

---

## Feature Overview

Sometimes a caller needs to be placed on hold, what do you want them to hear while they wait? Silence is not the best policy in every case. There are two options for assigning the Music On Hold feature to your site:

**Default:** The system plays music to fill the silence and allow the customer to know they are still connected.

**Custom:** Enables you to upload a customized message specific to your business - an advertisement, a customer reference quote, company overview, etc.

The Music on Hold feature allows you to take either approach, with the ability to change your music/message anytime you want.

## Feature Prerequisites

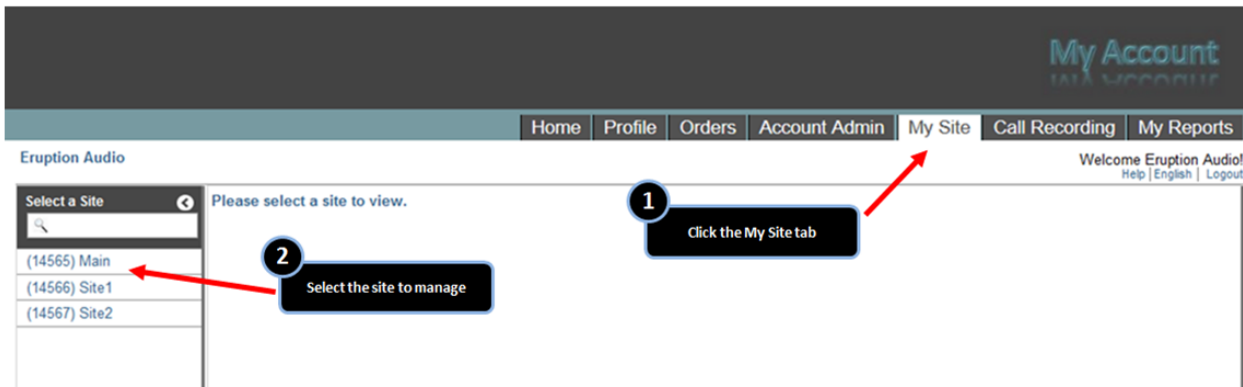
Before the Music on Hold service can be used the following conditions must be met:

- Music on Hold must be purchased and provisioned for the site.

## Feature Setup

To use this service, log into to My Account, then simply follow the steps detailed below.

### Step 1. Go to My Site



## Step 2. Go to Site Services

The screenshot shows the 'Welcome to My Site' dashboard. On the left, there is a 'Select a Site' dropdown menu with options: (14565) Main, (14566) Site1, and (14567) Site2. The main content area has a navigation bar with tabs: Phone Assignment, Device Managem..., Site Services, User Features, Call History, and Notes. A red arrow points from a callout box labeled '1' to the 'Site Services' tab. The callout box contains the text: 'Select "Site Services"'. Below the navigation bar, the dashboard title is 'Welcome to My Site' with the subtitle 'Your dashboard to manage the Sample Provider BroadCloud PBX service'. A message says 'Choose from the quick links below or click on the tabs above to manage your service'. There are several quick link buttons: Add/Modify Users, Set Up Auto Attendant, Share a Line, Set Business Hours, Reset User Password, Monitor a Line, Set/Change Call Policy for Site, Set Business Continuity, Manage Voicemail/Admin Portal, Check Phone Status, and Set/Change Call Policy for a User.

## Step 3. Select and Activate Music on Hold

The screenshot shows the 'Music On Hold' configuration page. At the top, it says 'Music On Hold'. Below that, there are two radio buttons for 'Music On Hold Source': 'System' and 'Custom'. A red arrow points from a callout box labeled '1' to the 'Custom' radio button. The callout box contains the text: 'Select the default System recording or the Custom option'. Below the radio buttons, there is a 'File Name' field with the value 'autoTest.wav' and an 'Upload Announcement' button. A red arrow points from a callout box labeled '2' to the 'Upload Announcement' button. The callout box contains the text: 'Click on the "Upload Announcement" button to upload a Custom music file'. Below the 'File Name' field, there are two checkboxes: 'On Hold:' (unchecked) and 'Call Park:' (checked). A red arrow points from a callout box labeled '3' to the 'Call Park:' checkbox. The callout box contains the text: 'Check box to activate Music On Hold for each instance'. At the bottom, there are 'Save' and 'Cancel' buttons. A red arrow points from a callout box labeled '4' to the 'Save' button. The callout box contains the text: 'Click Save to apply changes'.

### Select the Music On Hold Source.

This setting determines if you are configuring the default system Music On Hold or Custom Music On Hold.

- a. **System:** If selected, the system Music On Hold file will be played to callers placed on hold.
- b. **Custom:** If selected, you must upload a .wav file.
- c. If Custom is selected, once the .wav file is uploaded, click the Music Upload Button.
- d. Locate the file on your computer, and click **Open**.

**Note:** All custom Music On Hold files must be in .wav file format with CCITT u-Law or a-Law settings and 8kHz, 8 bit mono attributes. Using a basic sound converter will allow you to save your .wav file in this format. Maximum file size is 4.6 MB for ~10 minutes of playback.