

## How to Upload and Organize Sound and Music Files

<https://campus.barracuda.com/doc/41091646/>

### See also:

- [Setting Up Call Parking Extensions](#)
- [Sound and Music Files](#)

Arrange sound files into categories on the **Configuration > Sound Files** page, and music files into music on hold (MOH) schemes that are played to callers in queues or from automated attendants (AA) on the **Configuration > Music on Hold** page.




### Sound Files

You must have at least one sound file on your system to create an [Automated Attendant](#).

Configure sound categories on the **Configuration > Sound Files** page.

- Click **New Category** to define a new category for sound files. A category must be created before sound files can be uploaded or recorded
- Select a sound category name to upload sound files, record sound files, or to rename or delete the category.
- The Barracuda Phone System supports MP3 files and WAV files with a 20MB size limit. Click **Upload a File** to add a sound file from your local computer.
- Click **Record A Sound** to have the Barracuda Phone System call your extension and prompt you to make a recording. Enter your extension number and the name of the sound file, then select **Call Me**. Your phone will ring and when you answer you will be prompted to record a sound. This is very similar to leaving a voicemail message.

Once a sound file is uploaded or recorded it has a number of options:

- **Delete** – Delete the sound file from the system
- **Rename** – Rename the sound file
- **Move** – Move the sound file to another sound category
- **Play**  – Play the sound file on your computer's speakers
- **Stop**  – Stop playback
- **Download**  – Download the sound file to your computer

You will need at least one sound file on your system if you wish to create an [Automated Attendant](#).

Sound files can also be uploaded by dialing **\*732** from a user's phone who is a member of a [group](#) with the Administrator permission set. The caller will be prompted to record a sound file and will be prompted to review and save the recording. Once saved, each recording, along with the timestamp of the recording, will appear in the **Recordings From Phone** category. If this category does not exist, it will be created automatically.

## Music Files

Configure music on hold (MOH) files and schemes on the **Configuration > Music on Hold** page.

### Adding a New Scheme

- In the **Music Schemes** table, click **New Scheme** to define a new music scheme.
- Type a unique name for the scheme and click **Add**.
- In the **Music Schemes** table, click a music scheme name to upload music files, or to rename or delete a scheme.

The Barracuda Phone System supports MP3 files and WAV files, with a 20MB size limit. Select **Upload Music** to add a music file from your local computer.

### Adding a New Stream

- Click a music scheme name, and then click **Add Stream** to add a Shoutcast stream:
  - Enter the name of the stream as it is to appear in the user interface
  - Enter the URL of the stream, for example: `http://relay.181.fm:8052/`

Only MP3-encoded streams are supported. Some Shoutcast streams have an M3U file type. This is not a Shoutcast URL, but rather a text file containing one or more Shoutcast URLs.




- Click **Add** to add the stream to the music scheme.

When using streams for MOH, it is best to have a single stream per MOH scheme. If you have more than one stream on an MOH scheme, the first stream must finish playing before the next stream begins. Some streams are continuous and therefore never "end."

You may also want to include a WAV or MP3 file in an MOH scheme along with a stream. In this case, add the stream first, and then the sound file(s). If the system loses connection to the stream, it will play the local sound files.

## Music File Options

Once a music file is uploaded, there are a number of options:

- **Delete** - Delete the music file from the system
- **Rename** - Rename the music file
- **Move** - Move the music file to another music scheme
- **Play**  - Play the music file on your computer's speakers
- **Stop**  - Stop playback
- **Download**  - Download the music file to your computer

## Stream Options

Once a stream is added, there are several options:

- **Delete** - Delete the stream from the system
- **Rename** - Rename the stream
- **Move** - Move the stream to another music scheme

Uploaded streams need a minute or more to be transcoded before they are available to be played or downloaded. If you download a recently uploaded file before it finishes transcoding, you will receive a working, but truncated sound file. If this happens, wait a few minutes, and then download the file again.

## Figures

1. IconPlay.jpg
2. IconStop.jpg
3. IconDownload.jpg
4. IconPlay.jpg
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6. IconDownload.jpg

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