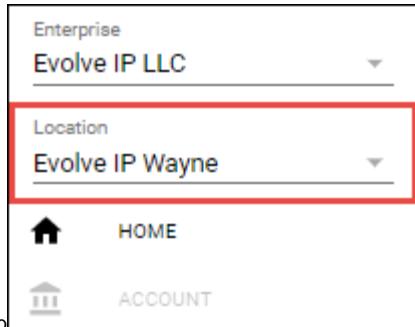


# OSSmosis: Music on Hold

## Music on Hold

Music on hold allows for the management of music or messaging played when a call is parked or put on hold at the group and department level. Customers can use Evolve IPs default music or add their own custom messaging or music file.

### Adding Music on Hold at the Group Level



1. Select a Group
2. Select Telephony Setup and Manage Under Music on Hold

A screenshot of the OSSmosis 5.1 Telephony Setup page. The left sidebar is collapsed, showing options like 'Enterprise', 'Location', 'HOME', 'ACCOUNT', 'PROVISIONING', 'CALL CENTERS', 'CALL RECORDING', and 'TELEPHONY SETUP' (which is highlighted with a red box). The main content area has a header 'OSSmosis 5 | Telephony Setup'. Below it, there are six manage buttons arranged in a 2x3 grid: 'Music on Hold' (highlighted with a red box), 'Schedules', 'Hunt Groups'; 'Auto Attendants', 'Conference Bridges', 'Trunk Groups'. Each button has a brief description and a 'MANAGE' button.

3. Select the Music on Hold options you wish to Enable for the group:
  - a. Music/video when call is on hold
  - b. Music/video when call is parked
  - c. Music/video when camp on
4. Select the Default radio button if you wish to utilize Evolve IP's default music on hold

A screenshot of the 'Music on Hold' configuration page. The title is 'Music on Hold' with the subtitle 'Configure Music on Hold settings for the enterprise'. There is a 'Group' section containing three toggle switches: 'Enable music/video when call is on hold' (on), 'Enable music/video when call is parked' (on), and 'Enable music/video when camp on' (on). Below this are two radio buttons: 'Default' (selected) and 'Custom'. A three-dot menu icon is in the top right corner.

5. To add a custom announcement click the Custom radio button

The screenshot shows the 'Music on Hold' configuration interface. At the top, it says 'Configure Music on Hold settings for the enterprise'. Below that is a 'Group' section with three toggle switches: 'Enable music/video when call is on hold', 'Enable music/video when call is parked', and 'Enable music/video when camp on'. Underneath these are two radio buttons: 'Default' and 'Custom', with 'Custom' being selected and highlighted with a red box. To the right of the radio buttons is a three-line menu icon. Below the radio buttons is a downward arrow pointing to a section labeled 'Drop audio files below'. A blue file icon with a musical note and the text 'Announcement #1' is shown above a dashed line. A small 'Move' button is located at the bottom right of the dashed area.

6. Drag a .WAV or .MP3 file into the announcement section, where it says "Drop audio files below"

This screenshot shows the same 'Music on Hold' configuration page as the previous one. The 'Custom' radio button is still selected. In the 'Drop audio files below' section, a blue file icon with a musical note and the text 'Announcement #1' is shown above a dashed line. A .WAV file is being dragged into this area, with its name '0829\_20130905\_161758.wav' visible. A 'Move' button is located at the bottom right of the dashed area.

7. When the file has been added a popup window will appear to provide a description and select whether to add the announcement to the *User* or *Group Announcement Repository*.

If added to the *User Repository*, the audio file will only be available to that user. If added to the *Group Repository*, the audio file will be available

The screenshot shows the 'Add announcement' dialog box. It has a title 'Add announcement' and a sub-instruction 'Add 0829\_20130905\_161758.wav to repository'. There are two radio buttons: 'User' and 'Group', with 'Group' being selected and highlighted with a red box. Below these are two input fields: 'Announcement Name' containing 'Wayne Music On Hold' and 'Description' also containing 'Wayne Music On Hold'. At the bottom are 'CANCEL' and 'SAVE' buttons.

- for use to any end user within that group/location.  
8. From the announcement drop down menu select the announcement.

## Music on Hold

Configure Music on Hold settings for the enterprise

**Group**

- Enable music/video when call is on hold
- Enable music/video when call is parked
- Enable music/video when camp on

Default       Custom     

Announcement  
None  
Wayne Music On Hold

Drop audio files below

## Music on Hold

Configure Music on Hold settings for the enterprise

**Group**

- Enable music/video when call is on hold
- Enable music/video when call is parked
- Enable music/video when camp on

Default       Custom     

Announcement #1  
Wayne Music On Hold

Drop audio files below



9. From the *Actions Icon*  , save the announcement

### Adding Music on Hold at the Department Level

1. To add an announcement to a Department, select the expand toggle to show the music on hold options for the department

Music on Hold

Configure Music on Hold settings for the enterprise

**Group**

- Enable music/video when call is on hold
- Enable music/video when call is parked
- Enable music/video when camp on

Default       Custom     

Department  
Billing

2. Select the Music on Hold options you wish to Enable for the Department:
  - a. *Music/video when call is on hold*
  - b. *Music/video when call is parked*
  - c. *Music/video when camp on*
3. Select the Default radio button if you wish to utilize Evolve IP's default music on hold.
4. To add a custom announcement click the Custom radio button

The screenshot shows a configuration window for a department named 'Billing'. Under the 'Music on Hold' section, the 'Custom' radio button is selected. Three checkboxes are available: 'Enable music/video when call is on hold' (selected), 'Enable music/video when call is parked' (selected), and 'Enable music/video when camp on' (unchecked). Below these options are two radio buttons: 'Default' (unchecked) and 'Custom' (checked). A text input field labeled 'Drop audio files below' contains the text 'Announcement #1'. At the bottom right of the window is a large orange circular button with a grid icon.

5. To add a custom announcement, follow the steps on adding a custom announcement outlined at the group level.