Music On Hold

Feature Overview

Sometimes a caller needs to be placed on hold – what do you want them to hear while they wait? Silence is not the best policy in every case. There are two options for assigning the Music On Hold feature to your site:

Default

The system plays music to fill the silence and allow the customer to know they are still connected.

Custom

Enables you to upload a customized message specific to your business – an advertisement, a customer reference quote, company overview, etc.

The Music On Hold feature allows you to take either approach, with the ability to change your music/message any time you want.
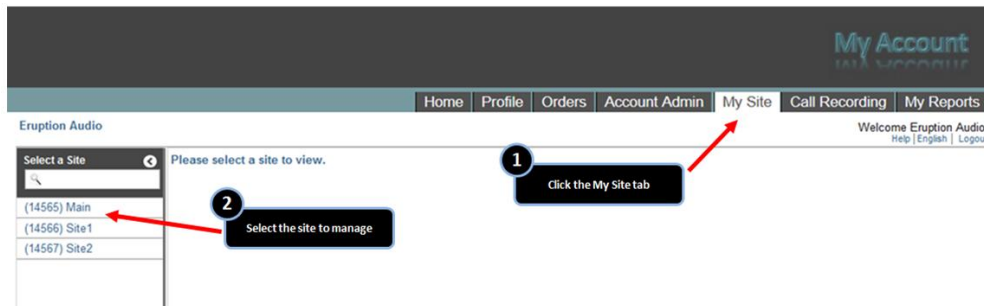
Feature Prerequisites

Before the Music On Hold service can be used the following conditions must be met:

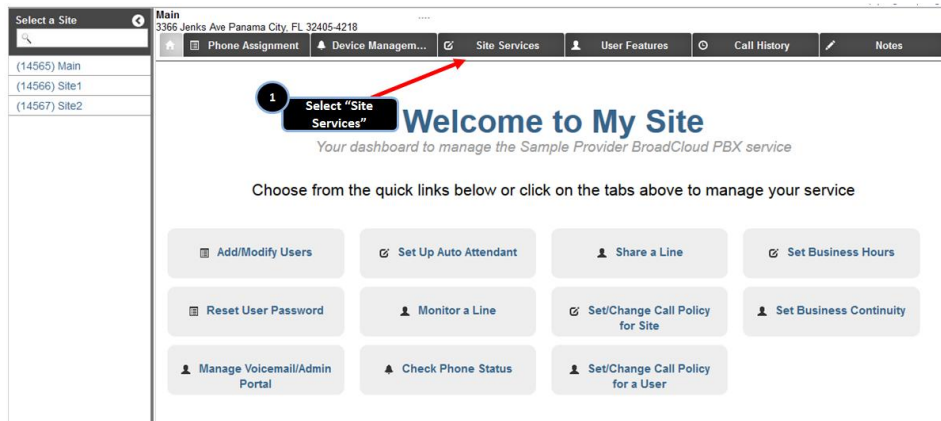• Music On Hold must be purchased and provisioned for the site.

Feature Setup

To use this service, log in to My Account, then simply follow the steps detailed below.
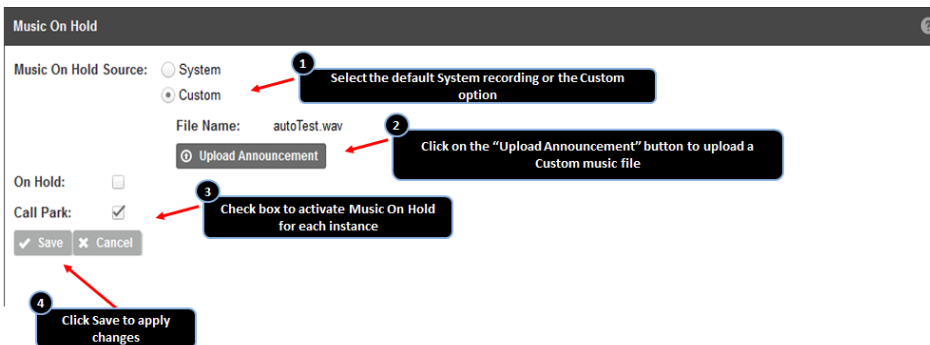
Step 1: Go to My Site

CenturyLink Business

Step 2: Go to Site Services

Step 3: Select and Activate Music On Hold

Select the Music On Hold Source

This setting determines if you are configuring the default system Music On Hold or Custom Music On Hold.

- **System**: If selected, the system Music On Hold file will be played to callers placed on hold.
- **Custom**: If selected, you must upload a .wav file.
- If Custom is selected, once the .wav file is uploaded, click the **Music Upload** button.
- Locate the file on your computer, and click **Open**.

Note: All custom Music On Hold files must be in .wav file format with CCITT u-Law or a-Law settings and 8kHz, 8-bit mono attributes. Using a basic sound converter will allow you to save your .wav file in this format. Maximum file size is 4.6 MB for ~10 minutes of playback.