

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

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

Save in:	🌗 My Music			- 0	🕏 📂 🖽		
e.	Name		#	Title	Contributing artists	a Album	
ecent Places	🍌 iTunes						
Desktop							
Libraries							
Network	File name:	Mono Music	on Hol	d File		•	Save
	Save as type:	Wave (*.wa	v)			A T	Cance



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"

Change Volume			x
Volume (dB): 🗕	-150 -100 -50	• • • • • • • • • • • • • • • • • • •	-6.02 50.00%
	Presets Half	- + -	n Pi
	150% -3dB 75% Default		Help
	Double Half		

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

File	Edit View Transport Tracks G	enerate Effe	ct A	analyze Help	
	New	Ctrl+N		I 🛃 🖉	
	Open	Ctrl+0	1	<i>₽</i> ↔ *	t) ↓ 2
	Recent Files	•	D	3.0	4.0
	Close	Ctrl+W			
	Save Project	Ctrl+S			
	Save Project As				
	Save Compressed Copy of Project				
	Check Dependencies				
	Open Metadata Editor				
	Import	•		Audio	Ctrl+Shift+I
	Export			Labels	
	Export Selection			MIDI	
	Evnort Labels			Raw Data	
	Export Multiple				
	Export MIDI				
	Apply Chain				
	Edit Chains				
	Page Setup				
	Print				
	Exit	Ctrl+Q			

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.

	🔒 Sleep Away		-	_	
	<u>File Edit V</u> iew	T <u>r</u> ansport	Tracks	<u>G</u> enerate	Eff
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N	X Sleep Awa V Mono, 8000Hz 32-bit float Mute Solo	1.0 0.5-	ull	whilehold	Jul
$\square $		-0.5-	rmp	maripin	qui



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.

File name:	New Music of	on Hold		
Save as type:	WAV (Micros	soft) sign	ed 16 bit PCM	

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

Retworks	X-50 Configuration
 Device Info Advanced Setup Wireless Voice Phone Trunk System Voicemail General Phone Extension Virtual Extension Update MOH File Update Voice File Holiday Advanced Registered Phone Management Diagnostics Logout 	Update MOH File This page allows you to upload the Music On Hold (MOH) file. NOTE: 1. The device does not allow "stereo" MOH format, please upload a MOH file with "mono" format and ".wav" suffix. 2. The MOH file will only be converted to .vox file with PCMU and PCMA codec. Step 1: Click the "Browse" button to choose the MOH file. Step 2: Click the "Upload File" button to upload this file. MOH File: C:\Users\PL-LT\D Browse. Upload File

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

[<u>END]</u>