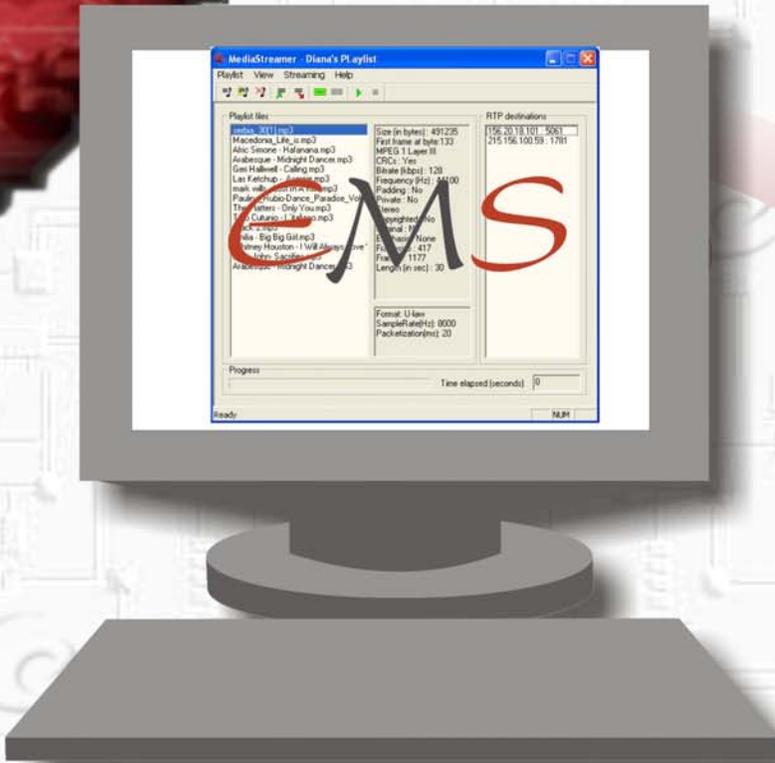


# EMS

Epygi Media Streamer



Media Stream



## Manual: User's Guide

Edition 1 SW Release 1.9 and higher, May 2011

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## 1. Introduction

The Quadro's Streaming Hold Music feature allows the on-hold party to listen to the voice streamed by an external RTP streamer rather than the prerecorded voice stored on the Quadro. There is a possibility to play different streams for each extension, to play very long audio files as hold music, also allowing dynamically changing the content of hold music. Feature could be used for playing advertisements to callers while they are placed on hold.

The RTP streams can be generated by an application on a PC, which get the stream from any location (file, internet radio etc).

Epygi provides a free tool called Epygi Media Streamer (EMS), which allows streaming several sequences of MP3 files to a specified unicast or multicast IP address/port. The EMS is an application for PC, which can be easily and quickly configured.

Streaming Hold Music should be configured both on the Quadro and EMS. This guide provides step by step instructions how to install and configure the EMS and the Quadro for streaming hold music.

The Streaming Hold Music feature is available on Quadro2x, Quadro4x/16x, Quadro6L, Quadro4Li, QuadroM32x running FW 5.1.17 and higher and on QuadroM8L, QuadroM26x, QuadroM26xi, QuadroM12Li running FW 5.2.7 and higher.

## 2. References

For more details about Quadro's Streaming Hold Music feature, see the following references:

- Extension User's Manual
- Administrator's Manual

### 3. Installing EMS

The following are the requirements for EMS application:

- MS WindowsXP and MS Windows Vista
- TCP connection

Run the emssetup.exe file and follow the instructions. Upon finishing the setup the EMS application is now ready for configuring and use.

### 4. EMS Functionality

This application consists of a window which displays the created playlist and the RTP destinations.

- **Playlist files pane** - indicates the list of mp3 files in the playlist.
- **Description pane** – displays the characteristics of the selected mp3 file.
- **RTP Destinations pane** – indicates the RTP destinations where the selected playlist should be played.

**Please Note:** If you wish to play different playlists on different RTP channels at the same time, several instances of EMS should be launched.

- **Progress bar** – displays the progress of the selected mp3 file playing.
- **Time elapsed (seconds)** – displays how long the selected playlist is already played on the RTP destination(s).
- **Status bar** – indicates which file is playing in the playlist.

#### 4.1. Toolbar

Following options are available in the toolbar:

- **New playlist** – creates a new playlist.
- **Open playlist** – opens the previously created playlist. When this option is selected, a window with existing playlist appears. Choose the preferred playlist to launch.
- **Delete playlist** - deletes the previously created playlist. When this option is selected, a window with existing playlist appears. Choose the preferred playlist to delete.
- **Add file to playlist** – adds mp3 files to the launched playlist. This option opens a window where the source file should be selected. In **Decode Options**, the destination stream **Format** (U-Law or A-Law) and the **Packetization Time** should be selected.
- **Remove file from playlist** – removes the mp3 files from the launched playlist.
- **Add RTP destination** – adds Quadro's IP address and the port number where the launched playlist will be played. This option opens a window where the IP address and the port number should be provided.

**Please Note:** The RTP destination defined here should be the Quadro's IP address where the RTP stream will be used for hold music or any other type of long-lasting music played to the party in the call. The RTP port number defined here should be configured in the **RTP Streaming Channels** page (see Telephony menu) in the Quadro's Web Management. Then the corresponding service (like hold music, call queue music, etc.) should be configured on the Quadro to use the RTP channel configured in the **RTP Streaming Channels** page.

- **Remove RTP destination** – removes an RTP destination from the list.
- **Start streaming** – starts the playlist streaming over the configured RTP destination(s).
- **Stop streaming** – stops the playlist streaming.
- **Convert file** – starts the audio file conversion.

## 4.2. Menu options

Following menus are available:

- **Playlist** - offers to create a new playlist, aunch or delete an existing playlist. **Exit** option in this menu is used to quit the application.
- **View** - allows you to show or hide the Toolbar and the Status bar.
- **Streaming** - offers options to add/remove file to/from playlist, add or delete an RTP destination, start and stop the streaming. **Loop Mode** enables the playlist to be played in the loop, i.e. once the last mp3 file is played, the streaming will automatically start over the first mp3 file in the playlist.
- **Tools** – offers option to convert an audio file.
- **Help** - opens an online help and the **About** window.

For details about options in the EMS application menus, see chapter [Toolbar](#).

## 5. Configuring EMS

The following step-by-step instructions describe how to configure the EMS for streaming hold music:

1. Run EMS. The main window for EMS will open.

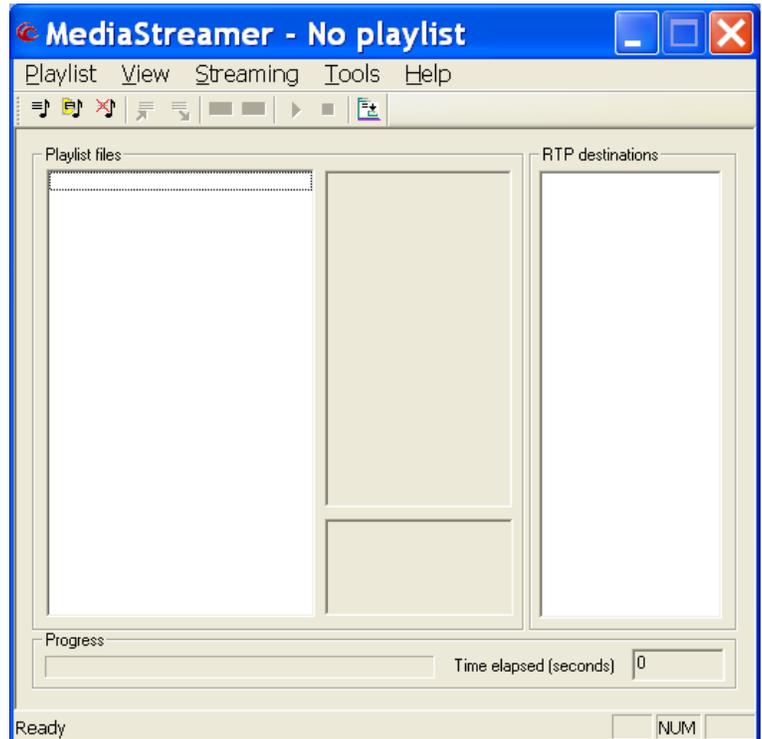


Figure 1: EMS main window

2. Add a playlist by selecting the **New Playlist** menu or using Toolbars.

**Please Note:** EMS stores the Playlists for users that have no admin rights.



Figure 2: Creating a Playlist

3. Add file(s) to the created playlist. Use menu **Streaming** to add files to playlist or use Toolbars.

**Please Note:** The added file should be in MP3 format.

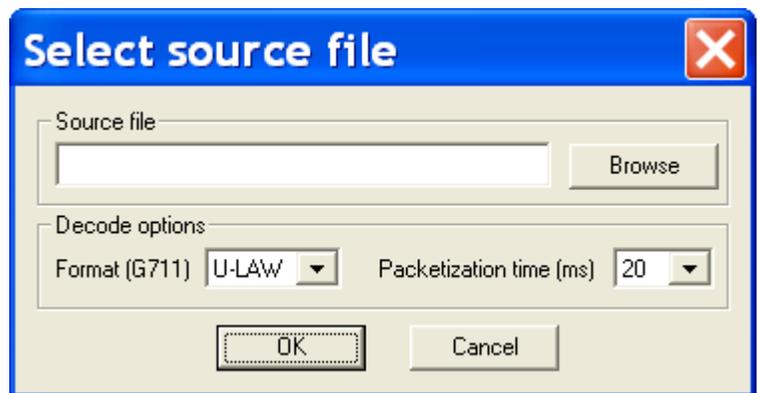


Figure 3: Adding files to the Playlist

4. The newly added audio file will appear in the left playlist files window. You may add as much files as you need.

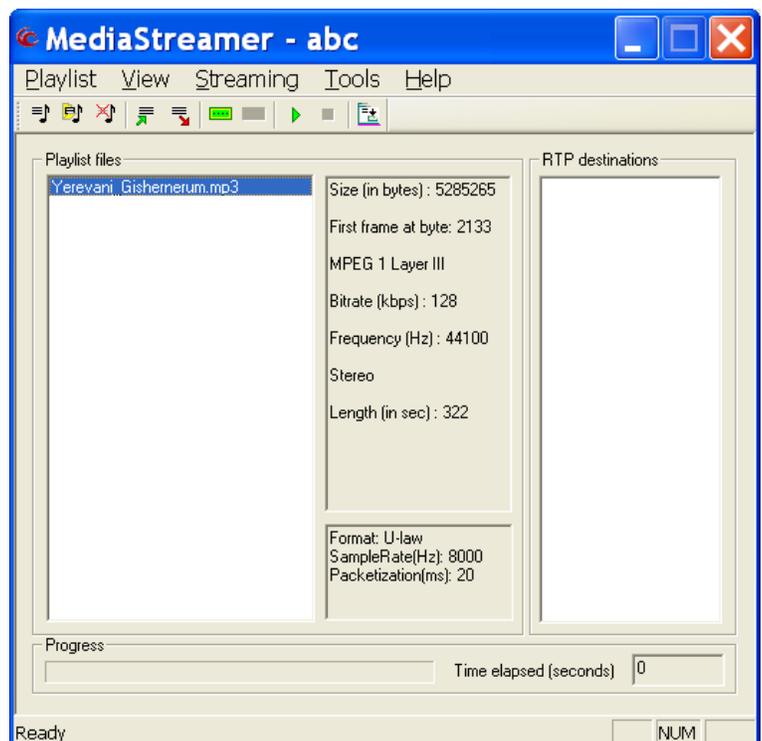


Figure 4: Adding files to the Playlist

5. Use the **Add RTP** destination menu or Toolbars to add the destination Quadro to the list.

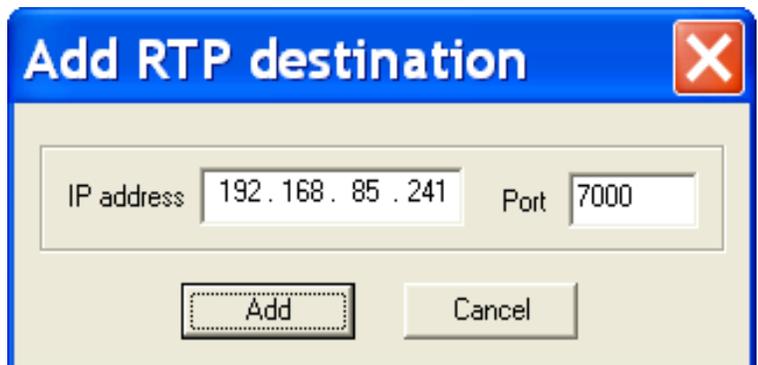


Figure 5: Adding RTP Destination

- Choose the **Start Streaming** menu or use toolbars to start the streaming for the audio file.

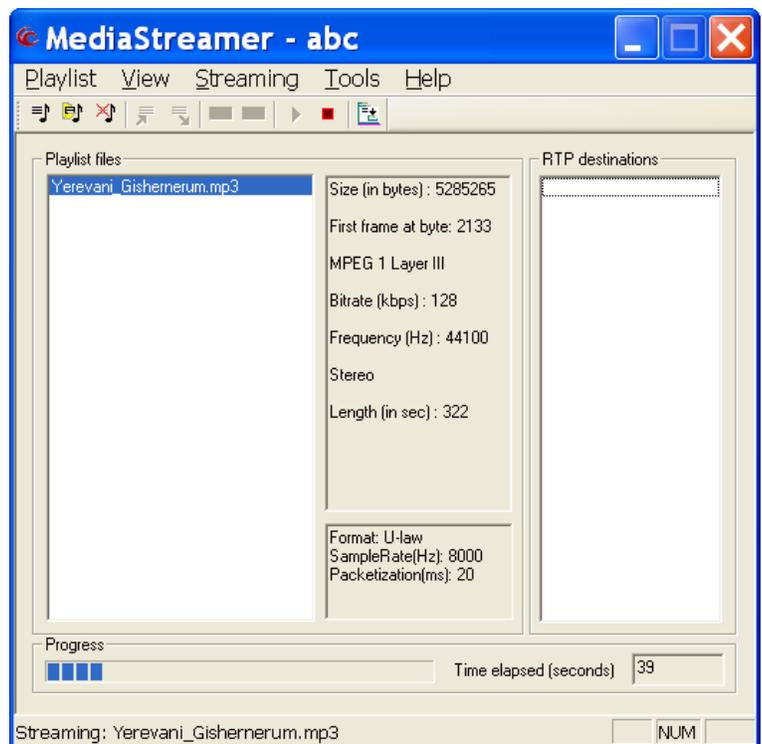


Figure 6: Streaming progress

- Use the **Tools** menu or toolbars to start the conversion of an audio file.

**Please Note:** The MP3 files will be converted in a wav media format which may be used as custom system message for Quadro.

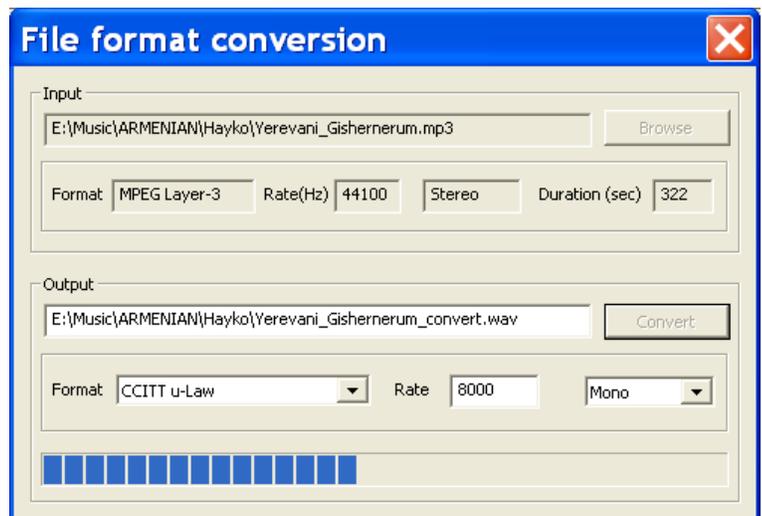


Figure 7: Conversion progress

## 6. Configuring Quadro for streaming music on hold

Once EMS has been successfully installed and configured, go to the Telephony→ RTP Streaming Channels on the Quadro. This will open the **RTP Streaming Channels** page (Figure 8).



Figure 8: Configuring RTP Streaming Channels

**Add** functional link in this page will open the **RTP Streaming Channels - Add Entry** page where the RTP Channel Name and Port Number can be configured (Figure 9).



Figure 9: Editing RTP Streaming Channels

After saving, the newly created RTP channel will appear in the **RTP Streaming Channels** table (Figure 10).



Figure 10: Configuring RTP streaming channels

Now the music on hold should be defined for each extension. To do that, go to **Supplementary Services→Basic services→General Settings** for the extension on the Quadro and select **Hold Music Settings** (Figure 11).

Select the **RTP Channel** option, choose the channel and save.

The screenshot displays the 'Basic Services - Hold Music Settings' page for extension 11. At the top, there is a navigation menu with 'Main', 'Voice Mail', 'Your Extension', and 'Supplementary Services'. The Epygi logo is in the top right corner. The page title is 'Basic Services - Hold Music Settings' and the extension is identified as 'Extension: 11'. On the left, a sidebar lists settings categories: 'General Settings', 'Hold Music Settings', 'Do Not Disturb Settings', and 'Hot Line Settings'. The main content area contains the following settings:

- Send Hold Music to remote IP party
- Listen Hold Music: Caller\_Music
- File
- Restore default Hold Music file
- Upload new Hold Music file: [text input] [Browse]
- RTP Channel
- Choose Channel: Ch1

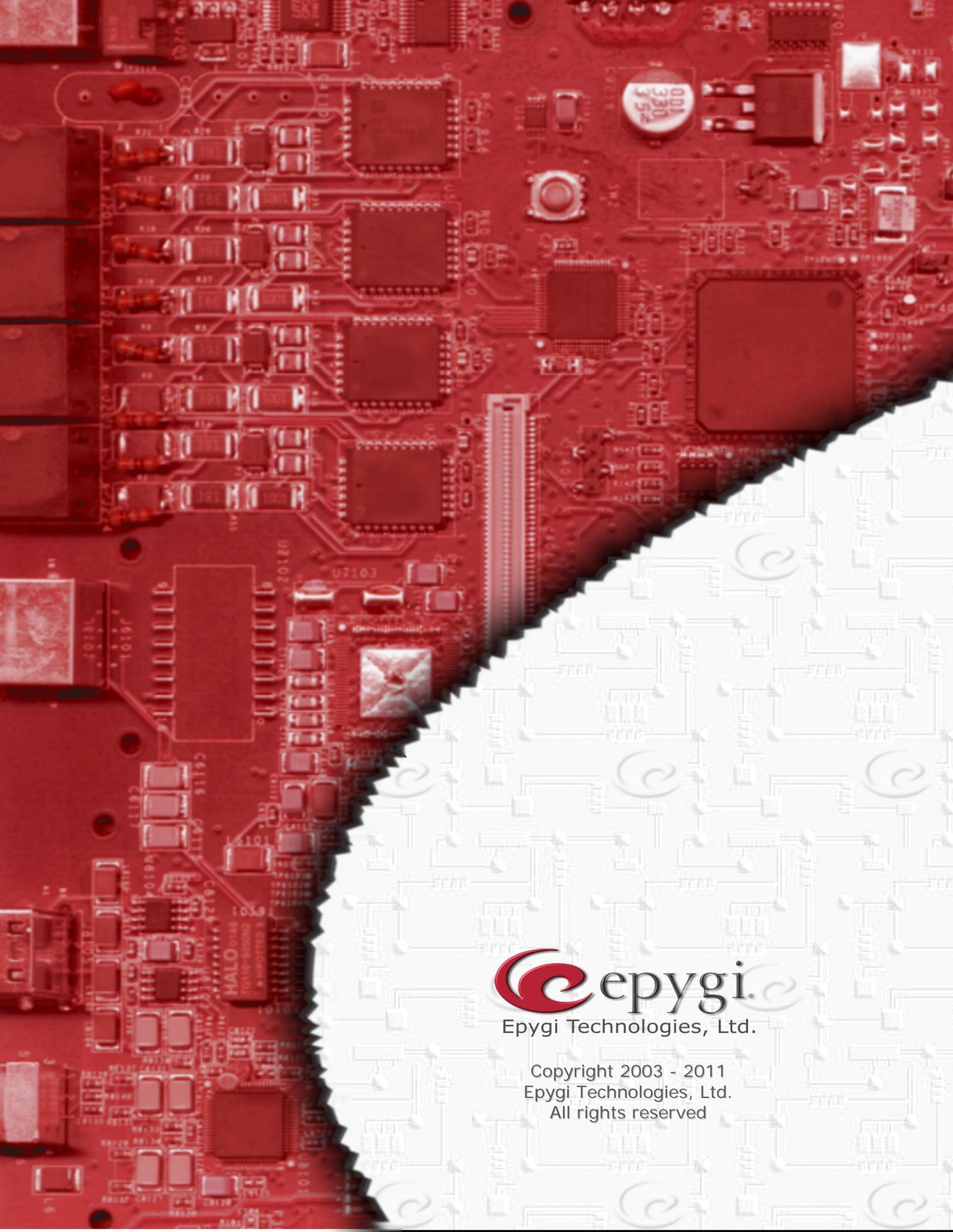
At the bottom of the main content area are 'Save' and 'Back' buttons. A 'Help' button is located in the bottom right corner of the page. A copyright notice at the bottom left reads: 'Copyright (C) 2003-2008 Epygi Technologies, Ltd. All rights reserved.'

Figure 11: Extension Hold Settings

**Please Note:** If the extension is set to use external streaming channel for its hold music, users should ensure that the stream is always present. If the stream is absent by some reason, the party being on hold will listen silence.

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