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Fridays' Swyx Tip

 A group blog by Mirjam Baumberger in General



Fridays' Swyx Tip #31: Music on Hold



Entry posted by Tom Wellige April 17, 2020

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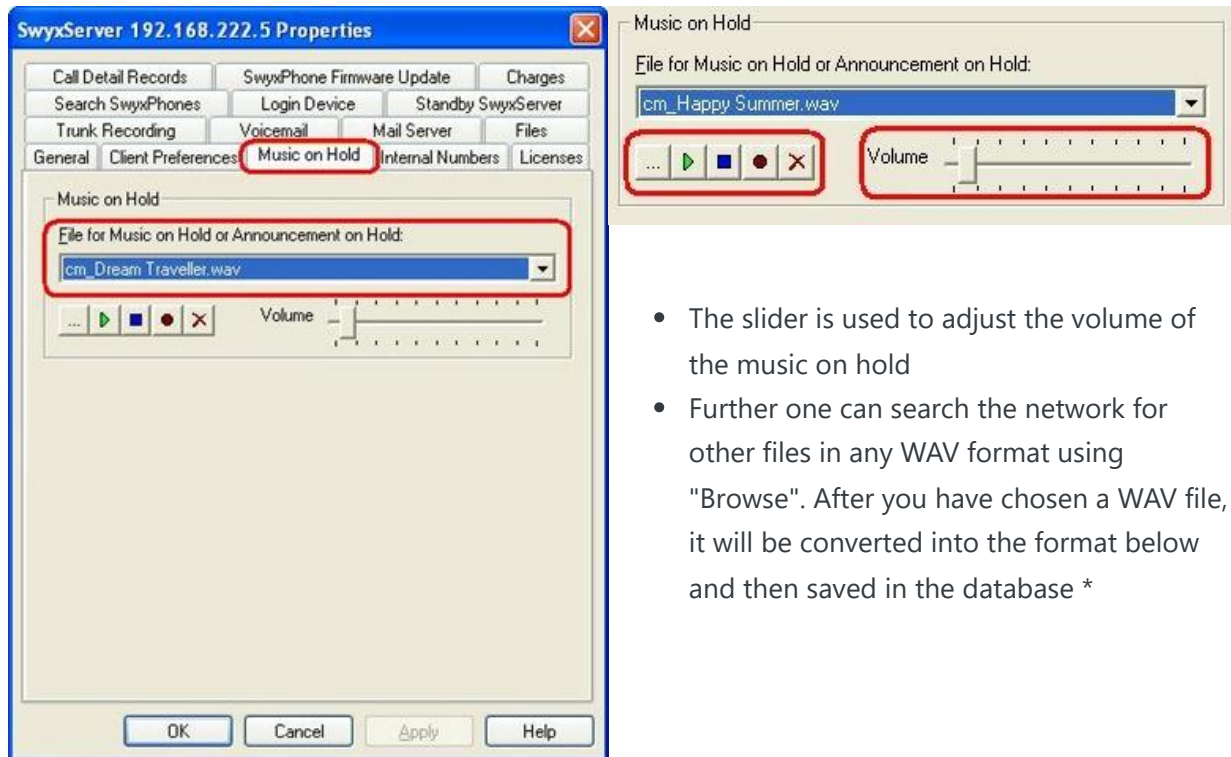
From 2009 to 2011 [mirjam baumberger](#) wrote a great blog, the "**Fridays' Swyx Tip**". Every Friday she posted a tip regarding the usage of SwyxWare and connected tools and devices. As the old forum is offline, this article series will be restored here again over the time. Please note that some information in this article series might not be valid anymore with current SwyxWare versions.

This blog article was originally posted on 09.10.2009 08:43

Dear Swyx Users

With SwyxWare one can change the default "Music on hold" to any other pre-configured hold-music file with a couple of mouse clicks. The music on hold shipped with SwyxWare was composed and supplied by corporate-music.com and is royalty free.

"Music on hold" is set in the SwyxWare Administration, under Properties/Music on Hold. Here one can switch to any another music on hold files by selecting the entry from the drop down menu. You can play the displayed file and record a new announcement here. The newly selected music on hold file will immediately be used for new calls on hold.



- The slider is used to adjust the volume of the music on hold
- Further one can search the network for other files in any WAV format using "Browse". After you have chosen a WAV file, it will be converted into the format below and then saved in the database *

If you would like to run your own adverts or promotions as holding music, you can produce your own wave file and load this one. When creating these files, make sure that they are composed in the following audio format: **8 kHz 8 bit CCITT u-Law, 64kbit/s**



Note: * The Windows functions used for conversion in this procedure may lead to a deterioration in the quality of the music on hold under some circumstances. In this case you should use a

professional conversion program instead of the Windows conversion in order to create WAV files in the above mentioned format.

If you want to use another music than the provided music on hold, please consider the legally embodied rights for musicians, composers and check with your local authorities.

Have a good weekend and happy Swyxing...

Regards
Mirjam

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