

Music on Hold File Format

Use this procedure to record a personal greeting or an announcement using a PC. The Application Server accepts .WAV and .WMA file formats. The following lists the validation rules for the file formats:

FOR .WAV FILES

- CCITT, u-law, or a-law codec
- 16.000 kHz
- 16 Bit Mono
- .WAV file type
- Maximum file size – 10MB

FOR .WMA FILES

- As above

FOR BOTH .WAV AND .WMA FILES

- Maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/ Group.
- The maximum audio length is 10 seconds for user's Voice Portal Personalized Name.
- The maximum audio length is 10 minutes for the Music On Hold greeting