XCENTRIC

Release Notes Additional Music on Hold Files

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BinTec Communications AG

These Release Notes Additional Music on Hold Files contain important information about loading the files for the different languages supported by **XCENTRIC**'s internal Music on Hold feature. These release notes can be retrieved from BinTec´s web server at http://www.bintec.de. There the Release Notes Additional Music on Hold Files are available on the Download page for **XCENTRIC**.

1 Overview

XCENTRIC contains the feature Music on Hold which lets your customers hear a melody or a message while they are waiting on a telephone line connected with **XCENTRIC**. This feature can be run with an external audio source or from within **XCENTRIC**. By default **XCENTRIC**'s German system software contains a standard German message and the international **XCENTRIC** edition already has an additional music file (wave_music.xcm, see) loaded.

In addition to this standard message in German in the German edition and the music file in the international edition loadable, messages in different languages are available, so that **XCENTRIC** supports the languages English, French, Italian, Dutch and Spanish. All these files contain the message "Please, hold the line" in the respective language. Loading these additional files only makes sense when you are using the Music on Hold feature from within **XCENTRIC** (also see).

2 Procedure

By default **XCENTRIC**'s system software contains a standard German message file. The international edition of **XCENTRIC** already has an additional music file (wave_music.xcm) loaded.

In the ex works state, it is possible to configure either **Music on Hold** *internal*, i.e. the German standard message is played (in the international edition the melody of the music file), or to configure **Music on Hold** *external*, i.e. **XCENTRIC**'s Music on Hold feature is supplied by external audio equipment. Configuration is done in the Setup Tool *PABX* ▶ *STATIC SETTINGS* menu (see the **XCENTRIC** User's Guide).

If you now load an additional language file and **XCENTRIC** is configured to **Music on Hold** *internal*, the additional language file is used to play the message. It is only possible to load one additional language file which, after a reboot of **XCENTRIC**, is automatically used to play the Music on Hold message. Loading a language file is described in .

If you are loading an additional language file in the international edition, the music file which was loaded in the ex works state is overwritten. In general, whenever loading an additional language or music file, the existing file is overwritten.

To delete an additional language file so that the standard German language file can be used again, the update procedure has to be conducted with a special "delete file". This is described in .

3 Additional Language and Music Files

The additional language and music files can be retrieved from the Download page for **XCENTRIC** on BinTec´s Web server at http://www.bintec.de. These files contain the messages or music in a proprietary BinTec format.

The following files are available:

File Name	Description
wave_music.xcm	Contains a continuously repeated piece of music.
wave_de.xcm	Contains a continuously repeated message in German with music in the background.
wave_eng.xcm	Contains a continuously repeated message in English with music in the background.
wave_franz.xcm	Contains a continuously repeated message in French with music in the background.
wave_ital.xcm	Contains a continuously repeated message in Italian with music in the background.
wave_nl.xcm	Contains a continuously repeated message in Dutch with music in the background.
wave_span.xcm	Contains a continuously repeated message in Spanish with music in the background.
wave_del.xcm	The "delete file" used to delete a language or music file which has been additionally loaded.

Table 3-1: Language and music files available

4 How to load an additional Music on Hold file

To load an additional language or music file into **XCENTRIC**, proceed as follows:

> Note that the update procedure should not be interrupted, e.g. due to a power cut or switching off **XCENTRIC**.

➤ Configure a computer in your local network as TFTP server. For a PC, you can use the TFTP server of DIME Tools (see documentation for BRICKware for Windows).

➤ Copy the language/music file downloaded from BinTec´s Web server to the TFTP folder on your TFTP server in your local network.

> To restart **XCENTRIC**, use the cmd=reboot command in the SNMP shell.
>
> cmd=reboot is not a command in the usual sense of the term. With this command the MIB variable **biboAdmConfigCmd** is assigned the value *reboot*: this leads to the termination of all currently running Flash operations and then to a restart of the system.

➤ Log in to **XCENTRIC** from a computer serially connected to **XCENTRIC** and reboot **XCENTRIC** with cmd=reboot.

XCENTRIC starts:

```
### XCentric start-up ###


DRAM memory        : 8MB  .......         done
Flash test         : ........[0x5288]    done
Ethertest          : ..                  done
Ethernet PHY test  : ...                 done
Ethernet looptest  : ...............     done
Dsp test           : ..                  done
Modem module       : ...                 done
Slot 2           : S04AB (HW-Rev.:1.3 FW-Rev:1.5)
Slot 3           : 5S0 (HW-Rev.:1.1 FW-Rev:1.3)
Slot 4           : no module
Slot 5           : no module
Slot 6         : 10/100Mbps HUB (HW-Rev.:1.2 FW-Rev:1.0)
Slot 7         : 10/100Mbps HUB (HW-Rev.:1.0 FW-Rev:1.0)


### XCentric (Hardware-Rev. 1.2, Firmware-Rev. 1.6) ok
###


Press <sp> for boot monitor or any other key to boot
system
```

4 How to load an additional Music on Hold file

➤ Now press **Space** to enter BOOTmonitor mode.

```
XCentric Bootmonitor (V. 5.1 Rev. 2 from Sep  3 1999)
Copyright (c) by BinTec Communications AG

(1) Boot System
(2) Software Update via TFTP
(3) Software Update via XMODEM
(4) Delete Configuration
(5) Default Bootmonitor Parameters

Your choice>
```

➤ Carry out the software update via TFTP (option 2) in the BOOTmonitor to load the music/language file. You must enter the IP address of **XCENTRIC**, the IP address of the TFTP server and the file name of the language/music file.

```
Your choice> 2
Enter local IP address [192.168.1.254]:
Enter IP address of TFTP server [192.168.1.1]:
Enter file name of image [logic16.xcm]: wave_eng.xcm

Are your entries correct (y or n) ? y
```

➤ Re-examine your settings. If your settings are correct, confirm with `y` and
the **RETURN** key.

```
Are your entries correct (y or n) ? y

Starting file transfer ......OK (124670 bytes received)
Checking new image ... OK

Loaded binary image (at 0x1e0000 len:0x1e6ca).

*** Don't power-off your router while the update takes
place ***

Do you want to write image to flash (y or n) ? y
```

➤ If no errors have occurred, confirm with `y` to save the music/language file
to Flash.

```
Do you want to write image to flash (y or n) ? y
Image update complete
```

After the message saying the update is finished appears, the BOOTmonitor
restarts.

4 How to load an additional Music on Hold file

➤ After the BOOTmonitor is started again, you must now select option 1 to start **XCENTRIC**.

```
XCentric Bootmonitor (V. 5.1 Rev. 2 from Sep  3 1999)
Copyright (c) by BinTec Communications AG

(1) Boot System
(2) Software Update via TFTP
(3) Software Update via XMODEM
(4) Delete Configuration
(5) Default Bootmonitor Parameters

Your choice> 1
Booting image from Flash ROM
...
```

➤ Once **XCENTRIC** has come up again, you can carry on using **XCENTRIC**. The language/music file which you have just loaded is now heard when a telephone line is held, provided that you have configured **Music on Hold** *internal* in the Setup Tool (see chapter 2, page 6).

5 How to delete the additional Music on Hold file

When you choose the setting *internal* for **Music on Hold** in the Setup Tool, as described in chapter 2, page 6, the currently loaded additional language/music file in **XCENTRIC** is always played.

If you now wish to get back to the standard German message, which is included in **XCENTRIC**'s system software, you have to load the "delete file" (wave_del.xcm) which can be retrieved from the Download page for **XCENTRIC** on BinTec´s Web server at http://www.bintec.de. (Also see chapter 3, page 7)

The file "wave_del.xcm" has to be loaded the same way the language/music files are loaded into **XCENTRIC**. The procedure is described in chapter 4, page 8.

After you have loaded the file "wave_del.xcm", the additional language/music file is deleted and the standard German message is played.

5   How to delete the additional Music on Hold file