



# Technical Bulletin

2013-00017

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## Call Tracker Playing Announcement

The Call Tracker has the ability to play an announcement advising the caller that the call is being recorded on incoming calls. When the call comes in and is answered the Call Tracker will play the announcement – both parties will hear the announcement and it will be a part of the recorded call file. To utilize this function:

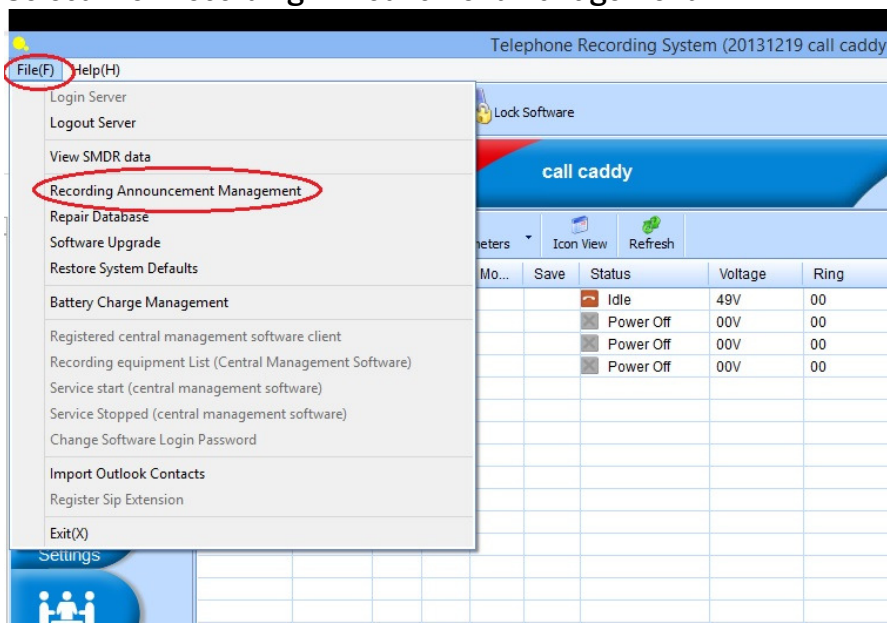
Create the Announcement Recording file, the format for the audio files must be:

Codec - IMA-ADPCM  
Sample Rate - 8000 Hz  
Channels - Mono  
Sample Size - 16 Bit  
Bitrate - 32 kbps

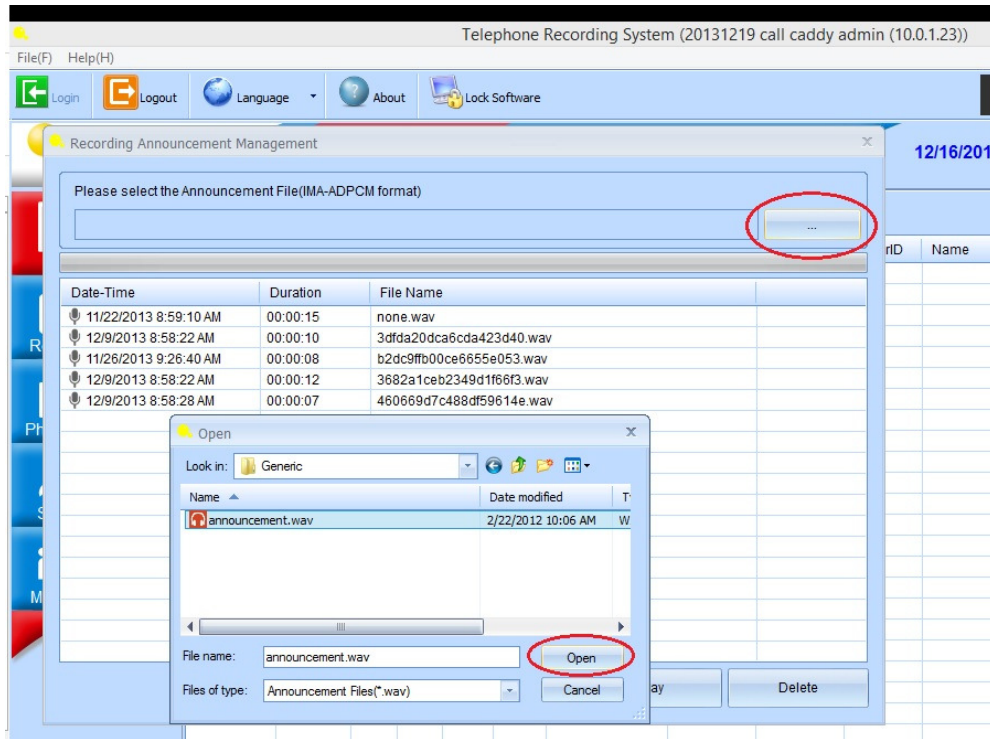
(A generic file advising the call will be recorded is also available for download from our website)

Upload the file to the Call Tracker using the Call Tracker Manager software:

Select File>Recording Announcement Management



Browse to the storage location of your audio file, select and then click “Upload”



Apply the recordings to the channels by going to the Settings Tab >Channel Parameters.

Click the checkbox next to Recording Announcement and change the option to “On”. Select the file that you uploaded previously and then click Apply All.

