

NETWORKED AUDIO UNIT  
MODEL NO: 4975



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## NETWORKED AUDIO UNIT

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### PACKAGE CONTENTS:

1 x WaveCube Player unit  
1 x Power Adapter (12Vdc, 350mA)  
1 x Software Disc  
1 x Network Cable- RJ45 (coloured)\*  
1 x RJ12 Modular plug to Standard Telephone plug  
1x Headphone earbuds

\*Standard Network Cables come in Blue, Yellow, Green & Red

## NETWORKED MP3 AUDIO UNIT MODEL WC-4975

### Panel Description



#### 1. Power Jack

Plug the Supplied power adapter (12Vdc, 350mA) into an AC outlet of proper voltage (specified on adapters label).

#### 2. Network Connection (Ethernet Interface)

Automatic 10 or 100 Mbps links capability

This is your connection point from the WaveCube to your Network, using the supplied Coloured RJ45 Network Cable\*

Standard Network Cables come in Blue, Yellow, Green & Red

#### 3. Stereo Socket

3.5mm Stereo Socket. To Monitor current playback of audio, Connect the supplied earbuds via the 3.5mm Stereo socket.

#### 4. RJ12 Audio Output Socket (Connection to MOH Port)

The WaveCube is simply connected to the MOH port of any telephone system via the RJ12 audio socket on the unit.

External Line Isolation unit not required.

RJ12 audio plug to telephone plug lead supplied

#### 5. Amber LED / Light Indicator

This LED/ indicator Light will continually blink when a new message or music file is being uploaded.

#### 6. Green LED / Light Indicator

The green LED / Light Indicator will be "On" when a message or Music file is being played.

#### 7. Red LED / Light Indicator

When This LED/ Light Indicator is "On" Power is connected and the WaveCube is Operational.

### SECTION 1.0 HARDWARE - Connection & Setup

1. Using the supplied RJ12 Modular plug to telephone plug lead supplied, connect the audio out (RJ12 Audio socket) to the Music On Hold port of your phone system. External LIU not required as the WaveCube has an inbuilt LIU.
2. Connect the WaveCube to your network via the supplied coloured RJ45 lead for maintenance and content updates.
3. Use the supplied Power Adapter to connect the WaveCube to a power outlet. On connection, a pre recorded music file will commence play continuously.

## SECTION 2.0 SOFTWARE -Wavecube Software Installation

To install the WaveCube software, insert the supplied CD-ROM into your computer's CD-ROM drive. In many cases your computer will detect the disc and start the installation automatically. Manual Installation can be done by locating the appropriate drive and selecting “**setup. EXE**” from the menu.

The installation program will take you through some simple steps and place a “shortcut” icon on your desktop. Please seek technical support if you are unsure about any aspect of the install. Once the installation is complete, The Following Icon will appear as a shortcut on your desktop: (illustration 1.1)



Illustration. 1.1

Double-clicking the WaveCube shortcut icon will start the WaveCube software.

## SECTION 2.1 CONFIGURATION -Setting Of IP Address

Once the WaveCube program starts you will see the following window. (illustration 1.2)



The WaveCube software interface (illustration 1.2)

Make sure that your WaveCube is connected to the LAN correctly and has power, then click the “Scan” button located on the top right hand corner of the WaveCube Window. (illustration 1.3)

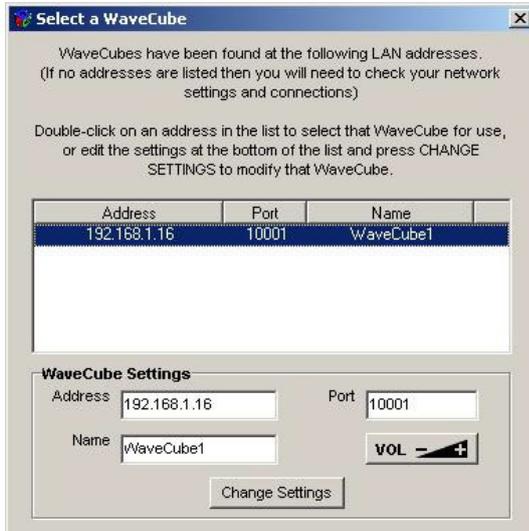


Illustration 1.3

**N.B.** Please see section 3.2 for Internet connectivity.

This will instruct the software to examine your LAN for any WaveCubes, which may be connected the network

The following window will then be displayed listing any WaveCubes it has found: (illustration 1.4)



The Scan window showing a single WaveCube detected on the LAN  
Illustration 1.4

**N.B.** If the Scan window does not list any WaveCube addresses you will need to double-check your network connections or contact your Network Administrator. However there are a number of technical reasons why the Scan function will not find a WaveCube on your network even if it has been connected correctly. Please see troubleshooting, section 6.0

**⚠ Port Number Range:**

The below table represents the source port number in TCP connections, and is the number used to identify the channel for remote initiating connections. Port range of 1- 65535 except for the following reserved port numbers:

Port Numbers	Reserved for
1 – 1024	Reserved (well known ports)
9999	Telnet setup
14000-14009	Reserved
30718	Reserved (77FEh)
<b>10000-10999</b>	<b>RECOMMENDED PORTS</b>

Table. 1.1

**N.B.** Default setting for Port is 10001.

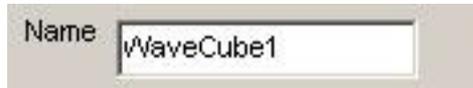
When the Scan window has detected a WaveCube, it's IP address and PORT will be listed. You can select a WaveCube by clicking once on it's IP Address so that it becomes highlighted and the ADDRESS and PORT fields at the bottom of the window are automatically filled in. (illustration 1.5)



Illustration 1.5

To change a WaveCube's IP and/or PORT number, simply modify the values in the ADDRESS and PORT fields and press the CHANGE button. The change will then be made and you will be returned to the WaveCube software's main window.

The Wavecube can also be assigned a specific name by entering up to 16 characters in the NAME field. (Illustration 1.6)



*Naming a WaveCube can make it easier to identify on the LAN than just by an IP address, especially if multiple devices are present.  
Illustration 1.6*

***PLEASE BE CAREFUL! Changing your WaveCube's IP and PORT number to something unreadable by your network, you may not be able to communicate with it and will need to use one of the methods described in section 6.0 to change the settings back. You may even need to send the WaveCube back for service. Please ensure you have contacted your Network Administrator and obtained their advice before making changes to your WaveCube's settings. It's also important to note that even if the SCAN function successfully finds WaveCubes on your LAN, it is possible that you cannot communicate with them or change their settings due to your PC's or LAN's configuration. A common cause of this problem is that a PC's "Net Mask" is not compatible with the address a WaveCube is set to and will therefore block network communications to that address. Please see section 6.0 Troubleshooting for further information.***

***Note: This manual is not intended to be a tutorial on how networks operate or devices connect to them, nor is it designed to teach the basics of the Windows operating system. Your network may be configured in a way that requires special consideration and you should contact your network administrator for advice before connecting the WaveCube.***

## **SECTION 3.0 CONTENT UPDATES**

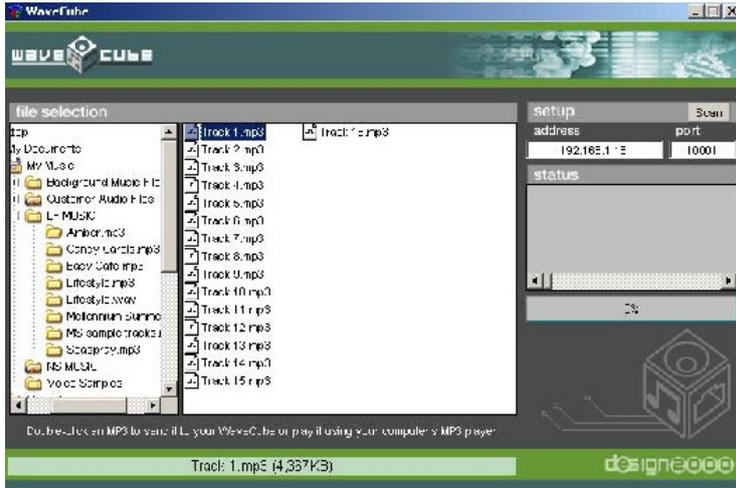
**N.B.** The WaveCube audio unit supports MP3 format of MPEG 1, 2, 2.5 extensions and MPEG Audio Layer 3 only.  
All sample and bit rates in mono or stereo supports VBR (Variable Bit Rate)

### **3.1 Uploading a new music / Message file via LAN**

After you have established the location (IP address and PORT number) of your WaveCube on the network, you are ready to send MP3 sound files to it.

To select a WaveCube for use, press the Scan button (as explained in section 2.1) then double-click the desired WaveCube that appears in the list.

Once this is done you can select an MP3 file to send by navigating WaveCube explorer as you would on Windows. (illustration 1.7)



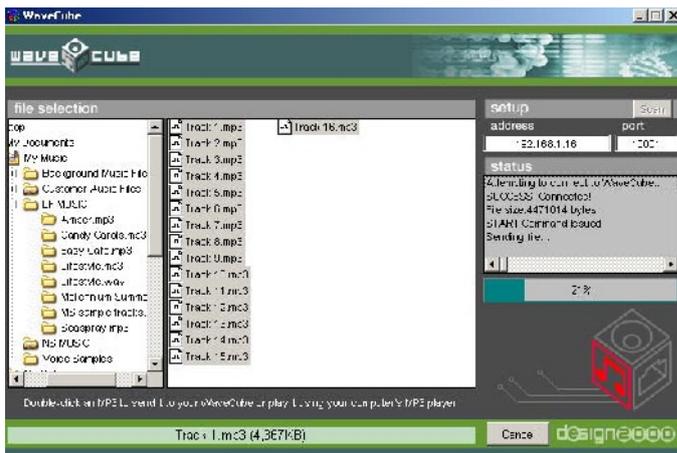
WaveCube Explorer Window  
Illustration 1.7



Once you have located an MP3 file, a single mouse click will display the full filename and file size at the bottom of the WaveCube window. The maximum size file you can send to the WaveCube is 12 megabytes (12,000 KB). Double-clicking on an MP3 file will bring up a prompt window. (Illustration 1.8)

For demonstration purposes we double-clicked on an MP3 titled, "Track 1.mp3"  
illustration 1.8

The WaveCube software will now ask whether you wish to preview (play) the file or send it to the WaveCube. Clicking the PREVIEW button will play the selected MP3 using your computer's installed MP3 player (eg, Windows Media Player). Clicking the SEND button will begin the update of your WaveCube across the network. (Illustration 1.9)



While transferring an MP3 file, the STATUS window will display various network messages, a progress bar graph will show the percentage of completion and the WaveCube logo will animate. Illustration 1.9

**IMPORTANT: If the transfer is cancelled or fails for any reason, only part of the MP3 file will have been sent to the WaveCube and will be playing in it's incomplete form. It's important to transfer full files to the WaveCube so that played messages and music do not sound "chopped off" and therefore unprofessional to your customers.**

The following message will be displayed upon a successful transfer (illustration 2.0)



Success! The WaveCube is now playing a new MP3 file.  
Illustration 2.0

Should an error occur during transfer, the WaveCube software will display an error message and may suggest a course of correction. (Illustration 2.1)



A typical transfer error message.  
Illustration 2.

If an error occurred during transfer you should attempt to determine the cause and re-send the file. Please see troubleshooting section 6.0 for further details.

To end the WaveCube session, simply close the window or continue sending files as described in section 3.1

**N.B:** Only one MP3 file can be stored in the WaveCube at any one time. Should you need to store more than one file please contact [Musiconhold.com.au](http://Musiconhold.com.au) for further information on editing.

### 3.2. Uploading a new music / Message file via Internet

Sending an MP3 across the Internet to a WaveCube is done exactly as described in section 3.1. However the following must be taken into consideration:

You cannot use the "Scan" button (section 2.1) to find WaveCubes on the Internet. You must know the Internet address and PORT number of the unit and enter these directly into the ADDRESS and PORT fields on the WaveCube software's main window. (illustration 2.2)



Enter the Internet IP or URL and PORT directly into the fields provided.  
Illustration 2.2

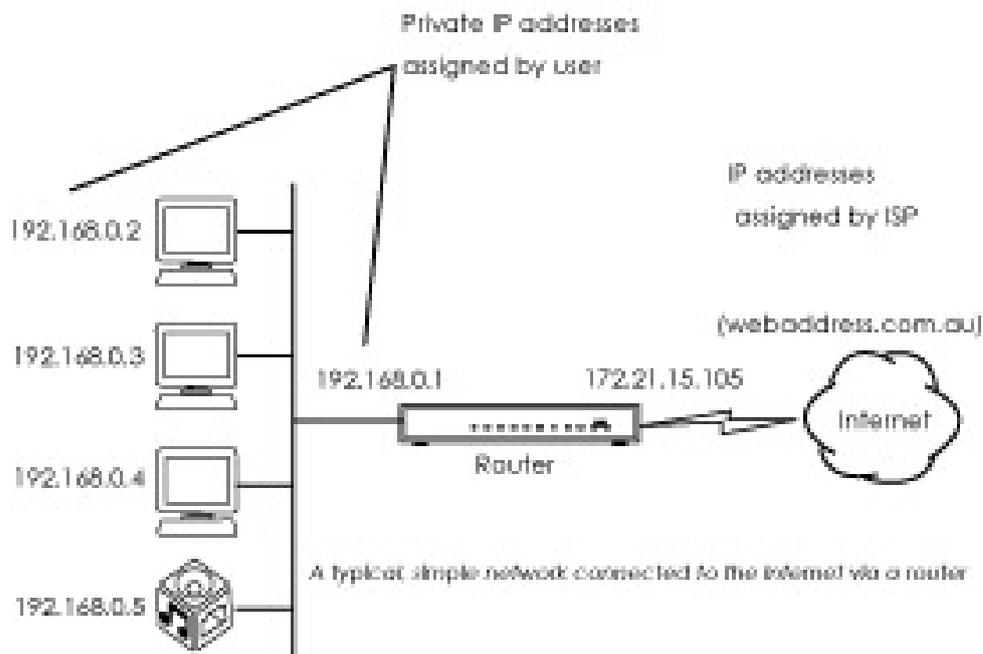
You need to make sure that there is a way to access the WaveCube on your LAN via the Internet. This is most commonly achieved using a device called a router.

As a broad summary and in the context of this discussion, a router allows you to access a particular PC or device (WaveCube) on your LAN by using the Internet.

**NOTE: If you do not have a router or are unsure of how to configure it, you should seek assistance from your Network Administrator or technical support person.**

2) You must configure your router to forward packets of information received via the Internet to your WaveCube. Each brand and model of router can be different in the methods used to access their configuration modes. Please refer to your router's reference guide. The following is presented as an overview and generic guide:

- You need to know the IP address and PORT number that your WaveCube is set to (please see "section 2.1" in this manual).
- Make sure that the WaveCube's IP and PORT number is unique and does not conflict with any other service or device on your network. For example, port 80 is commonly used by web servers, and port 21 by FTP servers. **See table 1.1 for port number Range.**
- You must configure the "Port Forwarding Table" or equivalent in your router settings, to pass all data received on that PORT by the router directly to the WaveCube's IP address and PORT on your LAN.
- You may need to configure any Internet firewall residing on your system (these are sometimes incorporated within the router itself) to allow for 2-way traffic on the WaveCube's port.
- **Remember, configuring routers and other networking equipment can be complicated and you should always consult your Network Administrator for advice. Incorrect configuration can cause serious network outages and leave you open to hack attacks from the outside world.**



**Summary:** When connecting a WaveCube to the Internet, you need to install the unit on your LAN and configure it with its own IP address and PORT number. The LAN must be connected to the Internet via a router, which is configured to forward requests from the outside through to the WaveCube's internal address and port on the LAN. The IP address used to access the WaveCube over the Internet is **NOT** the same as the WaveCube's internal LAN address the Internet IP address will be assigned to you by your ISP (see illustration 2.3). If you have a domain name (eg. webaddress.com.au) tied to your Internet address then you can use this instead of your IP address.

### 3.3. Adjusting the Audio Output (volume) via LAN access.

Adjusting the Volume can be achieved by calling up the Office where the desired WaveCube is installed, and asking the operator to place you "On Hold".

To adjust the Volume level of any WaveCube on your network, access the "Scan Window" (illustration 1.4) by pressing "Scan". See section 2.1 for reference.

Highlight the desired WaveCube and press "Volume" (illustration 2.4)

**N.B:** The factory default is 25.



illustration 2.4

A window will then show the current volume setting of the selected WaveCube (illustration 2.5) Change the volume level by clicking and dragging the slider left (Minimum) or right (Maximum). The volume changes when you release the mouse button. When you are happy with the volume, click OK. The volume setting is saved and the Volume window closes.

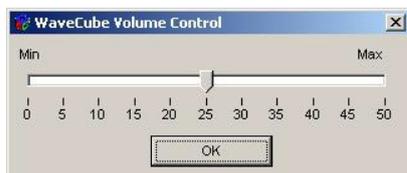


illustration 2.5

**N.B.** To adjust the Volume of a WaveCube over the Internet, please see section 4.2.

## SECTION 4.0 Advanced Features

The WaveCube software contains a number of advanced features that are accessed by clicking on the program's system icon. The small WaveCube logo at the top-left of the title bar in the main window. (Illustration 2.6)



Illustration 2.6

Right Clicking on the program's system icon reveals advanced functions, including "**Advanced Setup...**" and "**Group Broadcast...**"

## 4.1 Advanced Setup (Password setting)

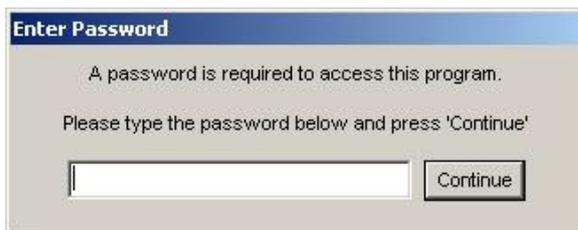
Choosing the “Advanced Setup...” menu allows you to set password security for the WaveCube software. (Illustration 2.7).



illustration 2.7

To set a password, tick the “Enable Password Protection” option, enter the desired password, and click the “Use Settings” button

Once a password is set, starting the WaveCube software displays the following request. (illustration 2.8)

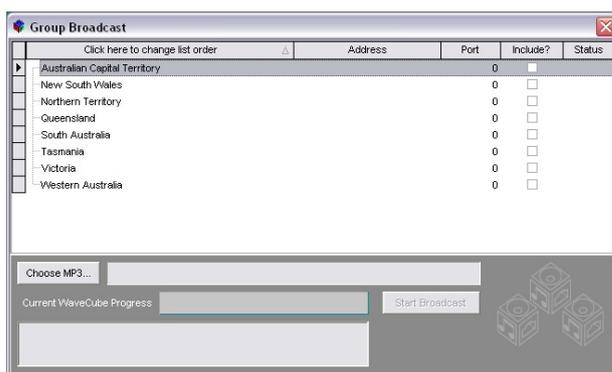


Without the correct password the WaveCube software cannot be started. Illustration 2.8

**N.B:** To disable password protection, open the Advanced Setup window, un-tick the “Enable Password Protection”, then click the “Use Settings” button.

## 4.2 Group Broadcast

Choosing the “Group Broadcast...” menu item will display the following window (illustration 2.9). Group Broadcast is used to send a single Music or Message file to multiple units both on the LAN and over the Internet. The WaveCube software builds a database of WaveCube locations making it very easy to perform repetitive tasks such as weekly updates of hundreds of units automatically and with little effort required by the WaveCube Administrator.



The software comes with an example database structure in place consisting of the States and Territories of Australia. You can utilise this example structure, or create your own from scratch. Illustration 2.9

The Group Broadcast database is displayed and organised in a “tree list” style. For example, each of the States and Territories in the example database are GROUPS, while any entries added “below” each State is considered a SUB-GROUP. You can create as many GROUPS and SUB-GROUPS as your network requires. (illustration 3.0)



Illustration 3.0

Make changes to the Group Broadcast database by clicking the **right-hand** mouse button on a database item then choosing the required action from the pop-up menu.

“Add WaveCube or Sub-Group” adds an entry below the selected item. (illustration 3.1)



illustration 3.1

The new SUB-GROUP can be customised by **right-clicking** on it and choosing “Edit” from the menu. Illustration 3.2 is displayed when “Edit” is selected:



illustration 3.2

To change the name of a database item, complete the GROUP/WAVECUBE NAME field and press the “Save Changes” button. If you want to specify the item as a WaveCube, fill out the ADDRESS and PORT fields. For your convenience, pressing the “Scan” button will display all WaveCubes available on the Local Area Network (LAN) and you can select one by double-clicking on its scan list entry.

Alternatively, enter an Internet address and Port number if the WaveCube resides on a remote network.

Ticking or un-ticking the “Include in Broadcast” option allows you to include or suspend the WaveCube from future broadcasts. This option is also available by right-clicking on a database entry and choosing “Include in Broadcast” from the pop-up menu.

Press the "Volume" button to change the audio output level of the specified WaveCube. This function works for both local (LAN) units and remote (Internet) units.

To Add a Group, right click menu and select "Add New Group". This new GROUP will be added at the top of the database tree and can be edited like any other SUB-GROUP or WaveCube entry.

GROUPS and SUB-GROUP entries can be deleted by selecting "Delete" from the right-click menu.

**IMPORTANT! Deleting an item will automatically delete all items tied to it under the tree structure.**

### 4.3 Testing waveCubes / Sub-groups

Before broadcasting an MP3 to a large number of WaveCubes/sub-groups, you may wish to perform a quick test to ensure that the units are responding. All WaveCubes/sub-groups included in the broadcast can be tested, or a selected WaveCube/sub-group can be tested individually.

Right-click menu and choose "Test selected WaveCube" to test a single unit. Please note that this menu option will only be available if the selected item is identified as a valid WaveCube database entry (ie. The ADDRESS and PORT fields are filled out).

After a short moment the following message will be displayed if the test was successful: (illustration 3.4)



illustration 3.4

Or, if there was a problem communicating with the WaveCube, a delay of up to 30 seconds can be expected and the following will be displayed (illustration 3.5)

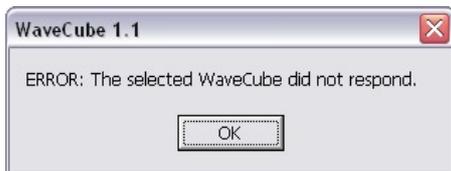


illustration 3.5

To test all WaveCubes currently included in the broadcast, right-click menu and choose "Test ALL WaveCubes". The program will then step through all WaveCubes and provide a summary report when finished. All WaveCubes that tested correctly will be marked as "Test OK" in the STATUS column, while all those who did not respond will be marked as "Test BAD". (illustration 3.6)



The test summary message is displayed at the end of a broadcast test.

Illustration 3.6

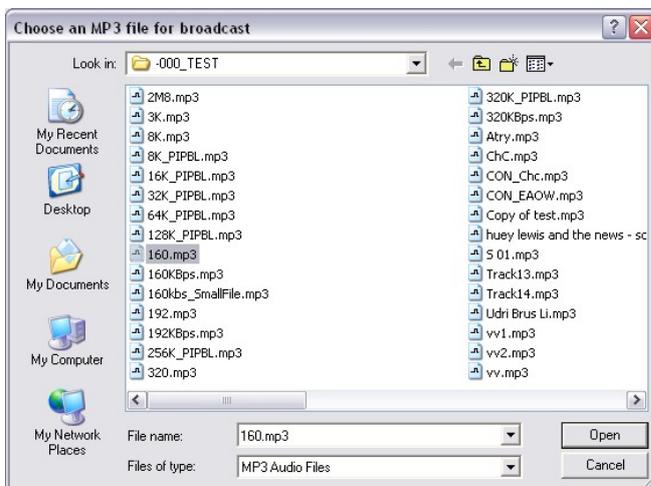
#### 4.4 Performing a Broadcast

Once WaveCubes/sub-groups have been added to the database and tested, you are ready to broadcast an MP3 audio file to them. If you don't want any WaveCubes included in the broadcast you can suspend them by un-ticking their INCLUDE status (described in section 4.2)



illustration 3.7

Click the "Choose MP3..." button (illustration 3.7) to bring up a file selection window (illustration 3.8)



MP3 file selection window.  
Illustration 3.8

Once you have selected the desired file, click the "Open" button to continue, click the "Start Broadcast" button in the Group Broadcast window: (illustration 3.9)



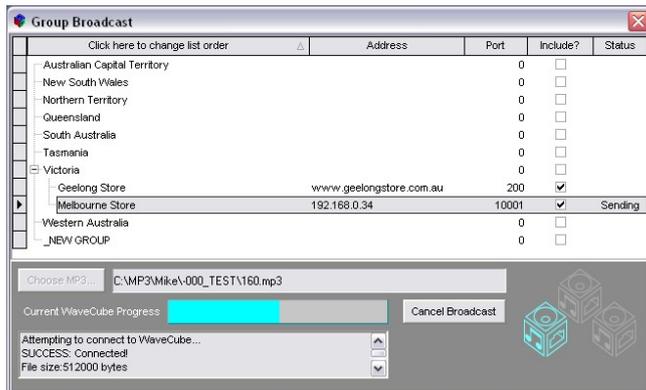
illustration 3.9

The following choice will then be displayed (illustration 4.0). Choose "Start New" to attempt a new broadcast to all WaveCubes, or "Retry" if you have previously cancelled a broadcast or received errors whilst transmitting to WaveCubes. Selecting "Retry" will attempt to re-send the MP3 file to all units previously marked as "Error" in the STATUS column and any units that missed out due to a broadcast cancellation. Units with a status of "OK" are ignored.



illustration 4.0

The broadcast will then commence with a progress meter and status indicator at the bottom of the Group Broadcast window. (illustration 4.1)



A Group Broadcast in progress.  
Illustration 4.1

During the broadcast any errors are recorded in the STATUS column as "Error" or "OK" if the transmission was successful.

Please note that the broadcast may take some time to complete depending upon the number of WaveCubes/sub-groups, the size of the MP3 file being broadcast, and any errors encountered along the way. (please refer to MP3 Chart for an estimated time of transfer).

A broadcast can be stopped at any time by pressing the "Cancel Broadcast" button.

## SECTION 5.0 Transfer Times

Music & Message files can be recorded at different Bit rates resulting in various file size & transfer times. The below table use's a professionally Recorded Music On Hold Production as a sample. As a guide, tranfer times equals 1MB per minute.

Length of production: 5.26minutes sample rate: 22020Hz / stereo

Bit rate	size	time
32Kb	1.25MB	1' 30"
64kb	2.51MB	3' 05"
96kb	3.76MB	4' 36"
128kb	5.02MB	6' 00"

## SECTION 6.0 Troubleshooting

The WaveCube ships with default IP address of **0.0.0.0** which automatically enables DHCP. Provided a DHCP server exists on the network, it will provide the unit with an IP address, gateway address, and subnet mask when the WaveCube boots up. You can use the xPort Installer software, section 6.1, to search the network for the IP address your unit has been assigned by the DHCP server and configure it as your network requires.

If the Scan window does not list any WaveCube addresses then you will need to double-check your network connections or contact your Network Administrator. There are a number of technical reasons why the Scan function will not find a WaveCube on your network even if it has been connected correctly. For example:

- 1) Your network (or PC) has a "firewall" installed that is blocking access to the WaveCube. The firewall will need to be configured to allow communication between your PC and the WaveCube.

- 2) The Scan function scans the local IP address range of **192.168.0.1** to **192.168.254.254**. If you need to configure the WaveCube for an IP outside of this range you will need to use the Xport Installer as described in section 6.1. Once you have set the WaveCube's IP, you can manually specify the location of the device by typing the IP and PORT into the ADDRESS and PORT fields in the WaveCube software's **main window** (Illustration 4.5).

address	port
192.168.1.16	10001

You can manually specify the location of a WaveCube by filling in the Address and Port fields in the main window

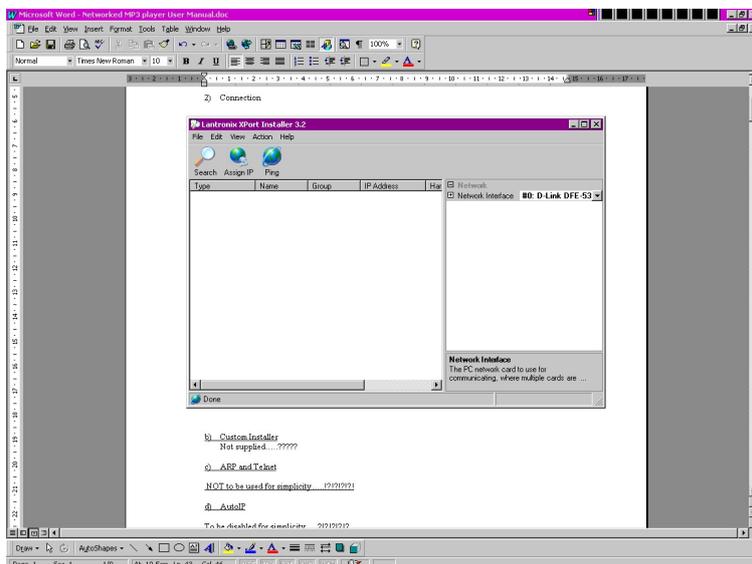
Illustration 4.5

You may be trying to communicate with a WaveCube over an Internet connection. The Scan function cannot scan the Internet, but you can manually specify an Internet address and PORT number using the method described in point 2 above.

## 6.1 xPort Installer

The xPort Installer software is supplied on the WaveCube Software disc. Open the appropriate drive and explore the contents. Open xport and install XportInstallerSetup.msi

After the installation is finished, open the software by selecting it from the program menu. The following window will be displayed: (illustration 4.6)



Xport Installer Window

Illustration 4.6

Press the Search button and if the DHCP address is assigned the device will show something like: (illustration 4.7)

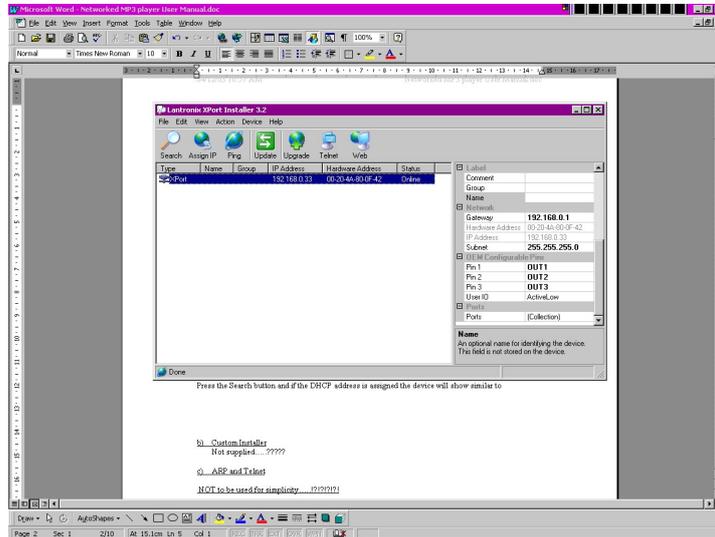


Illustration 4.7

Store the shown IP address, which can then be used by the usual WaveCube software program. You can change the IP address to suit your network requirements by selecting the "Assign IP" button. In the upper field the hardware address will be displayed, (for example: **00-20-4A-80-0F-42**). The lower field will display the current IP address. You can modify this IP address by typing the required IP address. (for example:**192.168.0.33**). (illustration 4.8)

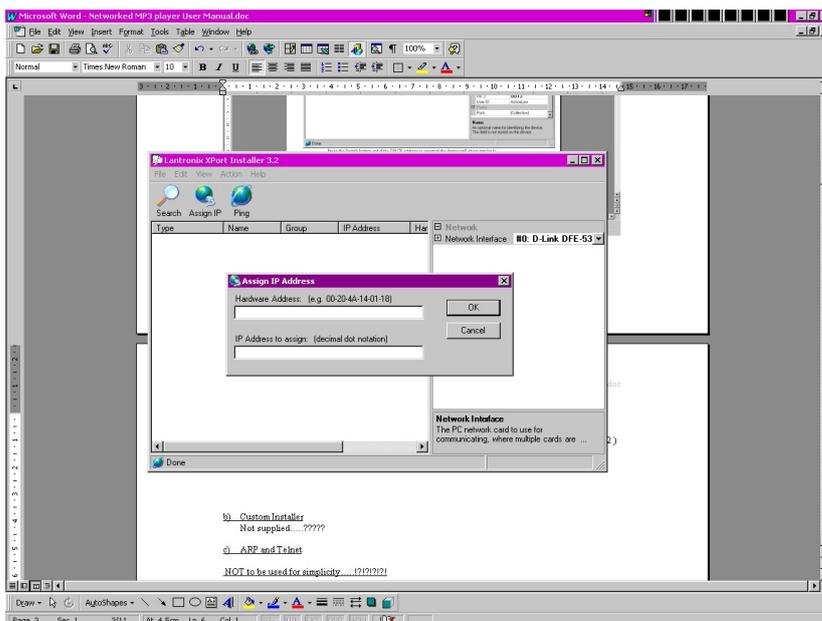


Illustration 4.8

**N.B.** You can then test the assigned address with the "Ping" button.

## **SECTION 7.0 FAQ**

### **What is Licence Free Music?**

Licence free music is any musical work that can be played publicly by businesses without incurring a licence fee and is not registered with APRA or PPCA or any other royalty collection society. North Supply, "The Music On Hold Co." offers you a wide range of Licence Free CD's to purchase for a low one-off cost that will not require you to ever pay Licence fees.

### **What are Licence Fees?**

These are fees that must be paid to the Australian Performing Rights Association APRA and the Phonographic Performance Company of Australia PPCA so that they may pay artists royalties for public performance of their respective musical works. Licence Fees must be paid to APRA and the PPCA if musical works are publicly played or broadcasted by your business. View the **Licence Fee Schedule & Application forms**.

### **Do I have to pay Licence Fees?**

Licence fees are not required when using a Music On Hold master production from North Supply. You are required by law to pay Licence fees if you play music that has been registered with APRA or the PPCA. North Supply, "The music on hold Co." respects both the right of artists and understands business' budgets, so we can offer Australian businesses the choice of Licence Free or Licence Fee Music.

### **Why do I have to pay Licence Fees?**

The Australian Government legislated in the Copyright Amendment (Digital Media) 2000, that collection of Licence Fees is mandatory for all musical works that are registered with APRA or the PPCA.

### **How do I pay Licence Fees?**

To pay Licence fees for the music that your business plays you must complete either an APRA application form or a PPCA application form. These forms allow your business to be registered with these organisations so that annual invoices for your Licensing requirements can be forwarded.

### **Is Licence Free Music Copyright Free?**

No, licence free music is still protected by copyright law. Licence free music cannot be copied with out permission of the copyright owner.

## 8.0 Technical Specifications

Enclosure	Powder coated sheet metal.
Dimensions	160 mm x 110 mm x 35 mm.
Operating Temperature Range	-10 > +55 ° C.
MP3 decoder	MPEG Audio Layer 3 ( ISO11172-3) Supports MPEG 1 & 2 and 2.5 extensions. All sample and bits rates in mono or stereo Supports VBR (variable bit rate)
MP3 Encode Rate	8 kbits/s to 320kbits/s.
Upper pass band	5 kHz.
Message retention	10 years.
Upload Cycles	100, 000. Erase/program
Messages length	Up to 12 minutes (12MB MP3 encoded at 128kb/s). More if the MP3 encoded bit rate is < 128k/s
Message Size	Max 12MB
Ethernet Interface	Automatic 10 or 100 Mbps links capability
Output level	≤ 4.4V p-p (software adjustable).
Frequency range	300 Hz > 3.4 kHz (on telephone line).
Power requirement	12 Vdc 350 mA, polarity insensitive
Power connector	2.1 mm concentric
MOH connector	RJ12 6P2C socket
Displays	Power LED (red), Playing LED indicator (green), Uploading LED (amber).
Included software	wavecode.exe and supporting material
Electrical Safety Isolation	Complies with TS001
NZ Telepermit	PTC 212/92/005
ACA Supplier's Code Number	N468.
Warranty	Two years.

## 9.0 Studio & Production Information

### Master Productions

This is a personalised Music On Hold Production created for your Business. This includes Male & Female Professional voice artists, Scripting, Licence - Free Music Mix and Editing to final media. Master Productions can be Edited, Updated & Remixed as your Business Budget and Marketing Promotions demand. We use our music in all our productions to avoid On Hold Licencing.

### Licence Free-Music

We offer a wide range of Licence - Free Music to purchase for a low one-off cost. No annual APRA & PCCA Licence Fees required.

### Commercial Music

We can assist you with APRA & PCCA Licencing for Commercial Music, either for Radio or music only systems.