

## Telquest Tech Support

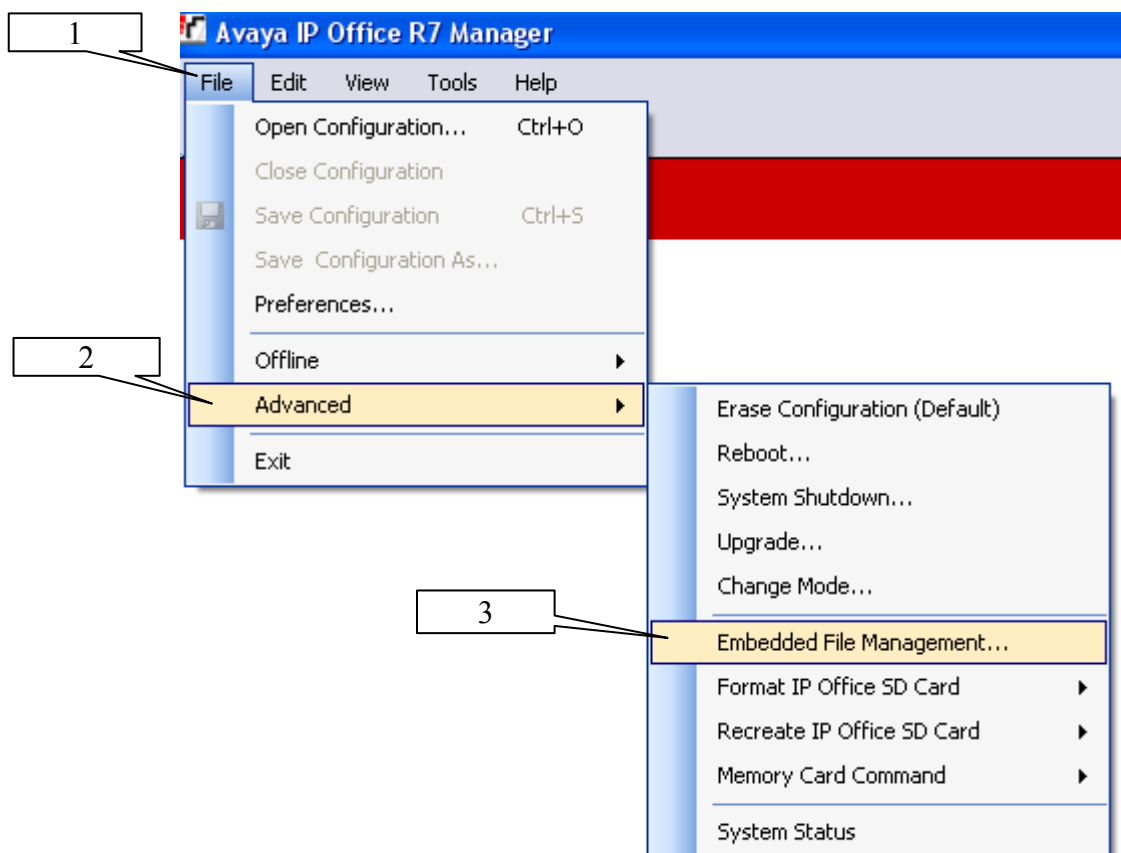
### IP Office Deleting, Saving and Restoring Audio Files

The file info is trimmed down to fit the screen.

**We are using AA1 as an example.**

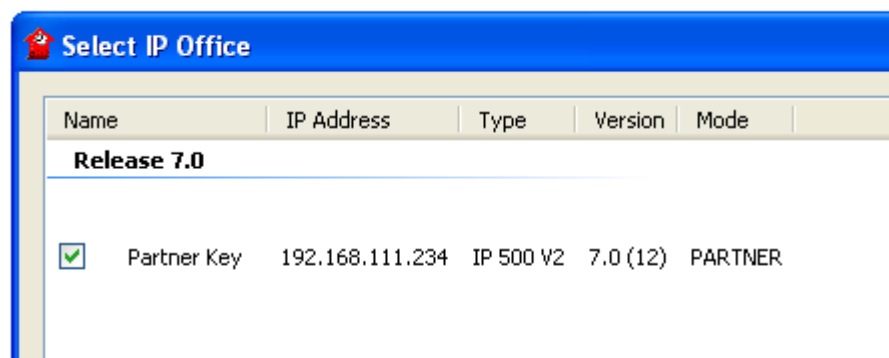
PE <b>AA 1</b>	2Ê3Ì3Ì3Ì3Ì#ÌSÍ	AM_greeting	Morning Greeting	7811
PE <b>AA 1</b>	2Ì3Ì“H3Ì3Ì3Ä1	PM_greeting	Afternoon Greeting	7821
PE <b>AA 1</b>	2Ì3Ì“H3Ì3Ì3Ä1	EV_greeting	Evening Greeting	7831
PE <b>AA 1</b>	2Ì3Ì“H3Ì3Ì3Ä1	AMP_greeting	(Menu Options) Morning Menu Greeting	7841
PE <b>AA 1</b>	2Ì3Ì“H3Ì3Ì3Ä1	NT_greeting	After Hours Greeting	7851
PE <b>AA 1</b>	2Ì3Ì“H3Ì3Ì3Ä1	EM_greeting	Emergency Greeting	7861
PE <b>AA 1</b>	2Ì3Ì“H3Ì3Ì3Ä1	PMP_greeting	Afternoon Menu Greeting	7871

Open the Manager program and go to Embedded File Management:

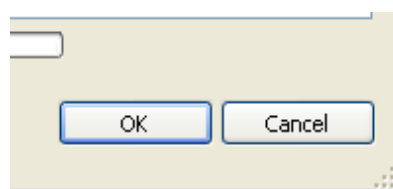


**This may not work with Windows 8. See Page 3**

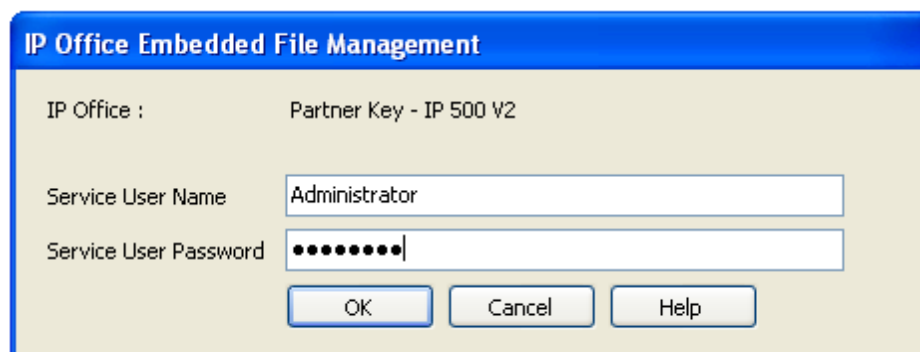
It will find the KSU:

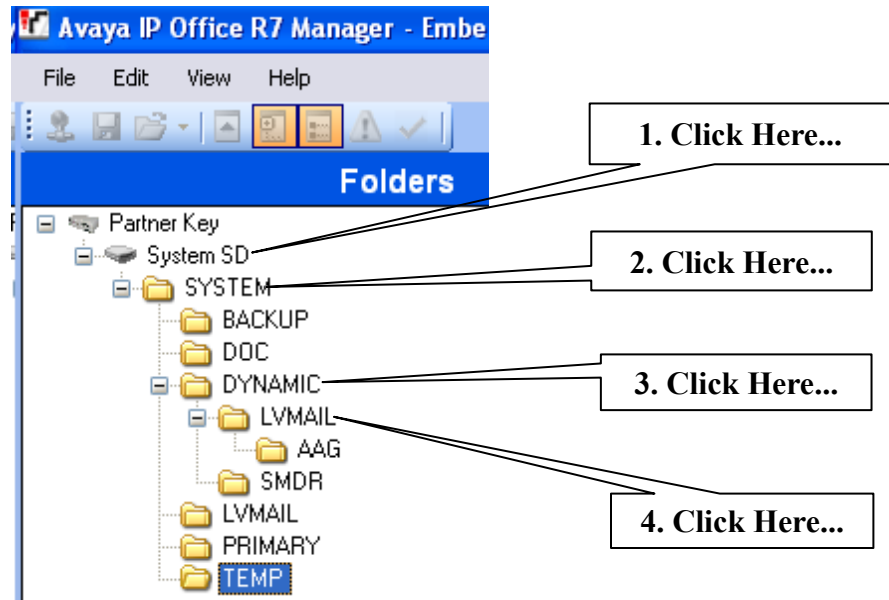


Check it and then click the OK Button:



Password is **password** (unless you changed it)





Scroll the list of files and look for the **FIRST** PEAA1 here (you could also look for PEAA2 etc.)

Files			
Name	Size	Type	Modified
00031067.clp	33466	Clipboard Clip	29/10/2011 13:28:08
00031066.clp	42841	Clipboard Clip	29/10/2011 13:26:14
00031065.clp	39556	Clipboard Clip	29/10/2011 13:19:54
00031064.clp	33707	Clipboard Clip	29/10/2011 13:18:56
00031063.clp	27457	Clipboard Clip	29/10/2011 13:18:36
00031062.clp	31944	Clipboard Clip	29/10/2011 13:18:14
00031061.clp	27777	Clipboard Clip	29/10/2011 13:17:50

**00031064.clp**

Name: 00031064.clp

Date Modified: 29/10/2011 13:18:56

Size (bytes): 33,707

**Announcement Data**

Label: PEAA1

Format: G.711 ULAW

Look for bad dates here.

This area may not be visible  
If you are using Windows 8...

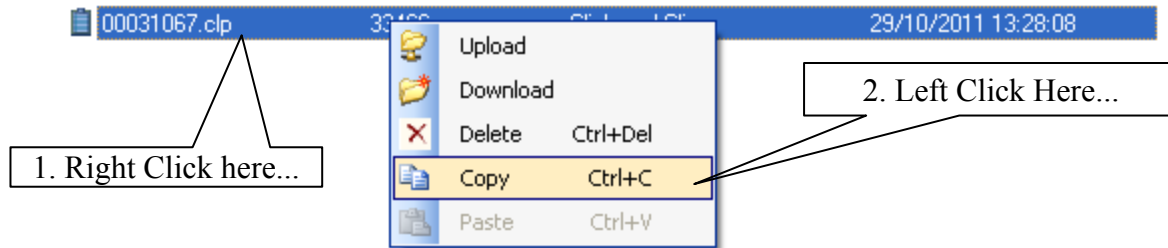
Zoomed View...

**Announcement Data**

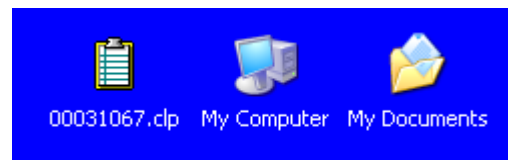
Label: PEAA1

Format: G.711 ULAW

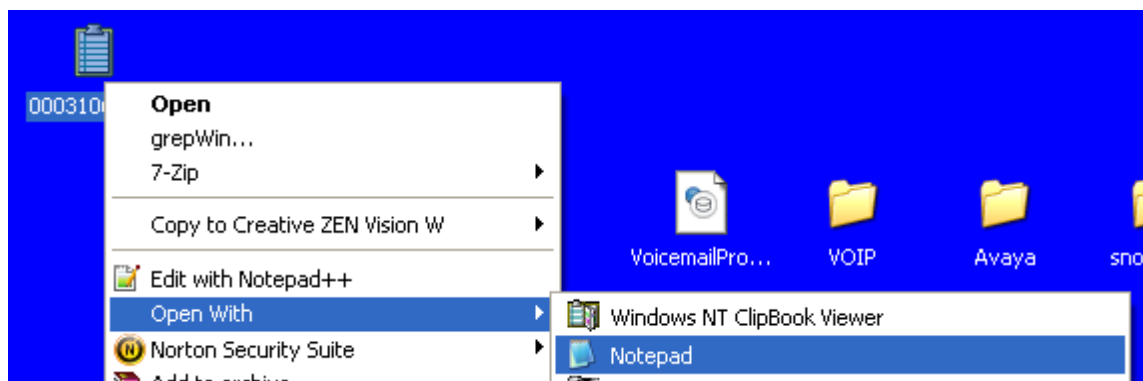
Once you have found it, Right Click on the file you want to look at and you can then Copy it.



Paste it to your Desktop:



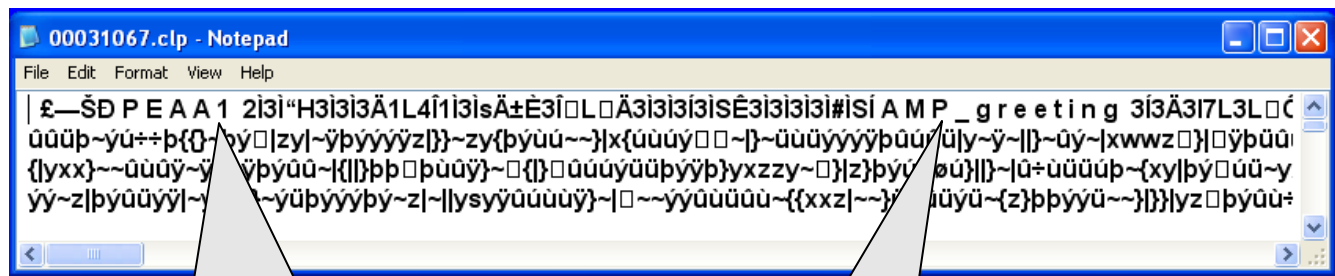
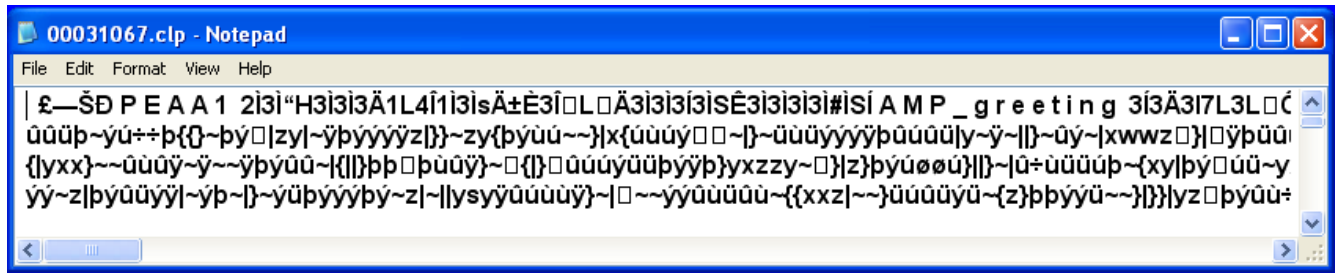
Then Right Click on it and choose Open With --- Notepad



If you don't see Notepad then use "Choose Program" and select it from there...



You will something like this:



This is the Auto Attendant Number AA1

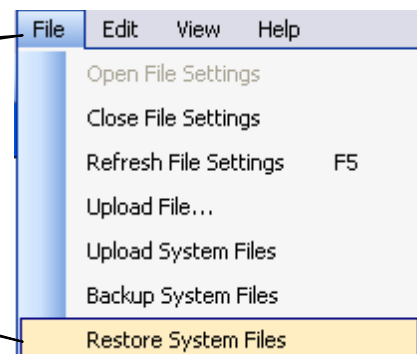
This the Greeting Info AMP

AMP = AM Prompt

AMP = Morning Menu Prompt

Once you locate the correct file you can Delete it from the KSU.

If you are fixing the “Can't Record Greeting” trouble,  
Then click File and then “Restore System Files”  
It takes a minute or two, and it will re-boot the KSU.



If you need to Re-Create or Re-Format the SD Card, you may want to save all the Auto Attendant and Voice Mail Greetings and Messages

You can Copy and Save all the files to a folder (that you create) on your Desktop.

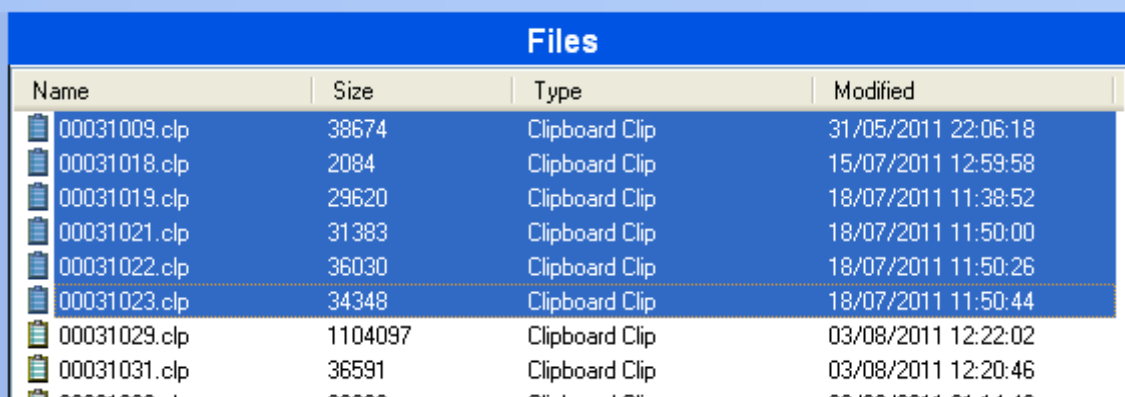
First create a folder on the Desktop named IPO ClpS

Then using the info on Pages 1 through 3, navigate to the files to be saved.

Now, press and HOLD DOWN the “Ctrl” button on your keyboard.

Then CLICK on EVERY file in the list.

You will see something like this as you continue clicking:



Name	Size	Type	Modified
00031009.clp	38674	Clipboard Clip	31/05/2011 22:06:18
00031018.clp	2084	Clipboard Clip	15/07/2011 12:59:58
00031019.clp	29620	Clipboard Clip	18/07/2011 11:38:52
00031021.clp	31383	Clipboard Clip	18/07/2011 11:50:00
00031022.clp	36030	Clipboard Clip	18/07/2011 11:50:26
00031023.clp	34348	Clipboard Clip	18/07/2011 11:50:44
00031029.clp	1104097	Clipboard Clip	03/08/2011 12:22:02
00031031.clp	36591	Clipboard Clip	03/08/2011 12:20:46
00031032.clp	88338	Clipboard Clip	03/08/2011 12:14:46

When you have reached the last file, go back and RIGHT CLICK on any of the files and choose Copy.

You will see a series of Copy pop ups. It may take a while to copy a large number of files.

When it is done:

Go to your Desktop

Right click on the IPO ClpS folder

Choose Paste

Your files are now saved in the folder

To Restore your files to the SD Card after it has been Re-Formatted or Re-Created

Navigate to the IPO ClpS folder

Right Click on the IPO ClpS folder and choose Copy

Using the info on Pages 1 through 3, navigate to the LVMAIL folder.

Right click on the LVMAIL folder and choose Paste

Your Auto Attendant and Voice Mail prompts will be placed back into the LVMAIL folder.