

Customize Music on Hold

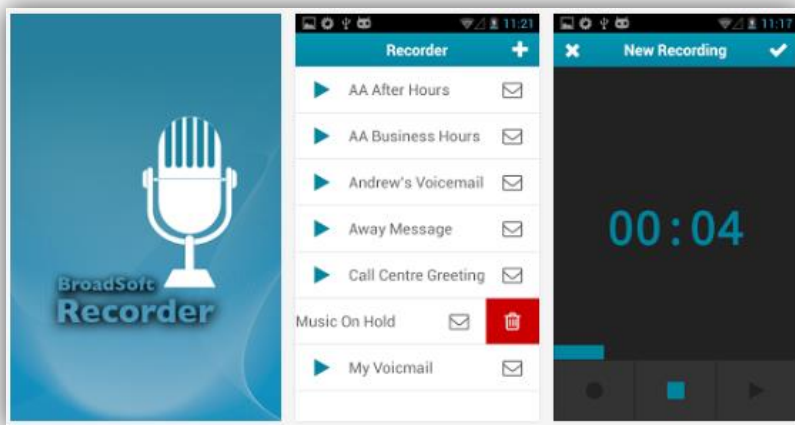
Music on Hold is a service that plays hold music (or other audio file in the approved format) to your callers when they are placed on hold. You can use the *General Settings* tab to specify a Music/Video on Hold source for both external and internal calls; or you can use the *General Settings* tab to specify a Music/Video on Hold source for external calls and use the *Internal Calls Settings* tab to specify an alternate Music/Video on Hold source for internal calls. You can customize your Music on Hold by following these steps. First, review the technical requirements for the correct file format.

Technical Requirements

Smartphone Apps

Both iPhone and Android phones offer the BroadSoft Recorder app. This recorder allows you to record a Music on Hold file in the required format without the need for conversion. Once your .WAV file is ready, you can email it and upload it to the system per instructions below. Click the link below to access BroadSoft Recorder Install.

<https://play.google.com/store/apps/details?id=com.yydigital.broadsoft.recorder&hl=en>



Windows XP

No format conversion required.

.WAV must be in the following format:

- CCITT u-Law
- 8.000 kHz, 8 bit Mono
- 5 minutes or less
- 4.5 MB or less

After you have the file in .WAV format, open Windows Sound Recorder.

1. In Windows XP, click on **Start**
2. Click on **Run**.
3. Enter **sndrec32**
4. Click **Okay**.

NOTE: Windows 7 does not come with sndrec32. The EXE is zipped and attached below and DOES work on Windows 7.



sndrec32.zip

5. Click on **File** then **Open** and browse to the .WAV file and click **Open**.
6. Click on **File** then **Properties**.
7. Click on **Convert Now**.
8. In the **Format** dropdown select **CCITT u-Law**.
9. In **Attributes** select **8.000 kHz, 8 Bit, Mono 7kb/sec**.
10. Click **Okay**.
11. Click **Okay** again.
12. Click on **File**, and then **Save As**.
13. Name the file something different (to preserve the original) and click **Save**.

NOTE: You will receive an error if the .WAV is not in the correct format. If the .WAV file is under 10 seconds, it will play once and not repeat. If it is over 10 seconds, it will repeat.

Additional File Conversion Options:

- Free program called [Jet Audio](#) that will convert midi files to the correct format.
- Convert file with [Switch](http://www.nch.com.au/switch/index.html): <http://www.nch.com.au/switch/index.html>
- Edit and Convert file: [wavepad](http://www.nch.com.au/wavepad): <http://www.nch.com.au/wavepad>

How to upload the file:

To upload the custom Music on Hold .WAV file, complete the following steps:

- › Log in to the Customer Portal <http://my.megapath.com/>.
- › Select **Voice** from the Services section.
- › Select **“Manage Now”** to display the **Voice Services Overview** page (Figure 1).
- › Select **Advanced Configuration**.

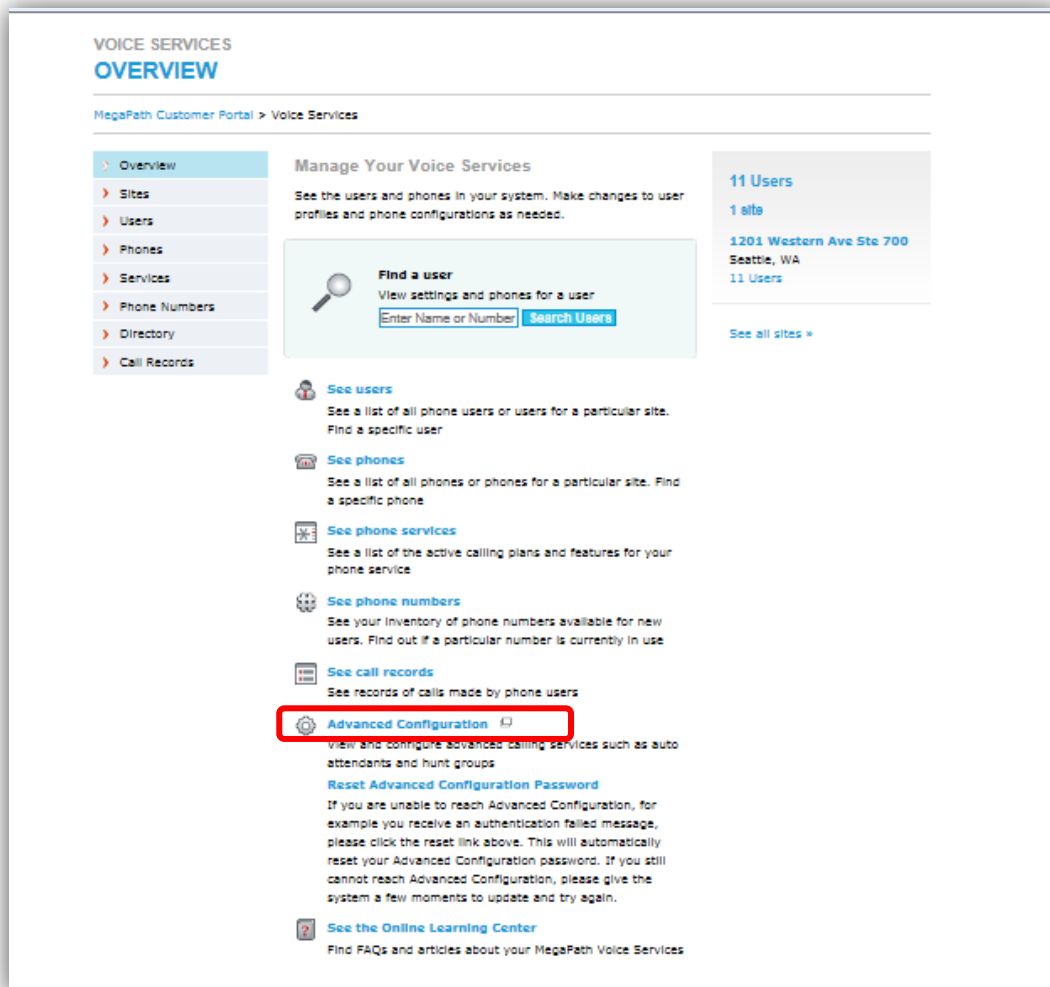


Figure 1 Voice Services Overview page

The Enterprise Profile page is displayed. On the Enterprise profile page, select **Groups**. Once on the Groups Profile page, click **Search** to display your groups.

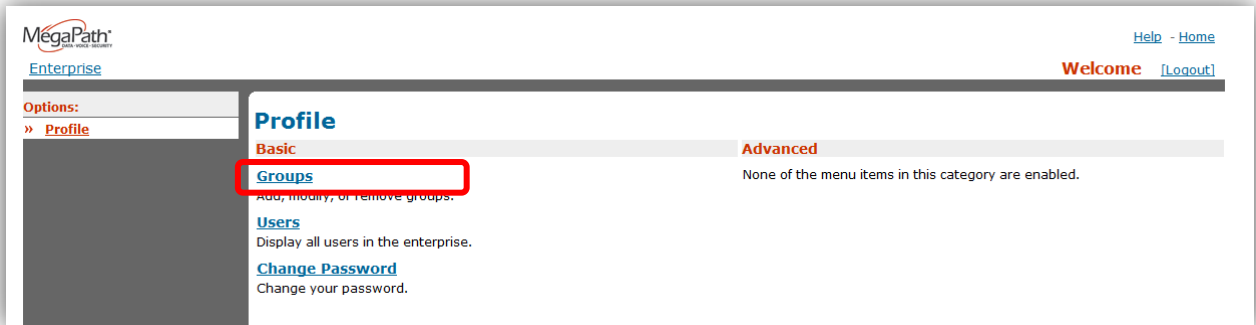


Figure 2 Enterprise Profile page

Select the group that begins with **ste_(Site #)** by clicking **Edit**. If you have more than one site, select the site that you wish to upload the Music on Hold. This will display the Profile page for the site. See Figure 4.

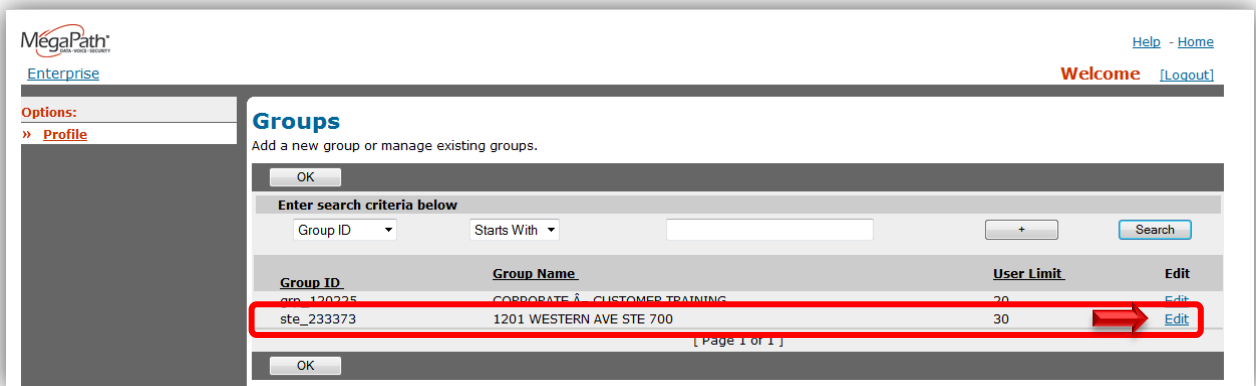


Figure 3 Groups page

Once on the Site Profile page, click **Services** in the left menu.

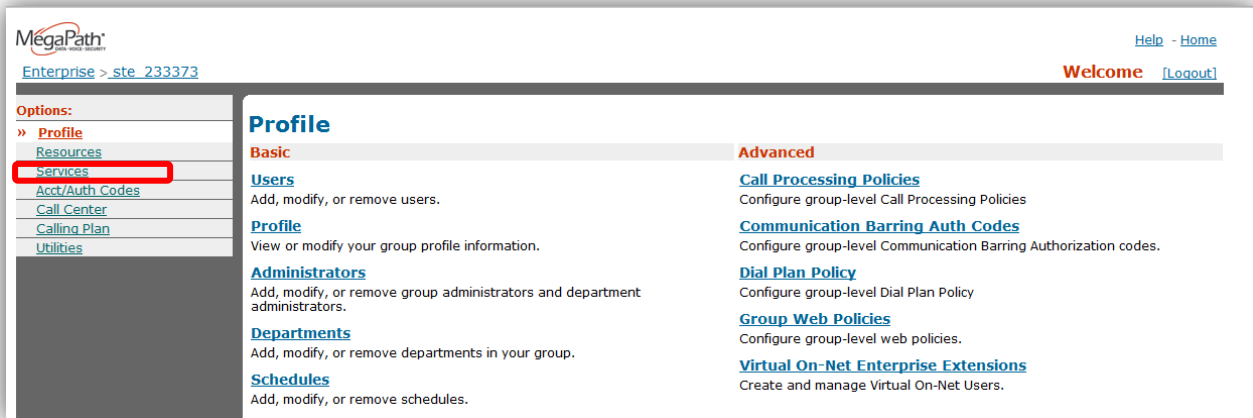


Figure 4 Site Profile page

From the Services page, select **Music/Video on Hold** from the **Basic** column.

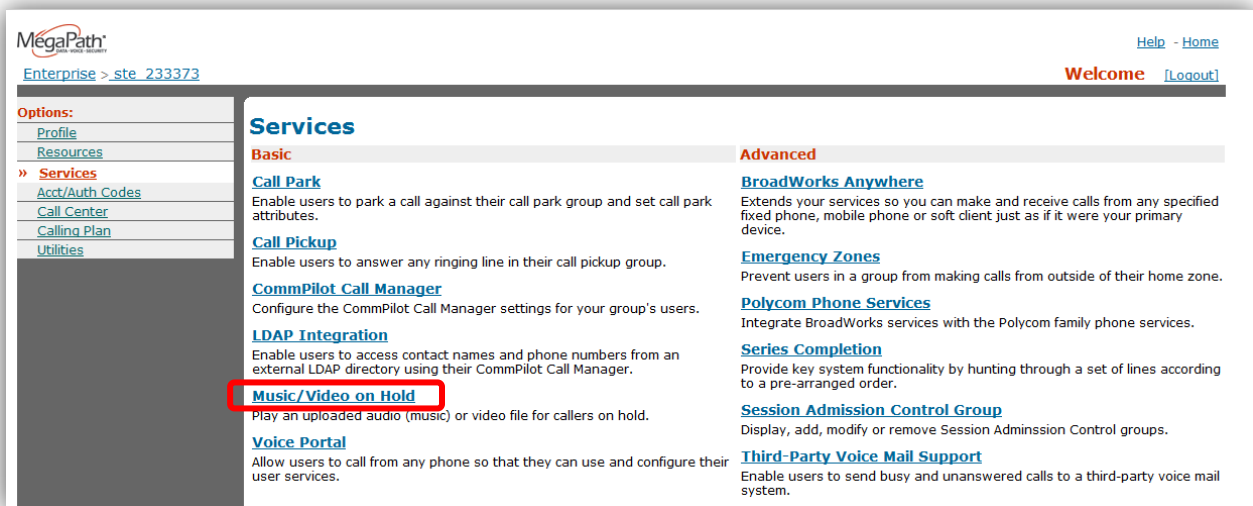


Figure 5 Services page

The Music/Video on Hold page is displayed. See Figure 6. Click the **Edit** link. The Music/Video on Hold Modify page is displayed. See Figure 7.

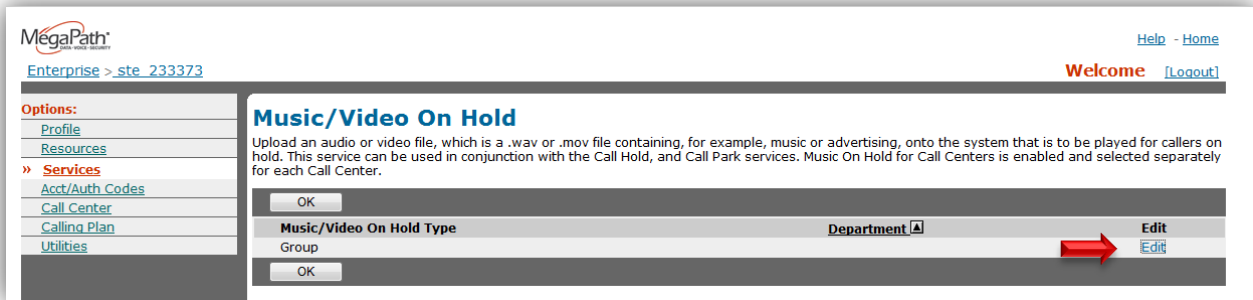


Figure 6 Music/Video on Hold page

Select **Custom Music/Video File** (click the radio button), and then click the **Browse** button to locate your .WAV file.

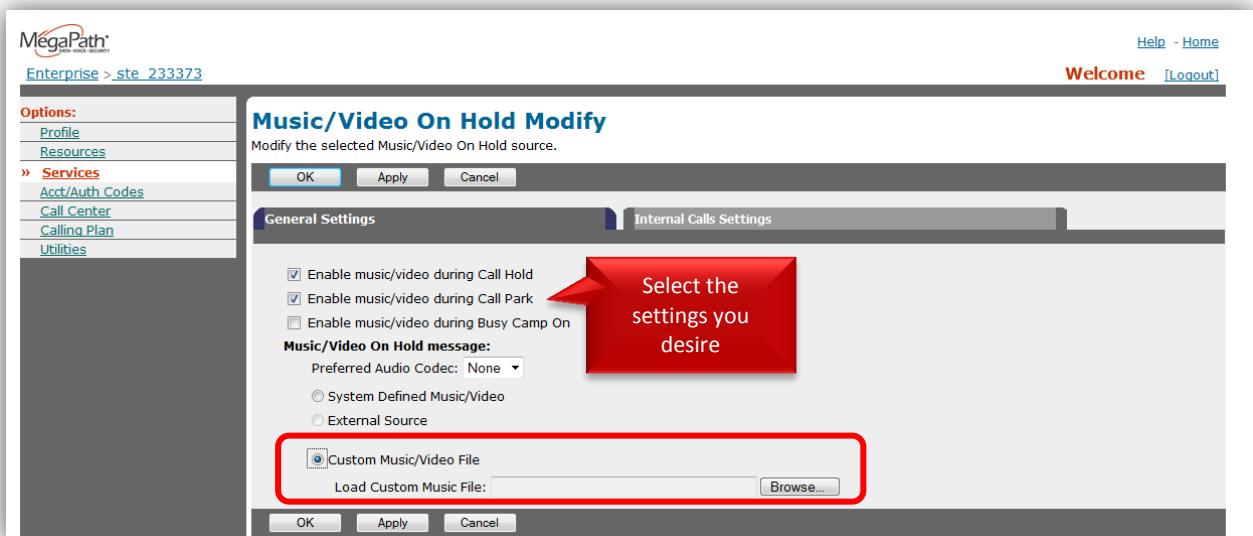


Figure 7 Music/Video on Hold Modify page

Select your .WAV file and click **Open** to upload the file.

Click **Apply** to save your changes.