Applications

Music on Hold

Music on hold can be in WAV or MP3 format. To play an MP3 file you must have mod_shout enabled on the 'Modules' tab. You can adjust the volume of the MP3 audio from the 'Settings' tab. For best performance upload 16 bit, 8/16/32/48 kHz mono WAV files.

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Upload Music

| Category | default/8000 | Sampling | Default | File Path | Select a file... |

RESET UPLOAD

default - Global

8 kHz /		Tools	File Size	Uploaded	
suite-espanola-op-47-leyenda.wav			6.11 MB	Sep 11, 2014 18:41:10	

16 kHz /		Tools	File Size	Uploaded	
suite-espanola-op-47-leyenda.wav			12.23 MB	Sep 11, 2014 18:41:16	

32 kHz /		Tools	File Size	Uploaded	
suite-espanola-op-47-leyenda.wav			12.23 MB	Sep 09, 2016 17:58:52	

48 kHz /		Tools	File Size	Uploaded	
suite-espanola-op-47-leyenda.wav			12.23 MB	Sep 09, 2016 17:58:21	

- Click the edit pencil on the right to customize music on hold options. This can be done on each kHz group.

Music on Hold

BACK SAVE

Name	default
Path	$${sounds_dir}/music/default/8000
Sampling	8000
Shuffle	True
Channels	Mono
Interval	
Timer Name	soft
Chime File	
Chime Frequency	
Chime Maximum	
Domain	Global

SAVE

- **Name:** Choose a name. (default is needed for the defauly Music on Hold.)
- **Path:** Path to where the music is.
- **Shuffle:** True or False (If true and multiple music files will shuffle the play order.)
- **Sampling:** The rate the music is encoded in.
- **Channels:** Mono or Stereo.
- **Interval:** Silence between files playing in milliseconds.

Applications

- **Timer Name:** Best to keep as soft.
- **Chime File:** The file you want to "chime in" while Music on Hold is playing.
- **Chime Frequency:** Seconds between each "chime in".
- **Chime Maximum:** Max number attempts to "chime in".
- **Domain:** Select Global for all domains or the specific domain for only that domain.

Music on Hold Tips

- When a new music on hold category mod_local_stream will be restarted. If it is busy then it will not restart automatically. A manual restart of the module is required when it is not in use. The module can be restarted from the Menu -> Advanced -> Modules or from the console and fs_cli with following command.

```
reload mod_local_stream
```

- Each music on hold category is given a name. If the domain is set to global the name will be the name in the example below the protocol that is used is local_stream and the music on hold category is default and domain is set to global.

```
local_stream://default
```

- It is possible that a domain or tenant can have its own category of music. In this example the name is 'custom' and the domain was assigned automatically to the current domain.

```
local_stream://domain_name/custom
```

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