# Managing Music on Hold

## Music On Hold (MOH)

Music on Hold can be used in a variety of ways. You can use it to give your customers something to enjoy while they are waiting for someone to answer their call, you can also use it to advertise about you're the latest products, specials, or just keep them up to date with your company. One unique thing about our system is you can customize what your customer hears based on each individual extension. This means calls to your billing department can play something different from calls going to sales. Neat huh!

**NOTE:** Music On Hold Files must be in .wav or .mp3 format.

We also offer free music on hold streams in the following genres, just to make things easy!

Easy Listening, Light Pop, Jazz, Classical and Holiday

If you would like to have one of these setups for you, please open a ticket and we will get right on it.

# Setting Up MOH (Music On Hold)

1. Log into the web portal https://ux.firelinecommunications.com.
2. From the Menu select System > Music on Hold
3. You will see two tabs, Content and Classes
    1. The content tab is where you will store your music files
    2. The classes tab allows you to create separate

music classes or groups. This allows you to have various music or messages that you can assign to extensions.
3. Classes also allow you to use a Streaming source for your Music on Hold

**Example:** You want to play standard on hold music for everyone except the extensions in the billing department. You could create a class for Billing Dept and add the music you want to hear for that department into that class. All the extensions in the billing department would then be assigned the Billing Dept class for Music on Hold. This would allow you callers to hear different music or message while on hold with billing than they would if they were on hold with anyone else.

# Adding MOH Files

1. To add a new music file click Add Record.
    1. Clip Name: Enter the name of your clip
    2. File: Click to upload your file
    3. Class: leave at default
        2. Follow this process until all your files have been added.
            1. Status: Set to On
            2. Click Save

To add additional music files, repeat these steps.

# Classes

1. Click on the classes tab
2. Open the default tab by clicking name or edit button for that class.
    1. Stream URL: If using a streaming source, you can enter the url.
    2. Sort Files: Select how you would like you Music on Hold Files played.

1. Alphabetically
       2. Random
   3. Click Save


# Adding Classes

   1. Click the Add MOH Class button
       1. Class Name: Enter the name of the class you would
          like to add
       2. Stream URL: Enter the Stream URL if you are using
          a Stream Source
       3. Status: Select if you want this class to be on or
          off.
           1. Creating a class that is off allows you to
              put MOH files you no longer want to play
              inside of it so you can keep them, but just
              not have them play.
       4. Sort Files: Select how you want the music files
          sorted for this class
           1. Alphabetically
           2. Randomly
   5. Click Save