Uploading Music On Hold

This guide is intended to provide you with instructions on how to upload a new Music On Hold file that will play for your entire group through the Hosted VoIP Phone system. Please note that this is Music On Hold file differs from the audio file that plays if you have a Call Center or ACD solution.

1. Log in to the Hosted VoIP Phone System Admin Portal at *https://admin.euserportal.com* with your **Enterprise** or **Group Administration** credentials. If you do not have credentials to access this please contact the customer relations department.
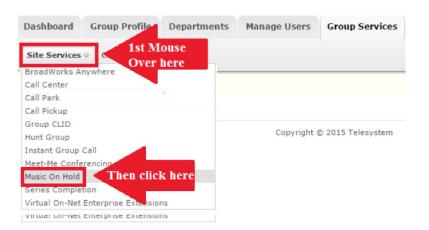

2. Music On Hold is a Group Service. If you have Enterprise Admin credentials you will need to use the **Group** drop-down box and navigate to the Group you wish to modify.
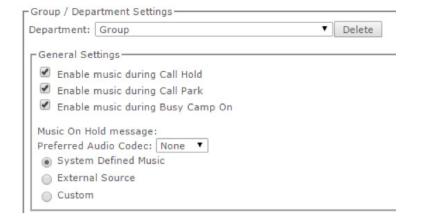
If you are already logged in as the Group Administrator proceed to the next step.

3. From the Group Admin page, click on the **Group Services** tab.

4. Mouse over the **Site Services** menu and then click on the **Music On Hold** option.

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5. Here you will find two options for Music On Hold. The first is **General Settings**. This section allows you to determine if the Music On Hold will play when callers are placed on hold, when the call is Parked, and/or when the call is Camped. By default all options are checked. Below that is where you determine what the Music On Hold message is that plays.

Options include:
• **System Defined Music** - The music provided by the system by default.
• **External Source** - Allows you to specify the compatible SIP device that hosts the music on hol dfiles you wish to use.
• **Custom Music File** - Allows you to upload a compatible .WAV file. The .WAV file must meet the following requirements:
       - Maximum 4MB file size
       - PCM16 format
       - 16.000kHz
       - 16 Bit
       - Mono Sampling

6. The second section is labeled **Internal Calls Settings** and allows you to play a different Music On Hold message for when the caller you are placing on hold is someone within your own organization. Enable this option by checking the box labeled **Use Alternate Source for Internal Calls**. Then choose from **System Defined Music, External Source, or Custom Audio File**.

7. Click the **Save** button [Save] at the bottom of the page to keep your changes.