

Music on Hold

Music on Hold allows an administrator to set up and maintain an audio source that can be played to held parties when calls are on hold, on a site-by-site basis. This music will be played across company calls with the exceptions of Call Centre and Call Queue Group that have music set differently.

Gamma accepts no responsibility for the gathering of copyrights and bolt-ons required for the music held within Horizon. Please also note that Horizon cannot support live feed music.

Music on hold has a maximum file size of 5MB or 625 Seconds

To create a file for use with music on hold, it needs to be in the following format:

- .wav format and encoded with CCITT u-Law
- Formatted at 8000Khz sample rate, 8-bit mono, 7 kb/sec

Shortcodes

- Music on Hold per call Deactivation - *60

Setup Music on Hold

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and

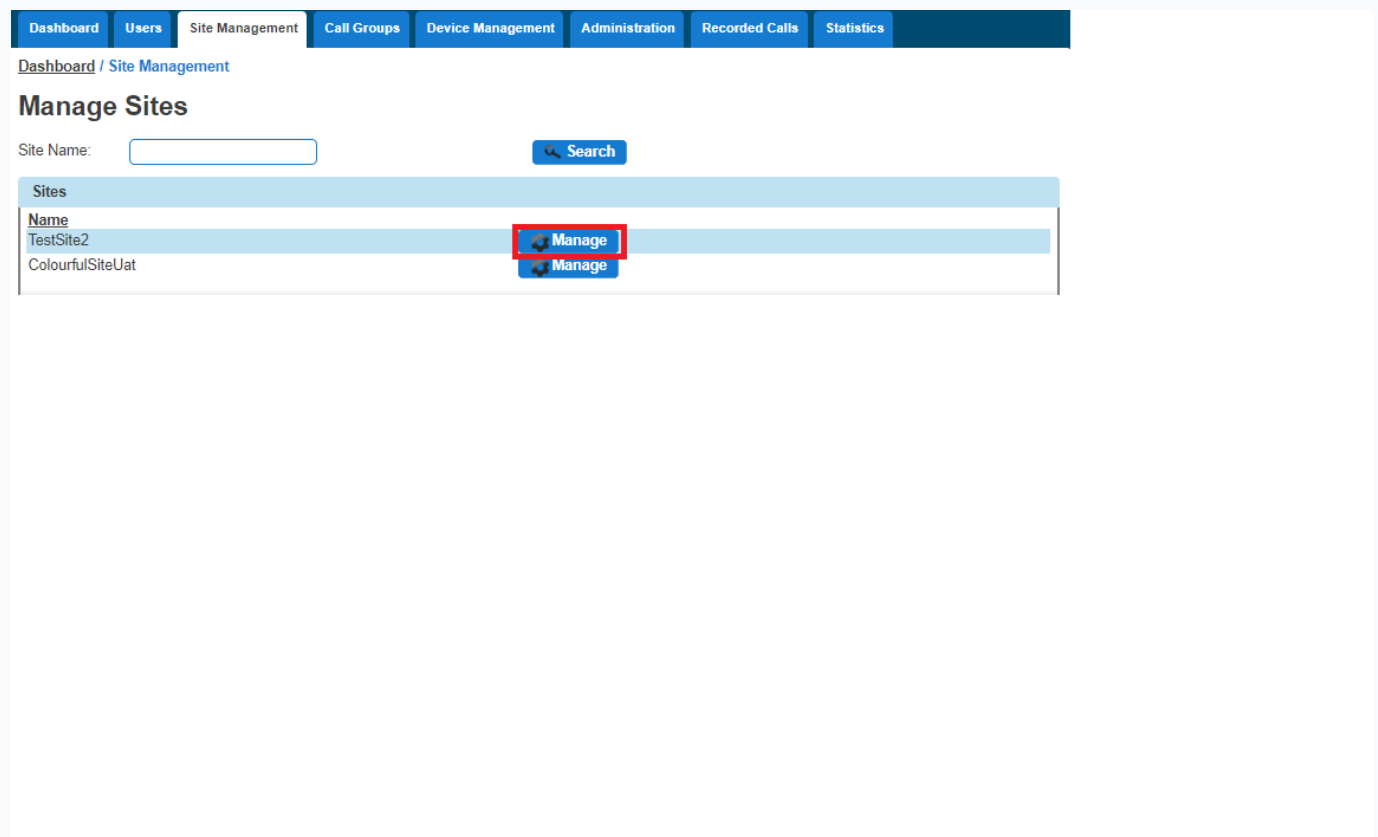
Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Select “Site Management” and on the Site Management page click the Manage button for the site you want to add Music on Hold for.



The screenshot displays the 'Manage Sites' page in the Horizon Manage application. At the top, there is a navigation bar with tabs for Dashboard, Users, Site Management (selected), Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below the navigation bar, the breadcrumb 'Dashboard / Site Management' is visible. The main heading is 'Manage Sites'. There is a search field labeled 'Site Name:' with a 'Search' button. Below this is a table with the following structure:

Sites	
Name	
TestSite2	Manage
ColourfulSiteUat	Manage

The 'Manage' button for 'TestSite2' is highlighted with a red box in the original image.

Step 4

Select “Music on Hold”

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / Site Management / ColourfulSiteUat

ColourfulSiteUat

Add User | Create Group | Current Site DDI 01427807376

Manage ColourfulSiteUat

Schedules Create and manage time schedules Schedules	Authorisation Account Codes Create and manage authorisation account codes Authorisation Codes	Call Policy Override a sub set of call policy features for this site Call Policy
Call Barring Setup the call barring options for this site Call Plan	Music on Hold Set up the music that a person hears when put on hold Music on Hold	Manage Numbers Manage the numbers assigned to this site Manage Numbers

Step 5

From here, you can select when you want Music on Hold to be enabled, and whether you want to use the System Default or to use a custom audio file for External and Internal calls.

ColourfulSiteUat Music on Hold

Manage ColourfulSiteUat

General Settings

- Enable during call hold
- Enable during call park
- Enable while caller holding

External Calls

- Use System Default
- Custom Audio File

Upload File

Internal Calls

- Use a different source for internal calls
- Use System Default
- Custom Audio File

Upload File