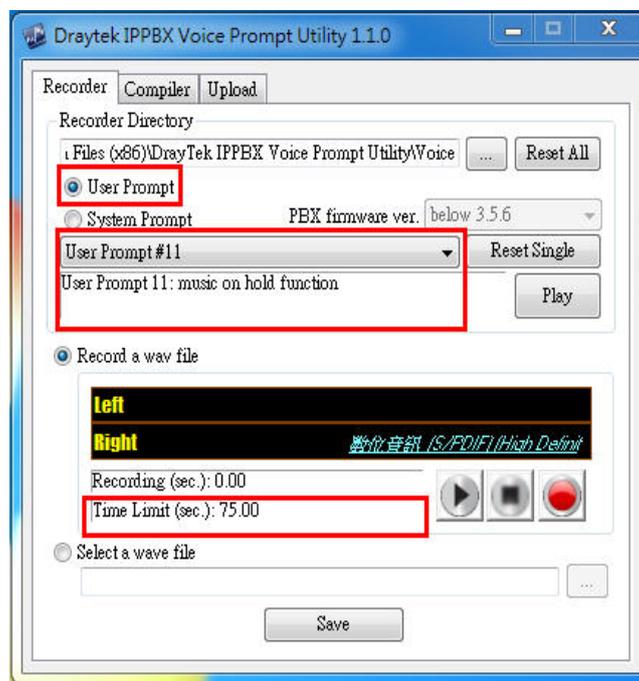# How to extend the playing time and content for Music on Hold

Before the firmware version V3.2.6, the VigorIPPBX router only supports Music on Hold for playing the WAV file about 75 seconds, and only one WAV file is allowed. To fit the business requirement of the customers, we change the design of Music on Hold and let users to define up to 4 wav files used for Music on Hold. The maiximum playing time is extended up to 300 seconds, and the total amount of user prompts is extended up to 50 sets.

1. Users can record several WAV files used for Music on Hold by using DrayTek IPPBX Voice Prompt Utility 1.1.0.

2. Use the web configurator of Vigor router to upload the user prompt files to the router. Open the web configurator of Vigor router.

3. From the web page of **IP PBX System>>PBX System**, you can find the **User Prompts** link. Click it.

4. In the field of **Upload**, use the **Browse** button to select one proper WAV file, then click **Restore** to upload the file onto Vigor router. Notice that only one WAV file can be uploaded at one time.

Prompt maintaince

Download			
User Prompt G711		01 ▾	Back Up
Upload			
H:\v2820pbx_userprompt12.wav	🖼️📁		Restore

Note: The file name follows a pre-defined rule:
User Prompt File: v2820pbx_userpromptxx.wav;xx:01-50
When G711 Prompt File has uploaded, system will generate related G729 Prompt File automatically, But we can not generate G711 Prompt file based on G729 Prompt file.

5. During the process of uploading, you will see the following screen.

Prompt maintaince

Uploading and converting codec!

Note: The file name follows a pre-defined rule:
User Prompt File: v2820pbx_userpromptxxx.wav;xxx:01-50
When G711 Prompt File has uploaded, system will generate related G729 Prompt File automatically, But we can not generate G711 Prompt file based on G729 Prompt file.

6. When the upload procedure is done and successfully, the system will display "**Prompt file has been uploaded successfully**".

Prompt maintaince

Congratulation!
Prompt file has been uploaded successfully.

Note: The file name follows a pre-defined rule:
User Prompt File: v2820pbx_userpromptxxx.wav;xxx:01-50
When G711 Prompt File has uploaded, system will generate related G729 Prompt File automatically, But we can not generate G711 Prompt file based on G729 Prompt file.

7. After finished the uploading of User Prompt, you can observe the status for each user prompt. Moreover, you can define different names for each user prompt respectively to increase the convenience in management and usage.

IP PBX >> PBX Prompt maintaince

User Prompt Status

Index	User Prompt Display Name	G711 Status	G711 length	G729 Status	G729 length
1		Not Exist	0	Not Exist	0
2		Not Exist	0	Not Exist	0
3		Not Exist	0	Not Exist	0
4		Not Exist	0	Not Exist	0
5		Not Exist	0	Not Exist	0
6		Not Exist	0	Not Exist	0
7		Not Exist	0	Not Exist	0
8		Not Exist	0	Not Exist	0
9		Not Exist	0	Not Exist	0
10		Not Exist	0	Not Exist	0
11	Music_on_hold-1	Exist	111106	Exist	13884
12	Music_on_hold-2	Exist	111106	Exist	13884
13	Music_on_hold-3	Exist	111106	Exist	13884
14	Music_on_hold-4	Exist	111106	Exist	13884
15		Not Exist	0	Not Exist	0
16		Not Exist	0	Not Exist	0
17		Not Exist	0	Not Exist	0
18		Not Exist	0	Not Exist	0
19		Not Exist	0	Not Exist	0
20		Not Exist	0	Not Exist	0

<< 1-20 | 21-40 | 41-50 >>   >> Next

[OK]   [Cancel]

8. Now, you can open **IP PBX>>PBX System>>SIP Proxy Setting** to process the configuration of **Music on Hold**.

9. The field defined by the red rectangle means you can set Music on Hold up to four user prompts in this place. According to the following configuration, the system will play Music_on_hold-1, followed by Music_on_hold-2, and Music_on_hold-3. The last is Music_on_hold-4. Next, the system will repeat the playing sequence starting from Music_on_hold-1. Then, the purpose of extending the playing time and content of Music on Hold can be reached.