



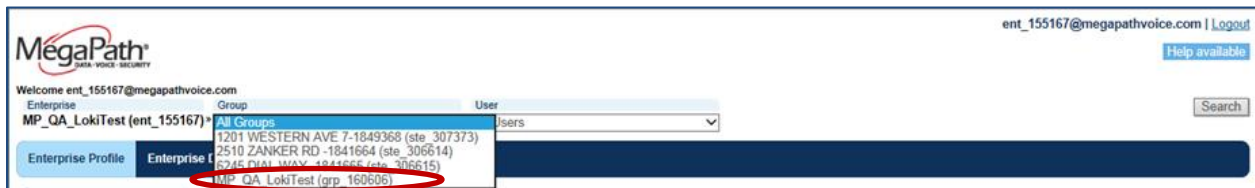
How Admins Configure Custom Music on Hold

Music On Hold is configured for the entire group or by department. The following settings can be configured:

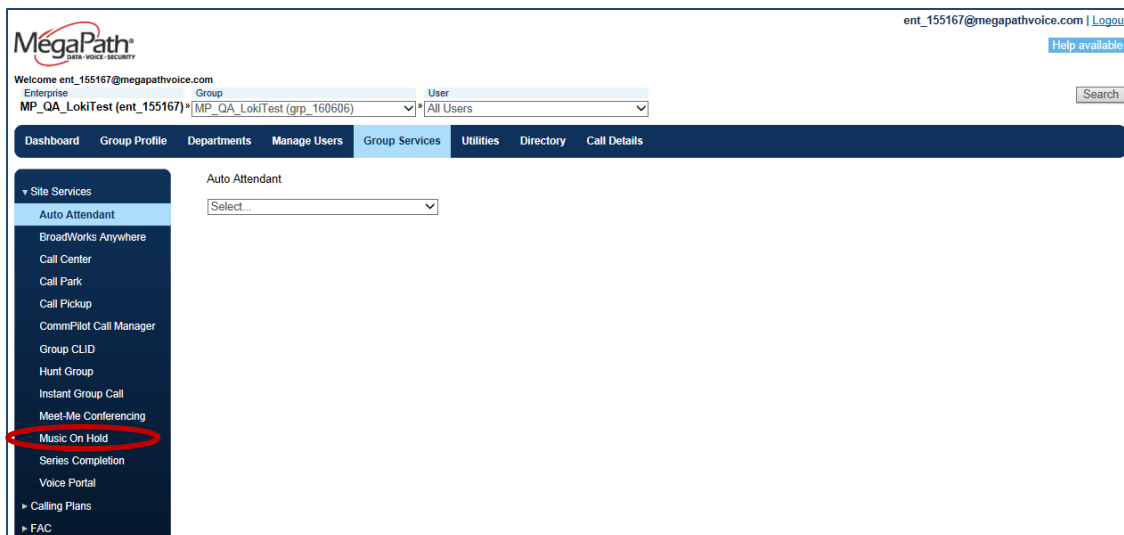
- › Enable Music On Hold
- › Change the Music On Hold message (for External and Internal calls)
- › Delete Music On Hold for a Department

To configure Music On Hold for Group or Department:

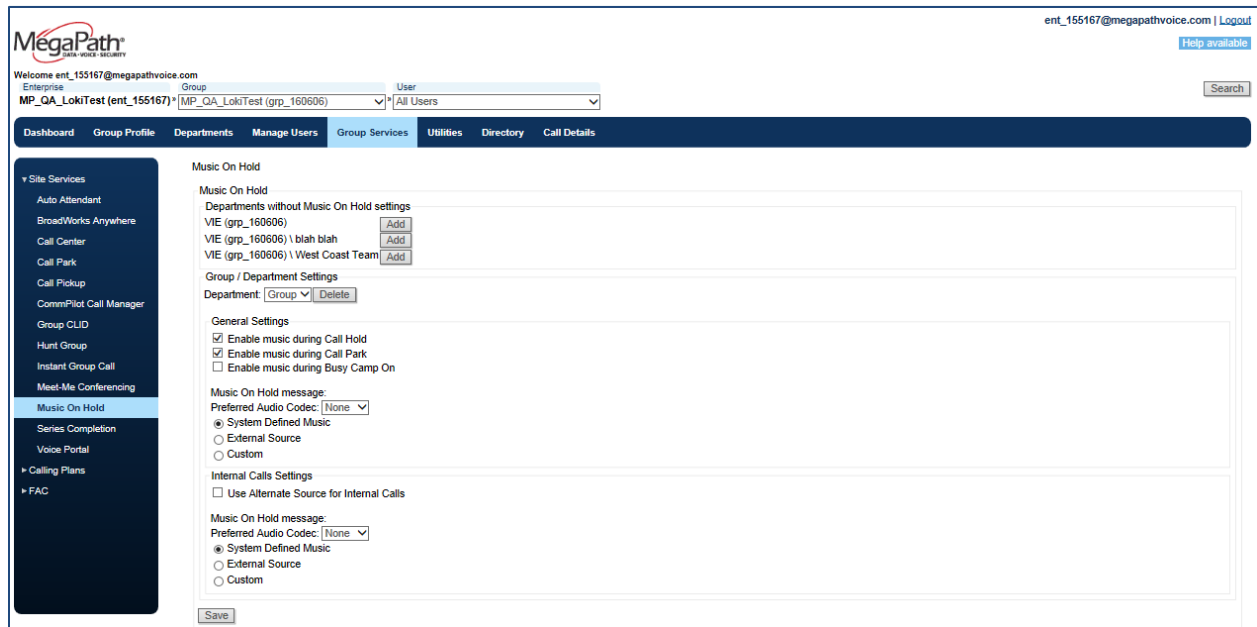
1. Log in to the **Customer Portal** (<https://my.megapath.com>)
2. Select **Voice** under Services
3. Select **Manage Now** (Voice Administration)
4. Click **Group** dropdown, and select the (**grp_**) Group
5. Click the **Group Services** tab



6. Select **Music On Hold** from the left navigation menu.



The Music On Hold page is displayed.



See configuration options below.

Group / Department Settings:

- **Group:** Set for all users in this site / group.
- **Departments:** If departments are set up, you can select the Department to apply different settings for each department.
 - **Save** in between changing departments.
 - If departments within this group do not have hold settings, you will see an **Add** button at the top to add them to this dropdown.
 - You can also use the **Delete** button to remove them from the dropdown.

General Settings:

- Select the checkbox to **Enable** Music On Hold settings (Call Hold, Call Park & Busy Camp On).
- **Music on Hold Message:** Select radio button for hold music source
 - **System defined:** default - this is the default system hold music
 - **External Source:** currently unsupported.
 - **Custom:** select to upload a custom file. (See instructions below)

General Settings

- Enable music during Call Hold
- Enable music during Call Park
- Enable music during Busy Camp On

Music On Hold message:
Preferred Audio Codec:

- System Defined Music
- External Source
- Custom

Internal Calls Settings

- **Use Alternate Source for Internal Calls:** Check the box to enable.
 - This allows different hold music on internal calls and regular inbound calls.
 - General settings must have hold music enabled.
- **Music on Hold Message:** Select radio button for hold music source:
 - Select Preferred Audio Codec from the dropdown.
 - **System defined:** default - this is the default system hold music
 - o **External Source:** currently unsupported.
 - o **Custom:** select to upload a custom file.
 - o **Save** after making any changes.

Internal Calls Settings

- Use Alternate Source for Internal Calls

Music On Hold message:
Preferred Audio Codec:

- System Defined Music
- External Source
- Custom



To Turn Music On Hold Off/On for a User:

The Company Administrator can turn Music On Hold On/Off for a User. To turn a User's Music On Hold On/Off:

1. Select a User from the **User** dropdown (Enterprise home page)
2. On the **Calling Features** page, locate **Music On Hold** (Call Control)
3. Turn on/off as desired
4. Click **Save**



Users can turn hold music on/off via the Voice Manager>**Settings>Advanced Configuration** (Voice Administration). Once the Advanced Configuration link is clicked, a new browser window opens to the User's **Calling Features** page.