Call Caddy Configuration Tool

You can use the Call Caddy configuration tool to change specific greetings on the Call Caddy. This guide will provide detailed steps to changing your greetings.

File Format

The audio files have to be in a .wav format that meets the following specifications:

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

The software used to change audio files is the Call Caddy Configuration Tool, this can be downloaded from our website at:

http://www.usbcallrecord.com/index.php/download

Scroll down the section for Call Caddy. Download the Call Caddy Configuration tool by clicking on the link.

The Call Caddy Configuration tool is a desktop executable and is not installed on your computer. The folder that is downloaded is a compressed .zip file. You will need to download the folder and then un-zip the folder to a location on your pc (ie, your desktop). Leave all contents in the un-zipped folder. You can run the tool by double clicking the CallCaddyConfig.exe file from within the folder.

The Call Caddy Configuration tool has to be run on a PC that is on the same network as the Call Caddy in order to make changes.

Steps to Change Recordings

Create your new audio file based on above format.

Launch the Call Caddy Configuration Tool double clicking the CallCaddyConfig.exe file.

Log Into the Call Caddy Configuration Tool

Log Into the Call Caddy by clicking the Login icon in the upper left. Enter the IP Address of the Call Caddy into the IP Address field. Enter the user name and password for the Call Caddy. Click the Login button.

You can find the IP Address of the Call Caddy on the touchscreen of the device by selecting Settings>Tools>Network Settings.

The default User is : admin – the default Password is 1111. If the user and password have been changed from the default you will need the new user and password info to log in.
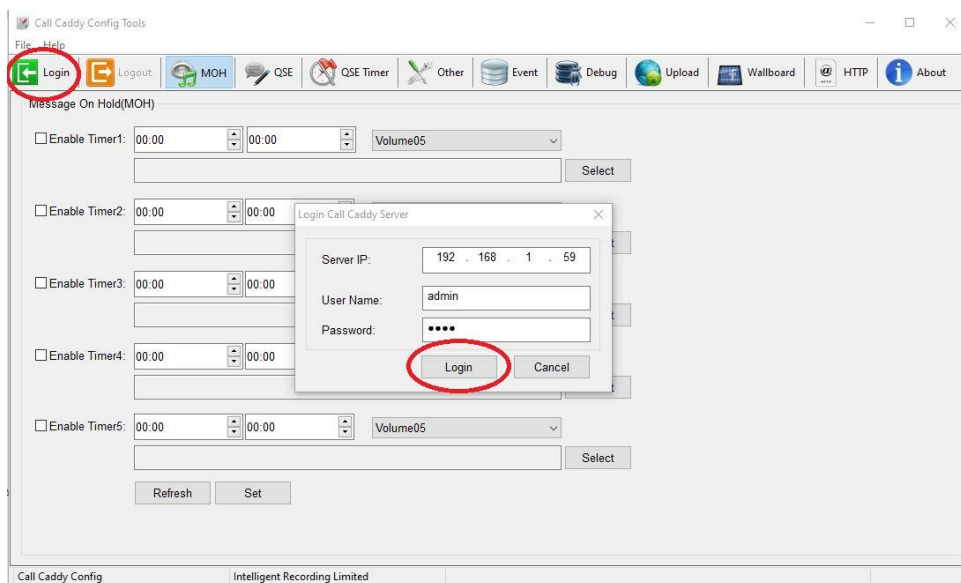
Upload Audio File

To upload the audio file select the Upload icon on the main system window, select the browse icon on the upload window and select the audio file to be uploaded. Select the upload icon on the upload window to upload the file.
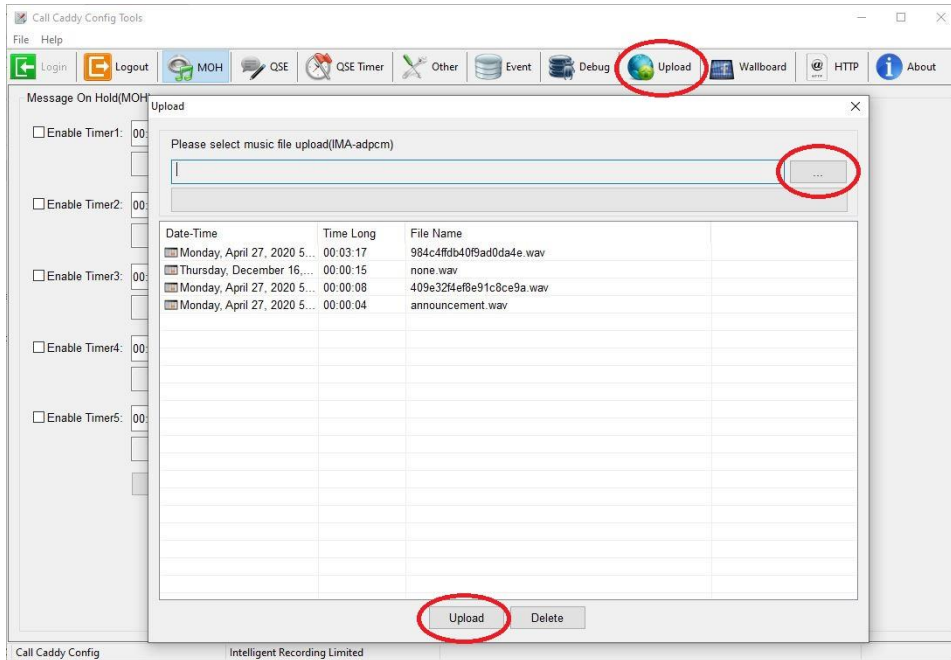
Once the progress bar shows completion of the upload you can close the upload window.

Apply the Audio File to a QSE

Audio files are assigned to specific QSE steps. To assign the file to a QSE step click on the QSE icon on the main system window. Click on the Refresh icon to see the available QSE steps.
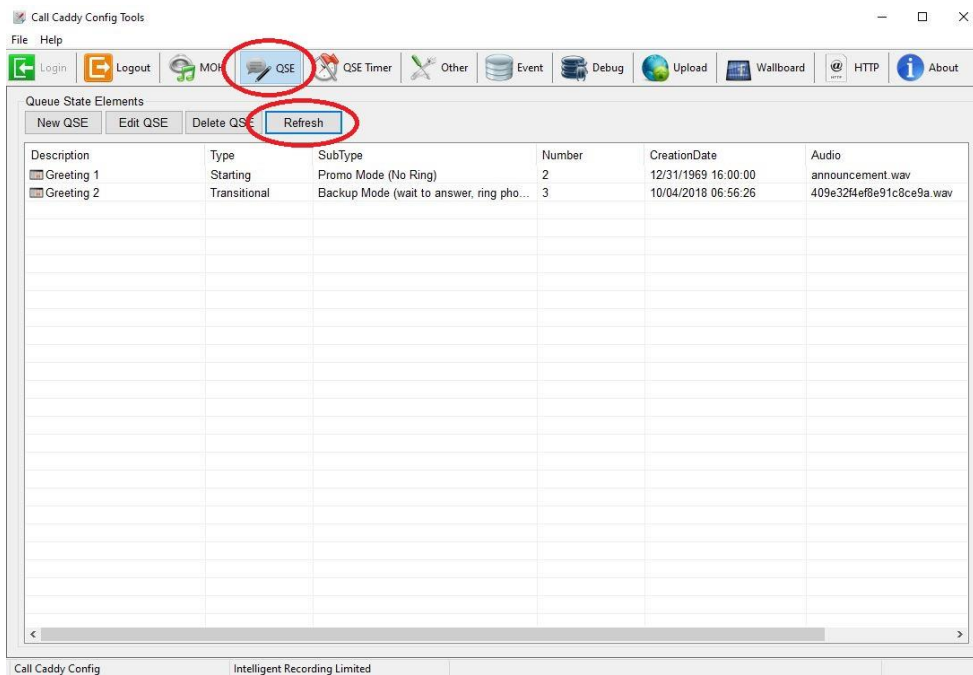
Select the QSE to update by clicking on the QSE step to be updated and clicking on the Edit QSE icon.

Click on the Audio File icon on the QSE Modfiy Window

Select the audio file from the drop down list and click the OK icon

Click on the OK icon on the QSE Modify Window

The new audio file has now been applied to the QSE and can be tested.