OpenScape Business V1R3

How To
Import Music On Hold WAV-Files

Version 1.0

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Date	Version	Changes
2014-09-15	1.0	Initial Creation

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1. General

This How To describes the import and activation of a WAV File for use as internal Music on hold within OpenScape Business X models.

Note:

Differences exists regarding the MoH handling between OpenScape Business X and OpenScape Business S

	OpenScape Business X	OpenScape Business S
Number of MoH sources	2	16
Source WAV file format for import	PCM codiert Mono or Stereo 16 Bit 8 / 22,05 / 24 / 32 / 40 / 44,1 or 48 kHz	PCM codiert Mono 16 Bit 8 kHz Max 128 kBit/s
Max input file length after conversion into the preferred input format. (PCM, mono, 16 bit , 8 kHz)	2 minutes	n/a
Support of MOH CON assignment	No, But assignment to day or night operation possible	Yes
Miscellaneous	Reset required to activate imported WAV files	

2. Description of MoH file import for OpenScape Business X8

2.1. Source File Preparation.

In case that the source file still needs to be processed before upload to OpenScape Business the AudioWizard can be used, which is available within the service center of OpenScape Business.

The AudioWizard allows optionally to process one source file or two source files. Two sources can be used for example to play a voice announcement over soft background music.

The output file of the AudioWizard file will be converted into a WAV file with the suitable format for imports into OpenScape Business.
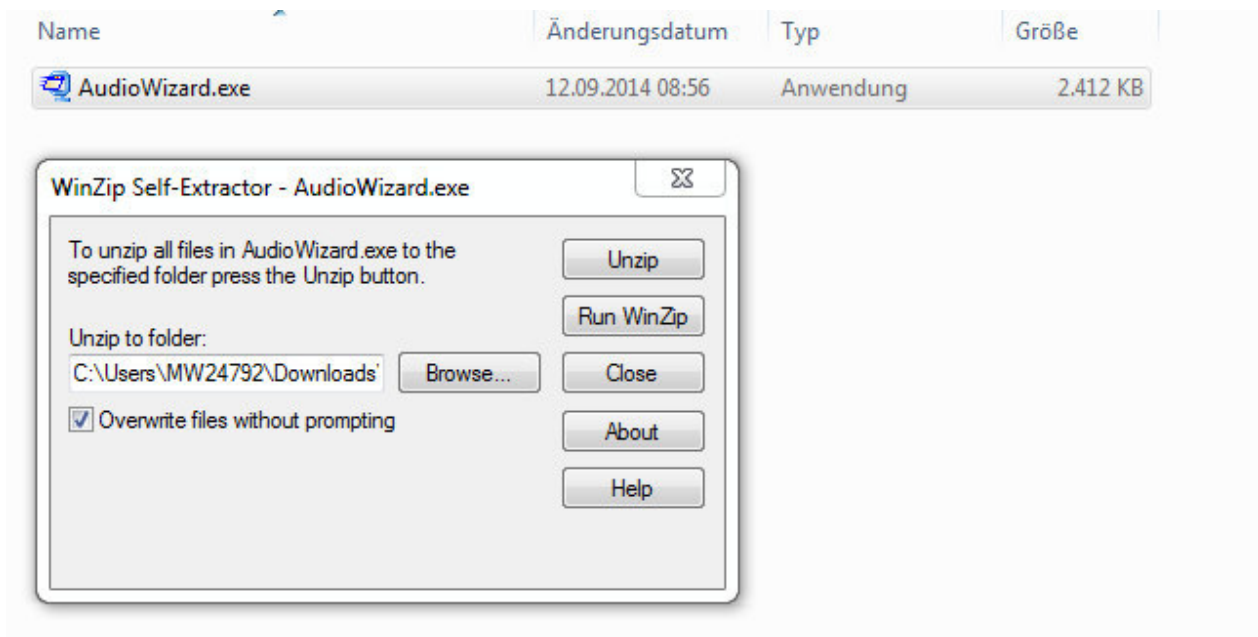
Note:

The AudioWizard supports can only process files of following format:

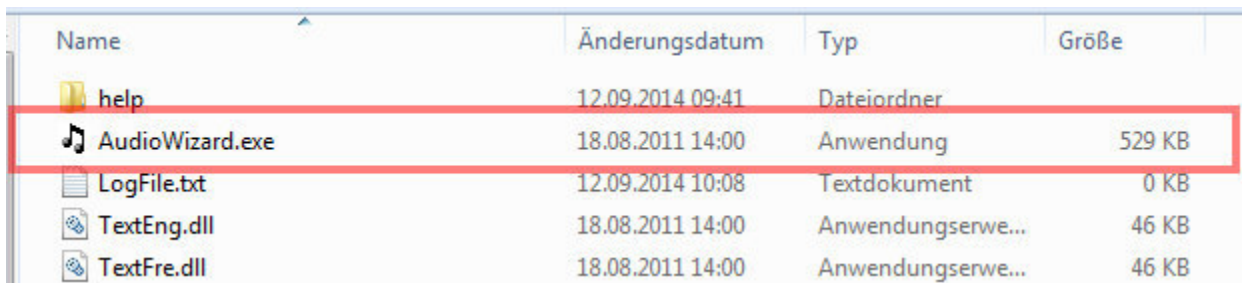| Wave files (WAV) (stereo or mono):		
Coding	Bitdepth	SampleRate
PCM	16 bit	8 kHz
PCM	16 bit	16 kHz
PCM	16 bit	22.05 kHz
PCM	16 bit	24 kHz
PCM	16 bit	32 kHz
PCM	16 bit	40 kHz
PCM	16 bit	44.1 kHz
PCM	16 bit	48 kHz

2.2. AudioWizard Step by Step

Download AudioWizard Program from OSBiz Service center

Extract and Install Audio Wizard on a PC

Name	Änderungsdatum	Typ	Größe
AudioWizard.exe	12.09.2014 08:56	Anwendung	2.412 KB

Start AudioWizardby by double-click to the EXE file.

Name	Änderungsdatum	Typ	Größe
help	12.09.2014 09:41	Dateiordner	
AudioWizard.exe	18.08.2011 14:00	Anwendung	529 KB
LogFile.txt	12.09.2014 10:08	Textdokument	0 KB
TextEng.dll	18.08.2011 14:00	Anwendungserwe...	46 KB
TextFre.dll	18.08.2011 14:00	Anwendungserwe...	46 KB

If the program is launched the first time a setting dialog appears, which allows to set the language and output Wav File Format.
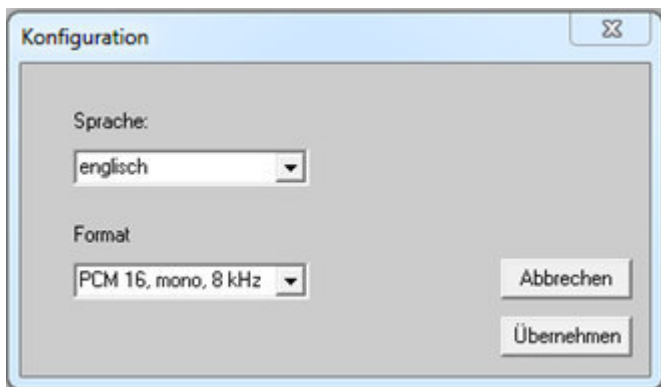
If done the Step 1 dialog is opened

Step 1 Load the WAV file(s) which should be processed.
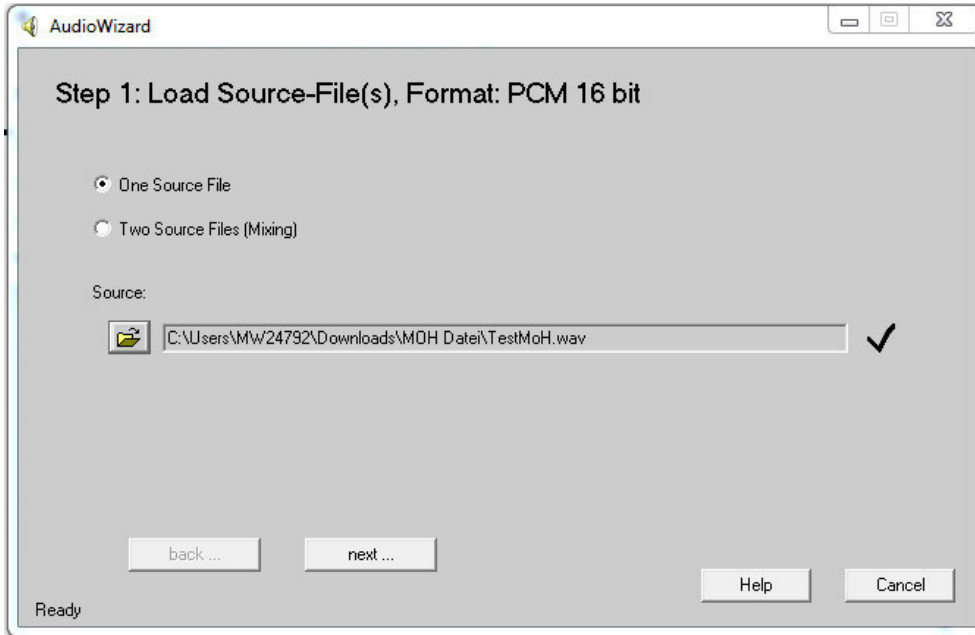
Step 2 File Preprocessing and Cutting

After pressing Next button the input file are converted into the requested output format and the Cutting option can be used. A playback and for- / rewind function allows to pre- listen the cutting / merging results.

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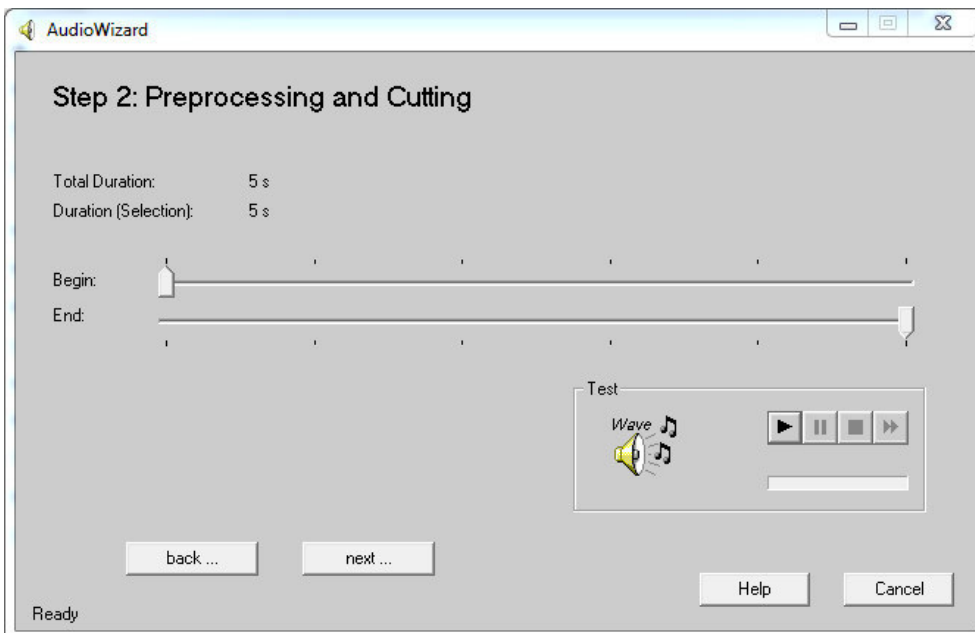
Step 3 Set Output Volume

Pressing next button allows to set the output volume. The recommended volume level should be **-14 dB**

Note:

In case that a higher level is selected, OpenScape Business reduces the level again to -14 dB during import process. This depends on OpenScape Business model and if MoH or Announcements are imported.
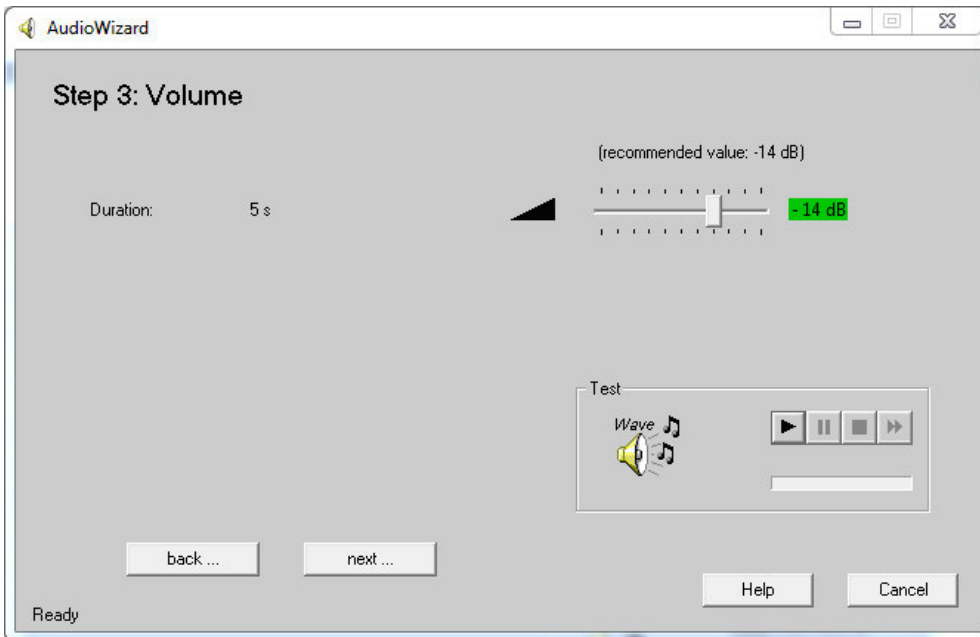
Step 4 Generation of the Output File

In a last step the processed file can be saved to a new WAV file in the format, which has be selected during initialization of the AudioWizard.
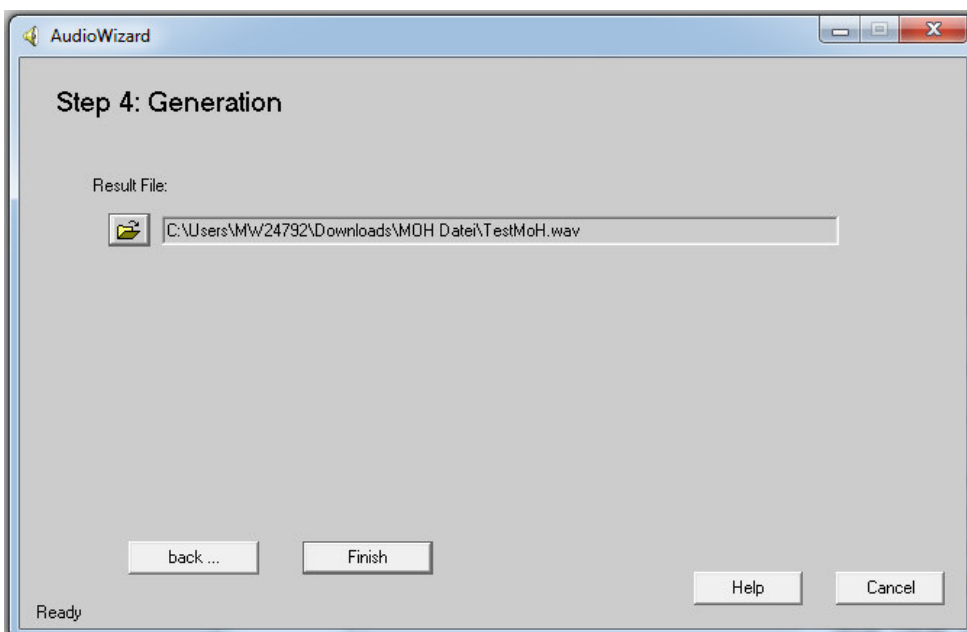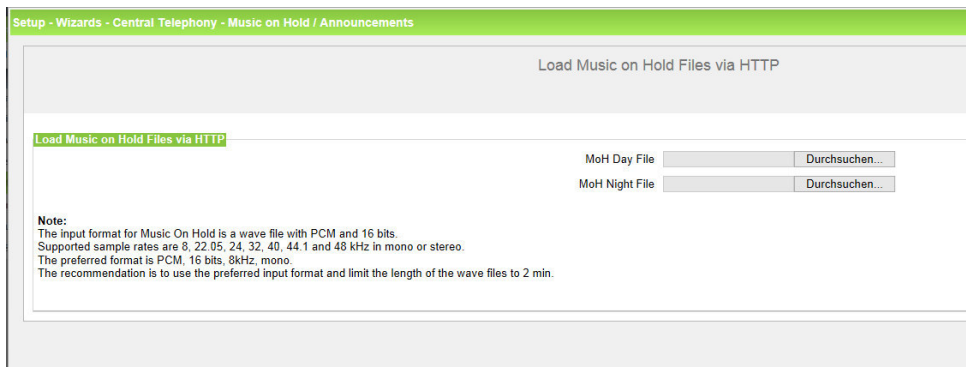
The WAV file is stored by pressing the Finish Button.

2.3. Import Wav File into OpenScape Business X

Use the appropriate Import Wizard

Setup → Central Telephony → Music on Hold / Announcements

Only one alternative file can be uploaded as Music on Hold source for day and for night operation. After upload a system restart has to be performed in order to activate the new MOH. The uploaded files are not shown within the administration portal.

In case that MOH of factory delivery should be used again the Button Restart to Default has to be selected. Afterwards a restart is necessary again.

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