

Creating Tracks for the Bluestone PBX

Overview

Tracks may be created in either of the following ways:

- 1) Record them directly from speaking into the phone,
- 2) Use an integrated speech synthesis engine that converts text to speech.

As with all tabs in this app if you need assistance just click on the lifebelt in the top left hand corner of the page.

Track Organization

Under the “Tracks” tab in the “mygui” web app you will see a screen similar to the one below. Things to note are:

- Tracks are numbered from *450 on up. The *45X refers to digits you need to dial from a phone to either record or listen to a track.
- Within the mygui app itself tracks are referred to by the assigned name.
- The “Synth” column is ‘Y’ is the track is synthesized from text, and ‘N’ is directly recorded.
- The “Text Editor” is used to define the text associated with a synthesized track.

Users Phones IVRs Hunt Grps ACDs DIDs **Tracks** E911/Misc Exec SIP Reg White IPs

Tracks Listing

Create tracks here for use elsewhere in the system configuration eg IVRs, HuntGroups.

You can record tracks by either:

- Dialing the track number (ie *450) from a phone with admin access and recording your voice directly, or
- Writing the track content in the Text Editor and then having the system synthesize it for you.

(Track text can ONLY contain alpha-numeric characters, a comma and a period. - any other characters will be automatically removed).

Tracks Tracks Text Editor

Exten	Track Name	Synth	Del
*450	dayGreetings	N	
*452	xmasClosed	N	
*454	enterPinNow	N	

Add Track

Exten	Track Name	Synth	Del
*451	nightGreeting	N	
*453	callMaybeRecorded	N	
*455	acmeGreeting	Y	

Thank you for calling Acme Corporation. If you know your parties extension you may enter it at any time. For sales press one. For support press two. Thank you for calling Acme.

Voice Track Update
Joanna acmeGreeting

Direct Recording

1. Create a new track by pressing the “Add Track” button and filling in the track name.
 - a. Preferably do NOT use spaces, use camel case instead.
 - b. If you do use a space it will converted to an underbar.
 - c. The first letter of the name will automatically be converted to lowercase.
2. Add any additional tracks as needed and then save the new configuration.
3. Build the new configuration (go to the “Exec” tab and press “Update”).
4. Give the system 5 mins to load the new configuration.
5. Using a phone with “Admin” privileges, dial the number of the track you want to record (ie *450).
6. Listen to the menu and press ‘1’ to record.
7. Speak after the beep and then press ‘#’ when done.
8. DO NOT hang up until you hear the system announce that the track has been saved.
9. Once you hear the announcement you can test the track by dialing the track number and selecting option ‘2’.

Speech Synthesis

1. Create a new track by pressing the “Add Track” button and filling in the track name.
 - a. Preferably do NOT use spaces, use camel case instead.
 - b. If you do use a space it will converted to an underbar.
 - c. The first letter of the name will automatically be converted to lowercase.
2. Using the “Text Editor” select the track you want to edit from the “Track” drop down below the editor box.

3. Enter the text, remembering the follow:
 - a. Use plenty of punctuation, especially periods. Synthesized text sounds much clearer when you have a series of short sentences.
 - b. Some words may need to be spelt phonetically, don't be afraid to experiment.
4. Select a voice, Amy and Brian have a British accent, Joanna, Salli and Matthew have an American accent. Again don't be afraid to experiment.
5. Once you have entered the text and selected a voice, press the "Update" button.
6. Add any additional tracks as needed and then save the new configuration.
7. Build the new configuration (go to the "Exec" tab and press "Update").
8. Give the system 5 mins to load the new configuration - the tracks are now ready for use.

To listen to the track

1. Using a phone with "Admin" privileges, dial the number of the track you want to listen to (ie *450).
2. Listen to the menu and press '2' to listen to the track.