Custom Videos Guide

ALICE Receptionist
CUSTOM VIDEOS GUIDE

ALICE Receptionist Video File Customization

ALICE Receptionist Customers have the ability to replace any of the standard ALICE video clips with their own custom video files. This document provides a listing of all Video files that can be replaced by the customer to customize their ALICE Directory.

If the customers does not want to replace all the standard ALICE videos they can choose selectively replace the ones they want, and use the standard ALICE videos for the ones they do not want to customize.

IMPORTANT CUSTOM VIDEO REQUIREMENTS:

▸ If you do not plan to replace all standard videos you can save time by making a copy of all the standard videos located at:
C:\Program Files (x86)\WinTech LLC\Alice\Directory\Content\Videos\English-American\Jackie
and placing them in the custom video folder:
C:\Program Files (x86)\WinTech LLC\Alice\Directory\Content\Videos\Custom folder.
Then you can only replace the video you wish to customize.

VIDEO SHOOT & PRODUCTION REQUIREMENTS

▸ All videos are recommended, but not required, to be shot against a green screen background

▸ Video size must be delivered in at 624x624 pixels. Videos should not be shot a higher resolution and resized to 624x624. If it is shot at a higher resolution it should be cropped to 624x624 so there are no black bars on the top & bottom or sides.

▸ Video quality should be HD quality

▸ Video files must be delivered in .wmv format

▸ Post production will include setting the background to white and cleaning up any green screen "haze" around edges.
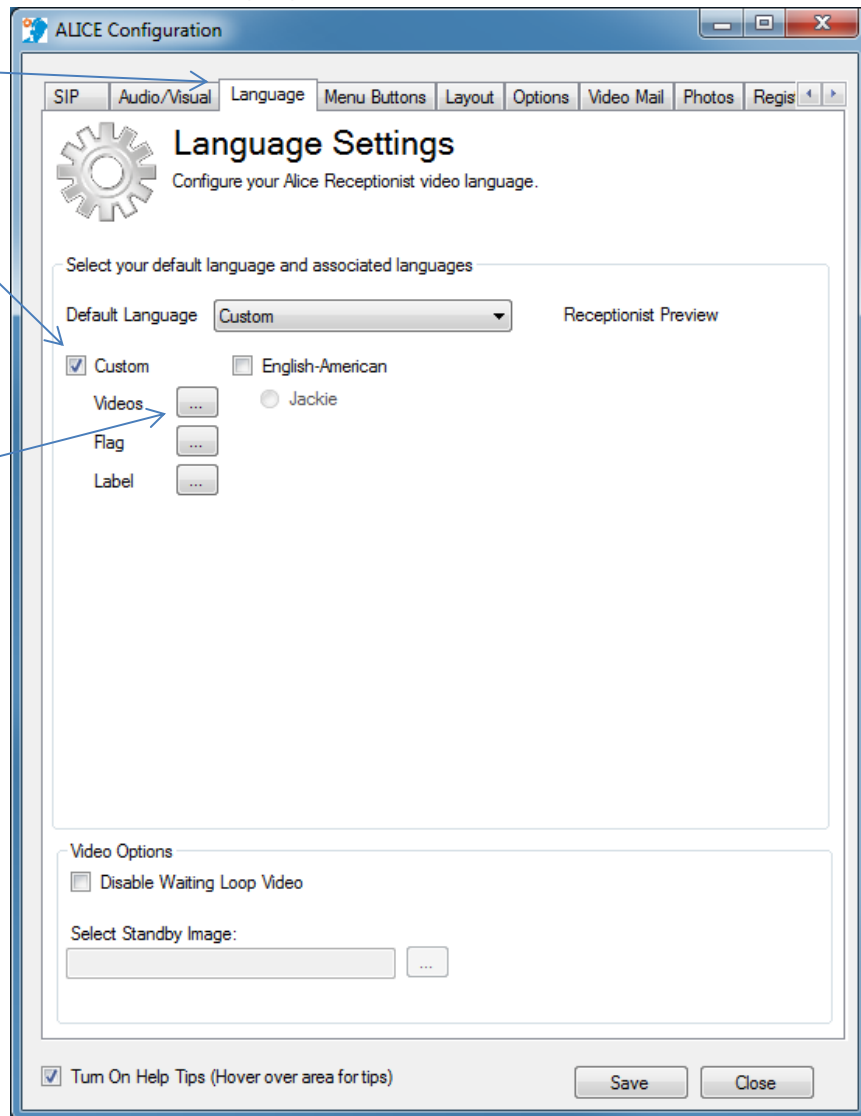
- Audio should only include the model speaking and not any production or background sounds.

- The Model needs to be aware of the video size constraints during shooting to ensure he/she does not gesture outside the 624x624 "box" area. Most gestures should be made across their body to avoid gestures that will be cut off.

- Model must retain a consistent positioning and size throughout all videos (he/she should not be to the left in one vide and to the right in another. They should also not appear smaller or lower in the video in some videos and bigger or higher on the screen in other videos. Pay attention to camera position to ensure this does not occur as it leads to a weird experience when video are played one after the other. Ideally the model will appear in the same space on the screen for all videos.

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STEPS TO LOAD CUSTOM VIDEOS:

1. Launch the ALICE Receptionist Directory Configuration application on the ALICE Receptionist Directory system.
2. Navigate to the Language Tab
3. Check the checkbox next to the Custom under Default Language
4. Click the button next to Videos

You will now see the Custom Videos Form that allows you to upload custom videos to replace the standard ones provided with the ALICE system. Depending on what options you have configured for your ALICE system, some videos provided may never be viewable on your system. Regardless, a video files must be provided for each video listed on this screen.

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Custom Videos Form

Building Map		...
Help Me		...
Information		...
Instructions for leaving a message		...
Not available		...
Not available cannot leave a message		...
Please wait		...
Please wait while calling		...
Select a company to the left		...
Select a company below		...
Select an employee to the left		...
Select an employee below		...
Thank you		...
Thank you message sent		...
Waiting menu		...
Welcome message		...
Welcome message for companies		...

Close

If you have not copied the standard videos into the custom video folder as suggested on page 2 of this document, then you will need to set each video file individually. Until each video file is set, the Configuration screen will not save.

Press the button beside each video name to browse for the custom video file you wish to use for that video file.

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The below list standard features and video's associated with those features which are used by all ALICE systems. Custom videos should be created for all Video Files in this list if you are providing custom videos for your ALICE system.

Alice Standard Features	Video File	Script No.
Calling an employee	Please Wait	1
	Thank You	2
	Not Available cannot leave a message	3
Alice video Loop	Waiting Menu	4

The below list is of features that can be turned on or off in the ALICE Receptionist system. If you turn on the Optional Feature in your ALICE system, you will also need to create custom videos associated with that feature.

Alice Optional Features	Video File	Script No.
Custom Menu Buttons	Building Map	5
	Information	6
Standard Menu Button	Help Me	7
Video Mail	Instruction for leaving a message	8
	Not Available	9
	Thank you, Message Sent	10
Employee List – Landscape	Select an employee to the left	11
Employee List - Portrait	Select an employee below	12
Company List	Welcome Message for Companies	13
Company List – Landscape	Select a company to the left	14
Company List – Portrait	Select a Company below	15
Motion Detection	Welcome Message	16
Operator Mode	Please wait while calling	17

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Below is a description of each video file and when it is used.

- **Building Map** – Plays when user touches the Building Map button on the Main menu area if configured.
- **Help Me** – Plays an instructional video when the Help Me button is touched on the Main menu area.
- **Information** – Plays for anytime a custom button is pressed on the Main Menu area
- **Instruction for leaving a message** – Plays if the system is configured to accept video messages and an employee does not answer a call from the Directory
- **Not Available** – Plays when an employee does not answer a call from the Directory
- **Not Available cannot leave a message** – Standard Not Available message that plays when video messages are turned off
- **Please Wait** – Video that plays right before a employee is called by the system
- **Please wait while calling** – Video that plays when system in is operator mode and initiates a call to the operator on its own.
- **Select a company to the left** – video that plays when a visitor presses the Companies Main menu button and the system is configured in Landscape orientation
- **Select a Company below** - video that plays when a visitor presses the Companies Main menu button and the system is configured in portrait orientation
- **Select an employee to the left** - video that plays when a visitor presses the Employees Main menu button and the system is configured in Landscape orientation
- **Select an employee below** - Video that plays when a visitor presses the Employees Main menu button and the system is configured in portrait orientation
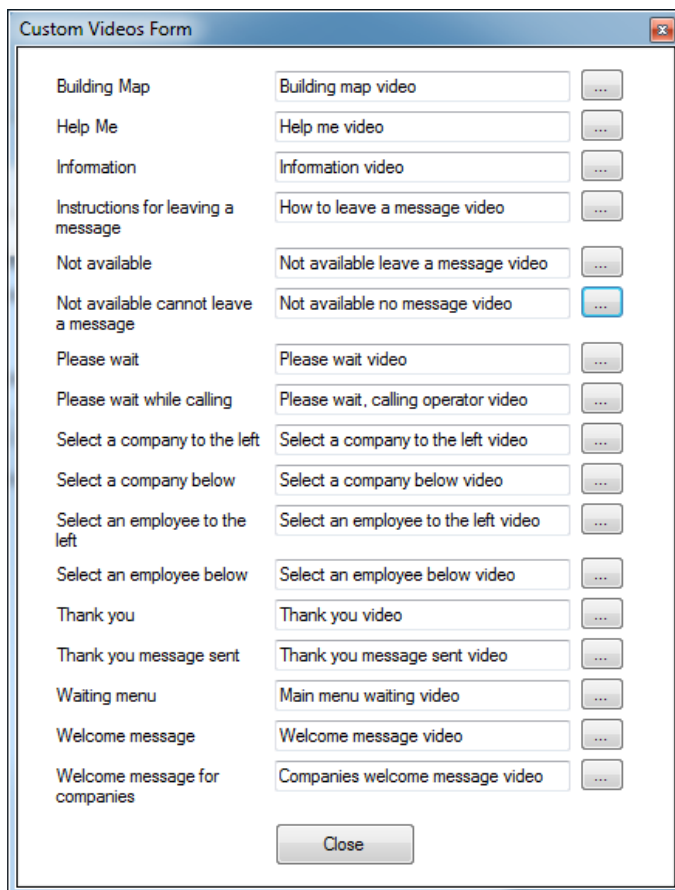- **Thank you** – Video that plays at the end of a call

- **Thank you, Message Sent** – Video that plays when a video message has been recorded and sent to the employee
- **Waiting Menu** – Video of ALICE waiting for user interaction, waiving at visitors, etc..
- **Welcome Message** – Video that plays when motion detection is on and identifies a visitor walking in
- **Welcome Message for Companies** – video that plays if the system is configured to show companies instead of employee on the Directory.

After all video files have been set your Custom Videos Form should look like this:

Save your setting by pressing the Close button. They ALICE system will place a copy of each of these video files in the /Custom folder under the Content/Videos/ folder for the program group.

CUSTOM VIDEO FLAG & LABEL

After you've set your custom video files, you must select a flag and country label for your custom videos. You can create your own images or select from the standard ones provided in the ALICE system.
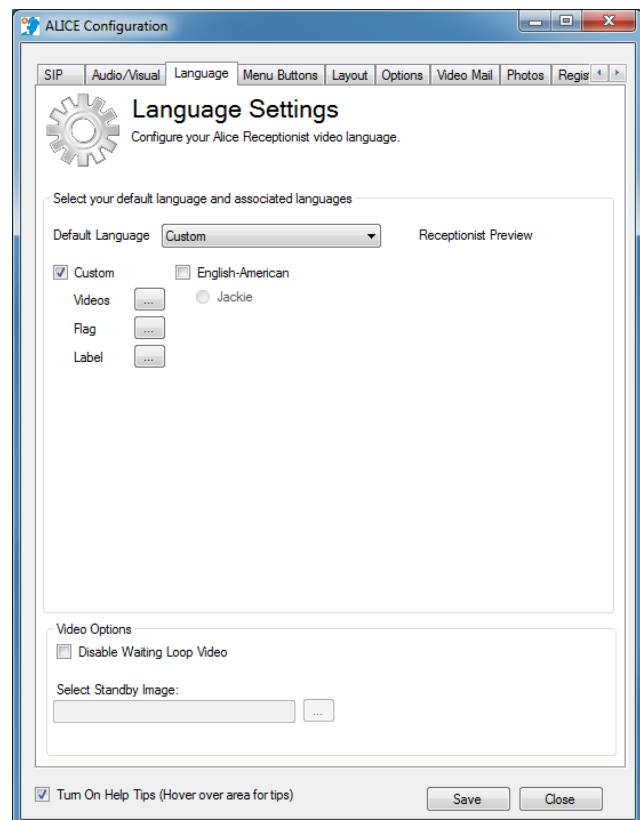
The Flag and label are the images that appear on the Directory screen when more than one language is available to the user to select from. If you choose to only use your custom videos and not included any of the other languages available with ALICE Receptionist, you will still need to set these images even though they will not appear on the screen.

Press the button next to the Flag label under custom to browse and select a flag image of the country in which the language for the custom video will be spoken. Flag icons for language you have loaded on your system can be found at:
C:\Program Files (x86)\WinTech LLC\Alice\Directory\Content\Videos\Flags

Do the same for the Label button below under custom to load a image with the name of the language in which the custom videos are spoken in. Label icons for languages you have loaded on your system can be found at:
C:\Program Files (x86)\WinTech LLC\Alice\Directory\Content\Videos\Flags

Lastly, uncheck any of the standard languages provided by ALICE that you do not want listed, and set the Default Language to your Custom videos if you so desire.

When you are done you can save your setting and the ALICE system will use your custom videos.