

# OSSmosis 5 User Guide

## Music On Hold

**MOMENTUM**

T E L E C O M

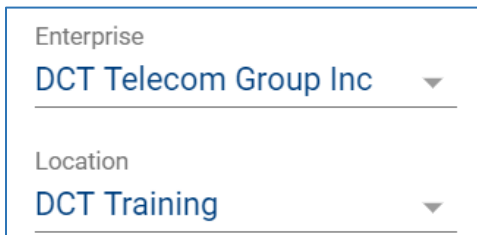
## Music on Hold

Music on Hold allows for the management of music or messaging played when a call is parked or put on hold at the group and department levels. Customers can use the default music or add their own custom messaging or music file.

- [Adding Music on Hold at the Group Level](#)
- [Adding Music on Hold at the Department Level](#)

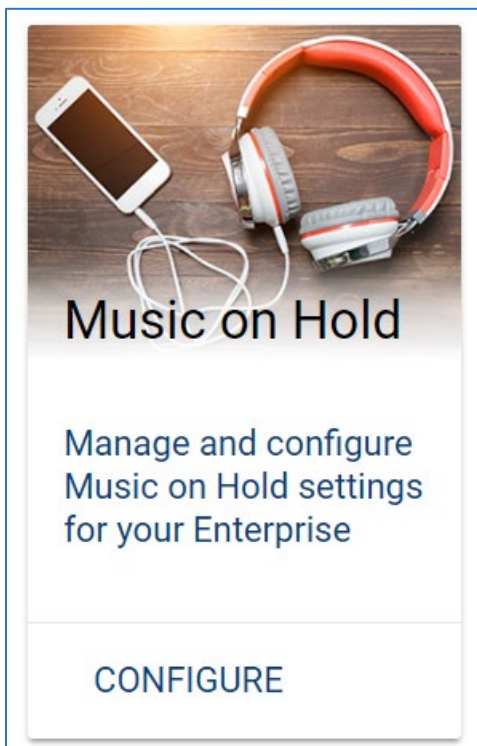
### **Adding Music on Hold at the Group Level**

1. Select a Group



The screenshot shows a form with two dropdown menus. The first dropdown is labeled "Enterprise" and has "DCT Telecom Group Inc" selected. The second dropdown is labeled "Location" and has "DCT Training" selected.

2. Select "Telephony Setup" and then "Configure" under Music on Hold



3. Select the Music on Hold options you wish to enable for the group:

**Group**

Enable music/video when call is on hold

Enable music/video when call is parked

Enable music/video when camp on

4. Select the “Default” radio button if you wish to utilize the default music on hold.

**Group**

Enable music/video when call is on hold

Enable music/video when call is parked

Enable music/video when camp on

**Default** Custom ☰

5. To add a custom announcement, click the “Custom” radio button.

**Group**

Enable music/video when call is on hold

Enable music/video when call is parked

Enable music/video when camp on

Default  **Custom** ☰

Drop audio files below or click here to browse

Announcement #1

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6. Drag a .WAV or .MP3 file into the announcement section where it says “*Drop audio files below or click to browse*” and upload.

Group

Enable music/video when call is on hold


Enable music/video when call is parked

Enable music/video when camp on

Default  Custom 

Drop audio files below or click here to browse

Announcement #1



7. When the file has been added a pop-up window will appear to provide a description and enable you to select whether to add the announcement to the *User* or *Group Announcement Repository*.

If added to the *User Repository*, the audio file will only be available to the end user that added it to the repository. If added to the *Group Repository*, the audio file will be available for use to any end user within that group/location.

## Add Announcement

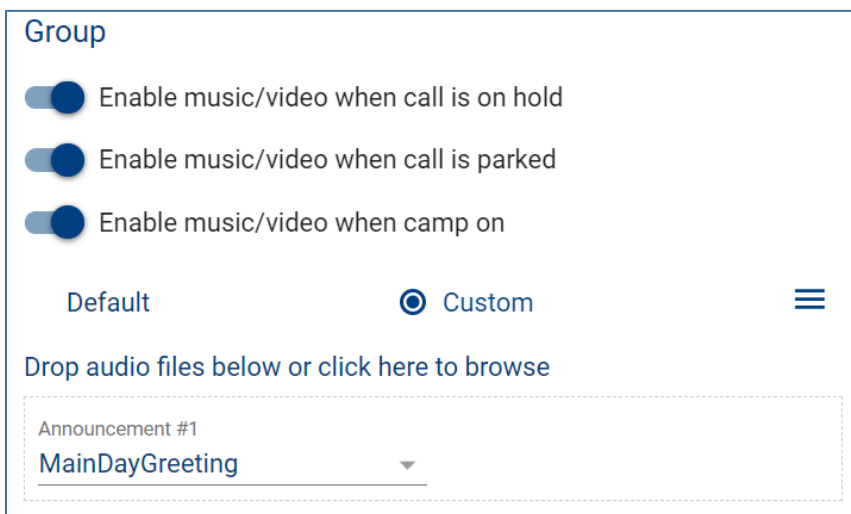
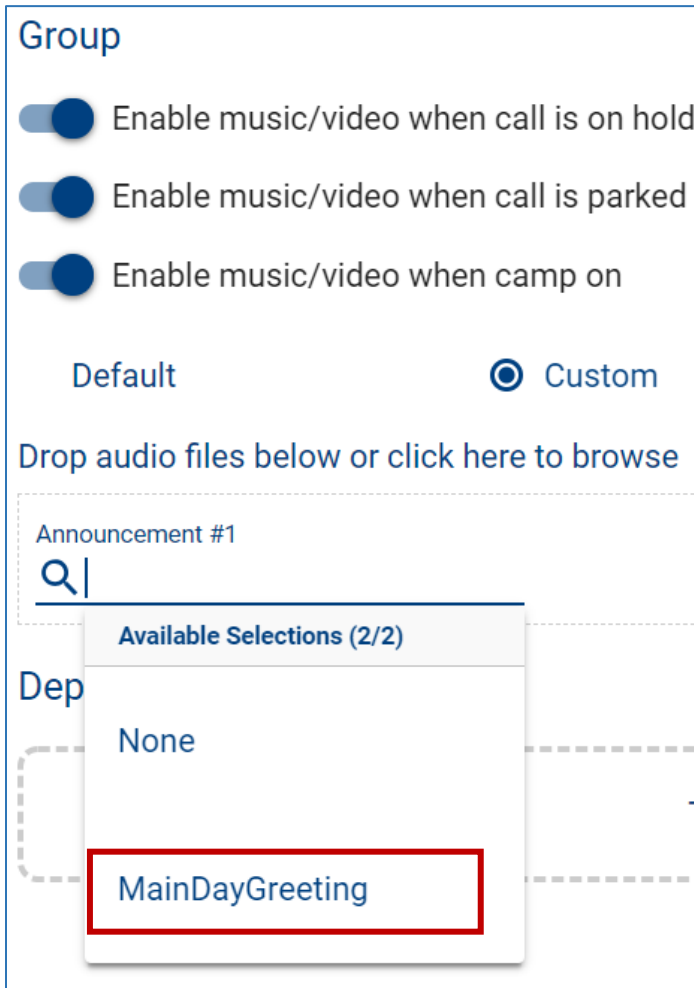
Add Short Main Day Greeting.wav to Repository

User   Group

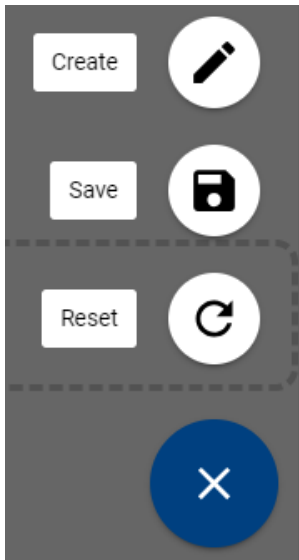
Announcement Name  
MainDayGreeting

Description  
Main Day Greeting

- 8. From the announcement drop down menu select the announcement.

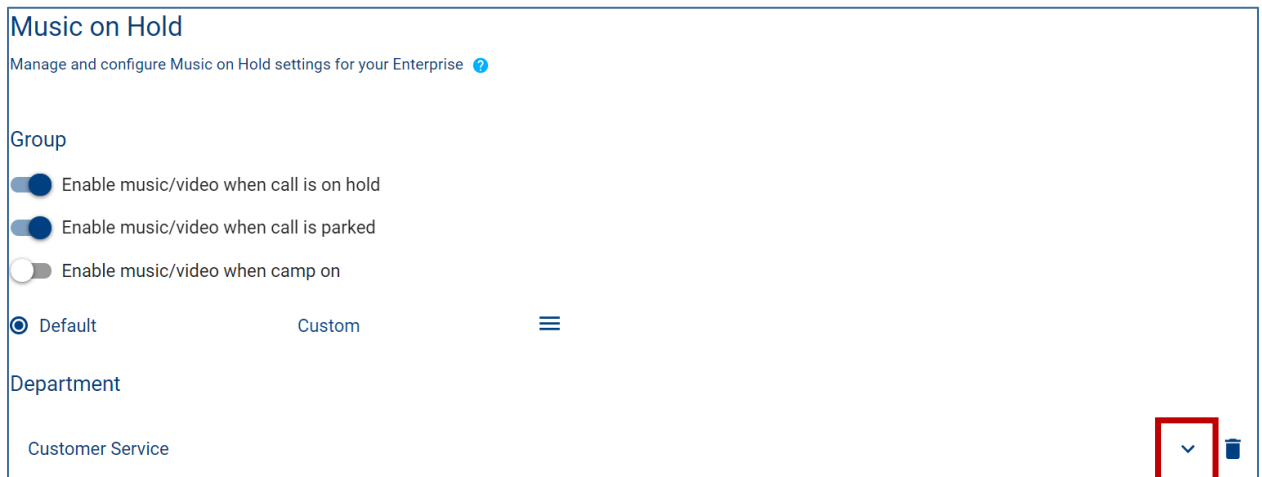


- From the Actions icon  save the announcement.



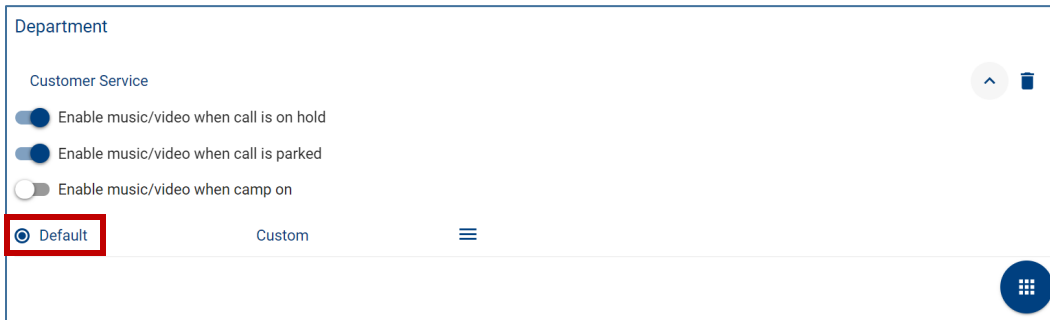
### Adding Music on Hold at the Department Level

- To add an announcement to a Department, select the Expand toggle to show the music on hold options for the department.

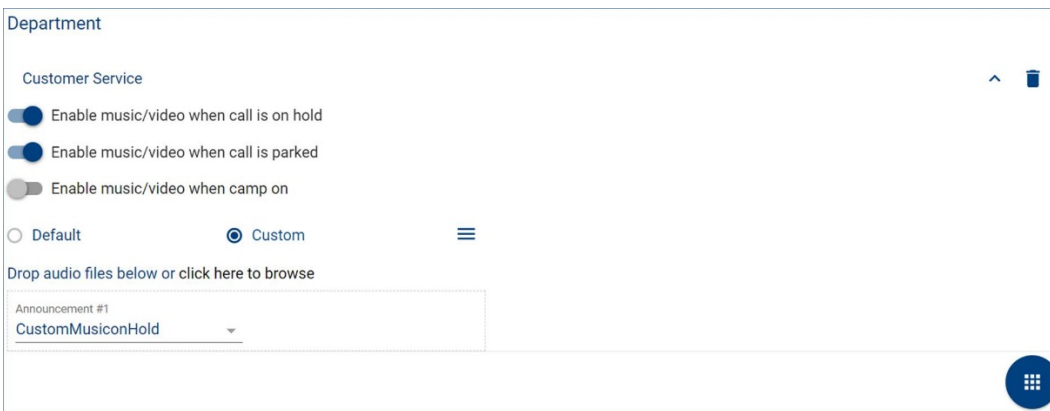


- Select the Music on Hold options you wish to enable for the department.
  - Music/video when call is on hold*
  - Music/video when call is parked*
  - Music/video when camp on*

3. Select the “Default” radio button if you wish to utilize DCT’s default music on hold.



4. To add a custom announcement, click the “Custom” radio button.



5. Follow the steps on adding a custom announcement outlined at the group level (page 3).