

PRODUCT	X-50
PART NUMBER	47-9001
HARDWARE	IP GATEWAY
SOFTWARE	ALL SOFTWARE VERSIONS
DESCRIPTION	Music On Hold – Changing the Song and lower Volume
NUMBER	9001-2011-0001

Scope:

The X-50 comes standard with a single Music on Hold song, which is played to callers that are Parked or put on hold. To further customize your X-50, you may upload a different song or create a special message to be played while callers are on hold. The maximum file size is 5 Meg (5,000K), and it must be Mono and not stereo. Also, depending on the quality of your telephone lines, you may need to adjust the volume.

Equipment or Supplies Needed

Personal Computer or Laptop running Windows XP SP2, Vista, Windows7
An Application to modify an Audio file
Or
Connection to the Internet to download an application

Downloading Applications

There are several different audio applications that can be used, but this bulletin will outline two; Goldwave and Audacity. Both of these applications can be downloaded from the Internet for free and will allow you modify a song or message on hold file.

Use the following link to download goldwave:

http://download.cnet.com/GoldWave/3000-2170_4-10001099.html

Use the following link to download audacity 1.3.13-Beta version:

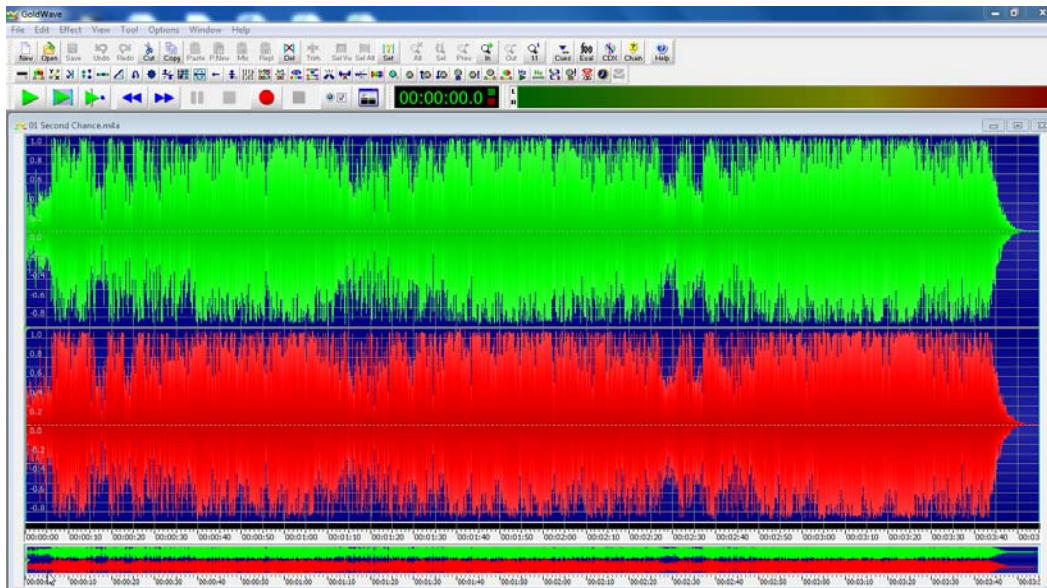
http://download.cnet.com/1770-20_4-0.html?query=Audacity+1.3.133&platformSelect=Windows&tag=srch&searchtype=downloads&filterName=platform%3DWindows&filter=platform%3DWindows

Download and run setup to install the desired file.

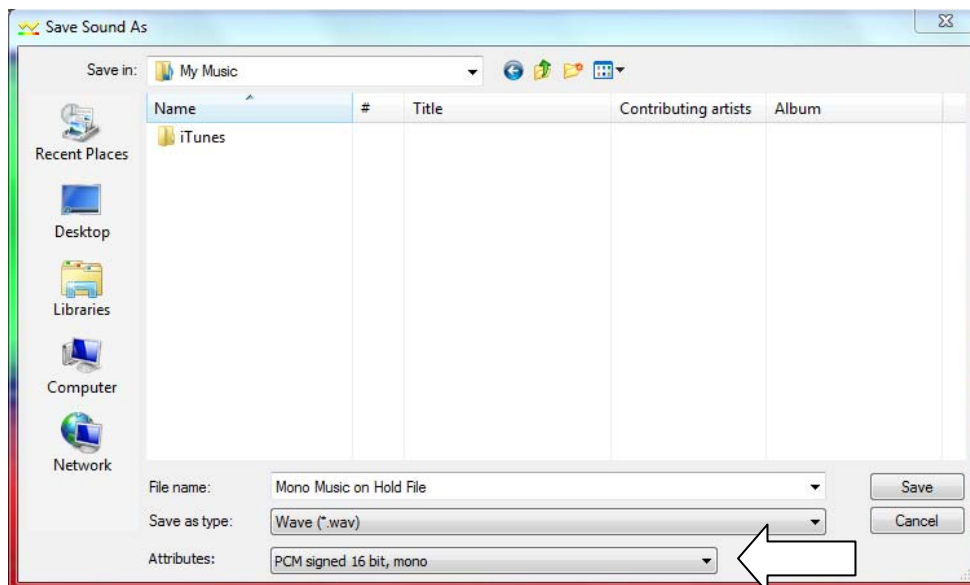
Goldwave

Launch Goldwave

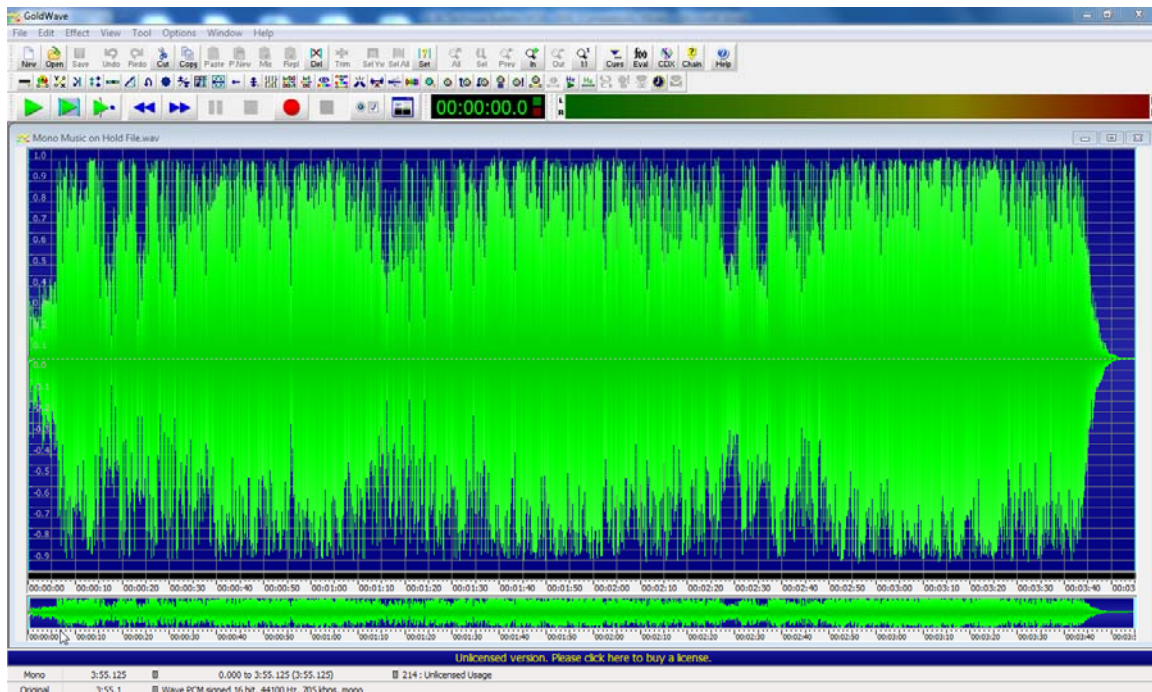
Then go to “File”, “Open” and locate the file that you want to use.



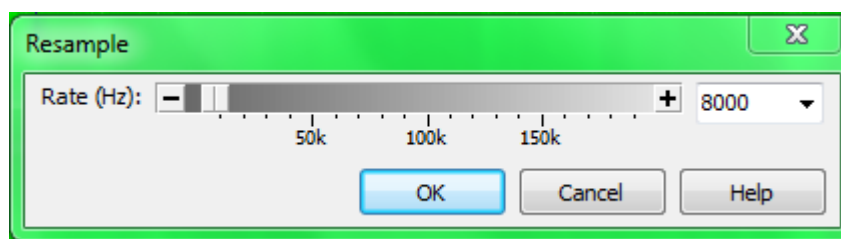
Then Select “File”, “Save As” – PCM Signed 16 bit, Mono



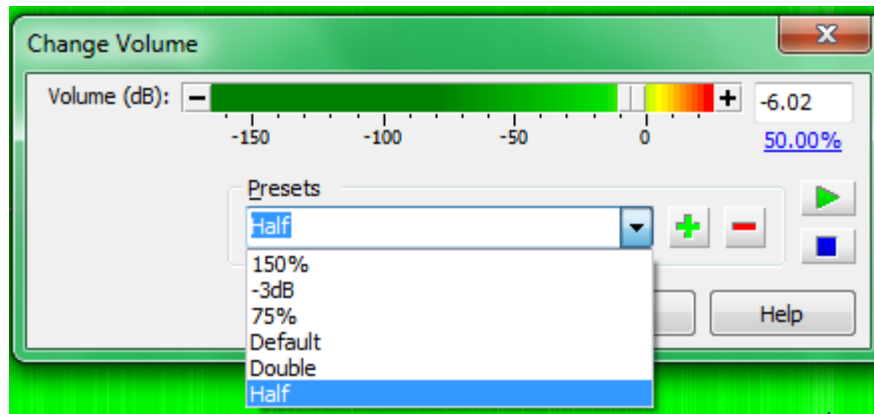
Then update the display to show the new “Mono” fact



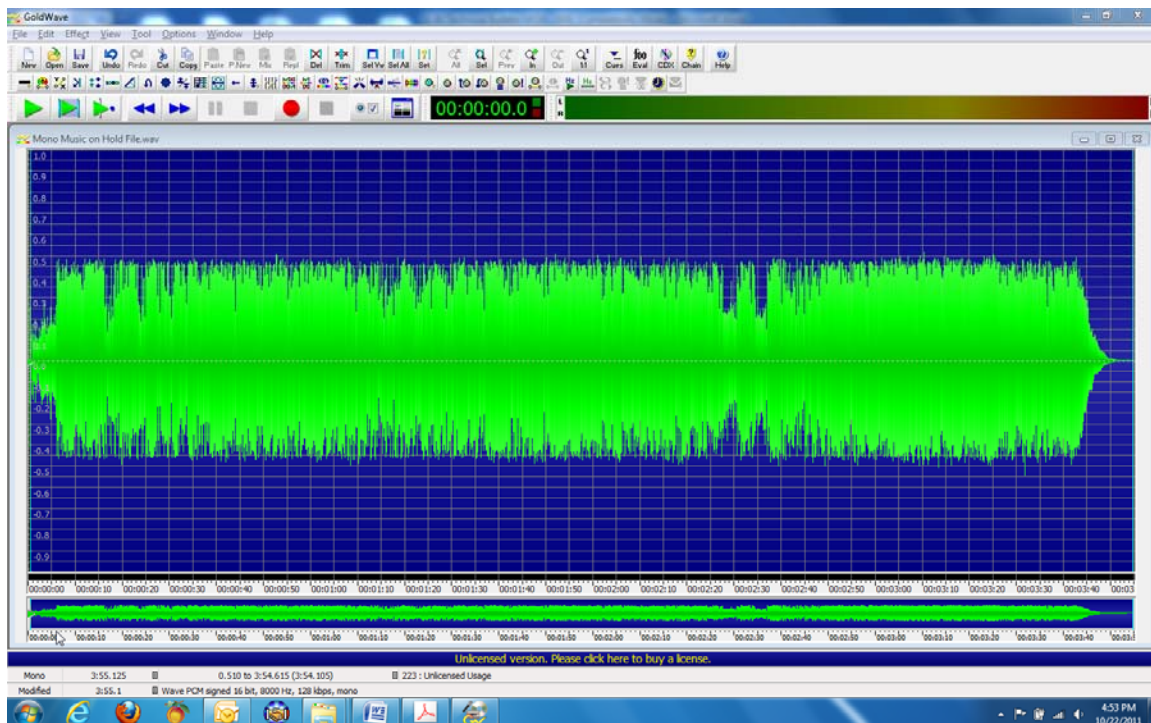
Then go to “Effect” and select “Resample” and using the dropdown menu select “8000”



Then go to “Effect” and select “Volume” “Change Volume” – Using the dropdown menu, select “Half” and then press “OK”



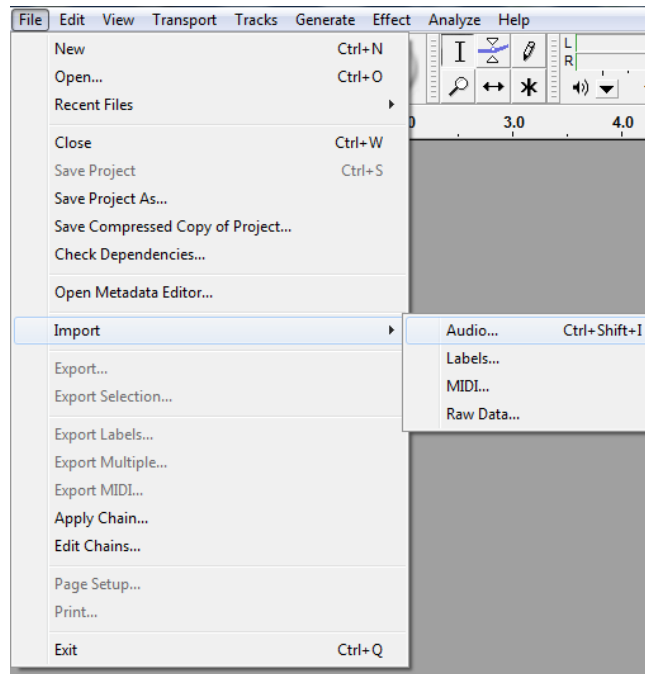
The Track will now be narrower, thus the file has a lower volume



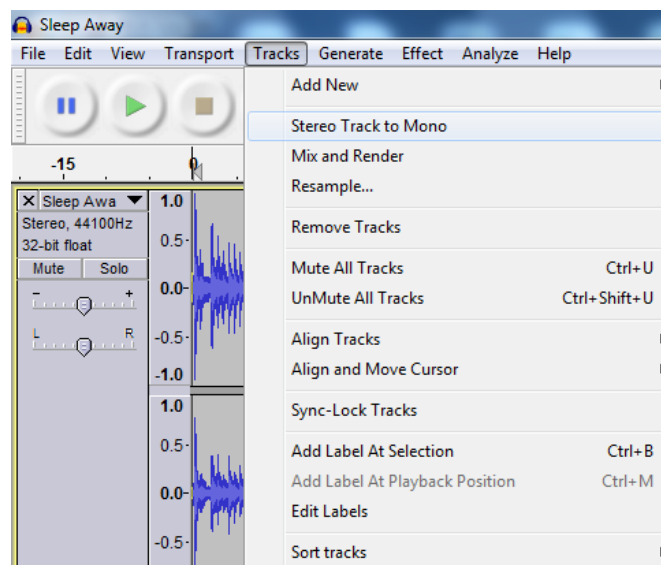
Select – “File” and then “Save” – Locate the file to verify that it is 5,000K or less. If the file is more than 5,000K you will need to “Trim” some of the file. Just highlight the areas to trim and press the “Trim” button and then save. Check again. Continue this until the file is under 5,000K. Go to File Name and Upload

Audacity

Launch Audacity and go to “File” then “Import” – Audio File. Then locate and double click the desired file



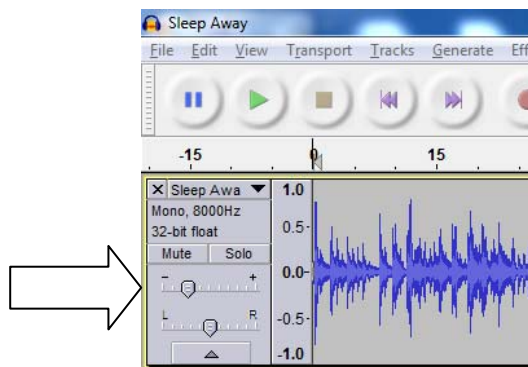
Go to “Tracks” and select “Stereo to Mono”



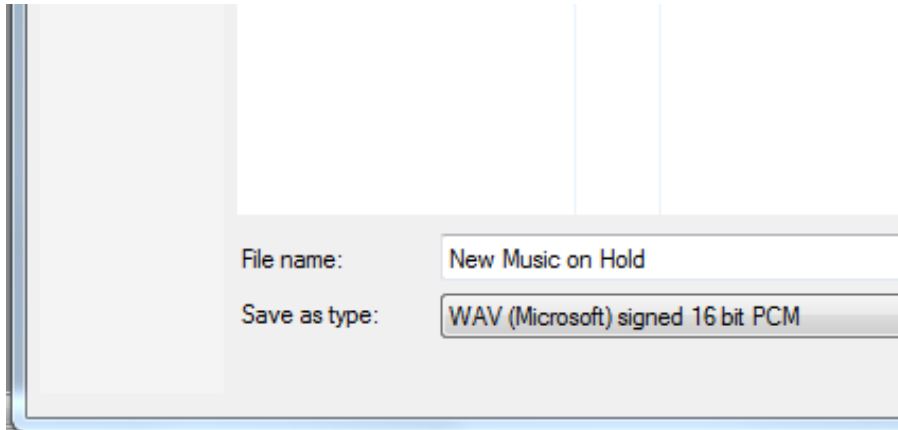
To change the sampling rate, locate the “Project Rate (Hz)” in the lower left and change it to 8000.



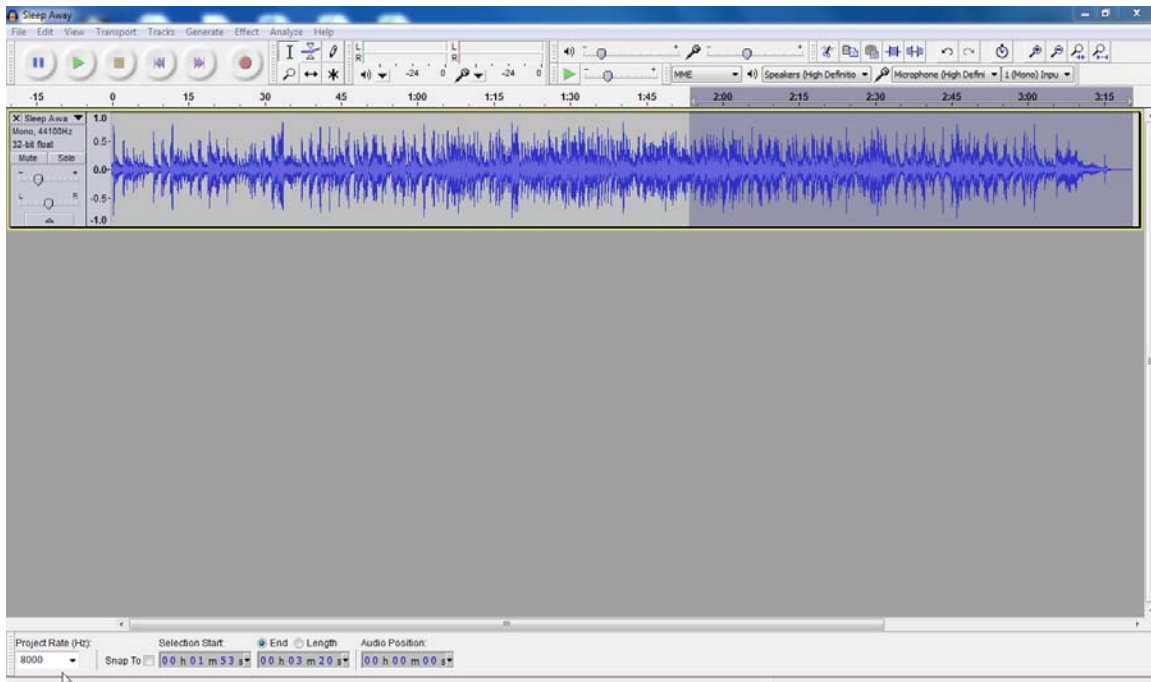
To lower the volume, locate the volume slide and slide it to the left.



Once you are happy with the file, save it by going to: File, Export and export it as a “WAV (Microsoft) signed 16 Bit PCM – file. Saving the file on your desktop will make it easy to locate.



Locate the file to verify that it is 5,000K or less. If the file is more than 5,000K you will need to remove part of the song. To do this, click and hold the mouse button down in the track and then slide the mouse, highlighting the area to be removed. Then press the “Delete” button on your computer keyboard. Save the file and make sure that the file is less than 5,000K.



File Name and Upload

Locate your new Music on Hold File.

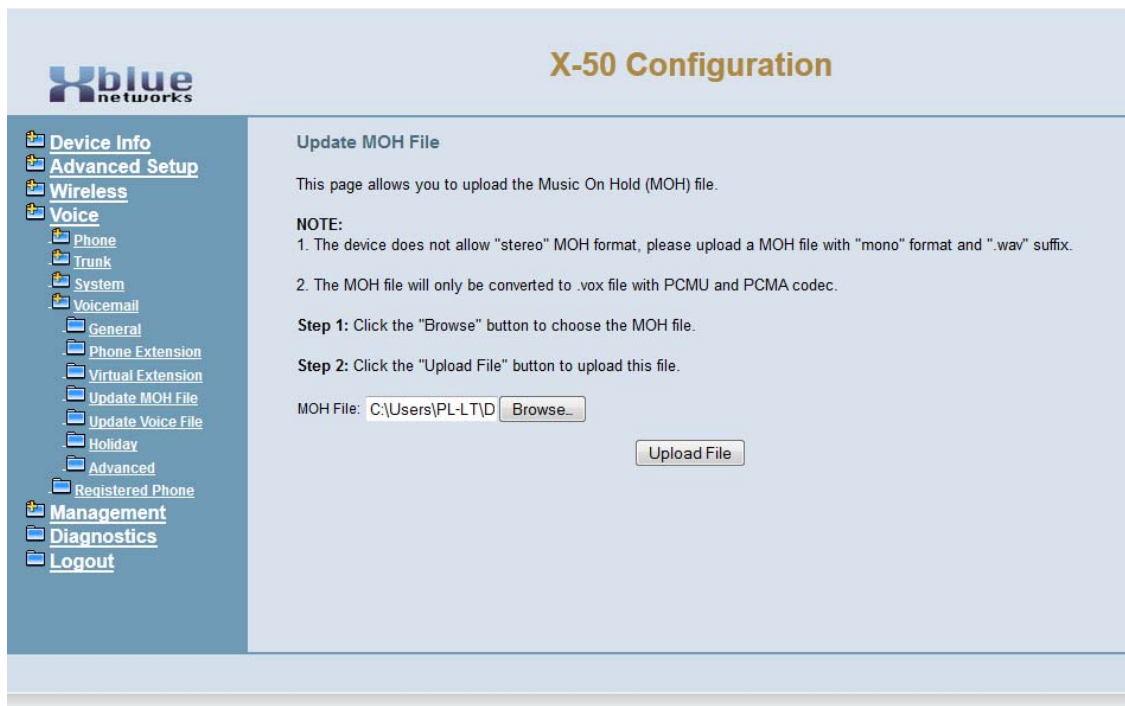
Right Click and select “Rename”

Change the name of the file to mohpcmu and leave it as a “Wav” file

Log into the X-50 and go to “Voice” “Voicemail” “Update MOH File”

Click Browse – and locate the mohpcmu.wav file

Click Upload file



You will need to reset your X-50 by unplugging it, waiting 5 seconds and plugging it in again.

[END]