

# FREQUENTLY ASKED QUESTIONS

ETERNITY PE/GE/ME/LE

What  
When  
Which  
Where  
How  
Who  
Why



**Date:** 6<sup>th</sup> June, 2015

**Version:** V1R1

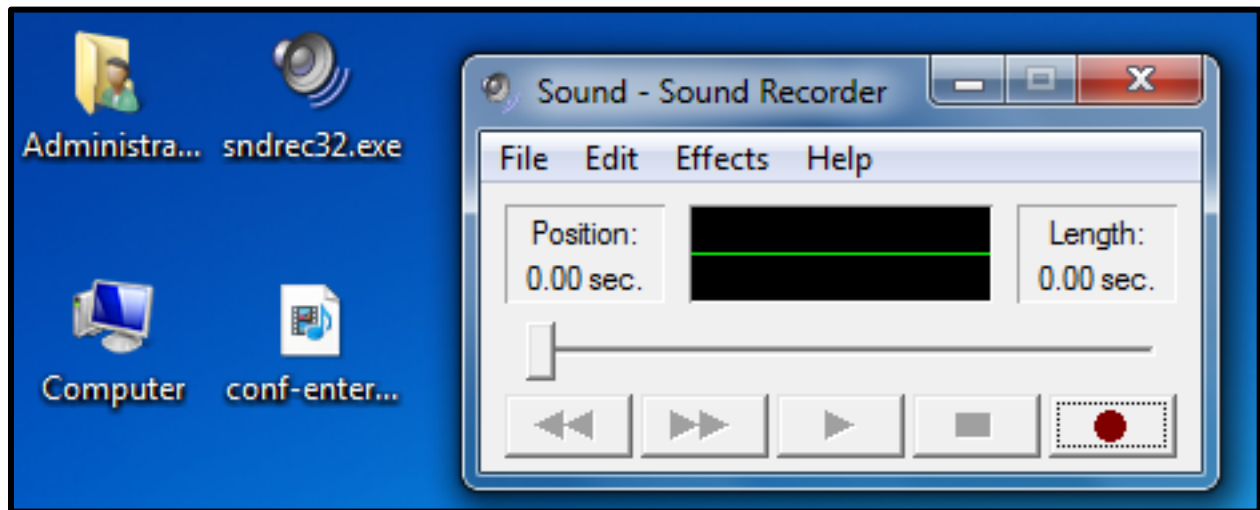
**Author:** Smital Patel

## How to upload voice module in ETERNITY PE/GE/ME/LE?

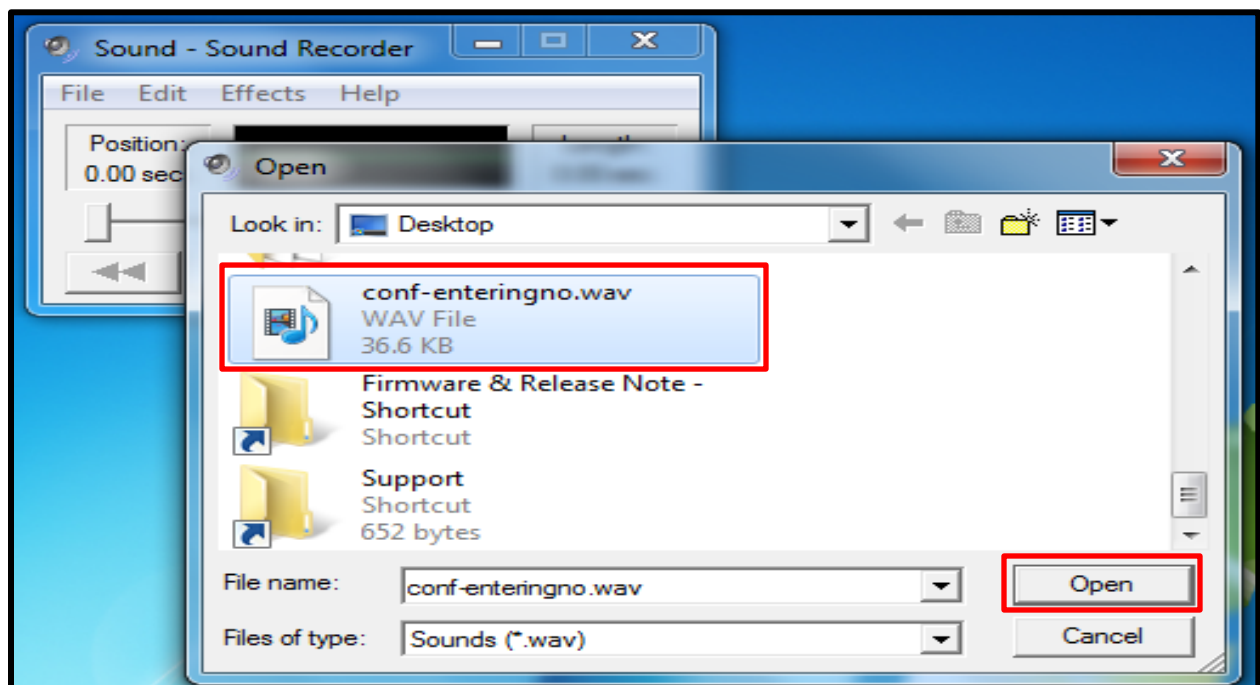
**Step 1:** Download the sndrec32.exe from the below given link.

<https://www.dropbox.com/s/r5rsn4492burxqr/sndrec32.exe?dl=0>

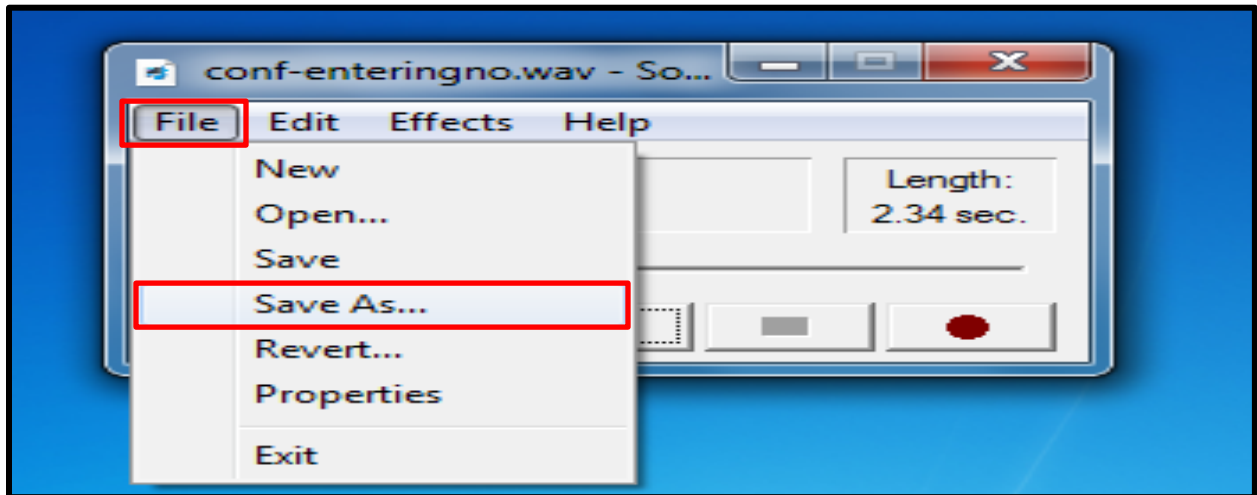
**Step 2:** Open the software.



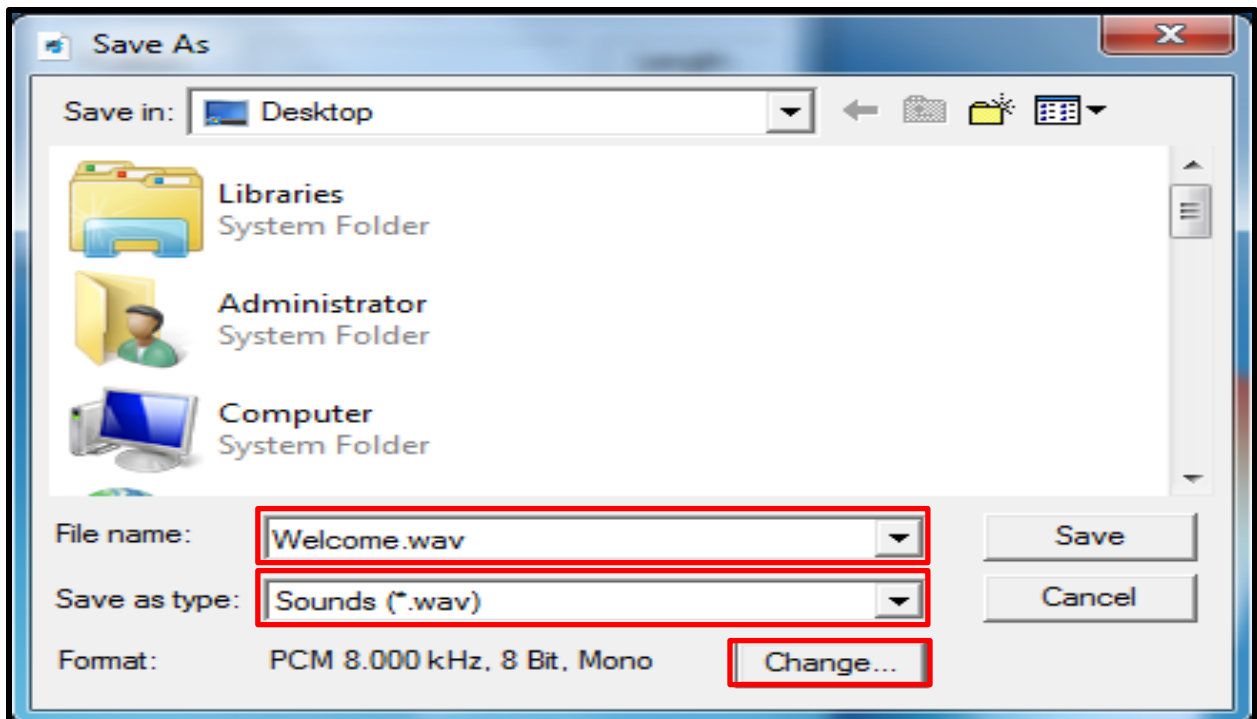
**Step 3:** Open your recorded greeting message in the software.



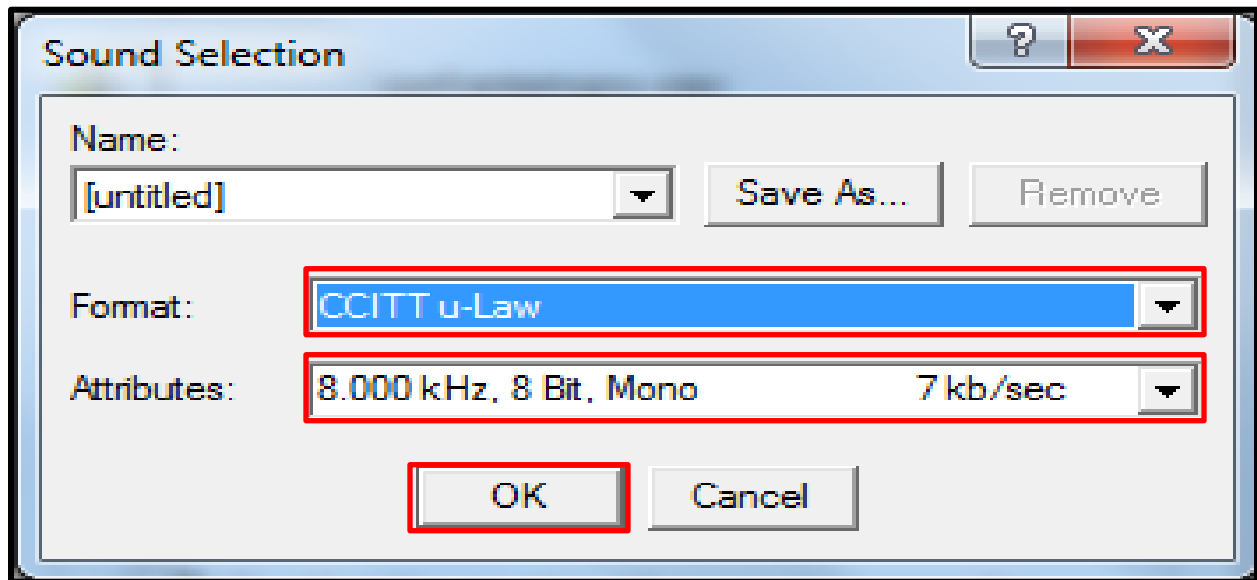
**Step 4:** Click File and then Save As.



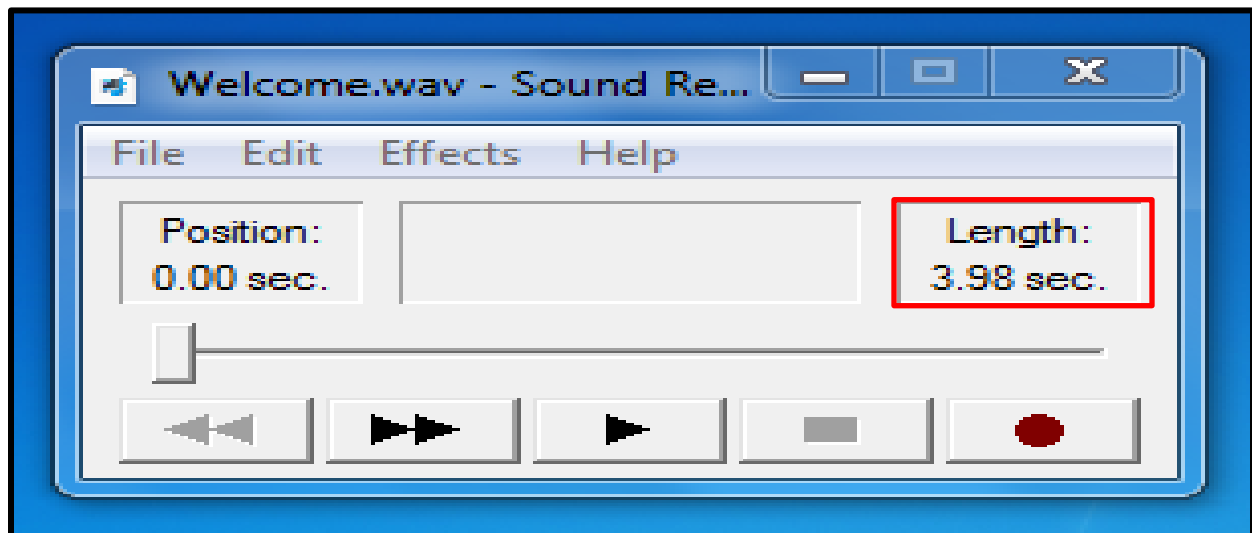
**Step 5:** Assign File name, set 'Save as type' to 'Sounds (\*.wav)' as shown below and click Change.



**Step 6:** Set Format as 'CCITT u-Law', Attributes as 8000kHz, 8 bit, Mono 7kb/sec and Click OK.



**Step 7:** Verify the length of your recorded message.



**Step 8:** The Module size (sec) in Voice Module Partitions must be same or more than the length (sec) of your recorded message.

**Voice Module Partitions**

16 Voice Modules, 16 seconds each

Customize the Voice Module partitions as per my requirement

Module Number	Module Size (Sec)
1	16
2	16
3	16

**Step 9:** Go to 'Upload the Voice Message', select the Voice Module Number in which you want to upload the recorded greeting and click 'Choose file'.

**MATRIX** ETERNITY

- OG Trunk Bundle
- OG Trunk Bundle Groups
- Page Zones
- PIN Configuration
- Radio Extension Parameters
- SMS on No Reply
- Regional Settings
- Response Mapping
- Routing Group
- Security Alarm
- Security Settings

**Voice Message Applications**

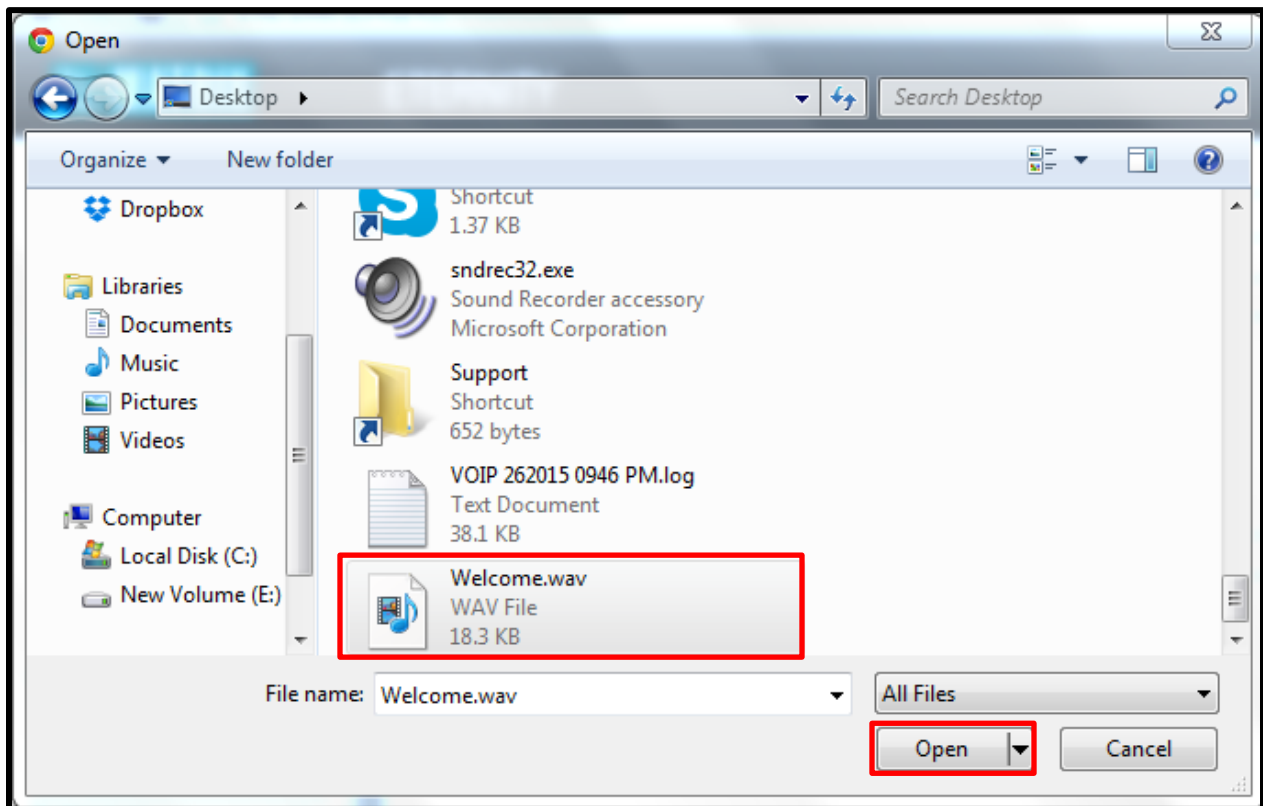
- Recording Parameters
- Voice Module Partitions
- Upload the Voice Message

Voice Module Number: 02

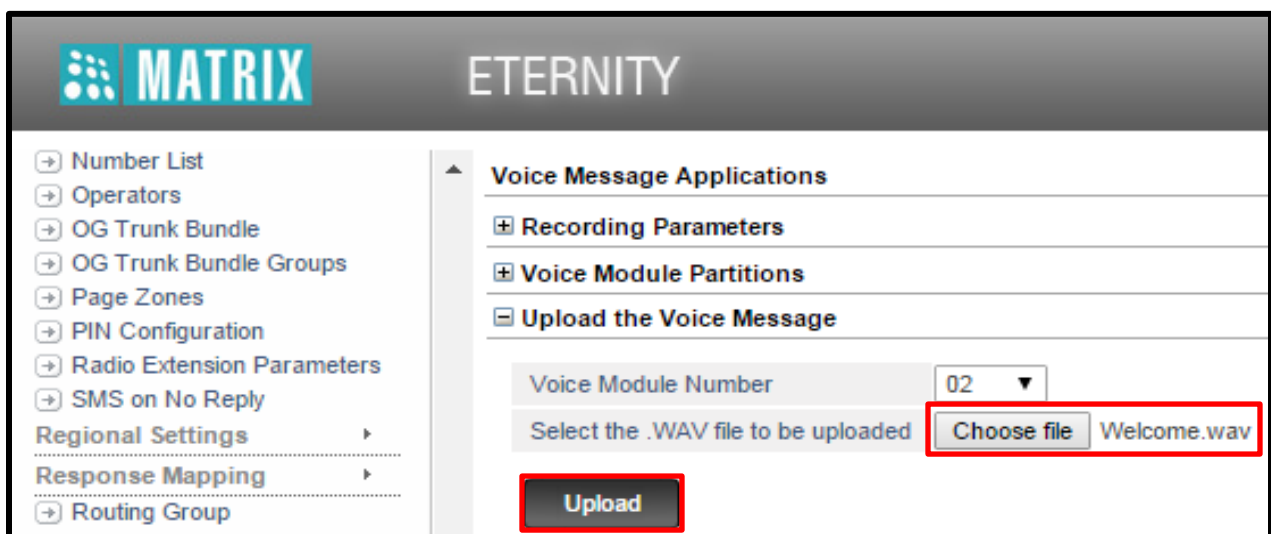
Select the .WAV file to be uploaded: **Choose file** No file chosen

Upload

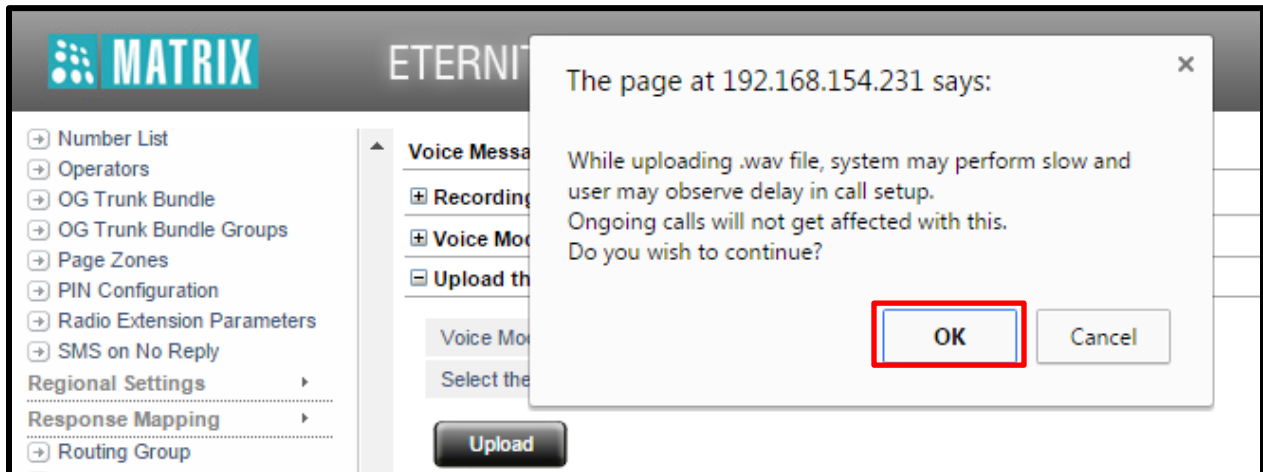
**Step 10:** Select the file and click Open.



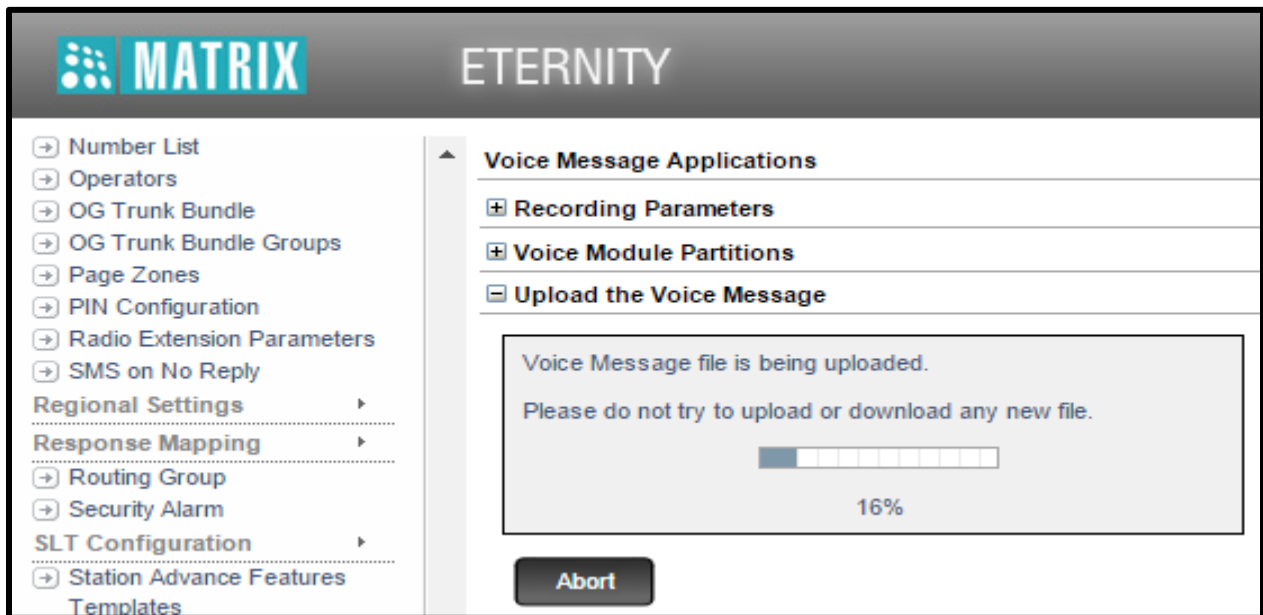
**Step 11:** Your file name will be displayed as shown below. Click Upload.



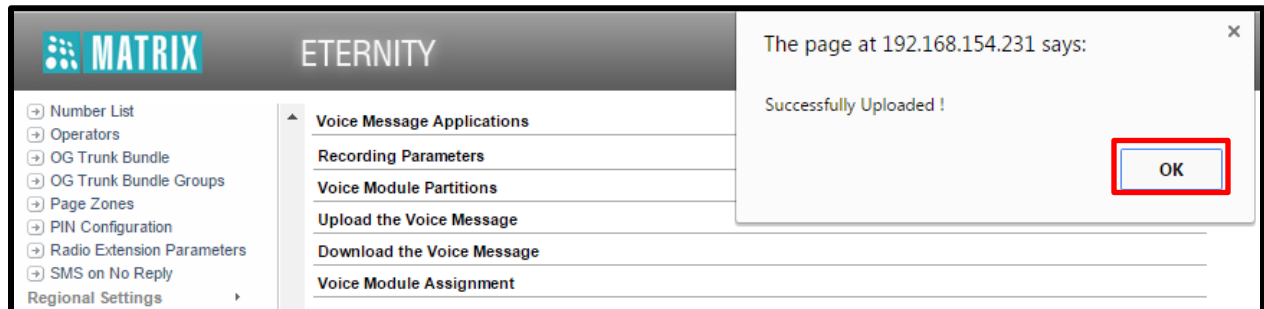
**Step 12:** You will get this notification. Click OK



**Step 13:** Upload progress details will be shown on the screen.



**Step14:** After successful upload, you will get the notification as shown below. Click OK to finish the process.



**Step 15:** You can verify your uploaded message from SLT or DKP using below command.

1. 1#91-1234 (login to SE Mode)
2. 2503-Module number (Module number in which you have uploaded the recorded message)
3. 00 (To Exit the SE Mode from SLT) and 00 followed by √ key (To Exit the SE Mode from DKP)

For more information, contact  
Matrix Technical Training Team  
[Training@MatrixComSec.com](mailto:Training@MatrixComSec.com)

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