## Set Up an On Hold Greeting for the Phone System

This process involves uploading a new On Hold audio file to the phone system that plays when the caller is put on hold.

## Step-by-step guide

- 1. Please make sure that the audio file is saved as a WAV file with 8Khz frequency rate
- 2. If the audio to be uploaded is not on this format you will need to convert the file using Audacity. Follow on to the next step otherwise go to step 6.
- 3. To convert the file to WAV format open the file in Audacity and on the bottom left of the program, set the Project Rate (Hz) to 8000
- 4. Choose File Export Audio and select WAV (Microsoft) signed 16 bit PCM
- 5. Click Save
- 6. Logon to the phone system and click the Brigidine icon.

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Login as installerMCC						
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Brigidine UpTime 42 days 2 hours 46 minutes		ļ	ļ	ļ	ļ	<u>,</u>
				© P	anasonic Corporatio	on 2011

7. On the following screen, click on the icons by following the numbers in order. You may specify a BGM number (6) of your choice (BGM3 to BGM8). In Choose File (7), specify the WAV file you want to upload and click on Execute (8) to upload.

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≥ 2MOH 3	Site to uploa	d									
2.Delete	4 Site No. 1	Site Name	Status	Schedule	Select	Time Set					
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	Select BGM	No. to upload									
	BGM No.				6 BGM	13	•				
	-								8 Execute	e) Cano	al )

8. After file has been uploaded to the system, verify the BGM settings by Clicking on Setup (1) on the screen below following the numbers in order. Take Note of the defaults in (5). You can set multiple uploaded audio files based on the

BGM number you have selected in step 6. You can then match the desired Music on Hold by specifying the it's BGM number (5) on this step.

🛞 NS1000   Web	Maintenance Console		i 🖉 🖉 1
login as installerMCC			Site 1 : Brigidine 🔻 🚛 💾 🕦 🛒
👸 Users	Operator & BGM		
PBX Configuration 2	PBX Operator		
1.Configuration	Operator-Extension Number or Floating Extension	Automatic copy to UM Operator (No.1)	
2 System 3	Day	611	Destination Setting)
2 Operator & BGM	4 Lunch	611	Destination Setting
3 Timers & Counters	Break	611	Destination Setting
4.Week Table	Night	611	Destination Setting)
G S.Holiday Table	BGM and Music on Hold		
7.Class of Service	Music Source of BGM 1	Internal BGM	
8.Ring Tone Patterns	Music on Hold	5 BGM3 *	
1 9.System Options	Second and Terration	Constant State of Links	
10 Extension CID Settings	Sound on transier	Same as Music on Hold	
a 1 Audio Gam			6 OK Cancel Apply
A Extension			
5.Optional Device			
6 6.Feature			
D 7.TRS			
🗀 8.ARS			
9.Private Network			
10.CO & Incoming Call			
11.Maintenance			

9. Test the phone by putting it on hold and verifying if it matches your desired greeting

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Login as installerMCC						Site 1 : Brigidine 🔻
() Status	Status / Backup					
System Control 2	Site to check					
☐ 1.Program Update ☑ 2.MOH 3	Site No.	Site No.			•	
<ul> <li>1.Install</li> <li>2.Delete</li> <li>3.Status / Backup</li> </ul>	Remained Capacity Time (Scheduled files are not i	ncluded)		: 13' 8"		
3.Fax Card	BGM No.	File Name	Size (s)	Select		
4.System Reset	1	Internal_MOH.WAV	208	Backup		
X 5.System Shutdown	2		5	Backup		
🔆 Tool	3	on hold general.WAV	31	Backup		
1000 1000	4 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1	on hold intro.vvAv	10	Backup		
- ounty	5 View BGW Sound	the anocation list here		Backup		
	7			Backup		
	8			Backup		
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