

# Music On Hold

Using BullsEye's VoIP Portal, the **Music On Hold** feature allows music or any audio file to automatically play for the caller when their call is either parked or held. There are three aspects to this:

- 1) Recording and uploading your announcement/audio to the Announcement Repository. Refer to the Announcement Repository Quick Guide for more information.
- 2) Setting up this feature at the *Group Level* – detailed below.
- 3) Enabling this feature at the *User Level* – detailed below.

**Note:** For information regarding accessing and navigating BullsEye's VoIP Portal, please refer to *Managing Your Hosted PBX Services*.

## Setup Procedure (Performed at the Group Level)

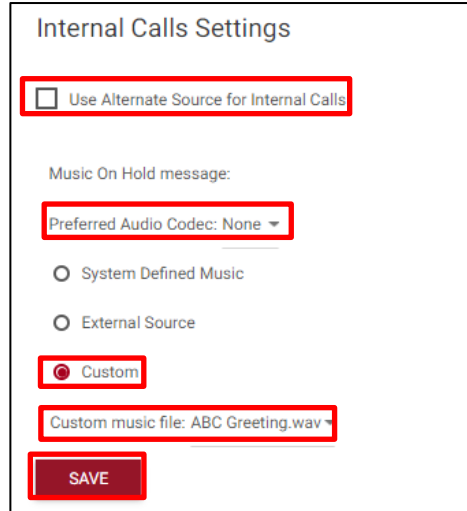
1. Select the **Group** for which Music on Hold applies.
2. Click on **Group Services**.
3. Select **MusicOn Hold** from the **Site Services** menu.
4. The Department option will automatically be set to **Group**. To enable Music on Hold for a specific department, select the department from the drop down field.
5. Under *General Settings*, 3 choices are available where your Music can be heard by active callers. **Place a checkmark in each box where you would like the music to be heard.**
6. Select the preferred Audio Codec using the drop-down. This allows you to control the rate at which the audio file is processed via the available bandwidth. There are 4 options:
  - **None**. Select this if you don't have a particular preference.
  - **G.711**. This is an uncompressed format. It offers the best quality, but speed can be compromised.
  - **G.726**. This is compressed to 32kb. Quality is a little comprised, but it runs a little faster.
  - **G.729**. This is an audio data compression that works well with VoIP traffic.
  - **AMR**. This is adaptive multi-rate, which has the flexibility to vary the speed based on conditions.
7. To select the audio to be assigned to Music on Hold, select **Custom** and then select the desired audio file from the **Custom music file** drop down. Any format (mp3, wav, etc.) is acceptable.

The screenshot displays the BullsEye VoIP Portal interface. On the left is a dark sidebar with a navigation menu. The 'Group Services' option is highlighted with a red box. The main content area is titled 'Group Services' and has a 'SITE SERVICES' tab selected, also highlighted with a red box. Under 'SITE SERVICES', 'Music On Hold' is selected. Below this, there are sections for 'Departments without Music On Hold settings' (with 'Demo' and 'Sales' listed and 'ADD' buttons), 'Group / Department Settings' (with 'Department: Group' and a 'DELETE' button), and 'General Settings'. In the 'General Settings' section, three checkboxes are visible: 'Enable music during Call Hold' (checked, red box), 'Enable music during Call Park' (checked, red box), and 'Enable music during Busy Camp On' (unchecked). Below these are options for 'Music On Hold message': 'Preferred Audio Codec: None' (dropdown, red box), 'System Defined Music' (radio button), 'External Source' (radio button), 'Custom' (radio button, red box), and 'Custom music file: ABC Greeting.wav' (dropdown, red box).

**NOTE:** Because network speed and quality can vary, we recommend that you experiment with each codec to see which one yields the best results.

## Music On Hold

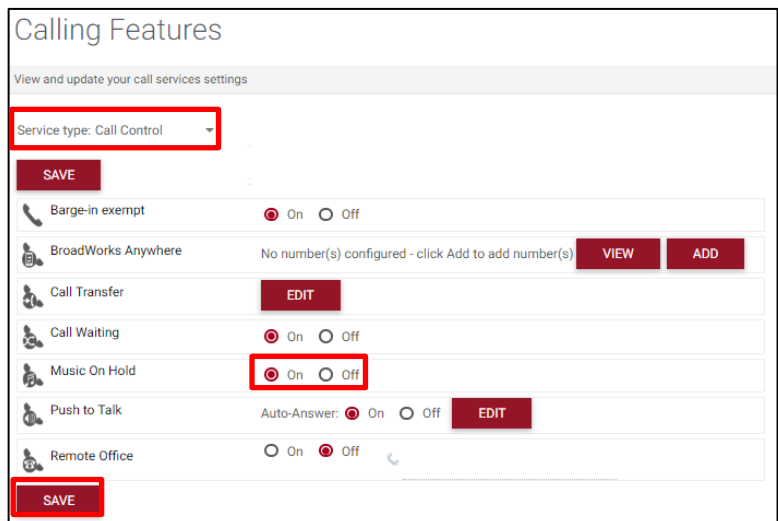
- Under *Internal Calls Settings*, you can specify an alternate audio file to be played for callers within your network that have an IP phone. Check the **Use Alternate Source for Internal Calls** checkbox to enable this option.
- Select the preferred Audio Codec (similar to what was done in Step 6).
- Select **Custom** and then select the desired audio file from the **Custom music file** drop down.
- Click **Save**.



The screenshot shows the 'Internal Calls Settings' form. A red box highlights the checkbox 'Use Alternate Source for Internal Calls'. Another red box highlights the 'Preferred Audio Codec: None' dropdown menu. A third red box highlights the 'Custom' radio button. A fourth red box highlights the 'Custom music file: ABC Greeting.wav' dropdown menu. A red box highlights the 'SAVE' button at the bottom.

## Enabling/Disabling the Feature (Performed at the User Level)

- Select the User for which you want to enable the service.
- Select **Call Control** from the **Service Type** drop down at the top of the Calling Features page.  
**NOTE:** Your available Calling Features may differ, depending on how your portal was configured.
- Select **On** or **Off** to the right of the **Music On Hold** feature option to enable/disable this feature for the user.
- Click **Save**.



The screenshot shows the 'Calling Features' form. A red box highlights the 'Service type: Call Control' dropdown menu. A red box highlights the 'Music On Hold' feature with the 'On' radio button selected. A red box highlights the 'SAVE' button at the bottom.

**NOTE:** Users can disable Music On Hold from their handset on a **per-call** basis by dialing **\*60** immediately after placing the caller on hold. Once the call is ended, the feature is enabled once again.