

Variable Error Message

Recorded Outreach and Emergency Calls

Recorded outreach and emergency calls that are over three minutes in length will get a variable error message. When the user clicks on the speaker to hear the message replay they will hear the words “variable error” or something to that effect.

Description: If your voice audio has gone over 3 minutes and a variable is showing OR a variable appears when sending out the message, follow these steps to remove the variable error.	
Step 1	Download audio from the audio message box.
Step 2	Open the audio wav files.
Step 3	Delete audio wav file Audio-02-var.wav (right click and delete).
Step 4	Copy and paste audio-01 and 03 to your desktop for easy access.
Step 5	Delete current audio in the message box.
Step 6	Upload audio-01 by selecting upload audio when prompted on the right side of the message box.
Step 7	Add voice (2/5), you have to add a second audio message box to add the audio-03 file.
Step 8	Upload audio-03 by selecting upload audio when prompted on the right side of the message box.
Step 9	Review the message to ensure there are no gaps between the two wav files by selecting the speaker icon in the bottom left corner of the audio message.
Step 10	Send the message.