

Avaya IPO Office Essential Edition

Controlling Music On Hold per Line

Telquest Tech Support

The IP Office Essential Edition will allow up to 4 different Music On Hold files to be played.

The file properties of the WAV file **must be:**

PCM, 8kHz 16-bit, mono, maximum length 90 seconds on a IP500/IP500v2 system.

If a file of another format is downloaded it will be discarded from memory after the download.

The default Music On Hold (MOH) file is the holdmusic.wav file

It will be played if no other MOH is specified.

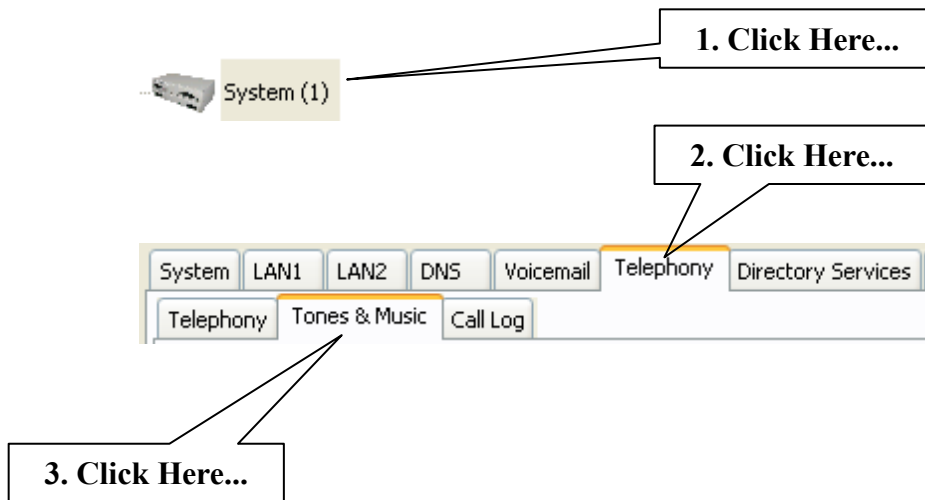
Place your WAV files in this Directory first:



C:\Program Files\Avaya\IP Office\Manager

Note: Your drive letter may be different

Tell the system which WAV files are for which company:



Hold Music

System Source WAV File

Alternate Sources

Number	Name	Source
2	Company 2	WAV:Music2.wav
3	Company 3	WAV:Music3.wav
4	Company 4	WAV:Music4.wav

Numbers are populated automatically

Double Click here to enter...

These are only for reference

Add the NAMES of the files here.
Use this format WAV:name.wav

When done, click OK then save the configuration (Blue Floppy Icon).

Note:

It may take several minutes until the WAV file is uploaded and is available to be played....

For Incoming Calls, the Hunt Group that receives the call controls which MOH will be played:

Example:

The screenshot displays the 'HuntGroup' configuration interface. On the left, a table lists system names and extensions. A callout box labeled 'Hunt Group "Ring 5"' points to the 'Ring 5' entry in this table. The main panel shows the configuration for 'Collective Group Ring 5: 288'. A callout box labeled 'Plays "Music 3"' points to the 'Hold Music Source' dropdown menu, which is currently set to 'Music 3'. Below the configuration fields, there is a 'User List' table with columns for 'Extension' and 'Name'. The 'User List' table contains the following data:

Extension	Name
<input checked="" type="checkbox"/> 0	Operator 1
<input checked="" type="checkbox"/> 202	Extn202
<input checked="" type="checkbox"/> 204	Extn204
<input checked="" type="checkbox"/> 206	Extn206
<input checked="" type="checkbox"/> 208	Extn208
<input checked="" type="checkbox"/> 207	Extn207

This means that any calls coming in through Hunt Group "Ring 5" will hear "Music 3" when placed on hold.




Note:

It may take several minutes until the WAV file is uploaded and is available to be played....

If you want to control which MOH is played on outgoing calls, you **MUST** dial 9 first.

You can not control which MOH is played if you use a Direct Line Selection method.
If you do, the default MOH (holdmusic.wav) will be played.

Create or Modify the Dial 9 Short Code to look like this:

Short Code	
Code	<input type="text" value="9N;"/>
Feature	<input type="text" value="Dial"/> 
Telephone Number	<input type="text" value="h(3)N"/>
Line Group Id	<input type="text" value="114"/> 
Locale	<input type="text"/> 
Force Account Code	<input type="checkbox"/>

The MOH that will be played is set in the Telephone Number area.

Examples:

h(2)N = Play Music 2

h(3)N = Play Music 3

h(4)N = Play Music 4

The Line Group ID specifies which Outside Lines are associated with this MOH.

See screen capture below.....

Note:

It may take several minutes until the WAV file is uploaded and is available to be played....

Here we see the association of Analog CO Line 4 and Line Group (Incoming Group ID) 114.

The screenshot displays a configuration interface for a phone system. On the left, a table lists various lines:

Line Number	Line Type	Line SubType
1	Analogue Trunk	
2	Analogue Trunk	
3	Analogue Trunk	
4	Analogue Trunk	
5	PRI 24 (Universal)	PRI
17	SIP Line	
18	SIP Line	

Line 4 is highlighted. A blue arrow points from this line to the 'Line Settings' tab on the right. In the 'Line Settings' tab, the 'Incoming Group ID' is set to 114. Another blue arrow points from this value to a label 'Line Group ID' at the bottom. Below the table, a label 'Analog CO Line 4' is connected by a blue arrow to line 4 in the table.

Line Settings

Line Number: 4
Card/Module: 1
Port: 12
Telephone Number:
Incoming Group ID: 114
Outgoing Group ID: 114
Outgoing channels: 1
Voice channels: 1
Prefix:
Line Appearance ID: 704
Admin: In Service

Analog CO Line 4

Line Group ID

You can listen to your MOH music by dialing:

- *341# for MOH 1 (Default MOH)
- *342# for MOH 2
- *343# for MOH 3
- *344# for MOH 4

Note:

It may take several minutes until the WAV file is uploaded and is available to be played....

So, don't test too soon. Wait at least 1 minute before testing.

If you hear a beep instead of Music, it means the file was not loaded into the KSU.

These are sample traces from the IP Office Monitor Tool.

Example:

**HoldMusic.wav was not downloaded from the TFTP Server
(the computer running the Manager program is usually the TFTP Server)
It was read from the existing file on the SD Card**

**PRN: Created WAV file MOH Source 1
PRN: Cancelling HoldMusic.wav download from TFTP server
PRN: Read hold music HoldMusic.wav from memory card**

Example:

The WAV file was too big....

**PRN: Loading HoldMusic.wav from ipaddr=255.255.255.255
PRN: SkipToWAV - Success
PRN: WAVFileReader::Read:File too big**

Example:

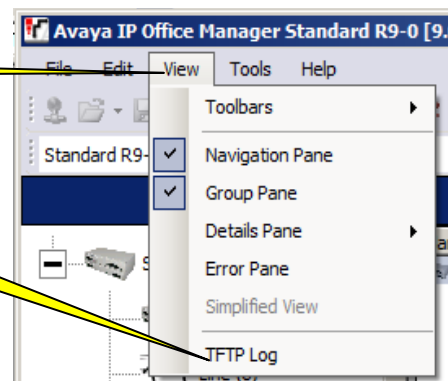
All went well

**PRN: Created WAV file MOH Source 1
PRN: Loading HoldMusic.wav from ipaddr=255.255.255.255
PRN: SkipToWAV - Success
PRN: WAV Hold Music HoldMusic.wav Loaded, Length= 262890**

Note:

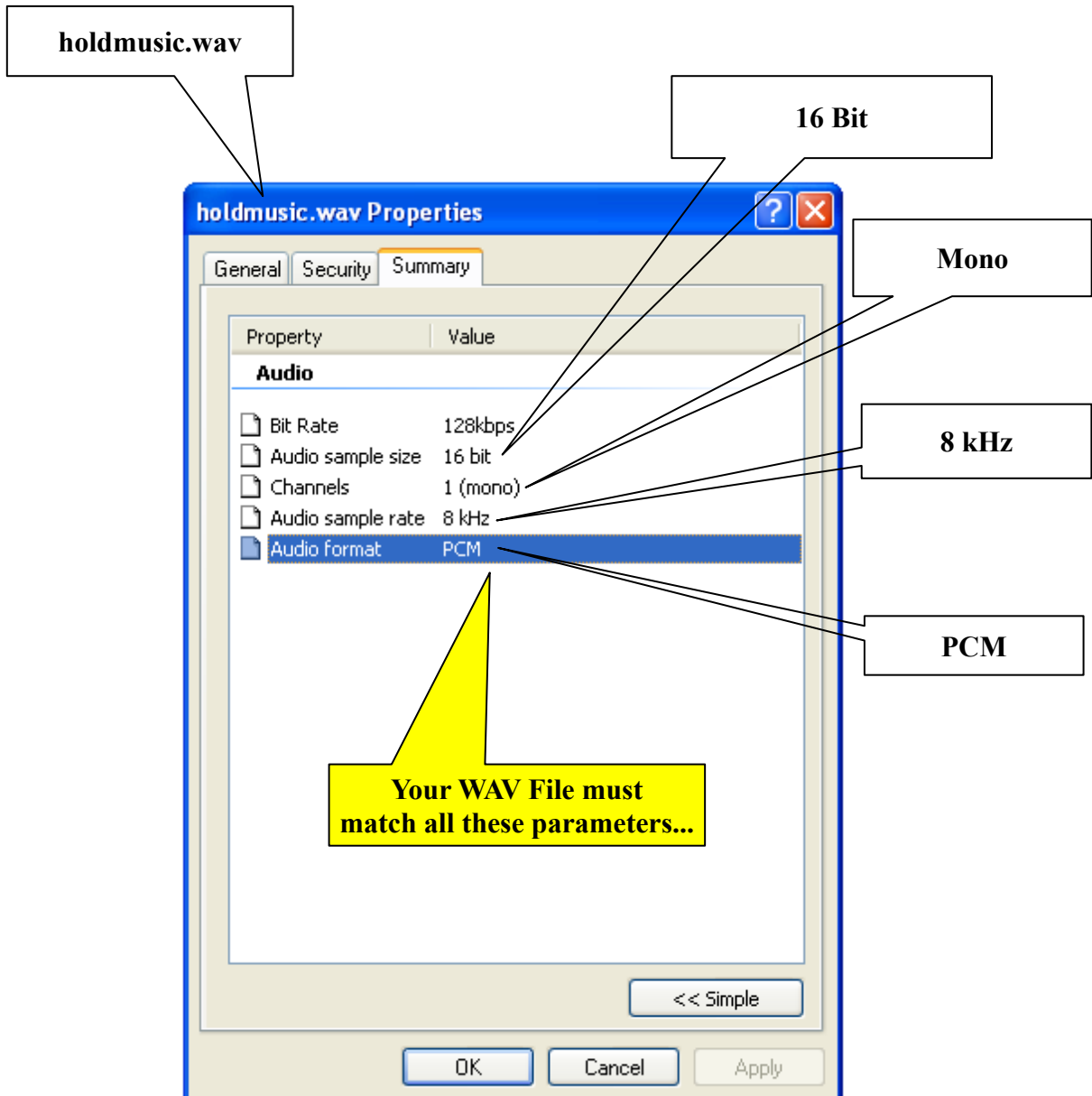
It may take several minutes until the WAV file is uploaded and is available to be played....

**You can also use the
TFTP Log to see the download
take place...**

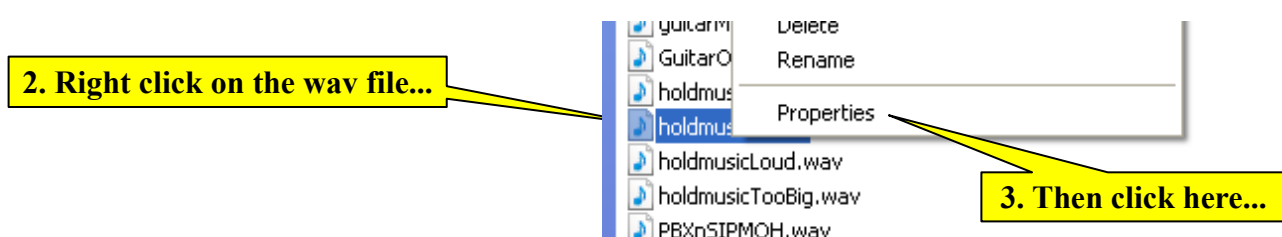


You can use the Summary Tab in the Properties to see if it is set to the correct WAV type:

Note: See steps below to get to this area. Not all WAV Files are the same....



C:\Program Files\Avaya\IP Office\Manager **1. Go to this location...**



Your screen may look different.

Set the TFTP Server to the IP Address of the computer that is running the Manager program.
and HTTP

The Manager program must be running to upload the MOH file.

IP Offices

- BOOTP (49)
- Operator (3)
- Standard R9-0
- System (1)**
- Line (8)
- Control Unit (3)
- Extension (18)
- Group (4)
- Short Code (81)
- Service (0)

System

Name: Standard R9-0

System | LAN1 | LAN2 | DNS | Voicemail | Telephony | Directory Services | Sys

Name: Standard R9-0

Contact Information

Set contact information to place System under special control

Device ID

TFTP Server IP Address: 192 . 168 . 111 . 123

HTTP Server IP Address: 192 . 168 . 111 . 123

Phone File Server Type: Manager

Manager PC IP Address: 192 . 168 . 111 . 123

Avaya HTTP Clients Only: ☐

1. Select this...

2. Enter the IP Address
of the computer that
is running the Manager program

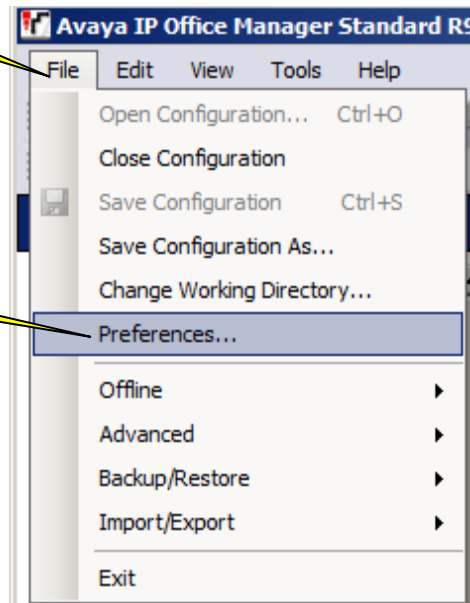
Note:

It may take several minutes until the WAV file is uploaded and is available to be played....

In the Manager program, be sure the TFTP Server is enabled:

1. Click here

2. Select this...



3. Check this...

