Music on Hold

🌐 **learn.uc.spectrumenterprise.net**/music-on-hold-2

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Configuring Music On Hold

The music or announcements callers hear while placed on hold can be a default or custom audio file. This guide reviews how an administrator can assign, configure and modify music on hold settings for a group within the admin portal.

1. From the group dashboard, select **Music On Hold** under Group Services.

2. A list of the music on hold profiles that are set up and assigned to the group/location are displayed. To modify, click the name of the profile to edit
3. When brought to the next screen, edit fields on each tab - Settings, General Audio, Internal Audio - by selecting the **Settings** icon.
4. To create a new music on hold (MOH) profile, select the **Plus** icon.
5. Select the department to assign, if applicable.
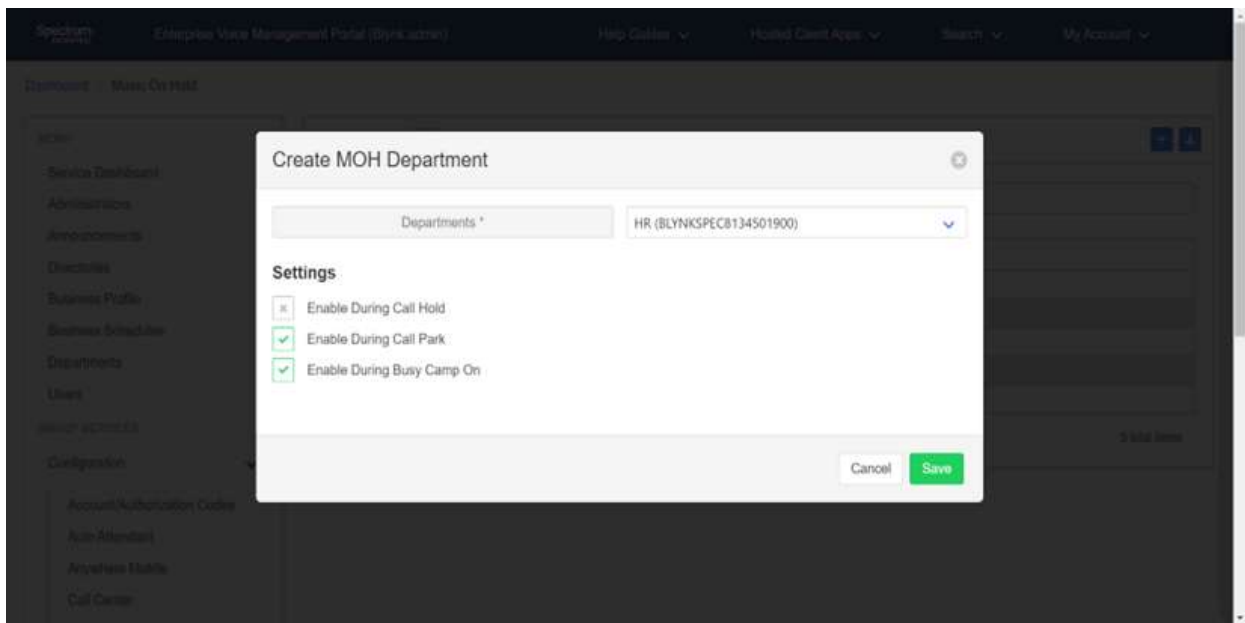
6. Enable/disable to have the MOH file play during any of the following by checking the appropriate checkbox:
    - Enable During Call Hold
    - Enable During Call Park
    - Enable During Busy Camp On
7. Select **Save** to save your changes.
8. You are automatically brought to the next screen to modify additional settings and add custom audio, if desired.
9. On the **General Audio** tab, select the **Settings** icon to modify.
10. Here you can choose the following:
    - Audio Codec
    - Announcement Type
        - System
        - Custom - If selected, upload a new audio file by selecting the Plus icon or choose from the announcement repository by selecting the List icon.
        - External
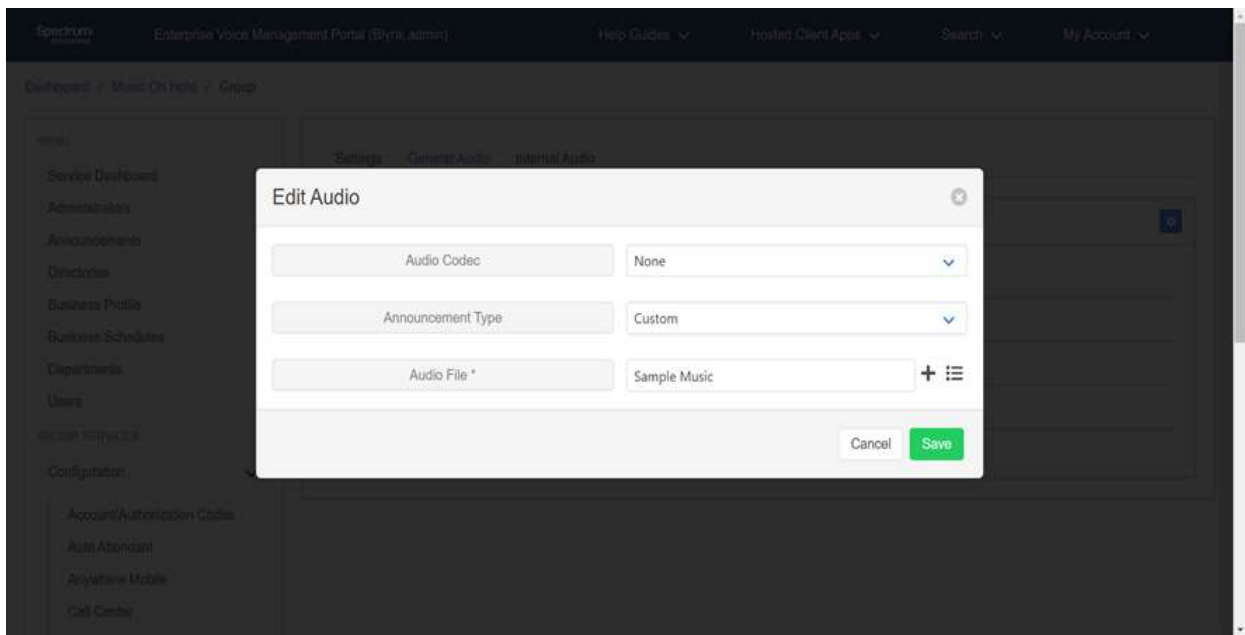
11. Select **Save** to save your changes.
12. On the **Internal Audio** tab, select the **Settings** icon to modify.
13. Here you can choose the following:
    - Audio Codec
    - Announcement Type
        - System
        - Custom - If selected, upload a new audio file by selecting the Plus icon or choose from the announcement repository by selecting the List icon.
        - External
14. Select **Save** to save your changes.