



OSSmosis 5 User Guide

Music on Hold


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 DCT's 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

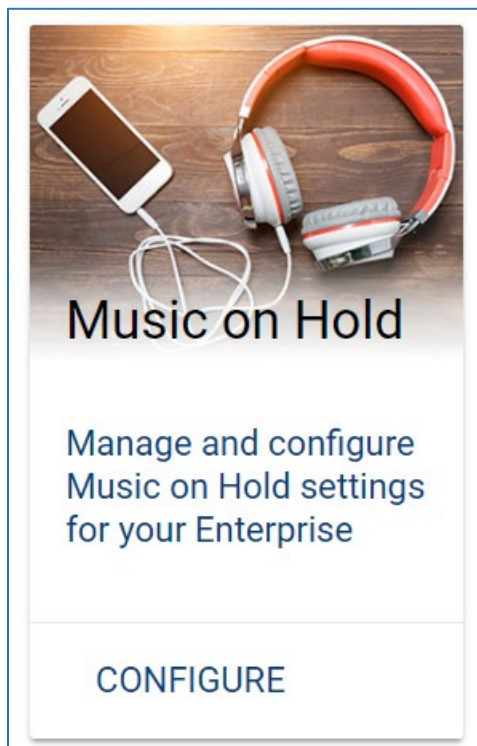
1. Select a Group



Enterprise
DCT Telecom Group Inc ▼

Location
DCT Training ▼

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 DCT’s 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

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

- From the announcement drop down menu select the announcement.

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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Available Selections (2/2)

None


MainDayGreeting

Group

Enable music/video when call is on hold

Enable music/video when call is parked

Enable music/video when camp on

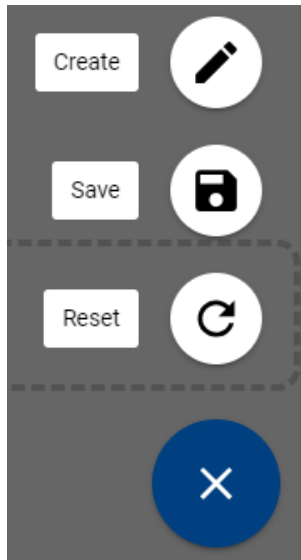
Default Custom 

Drop audio files below or click here to browse

Announcement #1

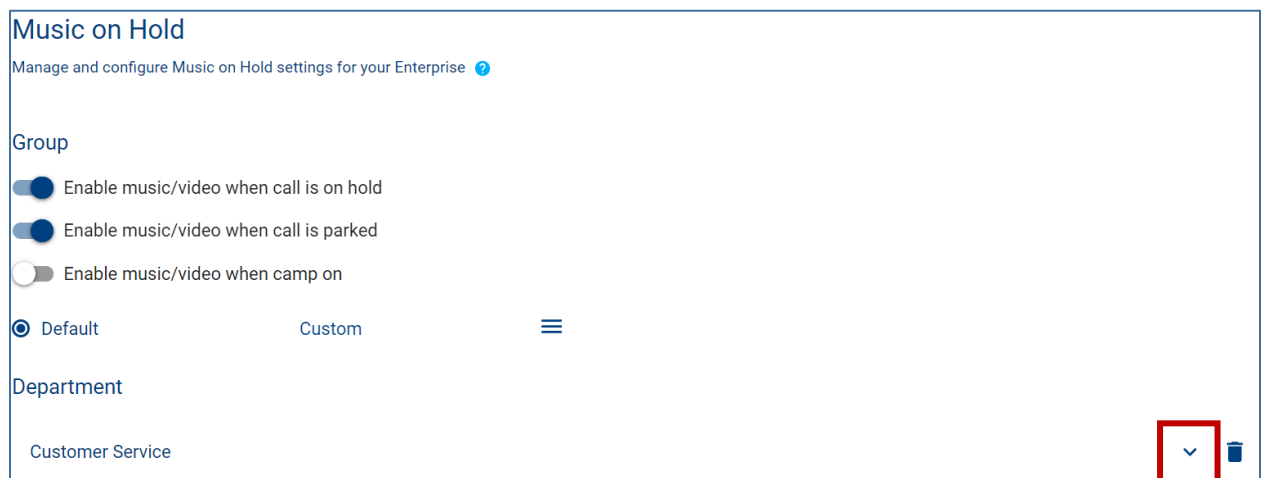
MainDayGreeting ▼

9. From the Actions icon  save the announcement.



Adding Music on Hold at the Department Level

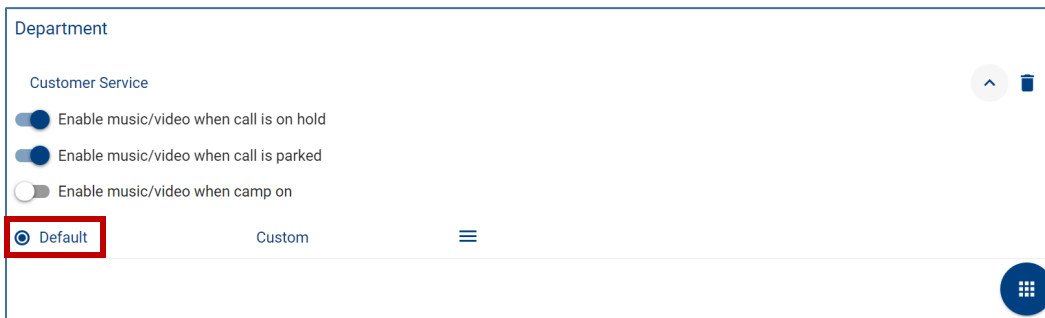
1. To add an announcement to a Department, select the Expand toggle to show the music on hold options for the department.



2. 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.



Department

Customer Service

Enable music/video when call is on hold

Enable music/video when call is parked

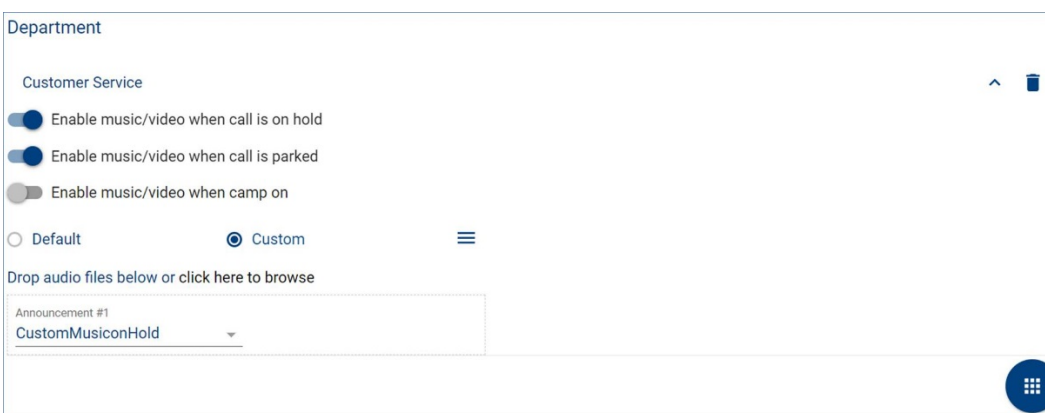
Enable music/video when camp on

Default Custom ☰

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



Department

Customer Service

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
CustomMusiconHold

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