

## Changing/Recording the IVR Prompt in the A200

The following procedures show a user how to change the IVR prompts in the A200. This procedure can be used to convert the prompts from English to some other language.

The IVR prompts can be recorded through a phone connected to the Phone port of the A200.

To accomplish the recording perform the following setup;

1. Connect a phone to the Phone 1 port of the A200.
2. Connect a PC to the A200 serial interface by using a null-modem RS-232 serial cable.
3. Start HyperTerminal (set for 9600, none, 8 & 1) and log in to the A200.
4. Turn trace on by typing ctrl-d through the console.

There are 7 total messages that can be recorded. To record a message, dial the corresponding number in the chart below. When you dial this number, you will see a line of information appear on the console connection similar to the following;

```
call number finished-->00000 (assuming the number dialed was 00000#)
```

Then, you will see a line as follows;

```
Record IVR_GREETING. . . . .
```

When you see the dots, record the prompt through the handset. When you are done, press the "\*" key to terminate the prompt collection and save the recording.

After you are satisfied with the recordings, you can upload the file containing all the recordings from the A200 to a PC. To upload the files, follow these directions;

1. Use the A200 GUI and go to the URL: "<A200's IP Address>/ivr.htm".
2. In the "Select Ivr File Number" drop down list box, choose "ALL".
3. Click on "Download All Ivr File", and save the file on the PC.

Now this file can be uploaded to other A200s. This is done from the same "ivr.htm" page. First, in the "Select Ivr File Number" drop down list box, choose "ALL". Then select the "Input file" (you can use the "Browse" button), and click on the "Upload" button. After the upload operation is done, the A200 will reset and come up with the new prompts.

Message Types;

<b>Message Category</b>	<b>Message Name</b>	<b>Message dial number</b>	<b>Example of message</b>
Instructional Message	Welcome Message	00000#	"Welcome to Internet Telephone Service, please enter the phone number followed by a pound sign."
	Waiting Message	00003#	Thank you for using our service. Please wait.
	Enter PIN Number Message	00005#	Please enter your PIN number.
Error Responses	Input without a pound sign.	00002#	Sorry, we do not recognize your input. Please try again. Please end your input with a pound sign.
	Input without a pound sign for 2 <sup>nd</sup> time.	00001#	Sorry, we do not recognize your input. Good-bye.
	Incorrect phone number dialed.	00004#	Sorry, this is a wrong number. Good-bye.
	Invalid PIN number	00006#	Invalid PIN number, please try again.