

SPECIFICATIONS FOR CUSTOM AUDIO RECORDINGS

Table of Contents

Overview	2
General Specifications	2
General Features	2
Auto Attendant.....	3
Call Centre	3
Reuse Audio Recordings by Chaining Them Together.....	4



Overview

General Specifications

All audio files uploaded to the Primus Hosted PBX system must be in the following format:

- .WAV file type
- CCITT u-Law or A-Law
- 8.000 kHz (64k bit rate)
- 8 bit Mono

High-quality audio recordings will be downgraded to a lower quality, as frequency range typically communicated via PSTN is 300-3300 Hz, and audio is compressed using G.729.

Note: Only upload audio content that you are authorized to use. You are responsible for any fees associated in obtaining and using any copyright material.

General Features

Feature	Maximum Audio Length	How to Upload Audio File	Note
Custom Name Greeting	10 seconds	HPBX portal	
Voicemail Greeting (Busy, No Answer)	2 minutes	HPBX portal	
Music on Hold	10 minutes	HPBX portal	File is always played from the beginning when a caller is put on hold and loops to the beginning when end is reached.

Note: HTTP-based streaming and external audio sources, such as attaching an MP3 player to the system, are not supported.

Auto Attendant

Feature	Maximum Audio Length	How to Upload Recording
Main Greeting	5 minutes	HPBX portal
Menu Option Announcement	5 minutes	HPBX portal

Note: HTTP-based streaming and external audio sources, such as attaching an MP3 player to the system, are not supported.

Call Centre

Feature	Maximum Audio Length	How to Upload Recording	Note
Queue Entrance Message	20 minutes (5 minutes per file)	HPBX portal	Chain up to 4 audio files to create a single audio message
Estimated Wait Time / Location in Queue Announcement	5 minutes	Contact Primus HPBX Technical Support	
Call Queue Music on Hold	20 minutes (5 minutes per file)	Contact Primus HPBX Technical Support	Chain up to 4 audio files to create a single audio message. Audio will play from the beginning again after last file is finished playing.
Call Queue Comfort Greeting	20 minutes (5 minutes per file)	Contact Primus HPBX Technical Support	Chain up to 4 audio files to create a single audio message.

Note: HTTP-based streaming and external audio sources, such as attaching an MP3 player to the system, are not supported.

Reuse Audio Recordings by Chaining Them Together

You can create new audio messages by combining up to 4 separate audio files. This is typically used in two scenarios:

- Reuse *common* message fragments to create a message. For example, combine “Thank you for calling ABC Corporation” with “You have reached the Sales Department” and “Your call may be recorded.” The first and last fragment can be reused in other announcements.
- Add temporary messages to the existing message without having to alter the *standard* message. For example, add “We are currently experiencing a network outage in the Smith County area. For the latest update, please go to our website at ...”