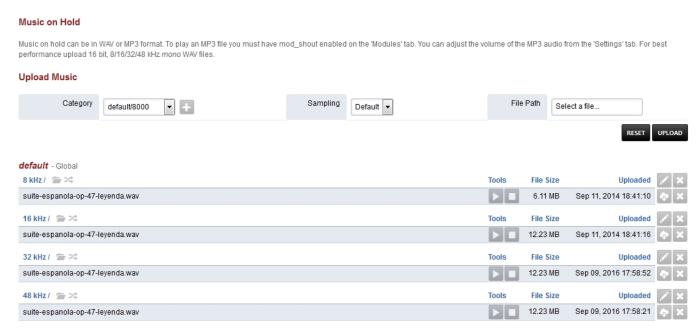
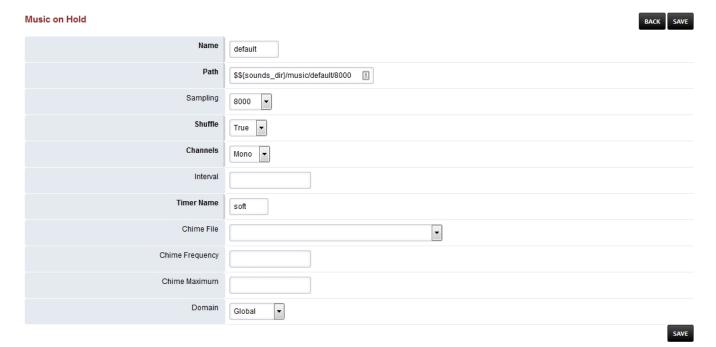
## **Applications**

## **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.



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



- 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. Pagina 1 / 2

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## **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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Unieke FAQ ID: #4024 Auteur: Helpdesk

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