



**Music on Hold Customization
Converting Audio CD songs
for use with
Music on Hold**

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This guide is specific to both Windows Medial Player as well as our recommended advanced sound editing tool, Sony Sound Forge Audio Studio

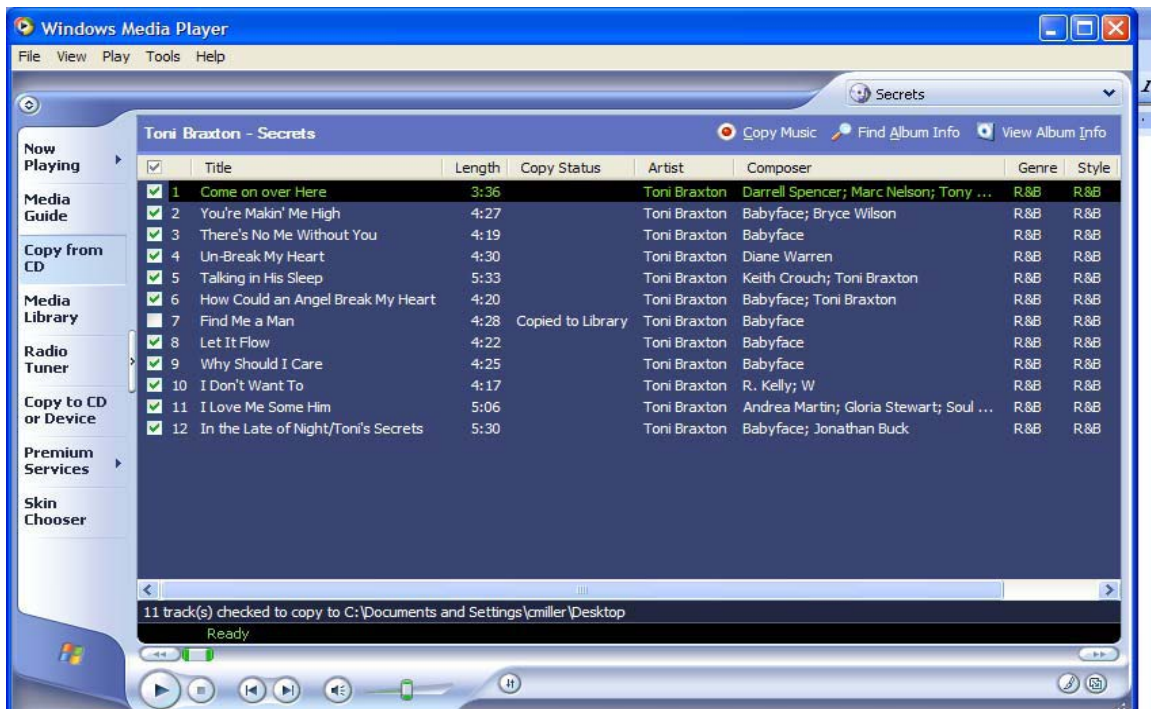
The software can be purchased online between \$60 - \$70. Do a Google search for “Price Sound Forge Audio Studio”

Other software can be used for the conversion of the Audio CDs to the required format. It is outside the scope of this manual to cover other audio software types, however this guide may still prove helpful in converting the audio since most software will have similar features.

You will need a desktop computer with speakers and a standard sound card.

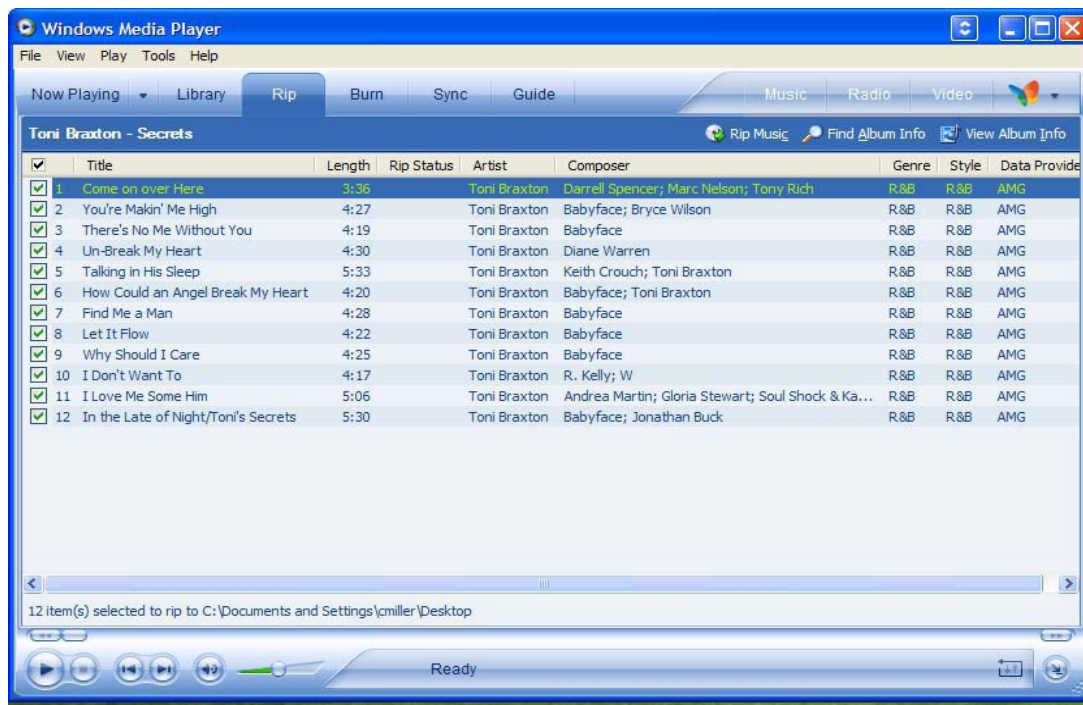
“Ripping” (copying) the audio from a music CD (WMP v9)

1. Insert the audio CD into your computer, open Windows Media Player
2. If you have not setup the COPY MUSIC settings in WMP, pull down the TOOLS menu and choose OPTIONS
3. Select the COPY MUSIC tab
4. Set the location to the folder you would like your music to be copied to (or just select the Desktop)
5. Under FORMAT just select Windows Media Audio and drag the quality slider all the way to the right for BEST quality
6. Press OK to exit the Options window.
7. Pull down the FILE menu and select COPY -> COPY FROM AUDIO CD -> *name of your CD*
8. All songs will list in the window, place checkmarks next to the songs you wish to copy
9. Press the COPY MUSIC button at the top of the screen to begin copying or “ripping” the song
10. to your hard drive



“Ripping” (copying) the audio from a music CD (WMP v10)

1. Insert the audio CD into your computer, open Windows Media Player
2. If you have not setup the COPY MUSIC settings in WMP, pull down the TOOLS menu and choose OPTIONS
3. Select the RIP MUSIC tab
4. Set the location to the folder you would like your music to be copied to (or just select the Desktop)
5. Under FORMAT just select Windows Media Audio and drag the quality slider all the way to the right for BEST quality
6. Press OK to exit the Options window.
7. Pull down the FILE menu and select COPY -> COPY FROM AUDIO CD -> *name of your CD (or just press the RIP tab at the top of the screen)*
8. All songs will list in the window, place checkmarks next to the songs you wish to copy
9. Press the RIP MUSIC button at the top of the screen to begin copying or “ripping” the song to your hard drive

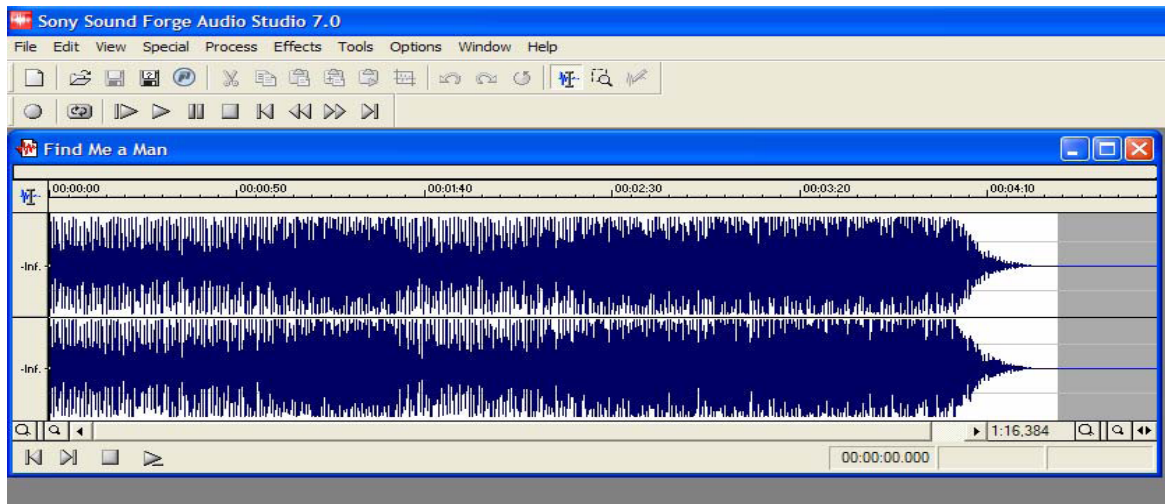




Opening the file in your audio editing program

- Open Sound Forge Audio Studio (or other sound editing program)
- Select FILE -> OPEN
- Navigate to the music file you just “ripped” (copied) for your audio CD and open it.

- You will now see your recording in a graphical format.

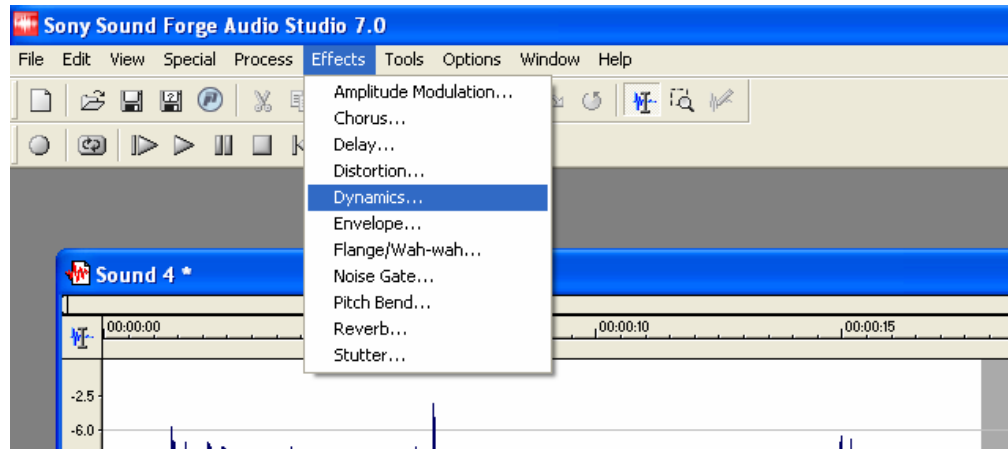


In order to modify the recording for Broadsoft compatibility, we must make four changes:

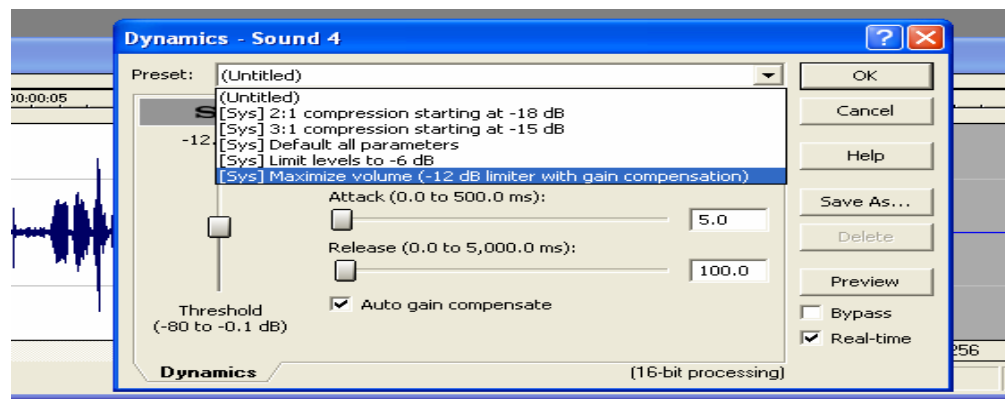
1. Convert the stereo file to a mono file
2. Convert the sample rate to 8Khz
3. Convert the bit rate to 8 bits
4. Set the volume

Sound Leveling of your recording (Audio Compression)

1. Music on Hold should have a consistent volume without large volume swings that can annoy the listener. Audio Compression (Dynamics) will compress the volume changes to ensure a consistent volume throughout the song or commercial. This step is optional.
2. Ensure nothing is highlighted by simply clicking near the front of the file to place the cursor there.
3. From the EFFECTS menu choose DYNAMICS



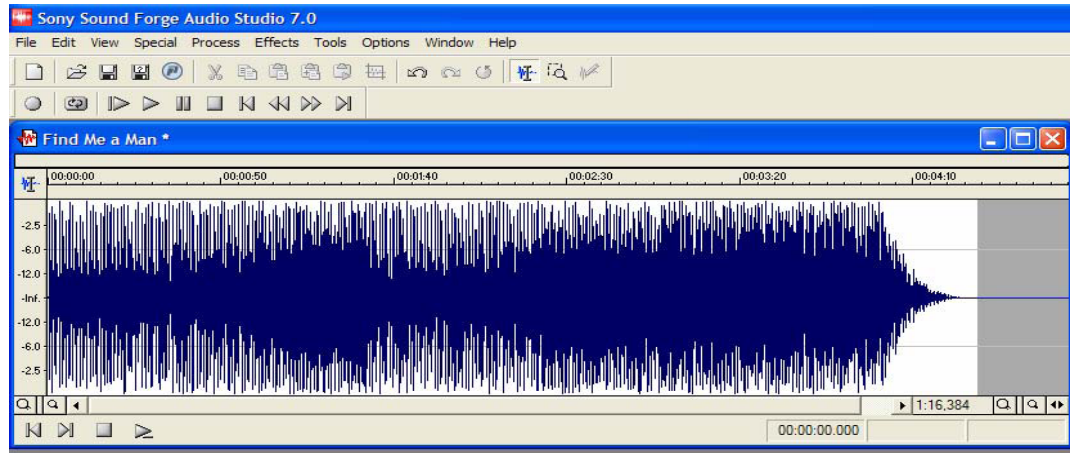
4. Select the preset named "Maximize Volume" then press OK



You will notice when you are returned to your recording file that the volume will be more consistent. Play the file back and listen to the difference (you can use the space bar to start and stop playback). It will not be noticeable on louder songs, but should be very noticeable on ballads and other customized commercials that have voice overs, etc.

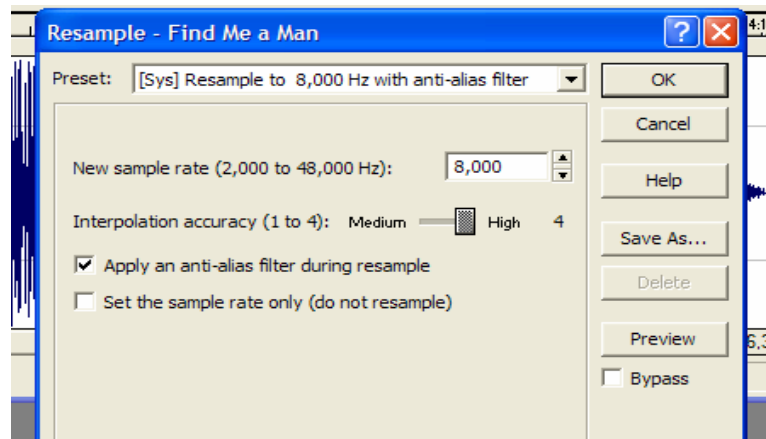
Convert the Stereo file to a Mono file

1. Select FILE -> PROPERTIES
2. Go to the FORMAT tab
3. Press the MONO button and then OK (Do NOT change the other settings on this screen!)
4. Select MIX channels when asked
5. The file will now be a mono sound file



Convert the Sample Rate to 8Khz

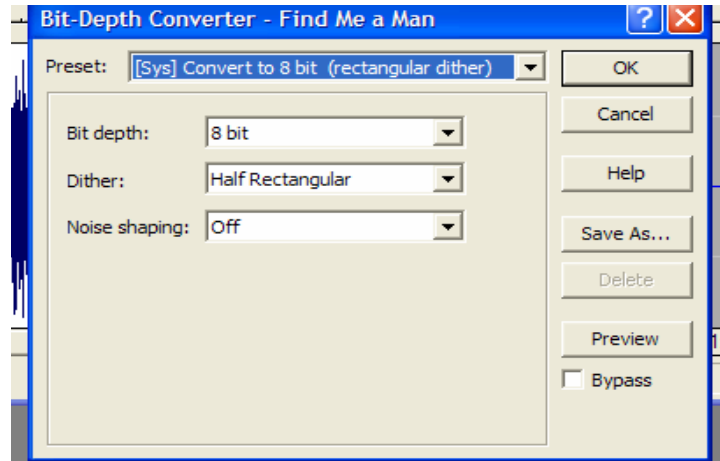
1. Select PROCESS -> RESAMPLE
2. Use the preset called "Resample to 8Khz with anti-alias filter"



3. Slide the INTERPOLATION ACCURACY to HIGH
4. Press OK

Convert the Bit Rate to 8 bits

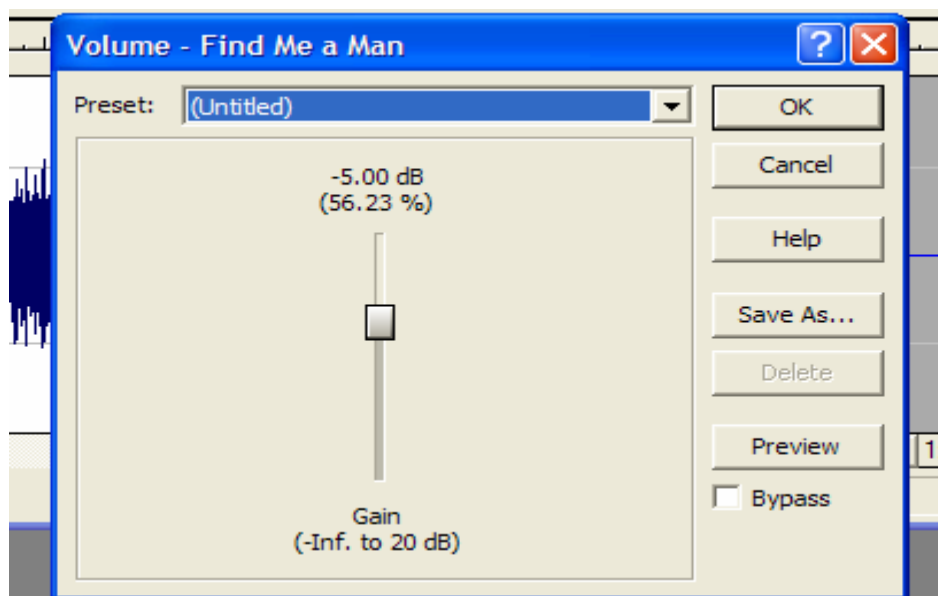
1. Select PROCESS -> BIT-DEPTH CONVERTOR
2. Use the preset "Convert to 8 bit (rectangular dither)"
3. Press OK



Adjusting the Volume of your music

Loud Music on Hold is not recommended. We recommend you lower the overall volume using the Volume tool in the sound editor. You can experiment with the volume and upload the the Broadsoft as many times as you wish until the volume suits your taste.

1. Pull down the PROCESS menu and select VOLUME
2. Depending on the current volume of the audio, assuming it is at full volume as a result
3. of the Audio Compression performed earlier, we recommend a 4-5db drop in volume.
4. Drag the slider down to show approximately a 4 – 5 db drop in volume.
5. Press OK

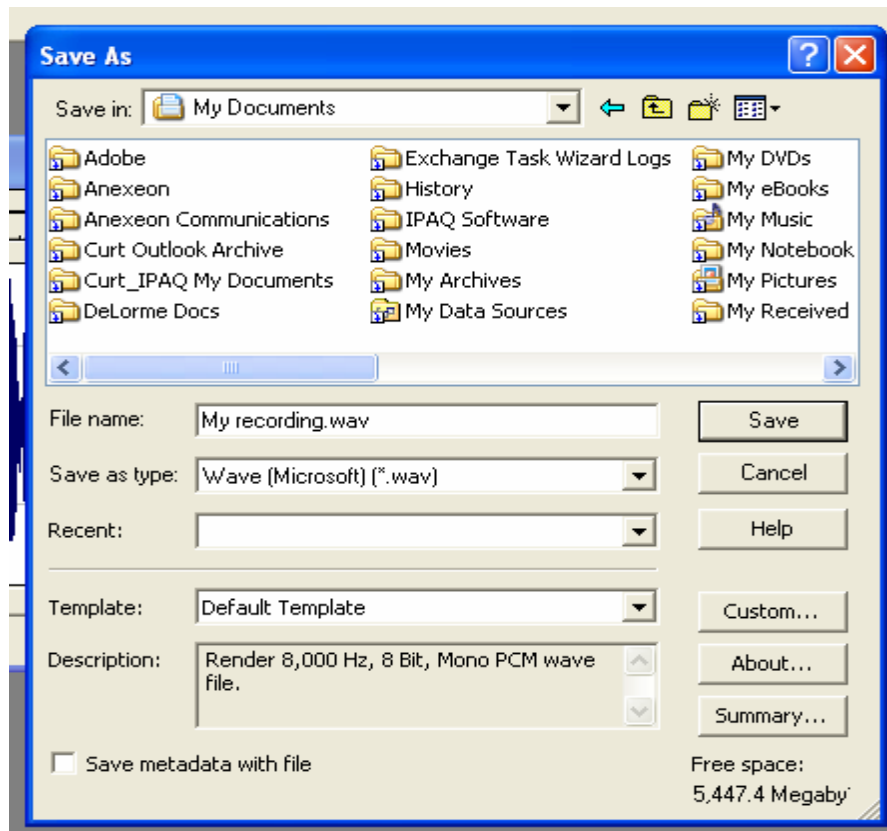


Creating a Sound Forge “Save” Template

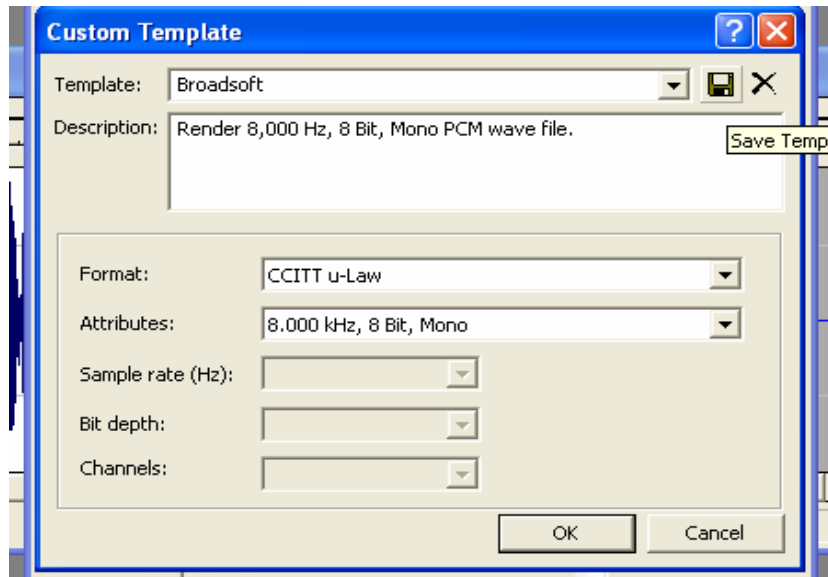
This will only need to be done once – we will create a template that you can choose when you save your recordings. (If you have already done this from the other user’s guide for “Advanced Sound Recording” , your preset will already be there).

This SAVE template will contain all file and type settings required for upload to the Broadsoft.

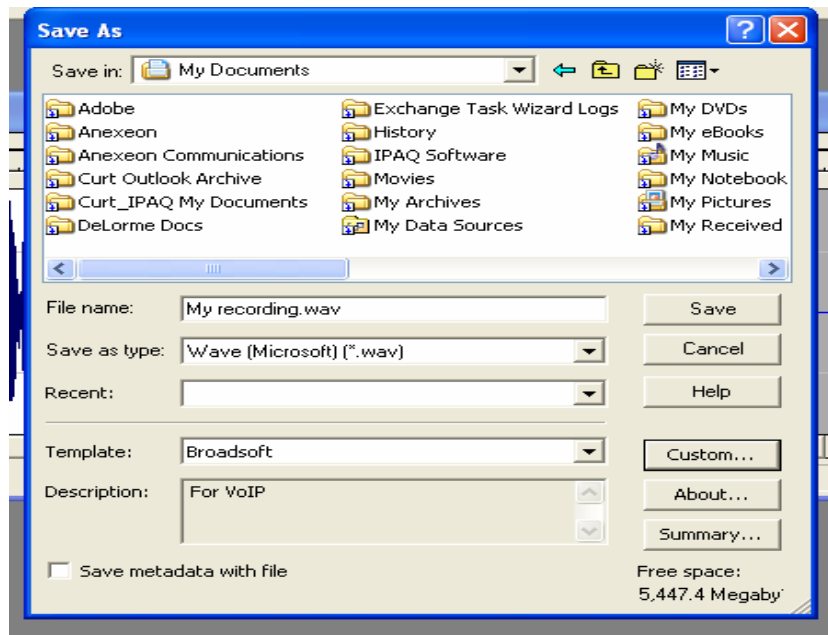
1. Choose SAVE AS from the FILE menu and then click the CUSTOM button to begin creating the template



2. Type “Broadsoft” as the template name
 - Change the FORMAT to CCITT u-Law
 - Ensure the ATTRIBUTES are set as shown below
 - If available, set SAMPLE RATE to 8000, BIT DEPTH to 8 bit and CHANNELS to mono
 - IMPORTANT – press the SAVE icon next to the template name before pressing OK



From now on, when you save your recording files for upload to the Broadsoft, you can select your preset BROADSOFT template and all the settings will change for correct file format





Uploading your completed file to the Broadsoft

Once you have saved your edited file to your computer with the correct file format, you are ready to upload the file to the Broadsoft Group for Music on Hold.

Each group in a Broadsoft enterprise can have different Music on Hold songs. This can be valuable for larger enterprises where differing sites or departments can have different songs or commercials for “On hold” status.

1. Login to the appropriate GROUP in Broadsoft
2. Select the SERVICES link on the left
3. Select MUSIC ON HOLD in the main window
4. The group will be listed in the window – press the EDIT button on the right

5. Place a checkmark next to the desired Call Hold and Call Park categories.
6. Select CUSTOM MUSIC FILE
7. Press the BROWSE button and navigate to the file you saved earlier in your audio editing program
8. Press APPLY
9. Watch for any errors. If there is an error, it is typically because the audio file was not saved using the correct format. Re-read this guide and follow the steps carefully to re-save your audio file in the correct format.
10. If there are no errors – test your new Music on Hold by calling the number and having someone place you on hold. Listen for volume, etc.