Dialogic®

Dialogic® PowerMedia™ XMS

Variable Content Announcements Feature Guide

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Revision History

Revision	Release Date	Notes
3.0	August 2014	Updates to support PowerMedia XMS Release 2.3.
2.0	March 2014	Updates to support PowerMedia XMS Release 2.2.
1.0	February 2014	Initial version of this document.
Last modified: August 2014		

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1. Overview

Dialogic® PowerMedia™ Extended Media Server (also referred to herein as "PowerMedia XMS" or "XMS") supports variable content announcements for multiple languages. Variable content announcements consist of pre-recorded audio segments that are dynamically selected and played in a sequence that is determined by specified variables.

Variable content announcements provide a way for customers to obtain similar language support for deployments in different countries. The application controls the "sound and feel" of the service provided to end users by stringing together pre-recorded selected audio segments, and the variable content announcements blend seamlessly with the surrounding audio segments.

Variable content announcements in PowerMedia XMS are implemented by a phrase server that is accessed via URI. The URI parameters control the content of the phrases generated by the phrase server.

Language Support

PowerMedia XMS provides support for US English, Mandarin Chinese, and Spanish languages. These languages are supported by PowerMedia XMS by using the proper language designation name (i.e., **locale=en-US**, **locale=zh-CN** or **locale=sp-SP**) in the locale parameter of the phrase server URI.

An audio sound library is also provided that contains phrases for variable content announcements in the supported languages. See Appendix A: Audio Sound Library for additional information.

PowerMedia XMS provides the tools necessary for developers to add languages for application deployment. Customers can provide their own pre-recorded audio files and grammar to produce variable announcement phrases in any local language. The variable content language feature can be used with different media control APIs, such as MSML, VXML, NETANN, and RESTful API.

Language Customization

The variable content announcements feature can be customized to support additional languages.

To implement support for an additional language, you must supply audio file samples and define the phrasing for the new language.

The phrasing for the language is set up through a language-specific perl script that identifies the way each of the variable types (such as "date", "time", etc.) should be constructed or phrased in the specified language. Once the audio sample library is provided and the phrasing defined, the application can use the specific media API language designator (i.e., in MSML, xml:lang: en-US) to specify language to use for the variable announcement.

2. Using Variable Content Announcements

Accessing the Audio Library

PowerMedia XMS comes with a library of stock audio segments professionally recorded in a female voice. These audio segments provide a consistent set of sounds that have been recorded to support a wide variety of pre-programmed phrases, spoken numbers, dates, and other sequenced recordings when played as a variable announcement. See Appendix A: Audio Sound Library for a list of supported files.

PowerMedia XMS also includes a set of generic prompts for common telephony messages in several languages. Generic prompts such as "hang up and try your call again" or "the number has been changed" are provided for general usage independently from the variable content phrase server. Generic prompts can be played directly by specifying their relative path using one of the supported media control interfaces such as MSML, VXML or NETANN (for example, file:// prompts/generic/circuit_busy.wav). If the locale of the respective API (VXML, MSML, etc.) is given as en-US, the message will be played in English. If the same file path is given with the locale=sp-SP, the message will be played in Spanish.

Prompts

PowerMedia XMS prompt files are stored in subdirectories of the following location:

/var/lib/xms/media/<locale>/prompts

Variable content announcements (located in the var subdirectory) are provided for the three locales: US English, Mandarin Chinese, and Spanish. To access the appropriate audio library, enter the desired locale as follows:

- For US English, the <locale> variable is **en-US**.
- For Mandarin Chinese, the <locale> variable is **zh-CN**.
- For Spanish, the <locale> variable is **sp-SP**.

Generic prompts (located in the generic subdirectory) are only provided in English and Spanish.

Voice

PowerMedia XMS phrase server provides support for optionally selecting a specific voice for the announcement. For example, a male of female voice can be chosen by specifying the desired voice when constructing the phrase server URI parameters for the announcement.

The sound files for variable content announcements are stored in the following location:

/var/lib/xms/media/<locale>/prompts/var/<voice>

The <voice> component of the path is name of the voice that speaks the prompts. The sound library includes one voice per locale. For example, the English voice is /var/lib/xms/media/en-US/prompts/var/susan. Additional voices can be added by the user.

Phrase Server URI

PowerMedia XMS variable content announcement phrase server is accessed using the following special URI:

var://locale=ll;type=tt;subtype=ss;value=vv;voice=zz

Parameter	Description
locale	Optionally specifies the language of the announcement. The language can be one of the supplied languages or a custom language added by the user.
voice	Optionally selects the voice that will speak the announcement.
type	Specifies the interpretation type for the announcement. The value supplied in the value parameter will be interpreted as this type. Ex date, digits, money, etc. See Variable Types table for supported types.
subtype	Defines the format of type for the announcement. Ex type=date subtype=mdy instructs the phrase server to generate audio for a date spoken as month, day, year.
value	Data to be interpreted according to the type and subtype.

Example Use Cases

NETANN

To play a sequence of variable language files or phrases through the NETANN interface, specify the 'var://' announcement URI and parameters in the SIP URL during the announcement. This can be used to play a variable announcement to an endpoint in the designated language.

NETANN Example: In the following example, a phrase generated in US English will play a string of digits "12345678" to the endpoint.

```
annc@<XMSAddress>;play=var://locale=en-US;type=dig;subtype=ndn;value=12345678
```

VXML

To play a sequence of variable language files or phrases through the VXML interface, use the <audio> element. This is the PowerMedia XMS extension to the VXML <audio> element that normally only plays one file. The PowerMedia XMS extension allows a user to define the variable content phrase to be played using the special variable content announcements URI and parameters. PowerMedia XMS interprets this into a list of phrase files to be played in the designated language.

VXML Example: In the following example, the VXML script interprets the 'var://' announcement URI to play a sequence of US English digits "12345678" into a list of files that is played to the endpoint.

```
<audio expr=var://locale=en-US;type=dig;subtype=ndn;value=12345678
```

MSML

MSML Example 1: The MSML interface <var> element can be used to play a sequence of variable language files or phrases. PowerMedia XMS interprets the <var> element parameters and language designator to play the pre-recorded audio samples in the designated language.

The following example plays the sequence of US English digits "12345678".

```
<play>
   <var type="digits" subtype="gen" value="12345678" xml:lang="en-us"/>
</play>
```

MSML Example 2: A user can play a sequence of variable language files/phrases by sending the 'var://' announcement URI and parameters as the URI of a MSML <play> element. PowerMedia XMS should interpret the 'var://' announcement URI and MSML should play the resulting list of pre-recorded audio samples in the designated language.

The following example plays the sequence of US English digits "12345678".

```
<play>
    <audio uri="var://locale=en-US;type=dig;subtype=ndn;value=12345678"/>
</play>
```

Note that the syntax for MSML <var> is specific to MSML, but the 'var://' method will also work as seen in the following example.

```
<?xml version="1.0" encoding="UTF-8"?>
   <msml version="1.1">
       <dialogstart target="conn:1234" type="application/moml+xml" name="12345">
           <play>
               <audio uri="var://type=date;subtype=dmy;value=20131220;voice=susan;locale=en-US"/>
           </play>
      </dialogstart>
   </msml>
```

RESTful API

The user can play a sequence of variable language files and phrases by sending the 'var://' announcement URI and parameters as the audio_uri of a RESTful API play command. PowerMedia XMS should interpret the 'var://' announcement URI and the RESTful API should play the resulting list of pre-recorded audio samples in the designated language.

RESTful Example: The following example plays the sequence of digits "12345678".

```
<play>
   <play_source location="var://locale=en-US;type=digits;subtype=gen;value=12345678"/>
</play>
```

Script Parameters

The variable types are described in the table below. If the voice and/or locale is not specified, a default voice and/or locale will be used.

Variable Types

Variable Type	Description	Subtype	Value
date	The value is spoken as a date in the form specified by the subtype.	(mandatory)	The value is always specified as YYYYMMDD (per ISO 8601, International Date and Time Notation). Example: YYYY: 1900-2999 MM: 01-12 DD: 01-31
		mdy	Specifies month, day and year. Example: 20021015 is spoken as "October Fifteenth Two Thousand Two"
		dmy	Specifies day, month and year. Example: 20021015 is spoken as "Fifteen October Two Thousand Two"
		ymd	Specifies year, month and day. Example: 20021015 is spoken as "Two Thousand Two October Fifteen"
digits	The value is spoken as a string of digits, one at a time, in the form specified by the subtype.	(mandatory)	0-9
		gen	Digits are spoken as generic digits, one at a time (one, five, zero) with no pause.
		ndn	Digits are spoken with North American dialing phone number phrasing (NPA-NXX-XXXX) with appropriate pauses.

Variable Type	Description	Subtype	Value
duration	Duration is specified in seconds and is spoken in one or more units of time as specified by the subtype.	(mandatory)	1 – 4,294,967,295 (>136 years)
		yrs	The value is converted and spoken as years, days, hours, minutes, and seconds. Example: 31626061 is spoken as "one year, one day, one hour, one minute, and one second"
		hrs	The value is converted and spoken as hours, minutes, and seconds. Example: 3600 is spoken as "one hour" 3661 is spoken as "one hour, one minute, and one second"
		min	The value is converted and spoken as minutes and seconds. Example: 60 is spoken as "one minute" 3661 is spoken as "sixty one minutes, and one second"
money	Money is specified in the smallest unit of currency for the indicated subtype. The value is converted and spoken, per the subtype, as large units of currency followed by the remainder in smaller units of currency (for example, dollars and cents).	(mandatory)	0 – 99999999999
		usd	US dollar (cents) (format: $$¢¢) Example: 1000 is spoken as "ten dollars" 1025 is spoken as "ten dollars and twenty five cents" 25 is spoken as "twenty five cents"

Variable Type	Description	Subtype	Value
month	The value is spoken as a month and is specified in the MM format, with 01 denoting January, 02 denoting February, 10 denoting October, and so forth.	(optional) "Null", if present	The value is always specified as: MM: 01-12
number	The value is a number in cardinal or ordinal form as specified by the subtype.	(mandatory)	Cardinal form: 999999999999999 to 999999999999999 Ordinal form: 0 to 999999999999999
		crd	Cardinal 1 is spoken as "one" 5,111 is spoken as "five thousand, one hundred and eleven" 421 is spoken as "four hundred and twenty one"
		ord	Ordinal 1 is spoken as "first" 5,111 is spoken as "five thousand, one hundred and eleventh" 421 is spoken as "four hundred and twenty-first"
silence	Plays a period of silence.	(optional) "Null", if present	0 – 36000 (in 100 ms units up to 1 hour)
time	The value is spoken as a time of day in either twelve or twenty-four hour HHMM format according to ISO 8601, International Data and Time, as specified by the subtype.	(mandatory)	The value is always specified as HHMM (per ISO 8601, International Date and Time Notation). HH: 00-24 refers to a zero padded hour, 2400(HHMM) denotes midnight at the end of the calendar day, MM: 00-59 refers to a minute.

Variable Type	Description	Subtype	Value
		t12	12 hour format Example: 1730 is spoken as "five thirty p.m." 0530 is spoken as "five thirty a.m." 0030 is spoken as "twelve thirty a.m." 1230 is spoken as "twelve thirty p.m."
		t24	24 hour format Example: 1700 is spoken as "seventeen hundred hours" 2400 is spoken as "twenty four hundred hours" **Note:** This is not supported on Mandarin Chinese (zh-CN).
weekday	The value is spoken as the day of the week. Days are specified as single digits, with 1 denoting Sunday, 2 denoting Monday, and so forth.	(optional) "Null", if present	1 – 7 1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday
string	The value is a string of characters spoken as each individual character in the string.	(optional) "Null", if present	a-Z, A-Z, 0-9, #, and * Example: "a34bc" is spoken as "A, three, four, B, C"

Adding a Language

Use the following procedure to add an additional language or voice to PowerMedia XMS.

1. Create or purchase an audio library for the desired language.

   Note: In order to simplify the addition of a new language, it is recommended (but not required) to have the directory layout and sound file naming convention match the layout and filenames of the languages included with PowerMedia XMS. For example, to add the French language (fr-FR) , the French audio files for the variable content announcements would be located in a directory such as: /var/lib/xms/media/fr-FR/prompts/var/valerie.

2. Write a language-specific perl script for the language being added.

   The PowerMedia XMS phrase server is based on a CGI script located at the following location: /var/www/xms/phrase.cgi. The phrase.cgi script calls language-specific scripts based on the locale parameter.

   Language specific perl scripts are provided for the supported locales and should be used as an example in creating your own script. The language specific scripts provide the grammar/phrasing that is specific to the language being added. The scripts are located in /var/www/xms. The naming convention for the scripts is phrase_<locale>.pl. For example, the Spanish script is named phrase_sp_SP.pl. The French language specific script matching the example above would be named phrase_fr_FR.pl. Preferably, the standard locale language tag.

3. When the language-specific script is completed, add it to the main phrase server script (phrase.cgi). Follow the examples in phrase.cgi and add your desired language locale.

4. Test the added language.

   The network announcements service can be used with a softphone to test and adjust your language specific scripts. For example, to test a French announcement call the following URI:
   annc@<xms ip>;play= var://type=date;subtype=dmy;value=20140120;locale=fr-FR

Language-Specific Scripts

The language-specific scripts are used to provide a unique ordering to files that are used to build phrases in a designated language or dialect. The input to the language specific scripts are the input values from the Variable Types table and the output is a text-URI list with the files to be played in sequence. The output list of files generated includes the full path, starting with file:/// and separated by a newline.

For example, when the date November 22, 2013 is requested of the Spanish language script, the inputs are **type=date, subtype=mdy, value=20131122** and the following output text-uri list of files is returned to play the sequence of files:

file:////var/lib/xms/media/sp-SP/prompts/var/ann/November-dat.ulaw

file:////var/lib/xms/media/sp-SP/prompts/var/ann/22nd-dat.ulaw

file:////var/lib/xms/media/sp-SP/prompts/var/ann/2013-dat.ulaw

The provided language-specific script examples can be used as a basis for any new language or dialect. When creating files, the developer should take into consideration natural speech inflections, pauses and syllable emphasis to make the language phrases as fluid as possible.

Appendix A: Audio Sound Library

The following tables provide a list of PowerMedia XMS files that are supported for the sound library. The audio samples are used by the phrase engine to produce variable-content announcement phrases.

The prompt files for variable content announcements are stored in the following location:

/var/lib/xms/media/<locale>/prompts

Variable content announcements are provided for the three locales: US-English, Mandarin-Chinese, and Spanish. To access the appropriate audio library, enter the desired locale as follows:

- For US English, the <locale> variable is **en-US**.
- For Mandarin-Chinese, the <locale> variable is **zh-CN**.
- For Spanish, the <locale> variable is **sp-SP**.

Within this directory are two subdirectories:

- /generic - contains standard generic telephony prompts that can be used directly and are not part of the variable audio content phrase server.
- /var - holds a directory of variable content audio files.

These audio segments provide a consistent set of sounds that have been recorded to support a wide variety of pre-programmed phrases, spoken numbers, dates, and other sequenced recordings.

With the exception of the generic audio files and audio files for letters of the alphabet, the other files listed in the following pages exist in US English, Spanish and Chinese Mandarin versions.

The tables on the following pages explain the categories of phrases provided with the prompt library. Phrases are categorized as follows:

Standard Phrases and Messages

The following table has a list of standard phrases and messages files. These files are standard phrase segments that can be combined into sequences.

XMS Filename	Phrase
msg001.ulaw	One second of silence.
msg002.ulaw	600Hz beep tone.
msg003.ulaw	Goodbye.
msg004.ulaw	Hello.
msg005.ulaw	Good morning.
msg006.ulaw	Good afternoon.
msg007.ulaw	Good evening.
msg008.ulaw	If this is correct...
msg009.ulaw	To transfer to another extension...
msg010.ulaw	To return to the main menu...
msg011.ulaw	To return to the previous menu...
msg012.ulaw	To delete this message...
msg013.ulaw	To delete all messages...
msg014.ulaw	To exit the system...
msg015.ulaw	To end this call...
msg016.ulaw	To cancel delivery of this message...
msg017.ulaw	To send your message now...
msg018.ulaw	Please hold while your call is being transferred.
msg019.ulaw	Please leave your message after the tone.
msg020.ulaw	Please begin recording after the tone.
msg021.ulaw	Thank you for calling.
msg022.ulaw	Thank you for calling, goodbye.
msg023.ulaw	Thank you.
msg024.ulaw	Please enter your mailbox number.
msg025.ulaw	Please enter your passcode.
msg026.ulaw	I'm sorry, that passcode is invalid. Please re-enter your passcode.
msg027.ulaw	I'm sorry, that mailbox number is invalid. Please re-enter your mailbox number.

XMS Filename	Phrase
msg028.ulaw	I'm sorry, that is an invalid entry. Please try again.
msg029.ulaw	You have no messages.
msg030.ulaw	You have no more messages.
msg031.ulaw	You have...
msg032.ulaw	...new message.
msg033.ulaw	...new messages.
msg034.ulaw	...saved message.
msg035.ulaw	...saved messages.
msg036.ulaw	Your mailbox is currently full.
msg037.ulaw	Message deleted.
msg038.ulaw	Message saved.
msg039.ulaw	Please hold.
msg040.ulaw	Please hold for assistance.
msg041.ulaw	I'm sorry...
msg042.ulaw	You entered...
msg043.ulaw	End of messages.
msg044.ulaw	We cannot identify that entry. Please try again.
msg045.ulaw	Please hold while I transfer your call to the operator.
msg046.ulaw	We're sorry you are having difficulty. Please try your call again later.
msg047.ulaw	If this is correct, press 1. If not, press 2.
msg048.ulaw	Please enter your passcode now.
msg049.ulaw	If you're calling from a touchtone phone, press 1 now. Otherwise, please stay on the line to speak with an operator.
msg050.ulaw	Please enter your business phone number beginning with the area code now.
msg051.ulaw	You have selected...
msg052.ulaw	You have reached...
msg053.ulaw	To make another selection...
msg054.ulaw	To try again...
msg055.ulaw	Extension...
msg056.ulaw	The telephone number you entered is...
msg057.ulaw	The fax number you entered is...

XMS Filename	Phrase
msg058.ulaw	Please enter the account number.
msg059.ulaw	Please enter your personal identification number.
msg060.ulaw	Your personal identification number is...
msg061.ulaw	Thank you, please hold.
msg062.ulaw	Please record your message at the tone. When you are finished you may hang up or...
msg063.ulaw	...for more options.
msg064.ulaw	Please record your greeting at the tone.
msg065.ulaw	To save this message, press...
msg066.ulaw	To delete this message, press...
msg067.ulaw	To listen to the next message, press...
msg068.ulaw	To replay this message, press...
msg069.ulaw	The passcode you entered is...
msg070.ulaw	Your message to...
msg071.ulaw	...was delivered.
msg072.ulaw	...could not be delivered.
msg073.ulaw	I'm sorry; we cannot connect your call at this time. Please try again later.
msg074.ulaw	Mailbox number...
msg075.ulaw	...is full.

Numbers

The following table has a list of numbers files. These files are spoken as cardinal numbers (ordinals are listed with dates). Some numbers have multiple files for neutral, rising, and falling inflection, as indicated by their file names.

XMS Filename	Spoken As	Intonation
0-neu.ulaw… through 9-neu.ulaw 0-dwn.ulaw… through 9-dwn.ulaw 0-ris.ulaw… through 9-ris.ulaw	0 through 9	neutral falling intonation rising intonation
10-num.ulaw, 11-num.ulaw… 100-num.ulaw	11 through 100	neutral

XMS Filename	Spoken As	Intonation
100-neu.ulaw… through 1000-neu.ulaw 100-dwn.ulaw… through 1000-dwn.ulaw 100-ris.ulaw… through 1000-ris.ulaw	100 through 1000 (increments of 100)	neutral falling intonation rising intonation
hundred-num.ulaw	Hundred	neutral
thousand-num.ulaw	Thousand	neutral
million-num.ulaw	Million	neutral
billion-num.ulaw	Billion	neutral
trillion-num.ulaw	Trillion	neutral

Letters

The following table has a list of letters files. There are two audio files for each letter of the alphabet: one with rising intonation (for example, aup-ltr) and one with falling intonation (for example, and-ltr). Having both types of files allows you to select audio files by context. For example, the letters C and N have different sounds in the acronyms for NBC and CNN.

XMS Filename	Spoken As	Intonation
aup-ltr.ulaw… through zup-ltr.ulaw adn-ltr.ulaw… through zdn-ltr.ulaw	a through z	rising intonation falling intonation

Dates and Ordinal Numbers

The following table has a list of dates and ordinal numbers files. These files are spoken as cardinal numbers (ordinals are listed with dates). Some numbers have multiple files for neutral, rising, and falling inflection, as indicated by their file names.

XMS Filename	Days/Months	Spoken As
mon-dat.ulaw tue-dat.ulaw wed-dat.ulaw thu-dat.ulaw fri-dat.ulaw sat-dat.ulaw sun-dat.ulaw	Monday through Sunday	Day of the week. Monday through Sunday
1st-dat.ulaw, 2nd-dat.ulaw, 3rd-dat.ulaw, through 31st-dat.ulaw	1st, 2nd, 3rd... through 31st	Spoken as ordinal number. First, Second, Fourth,… Thirty-first

XMS Filename	Days/Months	Spoken As
jan-dat.ulaw feb-dat.ulaw mar-dat.ulaw apr-dat.ulaw may-dat.ulaw jun-dat.ulaw jul-dat.ulaw aug-dat.ulaw sep-dat.ulaw oct-dat.ulaw nov-dat.ulaw dec-dat.ulaw	January through December	Name of month. January, February, etc.
1975-dat.ulaw ... through 2015-dat.ulaw	1975 through 2015	Spoken as year. Nineteen seventy five Two thousand and fifteen

Time and Money

The following table has a list of time and money files. These files can be combined with audio files for numbers to form sequences for times of day and money values.

XMS Filename	Spoken As
est-tim.ulaw	Eastern Standard Time
cst-tim.ulaw	Central Standard Time
mst-tim.ulaw	Mountain Standard Time
pst-tim.ulaw	Pacific Standard Time
am-tim.ulaw	AM
at-tim.ulaw	at (time)
mid-tim.ulaw	Midnight
noon-tim.ulaw	Noon
oclock-tim.ulaw	o'clock
pm-tim.ulaw	PM
and-mon.ulaw	and (money)
cent-mon.ulaw	Cent
cents-mon.ulaw	Cents
dollar-mon.ulaw	Dollar
dollars-mon.ulaw	Dollars

Quantities

The following table has a list of quantities files. These files are used to designate named quantities. Most of these files have two values: one with falling intonation (*-dwn) and one with neutral intonation (*-neu).

XMS Filename	Spoken As	Intonation
year-neu.ulaw year-dwn.ulaw	Year	neutral final intonation
years-neu.ulaw years-dwn.ulaw	Years	neutral final intonation
month-neu.ulaw month-dwn.ulaw	Month	neutral final intonation
months-neu.ulaw months-dwn.ulaw	Months	neutral final intonation
day-neu.ulaw day-dwn.ulaw	Day	neutral final intonation
days-neu.ulaw days-dwn.ulaw	Days	neutral final intonation
hour-neu.ulaw hour-dwn.ulaw	Hour	neutral final intonation
hours-neu.ulaw hours-dwn.ulaw	Hours	neutral final intonation
minute-neu.ulaw minute-dwn.ulaw	Minute	neutral final intonation
minutes-neu.ulaw minutes-dwn.ulaw	Minutes	neutral final intonation
second-neu.ulaw second-dwn.ulaw	Second	neutral final intonation
seconds-neu.ulaw seconds-dwn.ulaw	Seconds	neutral final intonation
dollar-neu.ulaw dollar-dwn.ulaw	Dollar	neutral final intonation
dollars-neu.ulaw dollars-dwn.ulaw	Dollars	neutral final intonation
cent-neu.ulaw cent-dwn.ulaw	Cent	neutral final intonation

XMS Filename	Spoken As	Intonation
cents-neu.ulaw cents-dwn.ulaw	Cents	neutral final intonation
minus-neu.ulaw minus-dwn.ulaw	Minus	neutral final intonation

Press Keys

The following table has a list of press key files. Most of these files have two values: one with falling intonation (*-dwn) and one with neutral intonation (*-neu).

XMS Filename	Spoken As	Intonation
press.ulaw	Press	neutral
prs0-neu.ulaw prs0-dwn.ulaw	Press 0	neutral falling intonation
prs1-neu.ulaw prs1-dwn.ulaw	Press 1	neutral falling intonation
prs2-neu.ulaw prs2-dwn.ulaw	Press 2	neutral falling intonation
prs3-neu.ulaw prs3-dwn.ulaw	Press 3	neutral falling intonation
prs4-neu.ulaw prs4-dwn.ulaw	Press 4	neutral falling intonation
prs5-neu.ulaw prs5-dwn.ulaw	Press 5	neutral falling intonation
prs6-neu.ulaw prs6-dwn.ulaw	Press 6	neutral falling intonation
prs7-neu.ulaw prs7-dwn.ulaw	Press 7	neutral falling intonation
prs8-neu.ulaw prs8-dwn.ulaw	Press 8	neutral falling intonation
prs9-neu.ulaw prs9-dwn.ulaw	Press 9	neutral falling intonation
asterisk-neu.ulaw asterisk-dwn.ulaw	Asterisk	neutral falling intonation
pound-neu.ulaw pound-dwn.ulaw	Pound	neutral falling intonation

XMS Filename	Spoken As	Intonation
star-neu.ulaw star-dwn.ulaw	Star	neutral falling intonation

Miscellaneous Words

The following table has a list of files that contain miscellaneous words and voice segments.

XMS Filename	Spoken As	Intonation
acted.ulaw	Activated	neutral
act.ulaw	Activate	neutral
deacted.ulaw	Deactivated	neutral
dact.ulaw	Deactivate	neutral
dash.ulaw	Dash	neutral
for.ulaw	For	neutral
none.ulaw	None	neutral
no.ulaw	No	neutral
o-neu.ulaw o-dwn.ulaw o-ris.ulaw	‘o’ (Oh)	neutral falling intonation rising intonation
off-neu.ulaw off-dwn.ulaw	Off	neutral falling intonation
on-neu.ulaw on-dwn.ulaw	On	neutral falling intonation
or.ulaw	Or	neutral
percent.ulaw	Percent	neutral
point.ulaw	Point	neutral
sent.ulaw	Sent	neutral

Generic Audio Files

The following table has a list of generic audio files internally recorded by Dialogic and can be used for testing purposes.

XMS Filename	Spoken As
ac_changed.ulaw ac_changed.wav	"The area code for the number you are dialing has changed to..."
circuit_busy.ulaw circuit_busy.wav	"We’re sorry. All circuits are busy now."

XMS Filename	Spoken As
contact_provider.ulaw contact_provider.wav	"Please contact your service provider."
dial_again.ulaw dial_again.wav	"If you'd like to make a call, please hang up and dial again."
dial_operator.ulaw dial_operator.wav	"If you need help, please hang up and dial your operator."
disconnected.ulaw disconnected.wav	"...has been disconnected."
make_note.ulaw make_note.wav	"Please make a note of it."
new_number.ulaw new_number.wav	"The new number is..."
no_permission.ulaw no_permission.wav	"You no longer have permission to utilize the system."
num_changed.ulaw num_changed.wav	"The number you are calling has changed."
num_dialed.ulaw num_dialed.wav	"The number you have dialed..."
num_invalid.ulaw num_invalid.wav	"...is not a valid number."
please_check.ulaw please_check.wav	"Please check the number and dial again."
service_outage.ulaw service_outage.wav	"Please contact your service provider for information relating to this service outage."
try_again.ulaw try_again.wav	"Please hang up and try your call again later."