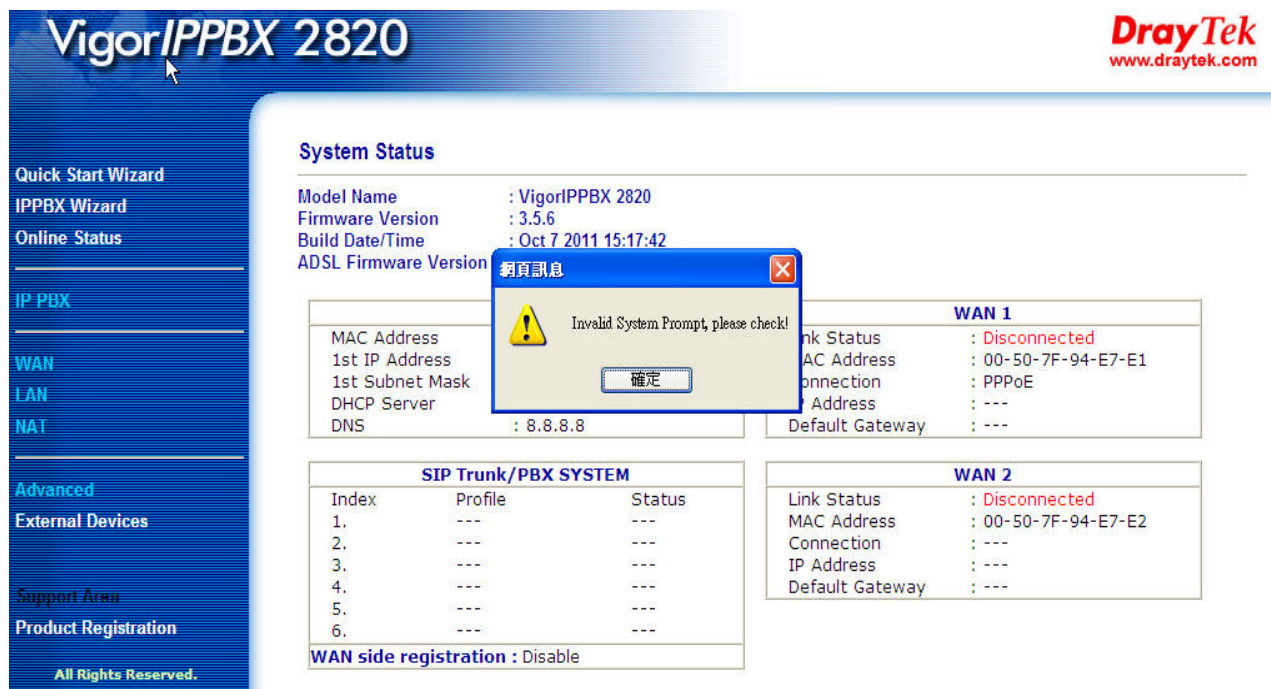


Please upload the newest System Prompt after upgrading Vigor IPPBX firmware V3.5.6 and above

When you update the firmware for VigorIPPBX 2820 with Version 3.5.6 and above by using firmware upgrade, you will see a pop-up dialog informing current system prompt file is invalid (e.g., Invalid System Prompt, please check!) if you access into the web configurator of VigorIPPBX 2820. You have to upload the default System Prompt offered by DrayTek to VigorIPPBX router to solve the problem.



Refer to the following table. Due to the invalid system prompt, the status for entries of 41 and 42 would be **Not Exist** on the page of **IP PBX>>IP PBX Status>>System Prompt Status** (or **IP PBX>>PBX System** and click the link of **System Prompts**) for no prompt files are imported.

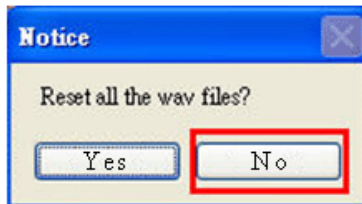
| | | | | | |
|----|-----------------------------------|-----------|-------|-----------|------|
| 31 | "DIAL" Tone | Exist | 26607 | Exist | 3332 |
| 32 | "RINGBACK" Tone | Exist | 17817 | Exist | 2232 |
| 33 | Delete Voice Mail Messages | Exist | 38519 | Exist | 4832 |
| 34 | Delete all Voice Mail Messages | Exist | 39963 | Exist | 5012 |
| 35 | Wrong Codec Voice | Exist | 20958 | Exist | 2632 |
| 36 | Voice Mail Greeting Voice | Exist | 28532 | Exist | 3572 |
| 37 | Auto Attendant Voice | Exist | 30214 | Exist | 3792 |
| 38 | Call Forward Voice | Exist | 32024 | Exist | 4012 |
| 39 | Valid Extension Voice | Exist | 26432 | Exist | 3312 |
| 40 | Goodbye Voice | Exist | 11861 | Exist | 1492 |
| 41 | "BEEP" Tone | Not Exist | 0 | Not Exist | 0 |
| 42 | Personal Voice Mail Greeting Menu | Not Exist | 0 | Not Exist | 0 |

Upload the System Prompt by using DrayTek IPPBX Voice Prompt Utility

Please install DrayTek IPPBX Voice Prompt Utility (V1.1.0 or above) to your computer from the website of <http://www.DrayTek.com.tw/user/SupportDLUtility.php>.

Here, we use Voice Prompt Utility 1.1.0 as an example. After finished the installation, do the following steps:

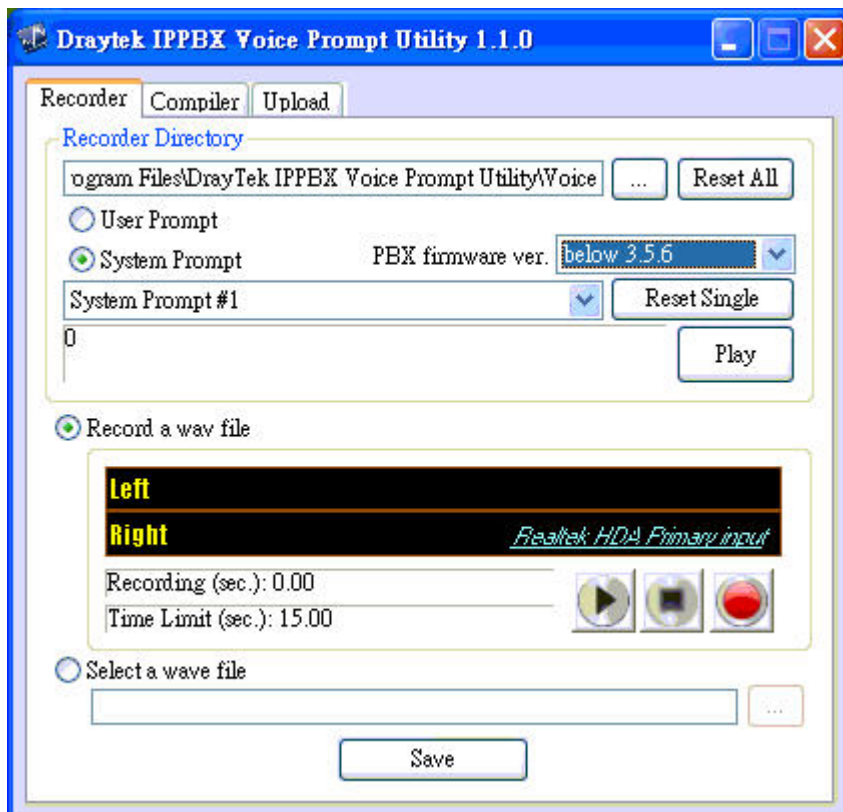
1. Open DrayTek IPPBX Voice Prompt Utility 1.1.0. The following dialog will be popped up.



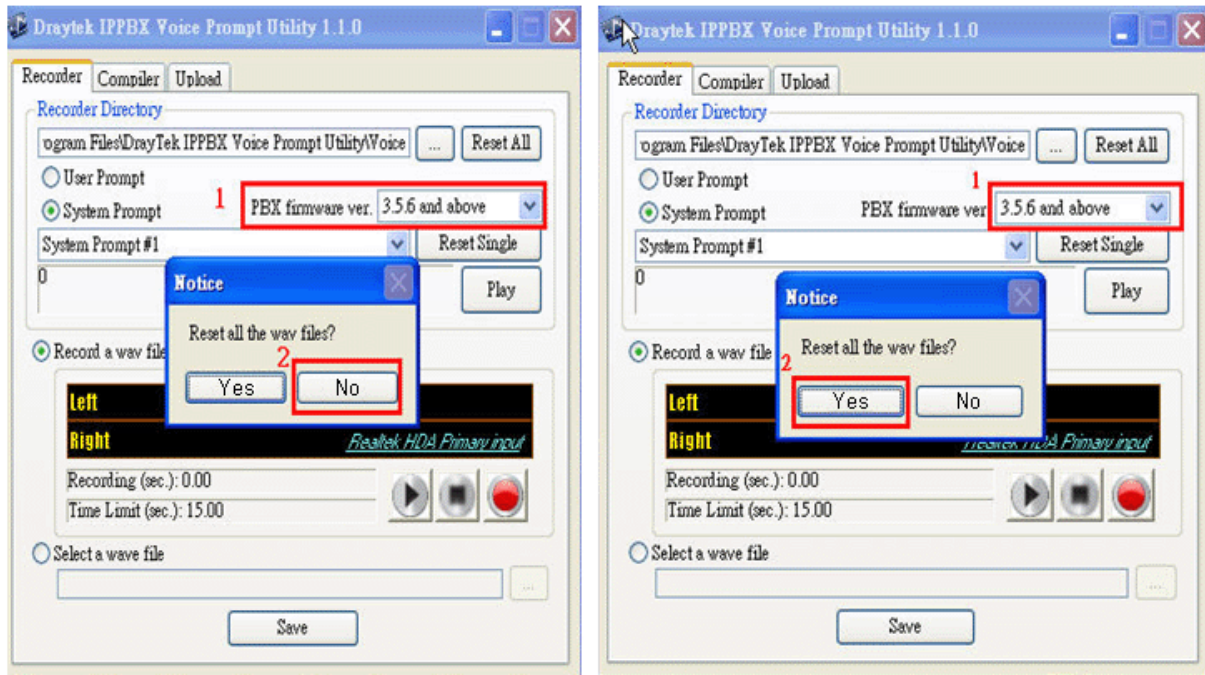
Click **No** - Keep the original prompt file(s) recorded by the user (that is, entries from 1 to 40 will not be changed. Only entries 41 and 42 will be imported with default prompt files.) If you want to use user-defined IVR, please click No.

Click **Yes** - Reset the recorded prompt file(s) in the directory to the default system prompt file(s). That is, all entries from 1 to 42 will be imported with default prompt files.)

After clicking **Yes** or **No**, the operation screen for DrayTek IPPBX Voice Prompt Utility 1.1.0 will be displayed as follows:



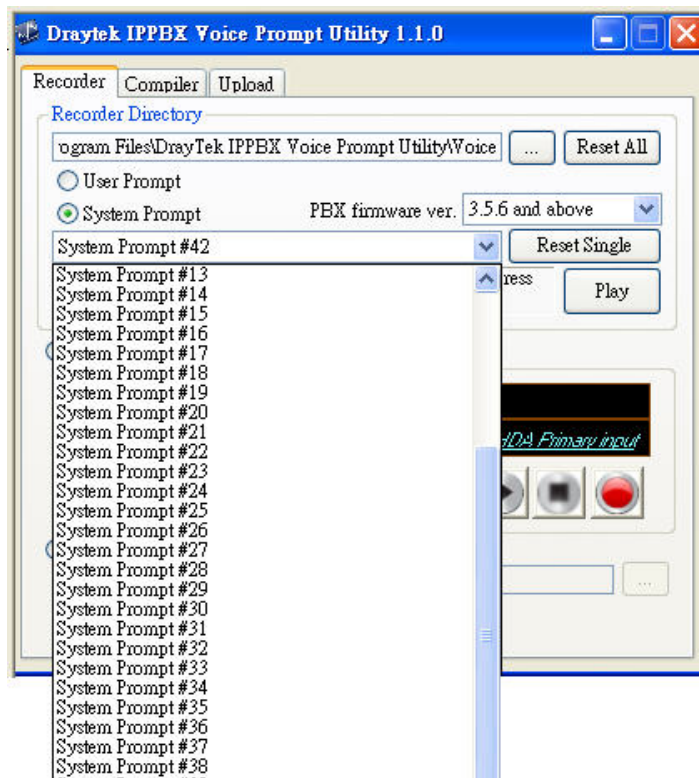
- Choose the newest firmware version (e.g., 3.5.6 and above, or other). A pop-up window will appear and ask if you want to reset the wav file(s), i.e., prompt file(s).



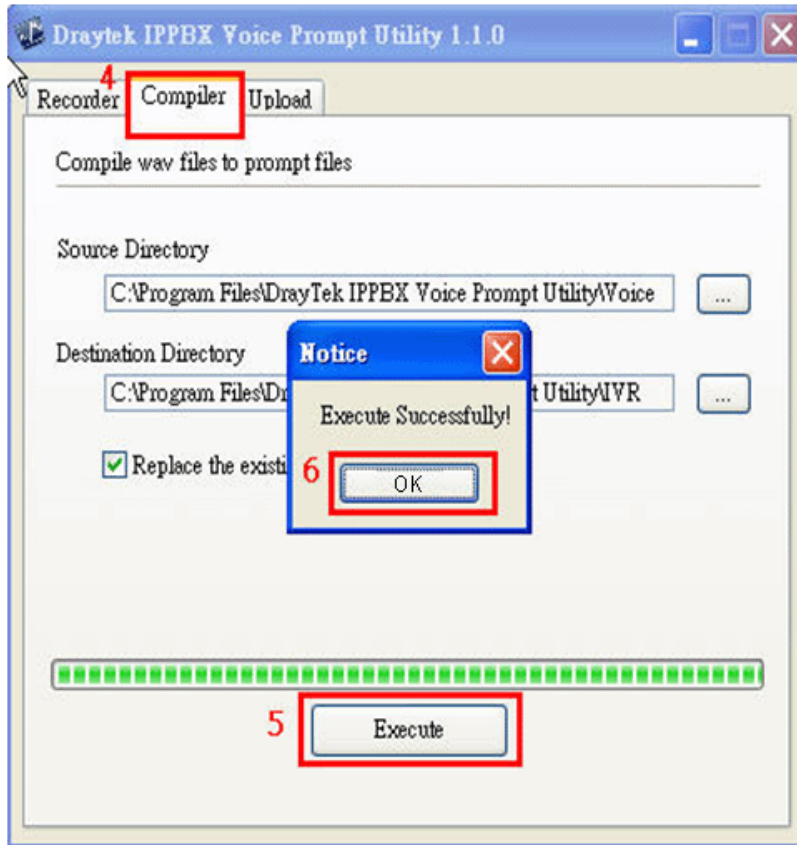
Click **No** - Keep the original prompt file(s) recorded by the user. Only System Prompt 41 and 42 will be imported with the default prompt files.

Click **Yes** - Reset the recorded prompt file(s) in the directory to the default system prompt file(s)

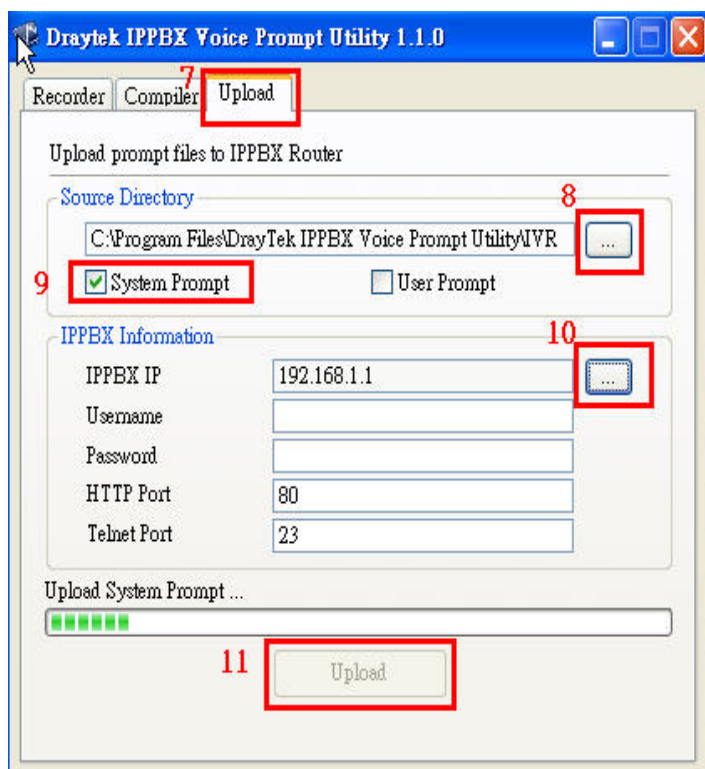
- After clicking **Yes** or **No**, the new entries of **System prompt** files will be added.



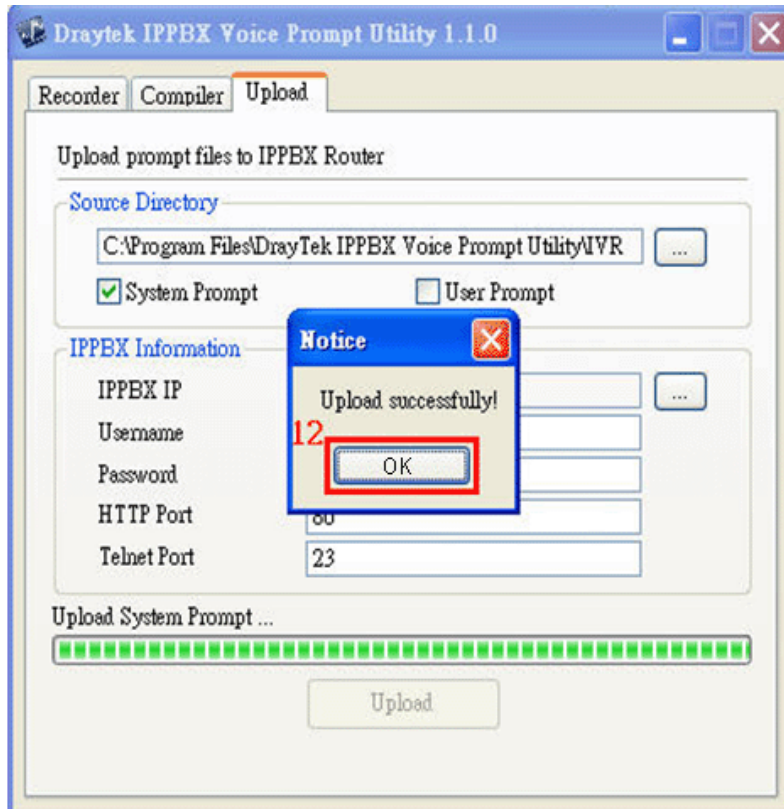
- Click the **Compiler** tab to access into the setting page of **Compiler**.



- Click the **Execute** button to generate the IVR file.
- After finished the generation, a dialog box will appear to inform you the generation is successful. Click **OK**.
- Click the **Upload** tab to access into the setting page of **Upload**.



8. In the field of **Source Directory**, click the browse button to choose the location of setting IVR.
9. Check the box of **System Prompt**.
10. Type the value for **Username/Password/HTTP/Telnet port**.
11. Click the **Upload** button to upload the IVR file to the router.
12. After finished the uploading, a dialog box will appear to inform you the action is successful. Click **OK**.



13. Please open **IP PBX>>PBX System** and click the link of **System Prompts** (or **IP PBX>>IP PBX Status>>System Prompt Status**) to open the following page. Check the status of current system prompt files (the status for all of the system prompt files shall become Exist.)

IP PBX >> PBX Prompt maintenance

System Prompt Status

| Index | System Prompt Title | G711 Status | G711 length | G729 Status | G729 length |
|--------------|-----------------------------------|--------------------|--------------------|--------------------|--------------------|
| 41 | "BEEP" Tone | Exist | 6136 | Exist | 744 |
| 42 | Personal Voice Mail Greeting Menu | Exist | 50972 | Exist | 6344 |
| 43 | Waiting Music Voice | Exist | 22183 | Exist | 2744 |
| 44 | Offnet Dialing Voice | Exist | 18153 | Exist | 2244 |
| 45 | Prompt Not Exist Voice | Exist | 18843 | Exist | 2324 |
| 46 | Group Message Voice | Exist | 14932 | Exist | 1844 |

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