



Updating/ Uploading Music on Hold

Log into the Admin portal



Business Group Admin Portal

Executive -

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Groups

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. Call Pickup Groups allow lines to answer each other's calls.

Hunt Groups (MHGs) Call Pickup Groups

All Lines

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

Users Attendants Group Access Phones

Services

To configure and manage further business services on your lines, select an option below.

Departments Short Codes Account Codes Extensions

Call Logs Music on Hold Misc. Settings

Click the “**Music On Hold**” tab in the Business Group Admin portal. This is located under the “**Services**” header. This will open a new window. To upload music on hold, click the “**Resources**” tab.

Music On Hold

security mappings resources

Global Media List

| ID | Description | Length |
|--------------------|--------------------------------|-------------|
| 10 | Autofunk | 105 seconds |
| 20 | Hotel Lobby | 162 seconds |
| 30 | Lovin' Country | 159 seconds |
| 40 | Plunkin' | 80 seconds |
| 50 | The Dream | 123 seconds |
| 60 | Ticking | 109 seconds |

| ID | Description | Gain | File size | Length | Actions |
|--------------------|---------------------------------|------|-----------|-------------|---|
| 46 | Music on Hold 2 | 0 | 2.11 MB | 276 seconds | Edit Delete |
| 54 | Music on Hold 4 | 0 | 2.11 MB | 276 seconds | Edit Delete |
| 75 | Music on Hold 7 | 0 | 0.42 MB | 54 seconds | Edit Delete |

ID Description Upload local resource file Actions

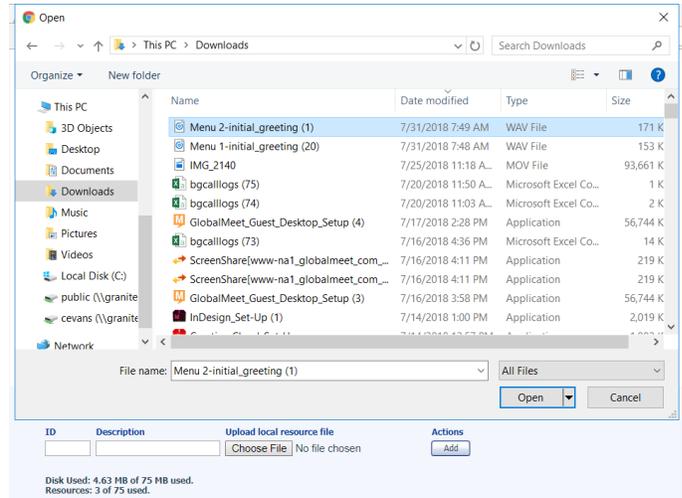
No file chosen

Disk Used: 4.63 MB of 75 MB used.
Resources: 3 of 75 used.



Updating/ Uploading Music on Hold

Once on the 'Resources' tab, you will be able to browse local file. Select the wave file you are looking to use and then click "Add" to upload the file and assign it to any number you would like.



| ID | Description | Upload local resource file | Actions |
|---------------------------------|---|---|------------------------------------|
| <input type="text" value="76"/> | <input type="text" value="Music on Hold 76"/> | <input type="button" value="Choose File"/> No file chosen | <input type="button" value="Add"/> |

Once a file is uploaded, you can then select which location you are looking to use this Music on Hold for on the 'Mappings' tab.

Music On Hold

[security](#) [mappings](#) [resources](#)

There are currently no lines in this department.

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.

View mappings in
subdepartment: [Carolyn\''s Location SIP Trunk Store 1595 Rody Dept. ULTA TEST store 1234 Evangeline\''s Location](#)



Updating/ Uploading Music on Hold

Repeat – The recording is played on a loop.

Play Once – The recording (initial resource) is played once, and then the follow-up recording (follow-up resource) is played on a loop.

Repeat – Initial Interrupted – The initial recording (initial resource) will be interrupted at set intervals by the follow-up recording (follow-up resource). This could be used to interrupt music with an announcement such as “Please continue to hold, your call is important to us”. When you select this option, a “Duration” box appears to allow for you to input how often you want the interruption to happen (i.e. every 15 seconds)

Repeat – Follow-up Interrupted – The initial recording(initial resource) is played first. Then the follow-up recording (follow-up resource) plays continually being interrupted by the first recording (initial resource)

Once selected, you are able to map which numbers will play which music on hold. These can be Granite provided standard files or the Music on Hold that was uploaded. You can do this number by number or set a default. Once selected click “**Save**”

Music On Hold Mappings in department: Carolyn\'s Location

View mappings in department: [Customer Training HPBX Group \(root\)](#)

[security](#) [mappings](#) [resources](#)

| Directory number | Initial resource | Action | Follow-up resource | Start Point | Duration | Actions |
|------------------|-----------------------------|--------|--------------------|-------------|----------|----------------------|
| Default | Local 76 - Music on Hold 76 | Repeat | | Start | | Save |
| 617-249-9932 | None | Repeat | | Start | | Add |

5 of 75 mappings used