

User Guide for Telegreeting

Developed by New Rock Technologies, Inc., Telegreeting is an audio files conversion and management tool that runs on Windows. It converts, uploads, sets and manages audio files (customized greetings or color ringback tone) / voice prompt packages for New Rock OM, WROC and MX devices. MP3, WAV, M4A, WMA, AAC, OGG, AMR, 3GPP

You can login to these devices from Telegreeting: OM20, OM50, WROC2000, WROC3000.

Installing the Software

Telegreeting can be installed on any of the following operating systems: (32-bit and 64-bit)

- Windows Server 2008
- Windows 7
- Windows 8/8.1
- Windows Server 2012
- Windows 10

Step 1. Click <http://www.newrocktech.com> and go to **Products > Application software > Telereeting**, download the installation package.

Step 2. Double click the downloaded package **Telegreeting_setup.exe** to install and run the software. If the security software pop-up blocks it, select “allow” or “add to the trusted list”.

Note: if you want to run this software on Windows 7 and Windows Server 2008, Net Framework 4.0 (found in the Microsoft official software website) is required. Otherwise, it cannot be run.

Converting an Audio File (greeting file or color ringback tone file)

The Telegreeting converts the audio file in format of MP3, WAV, M4A, WMA, AAC, OGG, AMR, or 3GPP to the WAV format. The converted file can be uploaded to the device and be used as greeting or color ringback tone.

There are two user modes:

- Online mode: change a device’s audio files on Telegreeting: Convert the audio files’ format, upload the converted files to device and set for device.
- Offline mode: convert the files’ format on Telegreeting, upload and set the files on device.

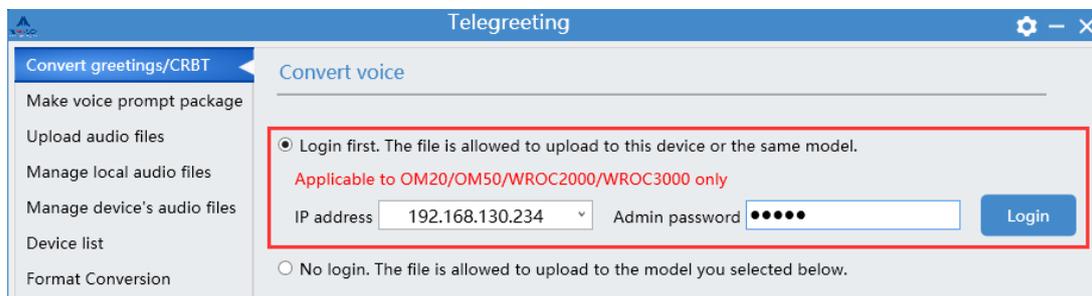
This following descriptions are based on OM20.

Changing device audio file on Telegreeting (Online mode)

This mode is applicable to OM20/OM50/WROC2000/WROC3000.

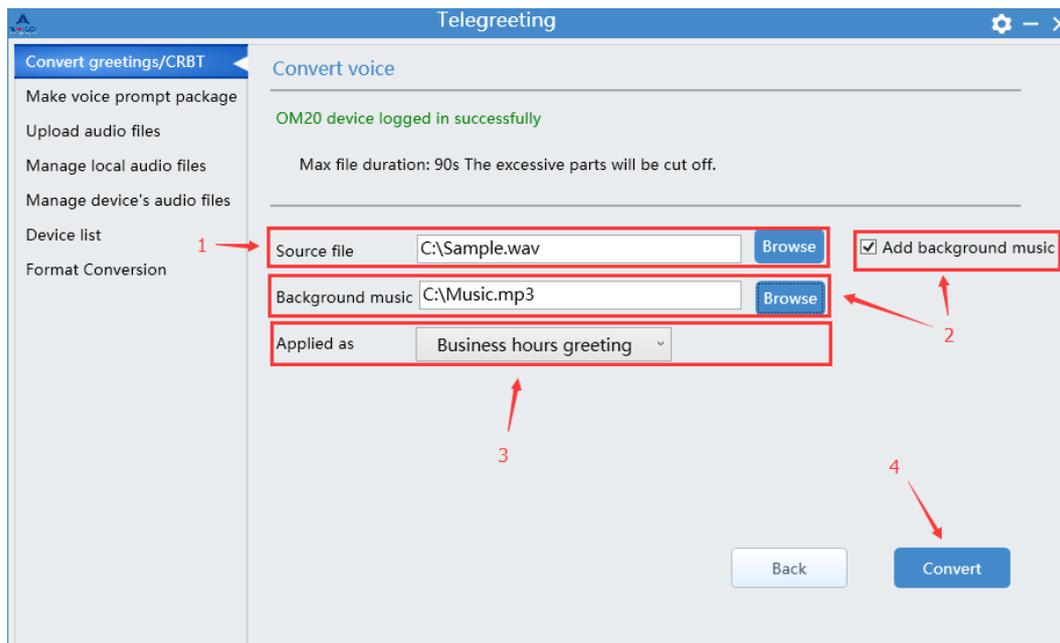
Step 1. Run Telegreeting and then click **Convert greetings/CRBT**. Select Login first and login the device.

Figure 1-1 Convert greetings/CRBT screen interface



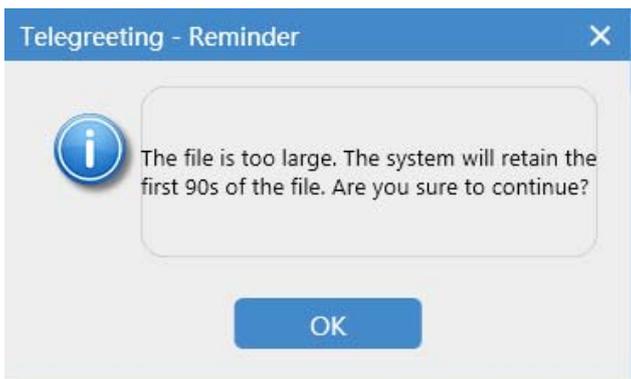
- Step 2.** Convert an audio file
1. Select a source file.
 2. Select background music (if needed).
 3. Select Applied as.
 4. Click **Convert**.

Figure 1-2 Convert audio files settings interface



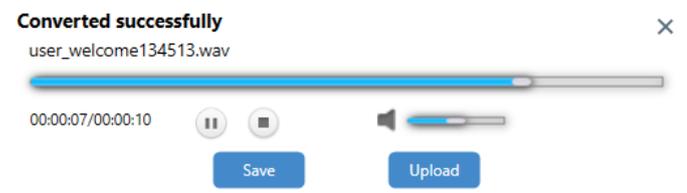
Note: if the source file is larger than the device limit, the following notification will pop up.

Figure 1-3 Notification for too large source file



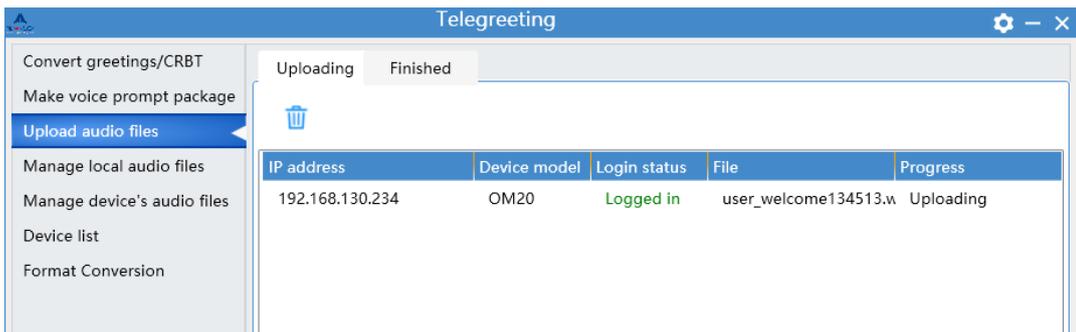
Step 3. Upload the converted audio files.
The successfully converted files are available for listening.

Figure 1-4 Notification for Converted Successfully



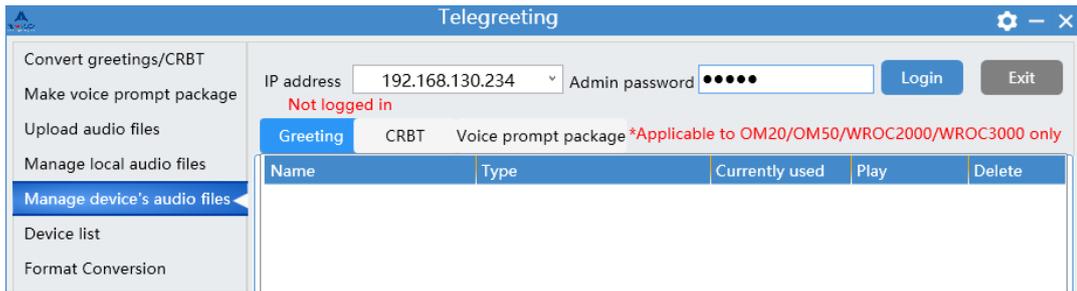
- Click **Upload** to go to **Upload audio files** page and the file will be uploaded to the device automatically and saved on the local disk.
- Click **Save** to save the file to the local disk only, not upload to the device.
- Click **X** to delete the converted audio file.

Figure 1-5 Upload audio files



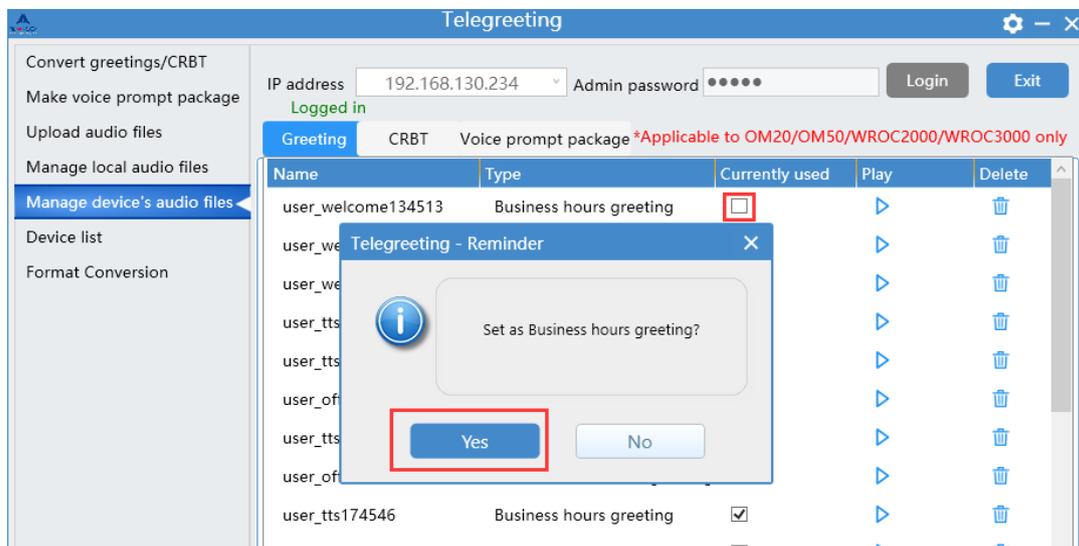
Step 4. Set the device to use the uploaded audio file.
Click **Manage device's audio files** and login the device.

Figure 1-6 Manage device audio files



Select the audio files and click **Yes**.

Figure 1-7 Set audio files

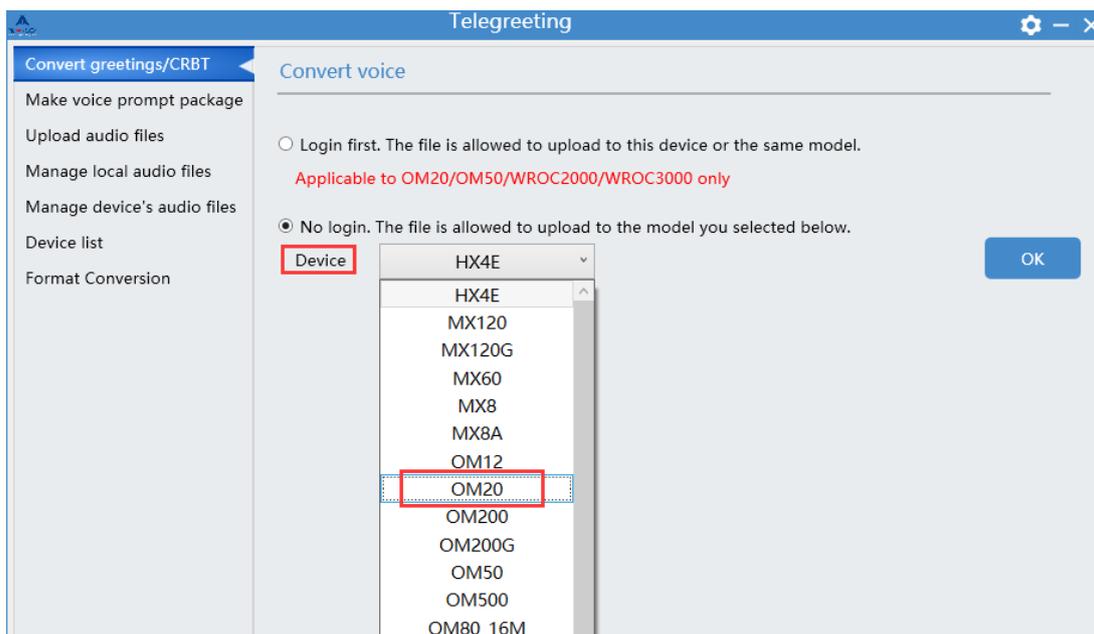


Only convert the voice format on Telegreeting (Offline mode)

This mode is applicable to all device models. After formatting conversion, you should upload the audio file and set it through the device’s Web GUI.

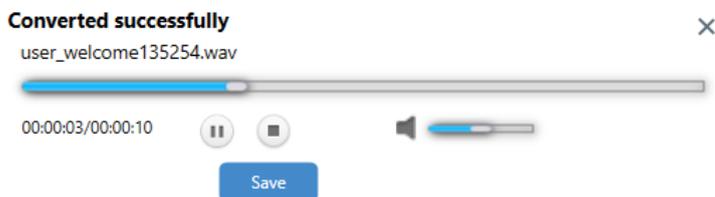
Step 1. Run Telegreeting and click **Convert greetings/CRBT**. Select **No login** and select device.

Figure 1-8 Select device model



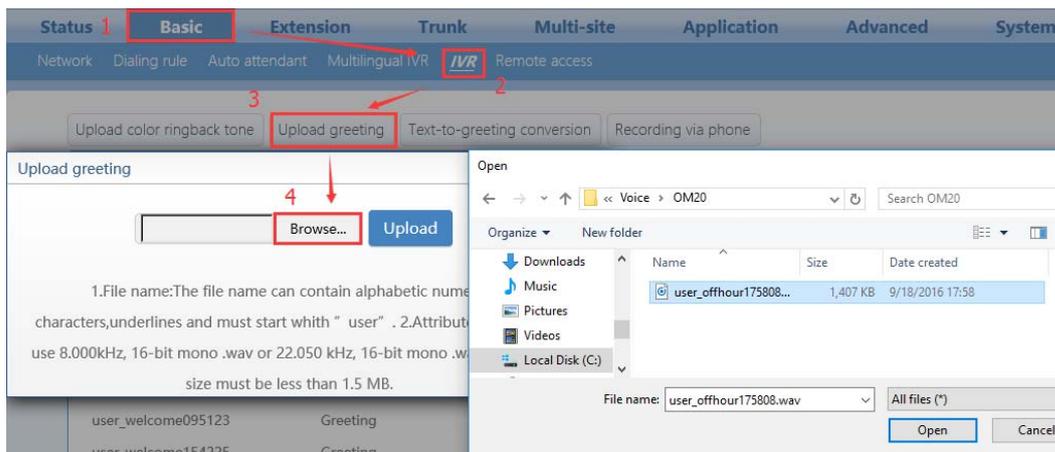
Step 2. Convert audio file. Refer to Step 2 of [Changing device audio file on Telegreeting \(Online mode\)](#). After conversion, save it to local disk.

Figure 1-9 Notification for converted successfully (offline mode)



Step 3. Login the device's Web GUI and upload the audio files. Go to **Basic>IVR>Upload greeting**. Select the audio files in the Telegreeting storage path^[1] to upload.

Figure 1-10 Login the device and upload the audio files.

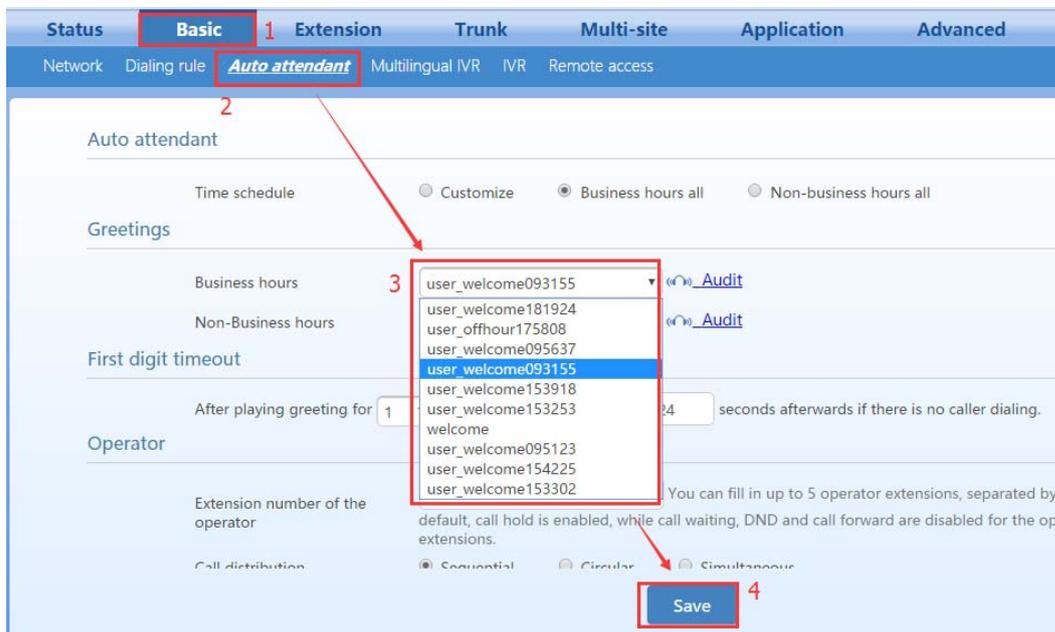


[1]The storage path for converted files by Telegreeting. The default path is voice/model/folder under the installation directory, such as installation directory/voice/OM20. In addition, you can customize the path in **Settings**.

Step 4. Set the device to use the uploaded audio files.

Go to **Basic>Auto attendant**, select the uploaded audio file under **Greetings** and save it.

Figure 1-11 Set audio files on device

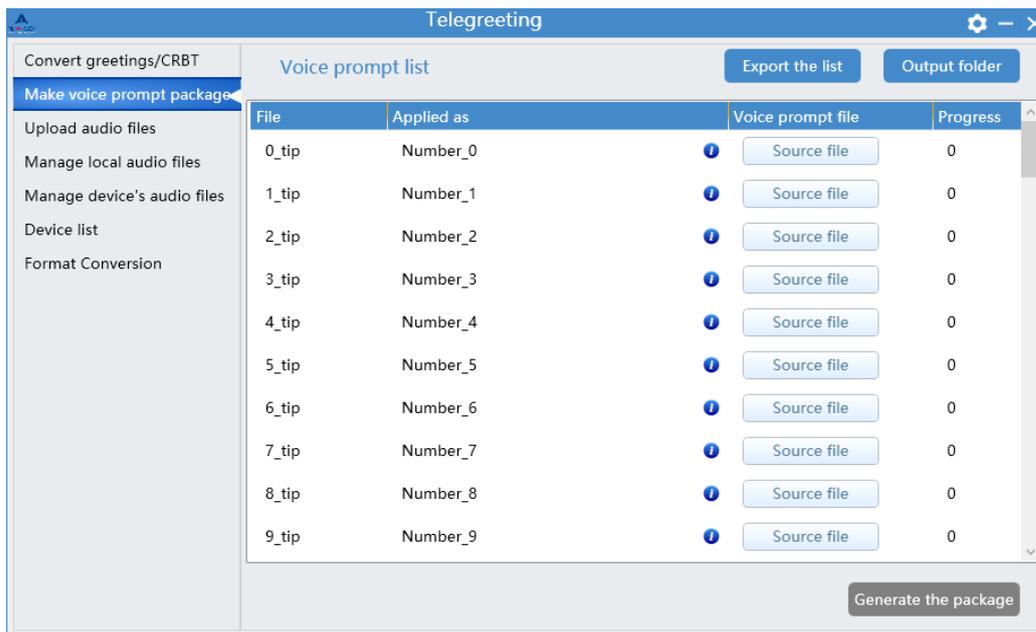


Making a system voice prompt package

Telegreeting can make system voice prompt package (voice package) for the OM20/50. The voice package for a device is used in multilingual IVR. By Telegreeting, you can make customized source voices into voice packages and upload them to devices.

1. Click **Make voice prompt package**.

Figure 1-12 Make voice prompt package



Click  to know about the procedures of making a voice prompt packet.

2. Record source files.

Record all source files required by the voice prompt package (formats of source files can be MP3, WAV, M4A, WMA, AAC, OGG, AMR, 3GPP). The content of source files can refer to the descriptions of **Applied as** or move the mouse pointer to  to refer to the voice. In addition, you can click **Export the List** button to view the full script.

3. Select the source files.

- Click source files respectively to select the recorded source files. Telegreeting will convert every source file automatically and rename them. or
- Click **Convert Content** and select the directory that stores all source files, Telegreeting will then convert all files in the directory. Note: If using this method, before conversion, ensure that the name of source files and the names on the screen are the same.

4. After all files are converted, click **Generate the package**.

5. Select language when the dialog box pops up or choose **Customize Language**. When customizing language, the name should start with a letter combined with numbers.

6. Click **OK** to generate voice prompt package. After completion, the voice prompt package will be saved on the local disk automatically and the **Manage local audio files** screen will appear.

Figure 1-13 Select language dialog box



7. On the **Manage local audio files** screen, click  behind voice prompt packages to upload them. Refer to Managing local audio files for more information.

Managing local audio files

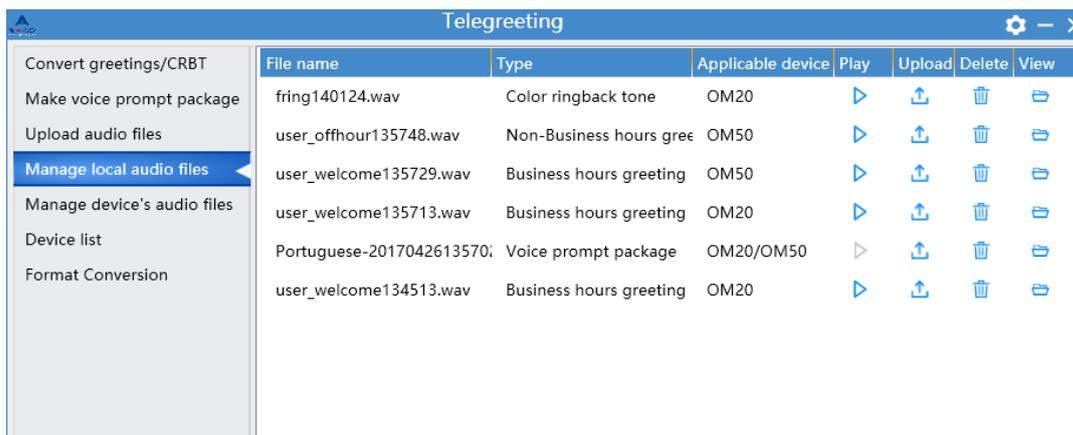
On the **Manage local audio files** screen, you can listen to or delete the audio file and open the path where they are saved.

For OM20/OM50/WROC2000/WROC3000, you can click  to upload files from Telegreeting to your devices.

The steps for uploading are:

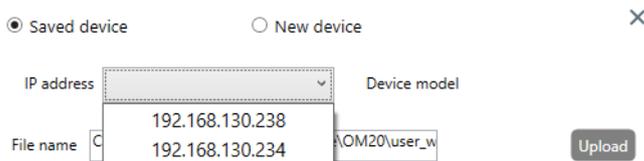
1. Click , then a dialog box pops up for uploading options.

Figure 1-14 Manage local audio files



2. Fill out device information.

Figure 1-15 Dialog box for uploading options



- **Saved device.** Telegreeting will record device information for those that conduct online conversion and upload files (including IP address, password and device model). You can select the device IP address from the list and click **Upload** to login automatically and upload.
- **New device.** You need to enter the device login information to login the device and then upload.

Figure 1-16 New device

Saved device **New device** X

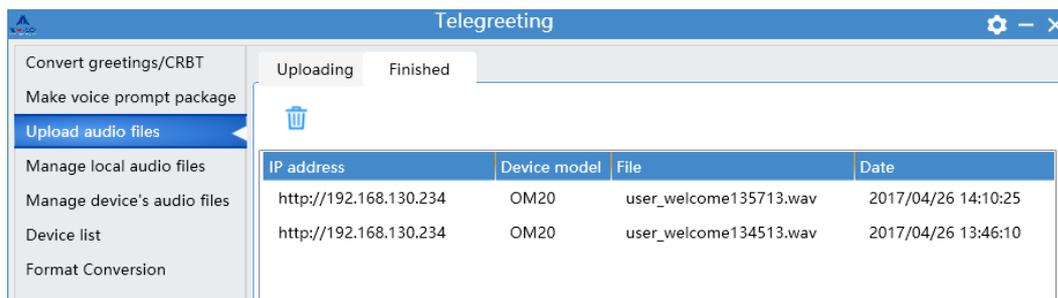
IP address Admin password

Device model

File name

3. After uploading successfully, users can view the upload records.

Figure 1-17 Upload records



Manage device audio files

Login the device through Telegreeting to manage device audio files. This is applicable to OM20/OM50/WROC2000/WROC3000.

On the **Manage device audio files** screen, enter **device's IP address** and **Admin password**, and then click **Login** to login the device. Telegreeting will acquire current settings of device greetings, CRBT, voice prompt package. You can modify these settings in Telegreeting.

Figure 1-18 Manage device audio files screen (greeting)

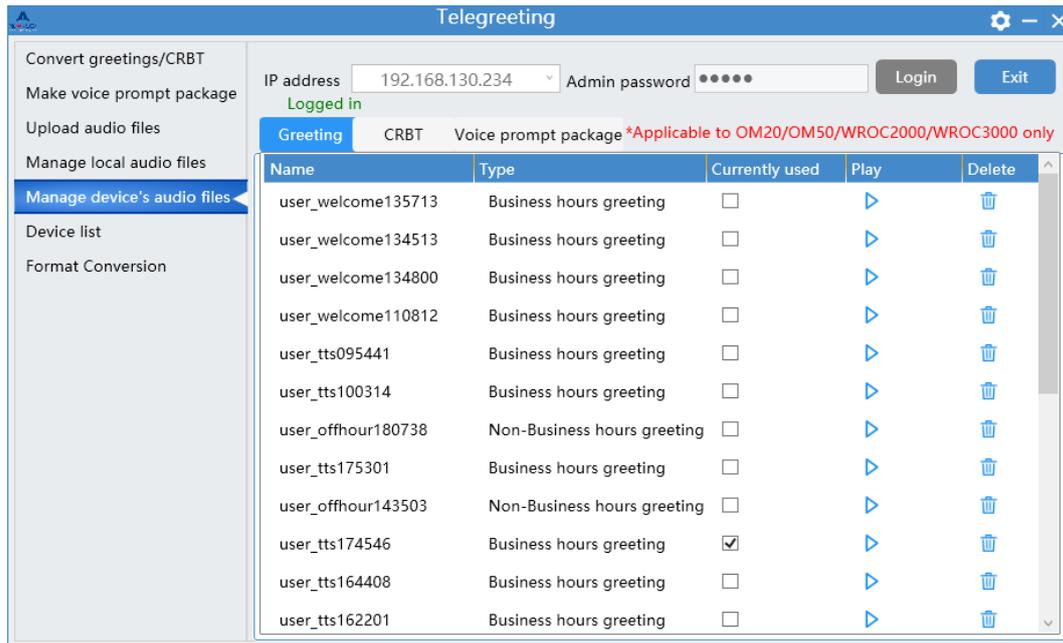


Figure 1-19 Manage device audio files (CRBT)

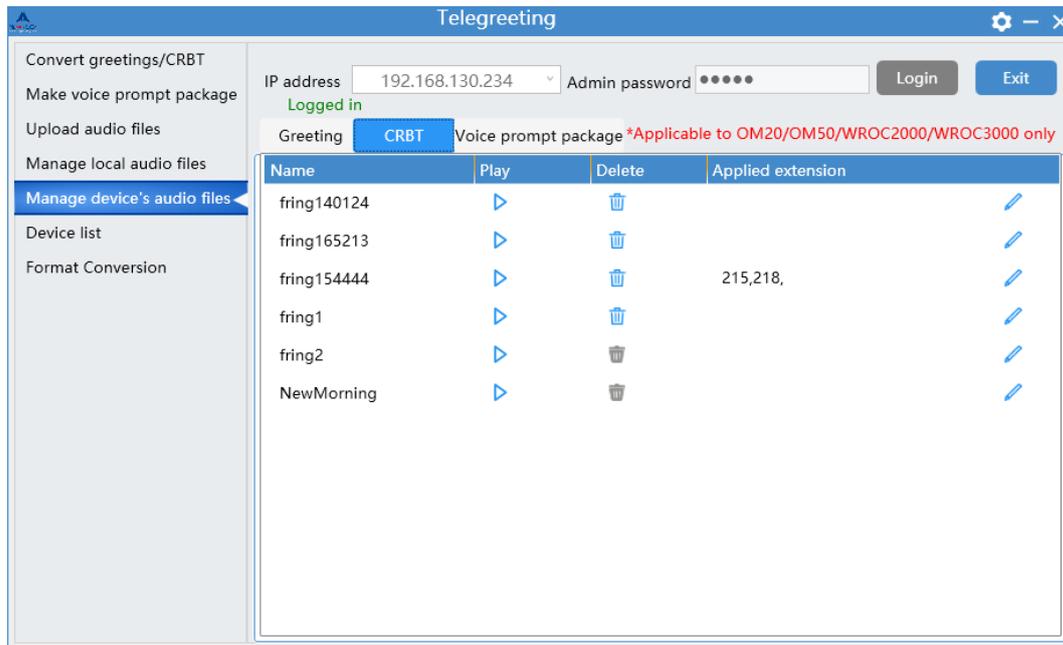
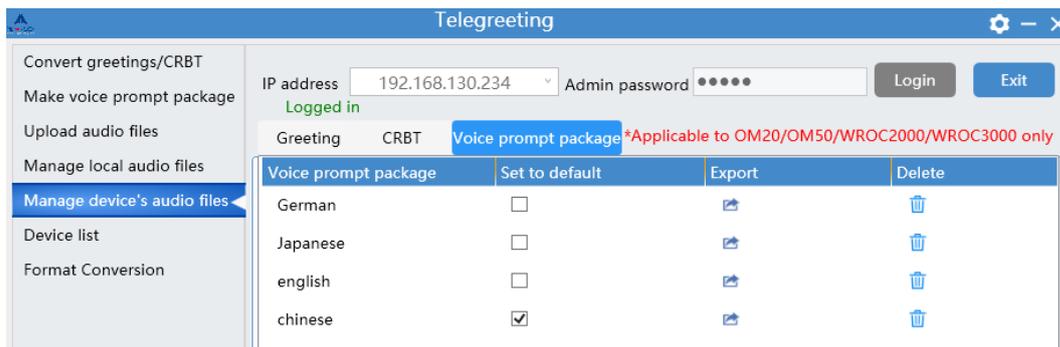


Figure 1-20 Manage device audio files (Voice prompt package)

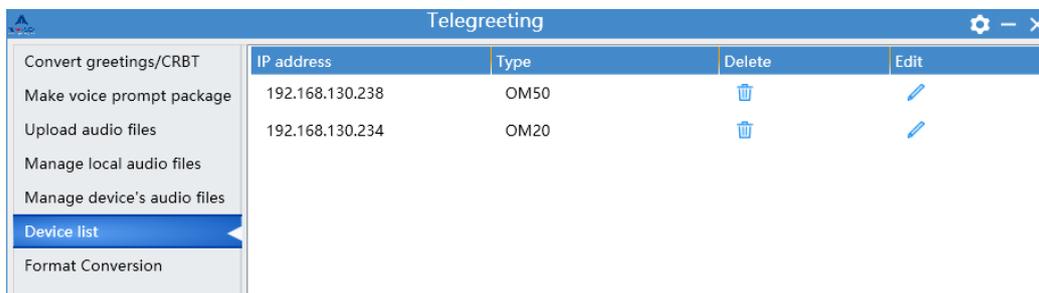


Note: Voice prompt packages are not available for WROC2000/WROC3000. There is no **voice prompt package** tag on the screen after login.

Device list

Telegreeting will record device information for those that conduct online conversion and upload files, including IP address, admin password and device model. This provides a simple login method when uploading. You can directly edit and delete the device information (IP address, password, or device model) from the device list.

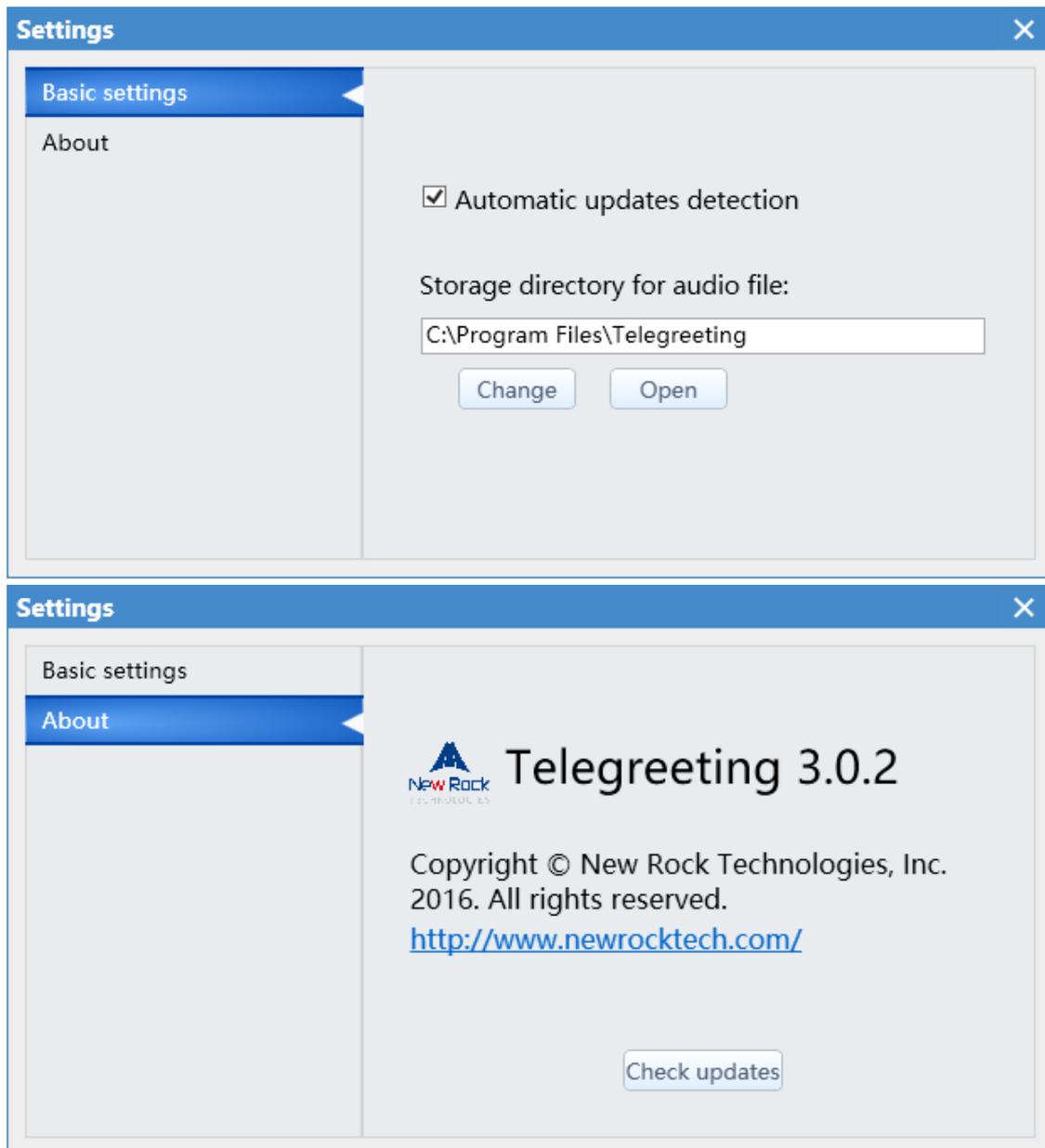
Figure 1-21 Manage device list



Telegreeting settings

Click in the upper right corner of the screen to open settings dialog box.

Figure 1-22 Settings dialog box



- In **Basic settings**, users can select **Automatic updates detection** and **Storage directory for audio files**.
- In **About** tag, users can view the Telegreeting version information and click **Updates detection** to manually update the software online.