equipment.

2.1 FILE SPECIFICATIONS

2.1.1 FILE FORMAT

WAV is the file format to be used for RVA messages, with one file per message. The recording format is Pulse Code Modulation (PCM), according to ITU-T recommendation G.711 (A- or m-law, mono, sampling frequency 8000 Hz). Files must be stored in little-endian format (which is normal when recording on an Intel-based PC). Standard tools, such as Microsoft Sound Recorder, can be used.

The file must be named *message<number>.wav* , where <number> stands for the message ID expressed as a three-digit number, for example, *message014.wav* . Only lowercase letters are allowed in the file name, and the number must lie within the range 001 to 250.

2.1.2 LIMITS

The amount of memory reserved for RVA messages in the MX-ONE Classic, and MX-ONE Lite is circa 30 MB, which amounts to approximately 60 minutes of messages. The actual time is somewhat less due to the WAV headers found in every voice file.

There is no restriction on the length of a message, as long as it does not exceed the memory limit. However, an abundance of long messages will, of course, limit the total number of messages.

The maximum number of messages that can be stored in the Media Gateway is 250.

The speech level of RVAs must follow recommendations in ITU-T specification G.115.

2.2 RECORDING

1. An administrator records a message using external equipment, such as a PC with a voice recorder.
2. The message is saved to a WAV file, called **message<message number>.wav** , for example, *message012.wav* .
3. Step 1 and 2 are repeated until all messages are recorded.

3 INSTALL RVA MESSAGES

This section describes how an administrator installs recorded RVA messages for the Media Gateway.

3.1 MX-ONE LITE AND MX-ONE CLASSIC

1. Use the command *recorded_announcement_prompt --load* to load new RVA messages from a directory on an web-server where the messages are stored to a directory on media gateway.
2. Use the command *recorded_announcement_prompt --activate* to activate new RVA messages in the media gateway.

   The Media Gateway will verify that the total length of the RVA Messages does not exceed 60 minutes and that the correct format is used.

   For any ongoing calls using the RVA feature, the RVA message will be interrupted. Continuous RVA messages will resume afterwards using the new message.

Note: During activation all active announcements are also reactivated. This will disconnect/disturb ongoing announcement on specified MGU.

3. The new prompts are active.

3.2 FAULT RECOVERY

3.2.1 MX-ONE LITE AND MX-ONE CLASSIC

For details see fault code 5:25 File error for Voice announcement data.

4 REMOVE RVA MESSAGES

This section describes how an administrator removes recorded RVA messages for the Media Gateway.

4.1 MX-ONE LITE AND MX-ONE CLASSIC

1. Use the command *recorded_announcement_prompt --erase* to eraseRVA messages from a directory on media gateway.
2. Use the command *recorded_announcement_prompt --activate* to activate new RVA messages in the media gateway.

   The Media Gateway will verify that the total length of the RVA Messages does not exceed 60 minutes and that the correct format is used.

   For any ongoing calls using the RVA feature, the RVA message will be interrupted. Continuous RVA messages will resume afterwards using the new message.

Note: During activation all active announcements are also reactivated. This will disconnect/disturb ongoing announcement on specified MGU.

3. The RVA message is removed.

5 MX-ONE CLASSIC

In a Media Gateway power is fed from the LIM backplane.

For continuous announcements e.g. MoH, a TMU board are used. For installation of TMU, see the installation instruction for *INSTALLING MIVOICE MX-ONE*.

To ensure complete RVA function in a multi-LIM system containing both the Media Gateway (with MGU) and the MX-ONE Classic with MGU, each message installed on the former must be manually re-recorded with the same message number onto the latter. RVAs are recorded from a Digital Telephone Set (DTS) with a display. For recording, storing, and erasing RVAs, see directions for use for your telephone.

6 DEPLOYMENT IN MIXED MEDIA GATEWAY AND MULTI-SERVER SYSTEMS

When using IP extensions belonging to MX-ONE Lite, or MX-ONE Classic, RVA resources are seized from Servers with Media Gateways. The seizure is evenly distributed between available Media Gateways.

When calls are made from non-IP extension belonging to Media Gateways equipped with MGU (or older hardware), the RVA resources will be seized in the MGU.

Incoming trunk calls to Media Gateways equipped with MGU will use RVA resources in the MGU. See Table 1 and Table 2 below.

An example configuration:

LIM 1 MGW (MGU) with MX-ONE

LIM 2 MGW (MGU) with MX-ONE

LIM 4 MX-ONE Lite (MGW + MX-ONE).

Table 1 LIM4 owns these calls. As LIM4 has Media Gateway hardware, RVA will be seized from own LIM.

IP ext LIM 4 calls NON IP ext LIM 4	RVA messages sent to A-party from MGW LIM 4
IP ext LIM 4 calls IP ext LIM 4	RVA messages sent to A-party from MGW LIM 4
IP ext LIM 4 calls IP ext LIM 2	RVA messages sent to A-party from MGW LIM 4
IP ext LIM 4 calls NON IP ext LIM 2	RVA messages sent to A-party from MGW LIM 4

Table 2 LIM2 owns these calls. However, LIM2 is an MG Classic LIM. So calls from IP extensions in LIM2, will use RVA from either LIM1 or LIM4 which have MGW hardware (to start seizure from LIM1 is just an example).

IP ext LIM2 calls NON IP ext LIM 2	RVA messages sent to A-party from MGW LIM 1
IP ext LIM2 calls IP ext LIM 2	RVA messages sent to A-party from MGW LIM 4
IP ext LIM2 calls NON IP ext LIM 4	RVA messages sent to A-party from MGW LIM 1
IP ext LIM2 calls IP ext LIM 4	RVA messages sent to A-party from MGW LIM 4