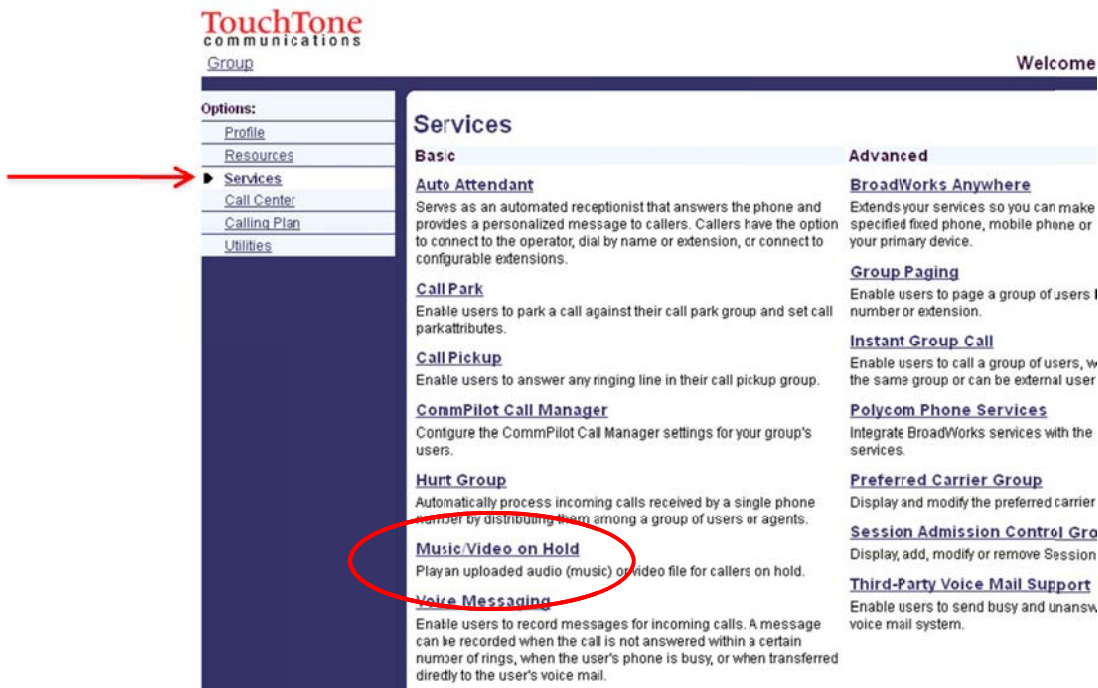


TouchTone Quick Start Guide: Music On Hold

The Music On Hold feature allows callers to hear music or an audio file when a call is placed on hold or parked.

1. Log into the Business VoIP Web Portal using your admin credentials. Please Note: You can only setup and make changes to Music On Hold as an administrator.
1. At the group level, go to **Services**.
2. Click **Music/Video on Hold Modify**.



3. To edit the group level music on hold, click **Group** or **Edit**.
4. You will be brought to the following screen:



Figure 1B

5. To enable **Music on Hold**, click the first checkbox. (see Figure 1B above)
6. To enable **Music During Park**, click the second check box. (see Figure 1B above)
7. To enable **Music During Busy Camp On**, click the third check box. (see Figure 1B above)
8. Type of music can be defined by one of three ways:
 - a. **System Defined Music/Video:** Default music that comes with your phone system.
 - b. **External Source:** Music from a separate device on or off your network. If you wish to setup external Music on Hold, please contact TouchTone Business Support for assistance.
 - c. **Custom Music/Video File:** If you wish to add your own music, you may upload an audio file in the following formats:
 - CCITT u-Law or A-Law
 - 8.000 kHz
 - 8 bit Mono
 - .WAV file Type
 - Under 5 MB in size
9. To apply changes, click **OK** or **Apply**.