

Music on Hold Parameter Configuration

All Mediatrix Units

DGW 49.2.2941

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MP3 File Upload

You can only upload MP3 music files. Before you start, you must choose to upload the MP3 file either from the Server (this file will be loaded every time the unit restarts) or from the Web Browser (loaded once).

To load the music file from a server, refer to [Importing an MP3 File from a Server](#) (p.4). To load the music on your unit, refer to [Importing an MP3 File from a Web Browser](#) (p.6).

MP3 File Requirements

The MP3 file must be encoded following the MPEG 2.5 Audio Layer III specifications:

- Sample Rate: 8kHz
- Mono

Note: The file must be smaller than 1024 Kilobytes unless specified otherwise in a customer profile.

Note: The file name must not contain spaces.

Importing an MP3 File from a Server

Before you start

Before you start, make sure you have configured the appropriate server in order to transfer the MP3 file. Refer to: [Configuring the TFTP Server](#) (p.5), [Configuring the FTP Server](#) (p.4), [Configuring the HTTP Server](#) (p.5).

Steps

- 1) Go to **Telephony/Music on Hold**.
- 2) From the **Transfer Configuration** table, in the **URL** field, enter the URL of the MP3 file to use.

Note: When the port is not included in the URL, the default port for the chosen protocol is used.
- 3) If your server requires authentication when downloading the MP3 file, set the **User Name** and **Password**.
- 4) In the **Reload Interval** field, set the time in hours.
- 5) Click **Apply & Transfer Now**.

Result

In the **Status** table, the **Last Transfer Result** displays **Success**.

Next Step

[Enabling Music on Hold](#) (p.7)

Configuring the FTP Server

Before you start

If you are not familiar with the procedure on how to set the FTP root path, please refer to your FTP server's documentation.

Information

Perform this procedure if you plan to use the FTP transport protocol.

Steps

- 1) Set an FTP service on the assigned server.

- 2) Make sure the FTP server can be reached by the Mediatrix unit.

Note: If the file server is located behind a firewall, make sure that TCP port 21 is open.

Configuring the TFTP Server

Before you start

If you are not familiar with the procedure on how to set the TFTP root path, please refer to your TFTP server's documentation.

Information

Perform this procedure if you plan to use the TFTP transport protocol.

Steps

- 1) Set a TFTP service on the assigned server.
- 2) Make sure the TFTP server can be reached by the Mediatrix unit.

Note: If the file server is located behind a firewall, make sure the UDP port 69 is open.

Configuring the HTTP Server

Before you start

If you are not familiar with the procedure on how to set the HTTP root path, refer to your HTTP server's documentation.

Information

Perform this procedure if you plan to use the HTTP transport protocol.

Steps

- 1) Set an HTTP service on the assigned server.
- 2) Make sure the HTTP server can be reached by the Mediatrix unit.

Note: If the file server is located behind a firewall, make sure the TCP port 80 is open.

Importing an MP3 File from a Web Browser

Steps

- 1) Go to **Management/File**.
- 2) Click **Activate unsecure file importation from the Web browser**, located at the top of the page .
- 3) In the **Import File Through Web Browser** table, from the **Path** drop-down list, select **moh/**.
- 4) Select the MP3 file.
- 5) Click **Import**.
- 6) Validate that the MP3 file appears in the **Internal files** table.
- 7) Go to **Telephony/Music on Hold**.
- 8) From the **Transfer Configuration** table, enter the URL of the MP3 file to use in the URL field.

Note: For example: file://myfile.mp3.

- 9) Leave the **User Name**, **Password** and **Reload Interval** fields empty.
- 10) Click **Apply & Transfer Now**.

Next Step

[Enabling Music on Hold \(p.7\)](#)

Enabling Music on Hold

Before you start

Before you start, make sure you have configured the appropriate server in order to transfer the MP3 file. The [Importing an MP3 File from a Server](#) (p.4) or [Importing an MP3 File from a Web Browser](#) (p.6) task must first be completed.

Steps

- 1) Go to **Telephony/Music on Hold**.
- 2) From the **Music on Hold Configuration** table, from the **Streaming** drop-down menu, select **Enable**.
- 3) Click **Apply**.

Result

From the **Status** table, make sure the **File Status** field displays **File Ready**.

Online Help

If you are not familiar with the meaning of the fields and buttons, click **Show Help**, located at the upper right corner of the Web page. When activated, the fields and buttons that offer online help will change to green and if you hover over them, the description will be displayed.

DGW Documentation

Mediatrix devices are supplied with an exhaustive set of documentation.

Mediatrix user documentation is available on the [Media5 Documentation Portal](#).

Several types of documents were created to clearly present the information you are looking for. Our documentation includes:

- **Release notes:** Generated at each GA release, this document includes the known and solved issues of the software. It also outlines the changes and the new features the release includes.
- **Configuration notes:** These documents are created to facilitate the configuration of a specific use case. They address a configuration aspect we consider that most users will need to perform. However, in some cases, a configuration note is created after receiving a question from a customer. They provide standard step-by-step procedures detailing the values of the parameters to use. They provide a means of validation and present some conceptual information. The configuration notes are specifically created to guide the user through an aspect of the configuration.
- **Technical bulletins:** These documents are created to facilitate the configuration of a specific technical action, such as performing a firmware upgrade.
- **Hardware installation guide:** They provide the detailed procedure on how to safely and adequately install the unit. It provides information on card installation, cable connections, and how to access for the first time the Management interface.
- **User guide:** The user guide explains how to customise to your needs the configuration of the unit. Although this document is task oriented, it provides conceptual information to help the user understand the purpose and impact of each task. The User Guide will provide information such as where and how TR-069 can be configured in the Management Interface, how to set firewalls, or how to use the CLI to configure parameters that are not available in the Management Interface.
- **Reference guide:** This exhaustive document has been created for advanced users. It includes a description of all the parameters used by all the services of the Mediatrix units. You will find, for example, scripts to configure a specific parameter, notification messages sent by a service, or an action description used to create Rulesets. This document includes reference information such as a dictionary, and it does not include any step-by-step procedures.

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