

Subject: Insight IVR Play Command
Block Rewind, Fast Forward,
and Pause Support

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TECHNICAL MEMORANDUM

Description

The Insight IVR has been enhanced to support the Rewind, Fast Forward, and Pause functionality within the Play Command Block.

Once the playing of a message file starts, the caller may press the Rewind DTMF key to rewind and replay parts of the message; or the caller may press a separate Fast Forward DTMF key to bypass playing parts of the message. The Pause key allows the caller to temporarily suspend the playing of the message and resume again by pressing the same key.

IVR Setup

You must create an “E” type mail box and specify the IVR applications path in the mailbox. The command block that supports the Rewind, Fast Forward, and Pause functionality is the “Play” block. The following screen depicts the setting of a Rewind, Fast Forward, and Pause in the “Play” block:

The screenshot shows a configuration window titled "Play" with a close button (X) in the top right corner. The window is divided into two main sections. The left section contains several input fields: "File format [vox / wav]", "Label of file/directory(See *)", "Label of Data", "Opt [1,2,3,12,24,41,43,44]", "Interruptable [y / n]", "Speed (for Opt 44 only)", "Create new file [y]", "Label of destination file", "Offset", and "* Directory label [y]". The right section contains: "Main file" (with the value "c:\m_bureau\s044.vox" circled in red), "File 2", "File 3", "File 4", "Destination file name", and "String (also use Opt)" (with the value "RW=*.2 FF=#.2 P=0,60 EOF=4" circled in red). At the bottom right, there are "OK" and "Cancel" buttons.

In the above block you must set the “Main file” field to a valid file name and set the “String” field to specify the Rewind (RW) key and the length in seconds, Fast Forward (FF) key and the length in seconds, the Pause (P) key and the length in seconds, and optionally the End of File (EOF) DTMF timeout in seconds..

The RW, FF, and P work with the voice files recorded in the ADPCM format at 32 Kbs sampling rate and Microsoft Wav files. Each second of voice utilizes 4,000 bytes of files space for ADPCM and close to 8,000 bytes for Wav files.

In the above example:

The RW key is set to DTMF “*”, and for each time this key pressed, the file pointer is moved back by 2 seconds and the playing resumes.

The FF key is set to DTMF “#”, and for each time this key is pressed, the file pointer is moved forward by 2 seconds and the playing resumes.

The P key is set to DTMF “0”, and when this key is pressed, the playing of the file is suspended for 60 seconds. To continue, the caller must press the same key again.

The EOF is set to 4, which instructs the software to allow four seconds for the caller to enter the RW, FF, or P keys. If the EOF field is omitted, then the caller must press the RW, FF, or P keys while the system is play state.

Rewind Only Support

If you want the software to support only the Rewind function, then you must set the “String” field of the Play Block for to RW key.

For example:

Setting of the “String” field to RW=1,5 FF=1,5 P=1,50 enables you to support the rewind functionality only.

Ignore the Pause Key

In order to ignore the Pause key, simply enter an invalid DTMF key for the Pause Key. For Example:

Setting the “String” field to RW=*,5 FF=#,5 P=J,30 disables the Pause functionality.

Rewind and Fast Forward Lengths

The Rewind and Fast Forward time lengths may be between 1 and 9 seconds.

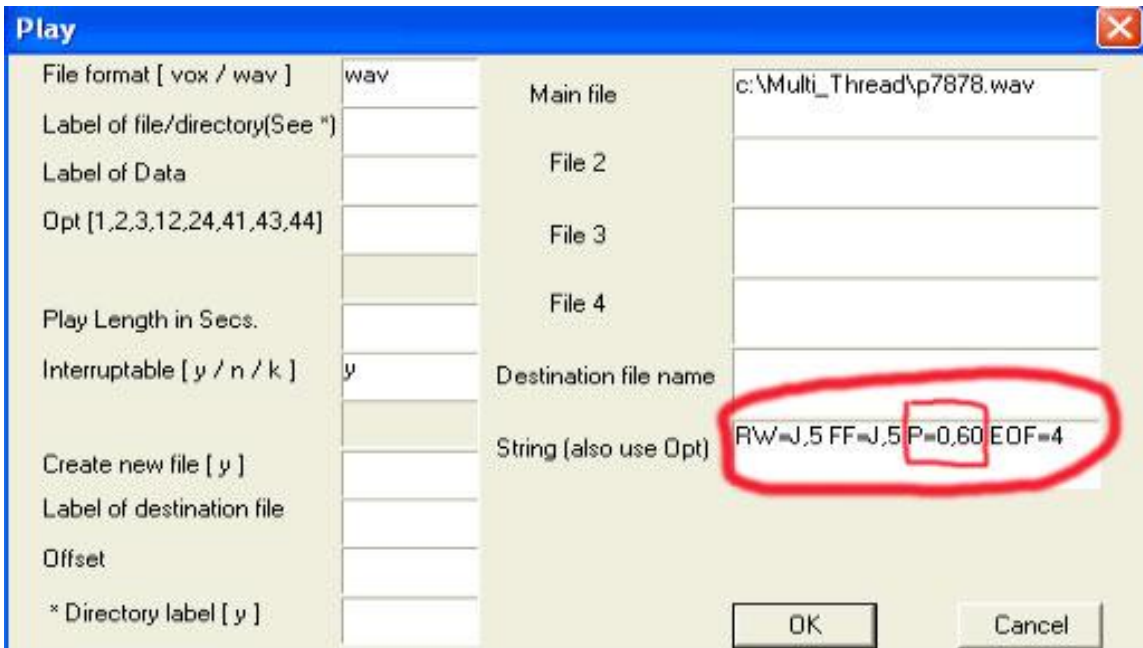
Pause Only Support

If you want the software to support only the Pause function, then you must set the “String” field of the Play Block for to Pause key. The keys for RW and FF must be set to J.

For example:

Setting of the “String” field to RW=J,5 FF=J,5 P=0,60 enables you to support the Pause functionality only.

The example below shows the playing of a Wav file with the key “0” set for pause and resume functions:



The screenshot shows a dialog box titled "Play" with a close button in the top right corner. The dialog is divided into two columns of fields. The left column contains: File format [vox / wav] (wav), Label of file/directory(See *) (empty), Label of Data (empty), Opt [1,2,3,12,24,41,43,44] (empty), Play Length in Secs. (empty), Interruptable [y / n / k] (y), Create new file [y] (empty), Label of destination file (empty), Offset (empty), and * Directory label [y] (empty). The right column contains: Main file (c:\Multi_Thread\p7878.wav), File 2 (empty), File 3 (empty), File 4 (empty), Destination file name (empty), and String (also use Opt) (RW=J,5 FF=J,5 P=0,60 EOF=4). The "String" field is highlighted with a red circle, and the "P=0,60" portion is further highlighted with a smaller red square. At the bottom right are "OK" and "Cancel" buttons.

If “0” is not pressed to resume, the play will automatically resume in 60 seconds.

Also please note the RW and FF functions have been disabled by setting the values to J.