



ADVANCED
NETWORK DEVICES

Sound Files for Alerts

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TROUBLESHOOTING AND ADDITIONAL RESOURCES

Support Site: <https://www.anetd.com/user-support/>
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OVERVIEW

AND offers a database of sound files for use in mass notification alerts. This document will show how to access and call those files for use in IPClockWise. Our IP devices can also play these sounds from compatible third-party software.

We recommend a mono 16-bit 22.05kHz wav file as the best format that trade-off for efficiency and quality. For best network efficiency and interoperation with most phones, you can use 8kHz μ law. Our devices also support 44.1kHz for highest quality. However, most listeners cannot tell the difference between 22.05kHz and 44.1 kHz.

OBTAINING SOUNDS

You can obtain sounds for alerts in three ways.

Third-Party Software

Contact your third-party software provider for sounds. In most cases, they will offer a variety of alerts, and often accommodate sounds you provide.

Advanced Network Devices

Visit our portal to download sound libraries: <https://www.anetd.com/portal/>

Please note:

- Third-party software may or may not support our sound library options, which consists of 22kHz 16-bit mono wav files.
- IPClockWise will support the sound files in our sound libraries, as well as any 8kHz, 22kHz, 44kHz wav files.
- Most of these sounds were either purchased/licensed by us, created by us, or freely available, but we make no warranties with regard to their fair-use. Users carry the responsibility of licensing for any commercial use.

Make Your Own

You can generate your own sound file for use with IPClockWise, and possibly other third-party software where supported.

For best quality audio, we typically recommend 22.05kHz or 44.1kHz mono sound files, with a preference for 22.05kHz to limit bandwidth, while still producing a higher quality sound than 8kHz μ law sound files.

Formatting Sound File

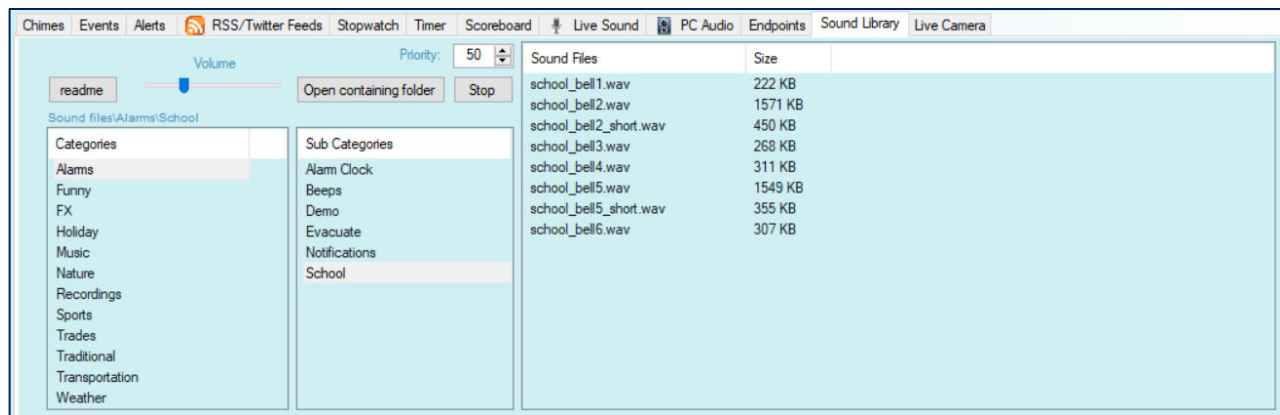
To quickly modify existing sound files to an acceptable format, use <http://g711.org/> and convert to any of the first four output formats listed:

- BroadWorks Classic
- BroadWorks SD
- BroadWorks HD
- Asterisk Standard

We recommend BroadWorks HD because it uses a 16kHz sampling rate.

INSTALLING SOUNDS IN IPCLOCKWISE

IPClockWise includes the a Sound



The sound files for these categories in the Sound Library will reside in the *Program Data* directory for IPClockWise, which will look something like the following:

For XP: *C:\Documents and Settings\AllUsers\Application Data\ClockWise\Sound files*

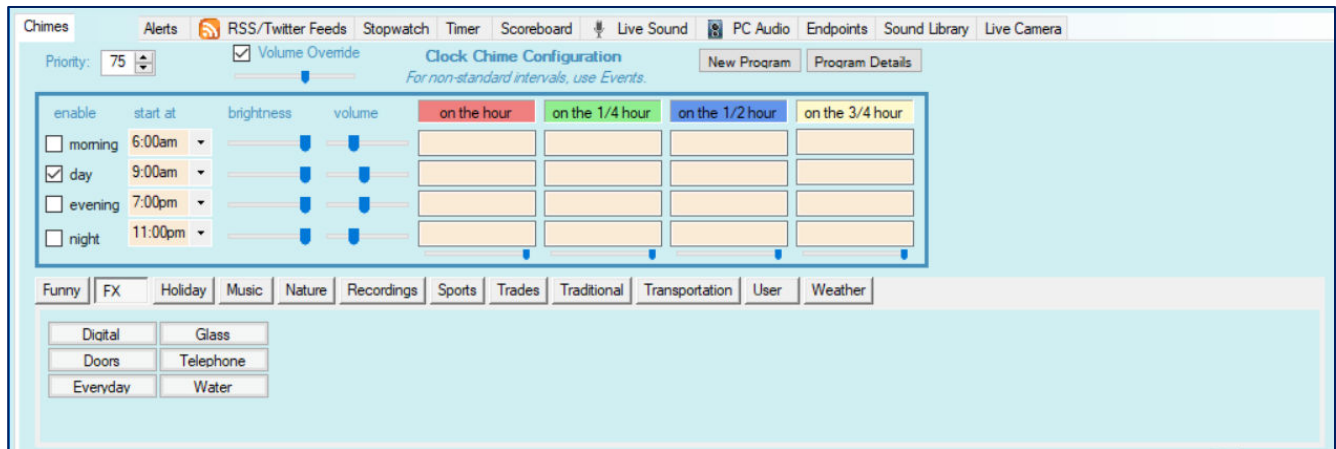
For Vista or Windows 7: *C:\ProgramData\ClockWise\Sound files*

If you want to create your own categories and sub-categories for this tab, follows these steps.

1. In a Windows File Explorer, find the Application Data directory, and then the sub directory: *\Clockwise\Sound files*
2. Add a new directory or sub-directory under Sound files to add that category or sub-category to the **Sound Library** Tab. You can also navigate to one of the current subdirectories.
3. You can add sound files to the desired sub-category directory (mono, 16 bit wav files of 44.1kHz, 22.05kHz), which will appear in the **Sound Library** tab.
4. Close and re-open IPClockWise.

You can access these sounds when you create alerts.

Chimes Tab



To use the sounds for Chimes in IPClockWise, follow these additional steps.

1. Click the *Program Details* button on **Chimes** tab.
2. Configure the schedule of chimes as desired.
3. Click Save/Close while holding the Shift key (which makes it auto-create a factory settings file).

After this process, you will never need to use the Shift key when save/closing.

Note: The buttons are autogenerated based on seeing the directories, and IPClockWise will only recognize them at the startup of the application. Close and re-open IPClockWise if you have added a sound. Other formats are supported for PC-only applications, but the above format will work best for the network devices.

The top level directory (the category) automatically creates a tab (a group of sounds category) in the application. If this directory is deleted, the tab will go away upon restart of the program and all of the associated buttons (i.e. sound programs).

For the clock chimes to work, Each subdirectory of sounds will also require a "factory_settings.txt" file that contains the program. So, either copy one from another directory supplied with the program (and edit it appropriately), or, create one automatically by configuring the detailed program (by checking "View Program Details"), and then configuring sounds there. Then, while clicking "Save/Close", hold down the Shift key. Holding down the shift key will autocreate the factory_settings.txt file based on the configuration.

While sound files can be loaded from anywhere on your computer, for factory settings they must reside in this subdirectory.