ALGO

Converting & Uploading Custom Tone Files for Use on Algo SIP Endpoints

Need Help?

(604) 454-3792 or support@algosolutions.com

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Introduction

Algo SIP endpoint speakers and the 8301 Paging Adapter are pre-loaded from the factory with several audio files in their internal memory for loud ringing applications. Users may also record or upload custom audio files, music, sound effects, or voice announcements for other types of notification (e.g. safety, security, emergency, customer assistance, shift changes, etc.). This guide covers the steps for converting ring tones to the appropriate format, as well as the process to upload them onto Algo devices.

Required Hardware and Software

The hardware needed to follow this guide is an Algo 8180, 8186, 8188, 8189, or 8301. The free conversion software used in this guide is Audacity. It is available for Windows, MAC, and Linux platforms. It can be downloaded at http://www.audacityteam.org/. Any other audio conversion program with similar capabilities may be used instead.
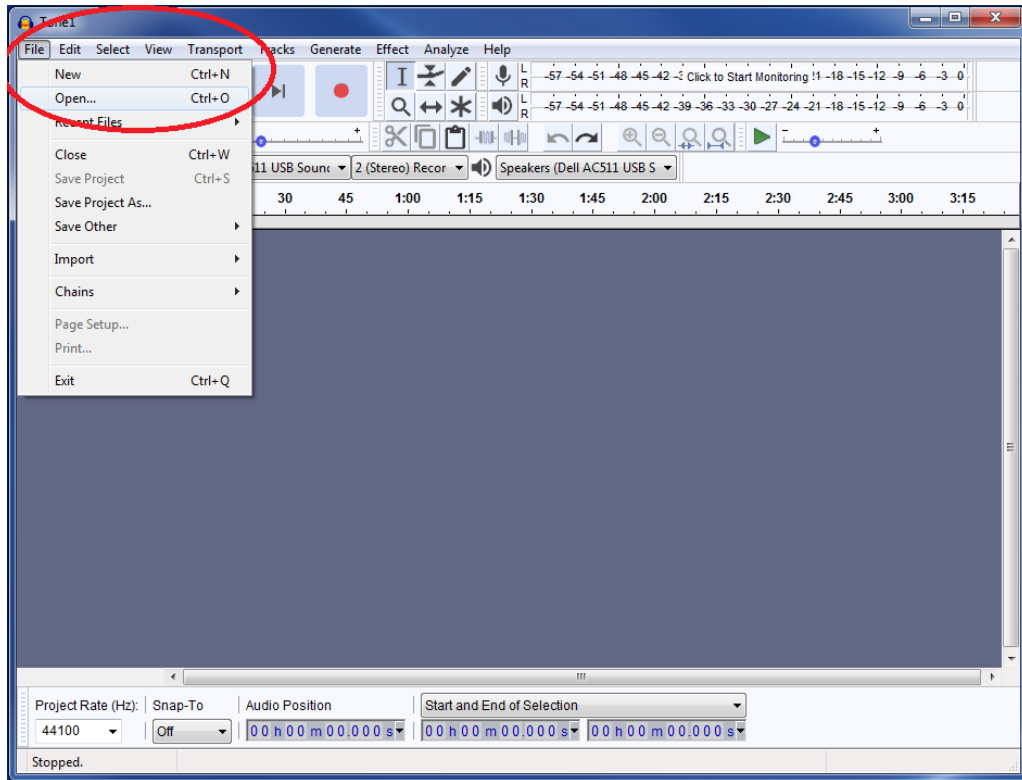
Converting Audio Files

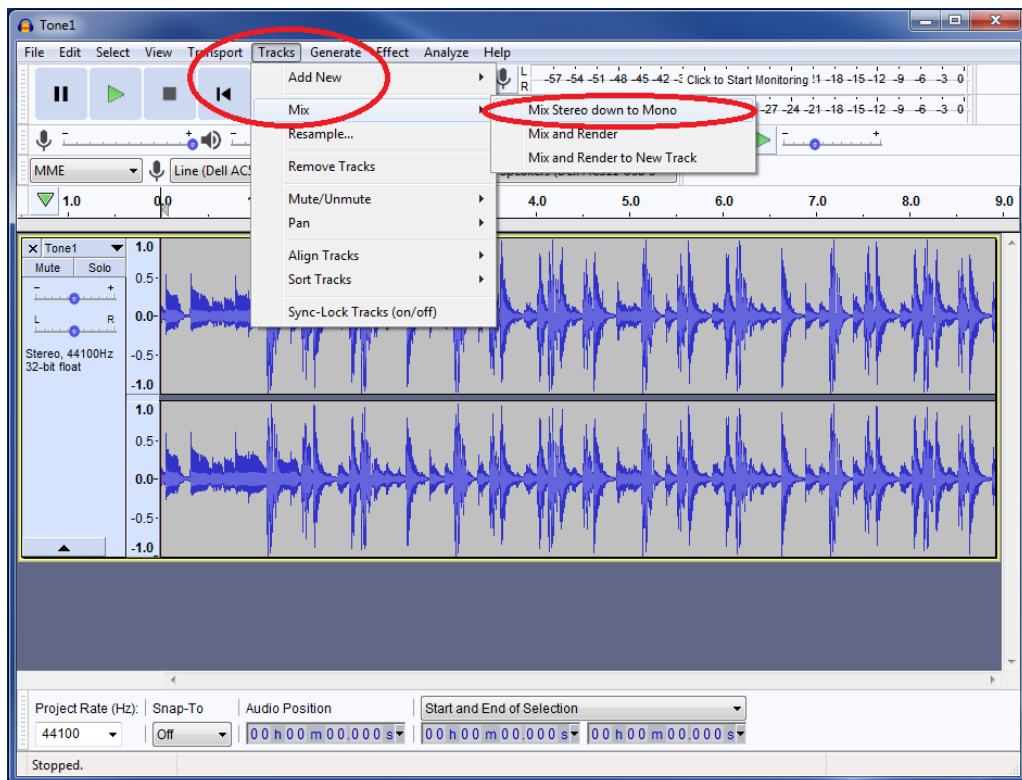Audio files must comply with the following specifications:

- WAV format
- 8kHz or 16kHz (sampling rate)
- 16-bit PCM, or u-law
- Mono

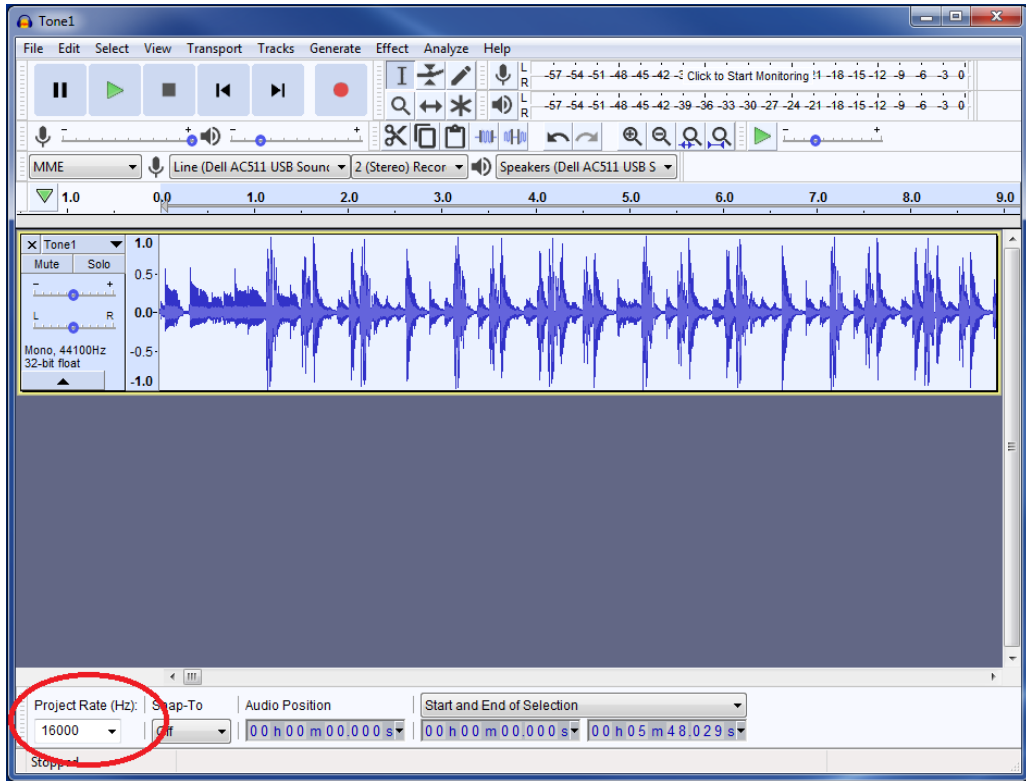To convert audio files to the appropriate format, follow the step-by-step instructions below:

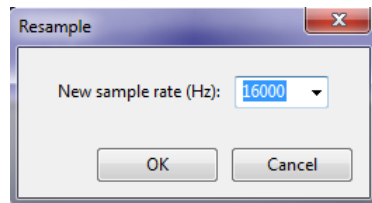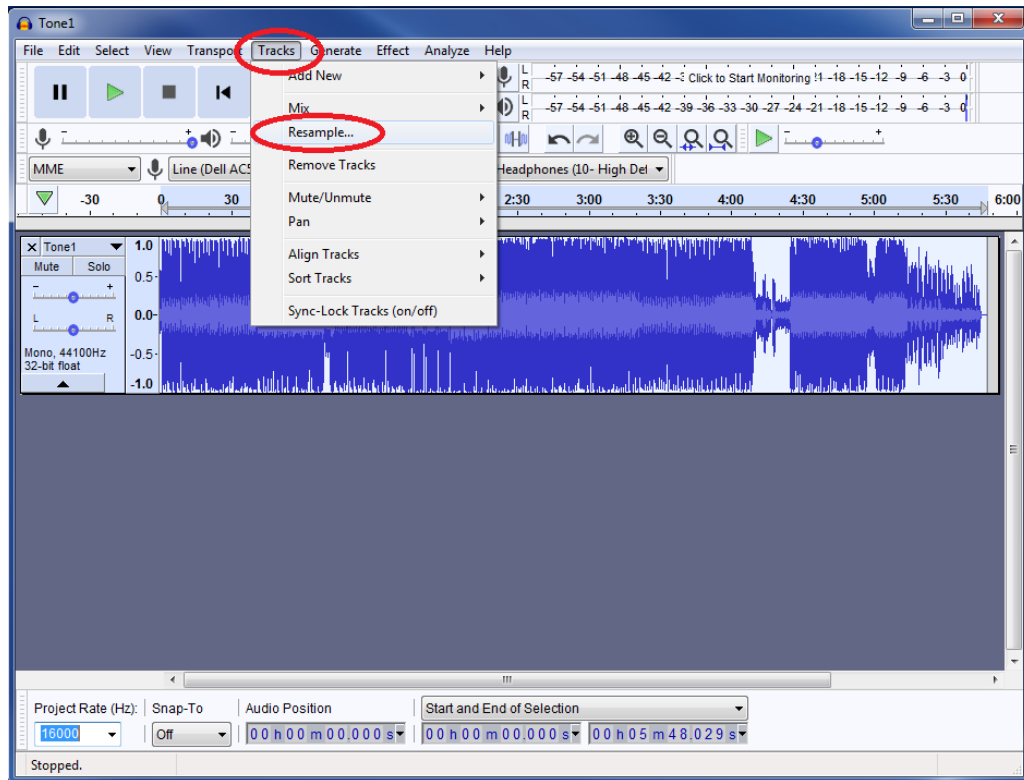1) Click on File menu, then Open to choose the audio file. Conversely, drag and drop the file onto Audacity

2) If the file is stereo, select menu Tracks, Mix and then Mix Stereo Down to Mono. This option will be gray colored if the track is already mono
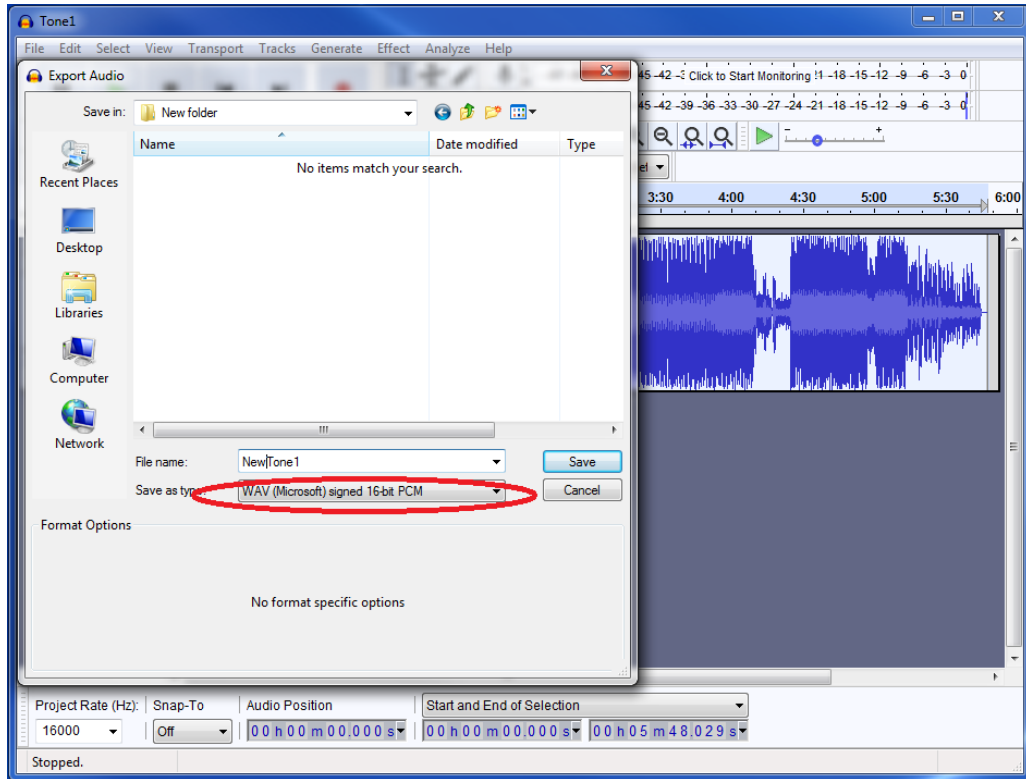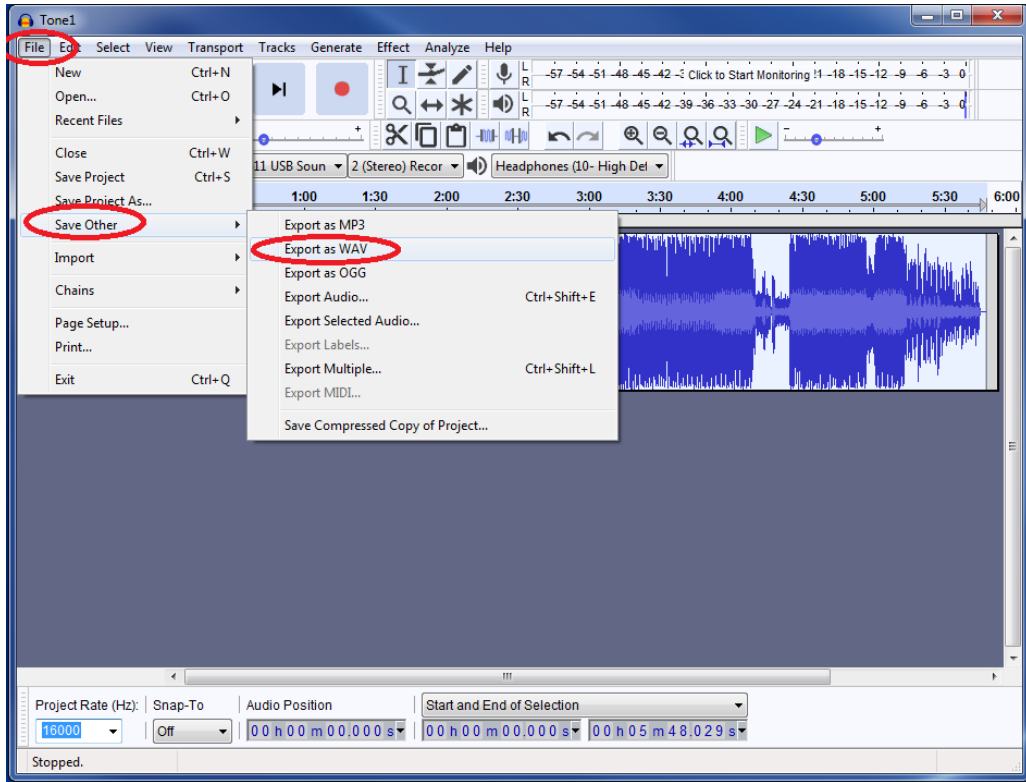
3) Change the Project Rate (Hz) in the bottom-left corner to 16000Hz.

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4500 Beedie St Burnaby BC Canada V5J 5L2
www.algosolutions.com

(604) 454-3792
support@algosolutions.com

4) Select menu Tracks > Resample. Set the new sample rate to 16000Hz

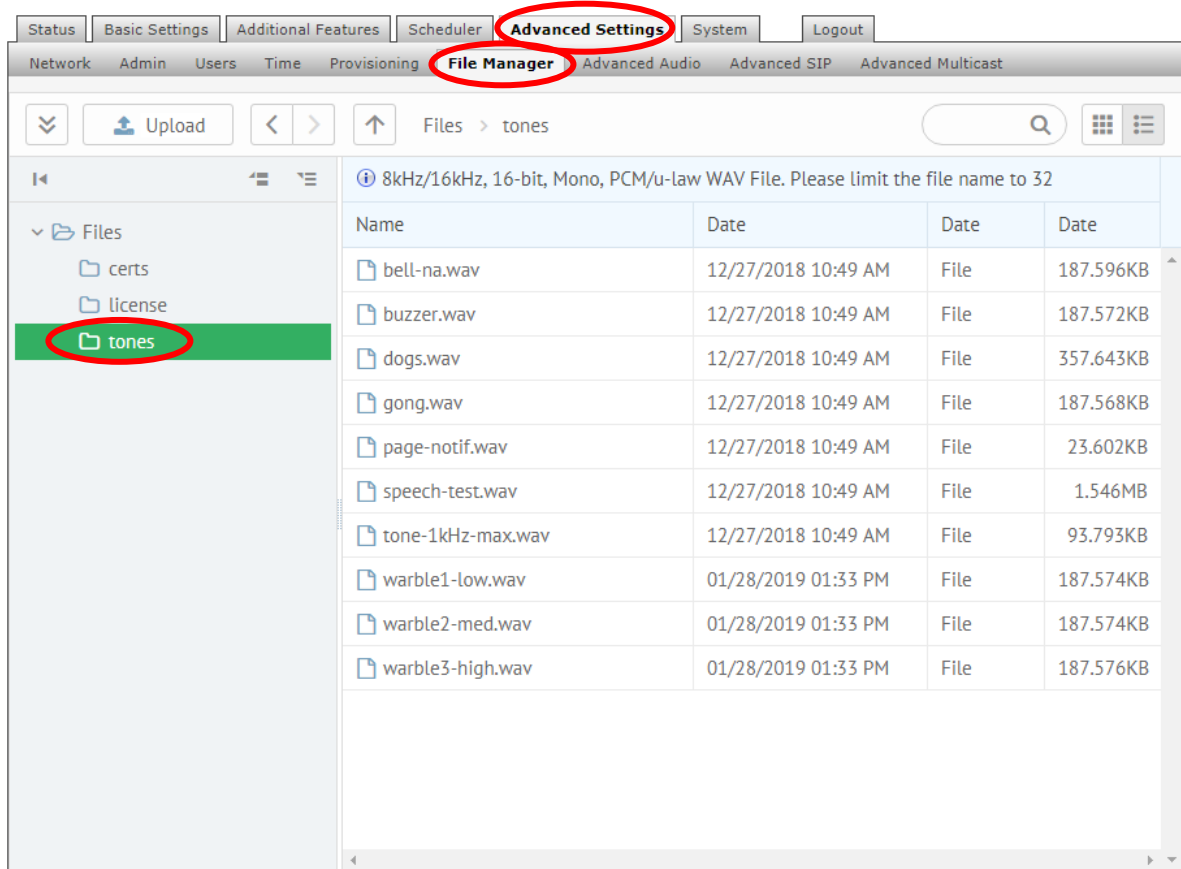5) Save the file using menu File > Save Other > Export as WAV. Please limit the file name to **32 characters** and **no spaces** in order to upload it to the Algo device

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Uploading Custom Audio Files

1) To access the unit's web interface, open an empty web browser, enter the device's IP address in the address field, and press Enter
2) Navigate to Advanced Settings tab, then File Manager, then tones.
3) Then upload the converted file, either by dragging & dropping or right-clicking & uploading.

Troubleshooting

Confirming the tone works after upload

Select the tone and click the Play button to test the file manually on the device.

Error message -> "Not a valid file name: support wav or zip only"

File is not in the proper format. Please ensure conversion was properly done, and the filename + extension are correct.

Upload process presents no error message, but the file does not appear in the file list or does not play a sound

The file is in the proper format (WAV), but it is set to stereo or the sampling rate is not correct. Please follow the step-by-step instructions above to convert the file.