

#### Feature Description

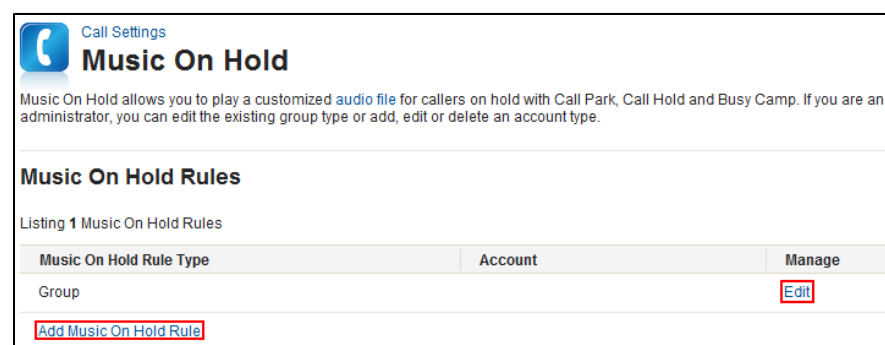
**Music On Hold** plays music for callers on hold and is available with the VoiceManager Anywhere package and IP Centrex service. This feature can be used with Call Park, Call Waiting, Call Hold, and Busy Camp.

#### Solution

Make customers' hold time more pleasant. Use music or messages to inform or entertain customers while they wait.

#### Setup

#### Music On Hold Personal Settings



**Call Settings**  
**Music On Hold**

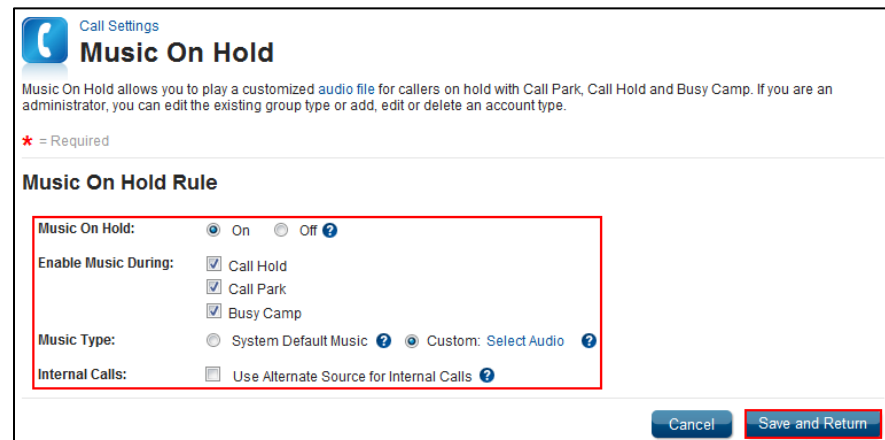
Music On Hold allows you to play a customized audio file for callers on hold with Call Park, Call Hold and Busy Camp. If you are an administrator, you can edit the existing group type or add, edit or delete an account type.

**Music On Hold Rules**

Listing 1 Music On Hold Rules

Music On Hold Rule Type	Account	Manage
Group		<a href="#">Edit</a>

[Add Music On Hold Rule](#)



**Call Settings**  
**Music On Hold**

Music On Hold allows you to play a customized audio file for callers on hold with Call Park, Call Hold and Busy Camp. If you are an administrator, you can edit the existing group type or add, edit or delete an account type.

\* = Required

**Music On Hold Rule**

Music On Hold: ☒ On ☐ Off ?

Enable Music During:

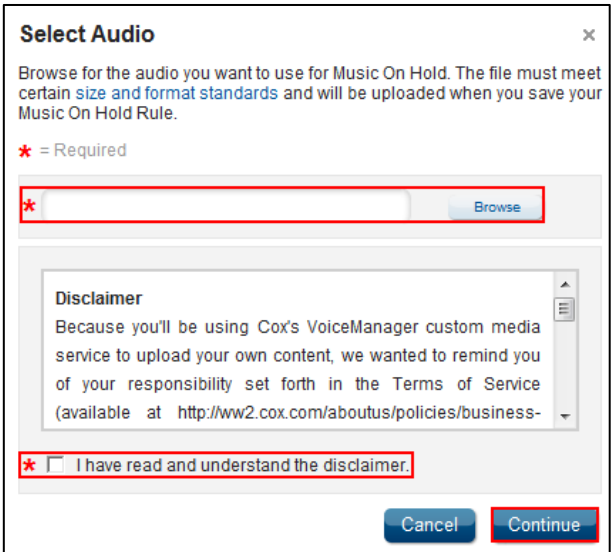
- ☒ Call Hold
- ☒ Call Park
- ☒ Busy Camp

Music Type: ☐ System Default Music ? ☒ Custom: [Select Audio](#) ?

Internal Calls: ☐ Use Alternate Source for Internal Calls ?

[Cancel](#) [Save and Return](#)

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Holds and Transfers** section, click the **Music On**
5. Click the **On** checkbox to activate **Music On Hold**.  
*Selecting Off overrides any group setting already selected and deactivates the feature.*
6. Select the **Music Type - Group-Defined Music or Custom**.  
*Group-Defined Music is set for the entire organization.*  
*Custom enables uploading an audio file that will replace the Group-Defined audio.*
7. Click the **Select Audio or Change Audio** link to change a custom wave file.
8. Click **Browse** to find the desired audio file...
9. Click the **checkbox** to accept the disclaimer.
10. Click the **Continue** button.
11. Click the **Internal Calls** checkbox for music to

	<p>play for <b>Internal Calls</b>.</p> <ol style="list-style-type: none"> <li>Click the <b>System Default</b> or <b>Custom</b> radio button for music choice.</li> <li>For <b>Custom</b> music, repeat steps #7-10.</li> <li>Click the <b>Save and Return</b> button.</li> </ol>
<h4>Music On Hold Rules (Administrators)</h4>	
	<ol style="list-style-type: none"> <li>Click the <b>Edit</b> or <b>Delete</b> link to manage Music on Hold options for the entire profile or specific accounts</li> <li>Select the <b>On</b> or <b>Off</b> checkbox to activate or deactivate Music On Hold.</li> <li>If the feature is <b>On</b>, choose when the music will play – <b>Call Hold</b>, <b>Call Park</b>, <b>Busy Camp</b>.</li> <li>Select the <b>Music Type</b> – <b>System Default Music</b> or <b>Custom</b>.</li> <li>Click the <b>Select Audio</b> or <b>Change Audio</b> link to change a custom wave file.</li> <li>Click <b>Browse</b> to find the desired audio file.</li> <li>Click the <b>checkbox</b> to accept the disclaimer.</li> <li>Click the <b>Continue</b> button.</li> <li>Click the <b>Internal Calls</b> checkbox for music to play for <b>Internal Calls</b>.</li> <li>Click the <b>System Default</b> or <b>Custom</b> radio button for music choice.</li> <li>For <b>Custom</b> music, repeat steps #7-10.</li> <li>Click the <b>Save and Return</b> button.</li> </ol>