Music On Hold

Setup Guide

BTC broadband®

MUSIC ON HOLD

Music on Hold (MOH) is considered a form of commercial broadcast music and must be properly licensed to play copyrighted music to your customers. The music provided by BTC *(Global 10 – BTC Meta Lab)* is open source "free" music obtained from an open source website.

Playing music to callers on hold constitutes "public performance" of the music and therefore risks infringing the copyright of composers or artists. You must obtain appropriate licenses to play the material that you plan to use as Music on Hold. In North America, you can obtain these licenses at a reasonable cost from licensors such as Broadcast Music Inc (www.bmi.com) or the American Society of Composers, Authors and Publishers (www.ascap.com).

Metaswitch Networks and BTC does **not** accept any legal liability arising from copyright infringements associated with the use of Music On Hold.
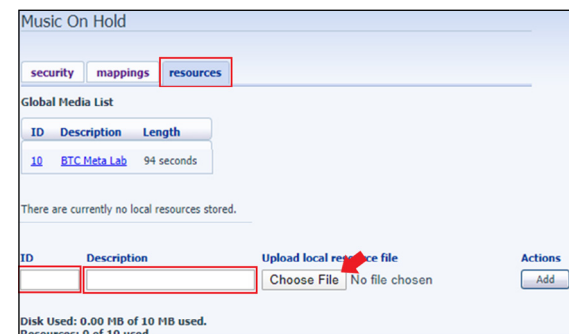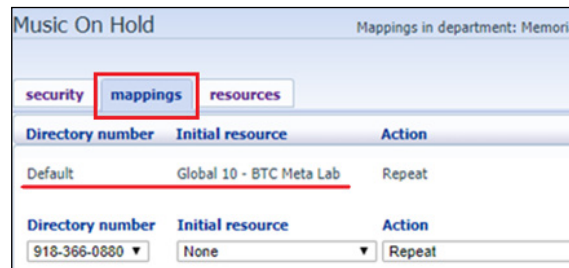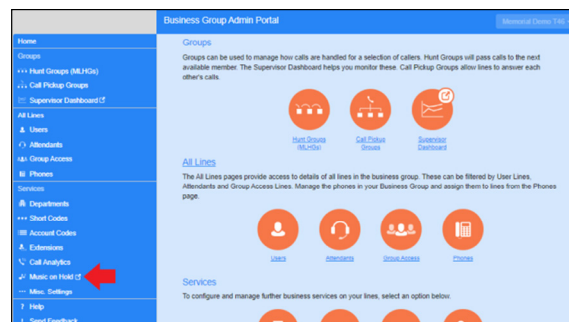
We don't recommend a specific source for non-copy righted music. Do a google/internet search for open source music.

You will be able to access your Music On Hold administration system from the CommPortal BG Admin interface https://voice.btcbroadband.com/login/bg/#bg/login.html.
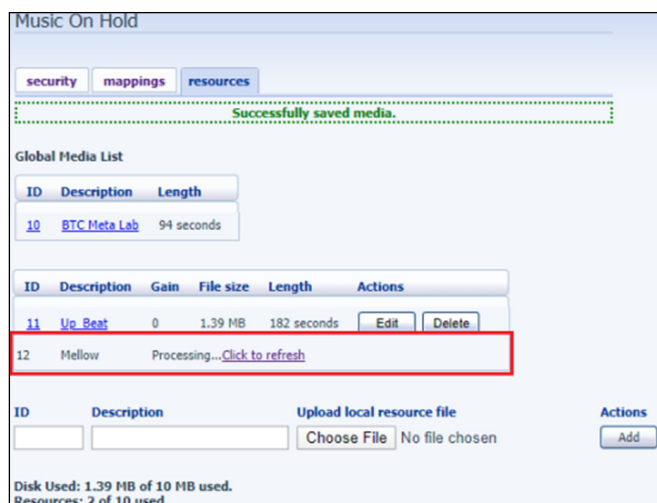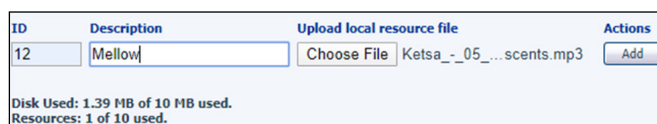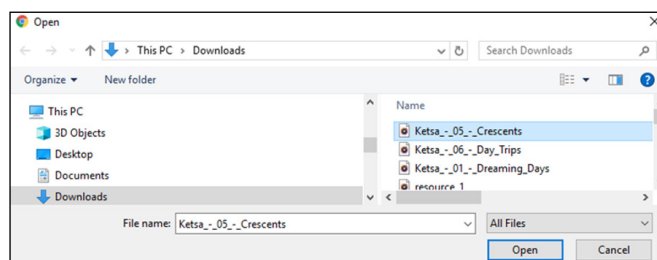
MUSIC ON HOLD SETUP:

- Once you log in with your BG admin number and password, click on **Music on Hold** in the left blue column.

- The system will open a pop-up menu. Click on the **Mappings** tab at the top. Under the Directory number header, you will see "**Default**". This is the music file that will play for all lines in your Business.

- **Note:** If you are going to load multiple music files, the total storage space per business in 10 MB. If your file was recorded in a High Definition format, you can go to www.g711.org and convert the file to a-law WAV (8Khz, Mono, CCITT a-law). This is the standard file format for voice/telephone systems and will save storage space.

- To add a new music source, click on the **resources** tab. Enter a unique ID, a description and select **Choose File**. You and use .wav or .mp3 files, and the file must be under 10 MB.
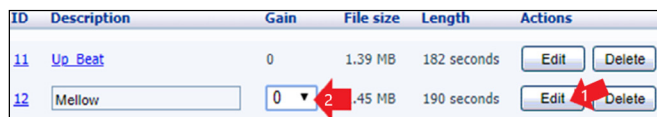
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- Select the file you want to use and click on **Open**.

- The system will populate the file name under **Upload local resource file**, click **Add** to upload the file.

- It will show "**Successfully saved media**", and processing.

- In this example, we are going to use the "all other hours" for a reoccurring office meeting on Monday from 2:00 PM - 3:30 PM. If you click on the **Zoom In**, the schedule expands, and can schedule in 15-minute increments.

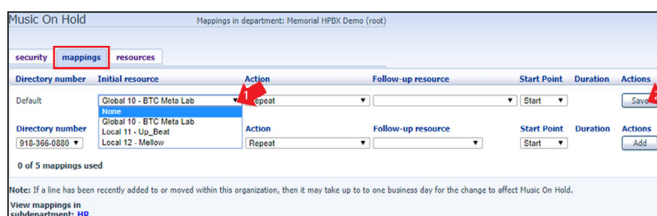- Once the weekly schedule is set, click **Apply**, then click on the **Rules** tab to define the rules.

CHANGING THE VOLUME LEVEL:

- To edit the music for volume, click the **Edit** button. To increase volume, adjust the **Gain** to a number great than the original volume, to lower, adjust to a lower number. Gain settings are +3, +2, +1, 0, -1, -2, -3.

- Settings can be sensitive, so adjust by 1 increment and test by placing call on hold.

TURNING MUSIC ON HOLD OFF:

- If you want to turn Music On Hold off, under the **Mappings** tab, under **Initial Resource**, set default to **None**. Always click **Save** after any changes were made.

MAPPING SPECIFIC MOH TO A SINGLE NUMBER:

- If a specific number needs a different music file, you can add the number under directory number, and choose your source.

- Notice once the number has been added, it will show 1 of 5 mappings used.

MUSIC ON HOLD BY DEPARTMENT:

- If you have departments set up for your business, you can also assign MOH by department by clicking "**View mappings in subdepartment: HR**".

- Click **Override.**

- Select the music file you want to use for the department, then click **Save**.