

For customers in AL, FL, GA, KS, SC, TN

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HOSTED VOIP MUSIC ON HOLD CONFIGURATION GUIDE

WOW! Business

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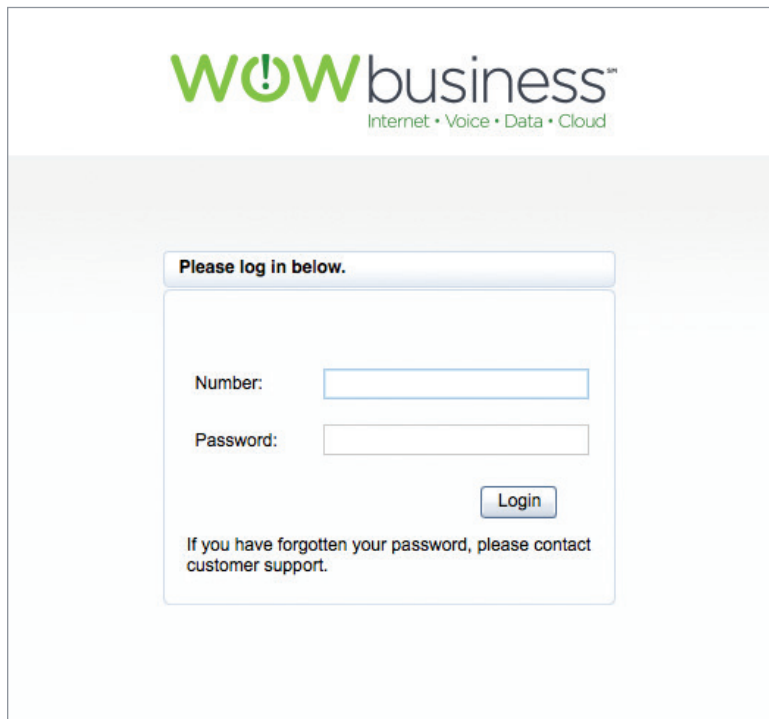
GETTING STARTED

The purpose of this document is to describe the steps needed to configure Music on Hold for WOW! Business Hosted VoIP.

When you go to the WOW! Business Hosted VoIP Business Group Administrator portal (<https://voice2.wowway.com/wow/bg>), the first screen that appears is your login screen. Enter your Business Group Administrator telephone number and password.

NOTE - Your initial password is provided in your Hosted VoIP Quick Reference Guide, or by asking your System Administrator.

IMPORTANT: Change your password upon first login



Please note: you will need to change your password. For security reasons, your new password must be 6-10 digits. For improved security, passwords cannot have a letter or number that repeats three or more times (for example “AMJ25554”), can only have up to two sequential numbers (for example “AMJ2345”) and the password cannot be the phone number.

NOTE: This document shows an account with all features activated. Your actual screens may differ due to the features assigned to your account.

Access Music On Hold

Click on Music on Hold. This will open a new browser window with the Music On Hold administration system.

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Admin ⚙️

Lines in Department:

To view the settings for an individual line, MLHG pilot number, or view MLHG group settings, click on the corresponding icon in the rightmost column.

<input type="checkbox"/>	Telephone Number	Extension	Name	Department	
<input type="checkbox"/>	(630) 219 5100		RCF	1234 Main RD	
<input type="checkbox"/>	(630) 219 5101		Auto Attendant	1234 Main RD	
<input type="checkbox"/>	(630) 219 5102	4004	Name 1	Admin	
<input type="checkbox"/>	(630) 219 5103	4003	Name 2	Support	
<input type="checkbox"/>	(630) 219 5104	4005	Admin: WOW (Marketing) Ad...	Admin	
<input type="checkbox"/>	(630) 219 5105	4002	Name 3	Support	
<input type="checkbox"/>	(630) 219 5106	4000	Name 4	Sales	
<input type="checkbox"/>	(630) 219 5107	4001	Name 5	Sales	
<input type="checkbox"/>	(630) 219 5108		(MLHG) Name 4	Sales	

Search for... in any field

Move selected to:

Uploading new hold music

Click on the “resources” tab. The Global Media List will show the default music options that we have made available for your use. You cannot add or remove recordings from the Global Media List.

Music On Hold

security mappings **resources**

Global Media List

ID	Description	Length
10	Old Bowery Excerpt	182 seconds
11	Clint	274 seconds
12	In the Bleak	227 seconds
13	Lemmens Fanfare	238 seconds
14	Bach Fugue	90 seconds

ID	Description	Gain	File size	Length	Actions
15	Sample Music 1	+1	2.66 MB	348 seconds	Edit Delete

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input type="text"/>	Browse... No file selected.	Add

Disk Used: 2.66 MB of 20 MB used.
Resources: 1 of 10 used.

To upload your own hold music:

- Enter an ID for the new recording in the “ID” text box.
- Enter a description for the new recording in the “Description” text box.
- Click on “Choose File,” select the preferred file to upload.
- Click “Add.” These recordings will appear in a second section below the Global Media List.

Recording Limits

At the bottom of this section, you will see:

- How many much storage you have used vs. total available.
- How many recordings you have uploaded vs. how many are allowed.

Recording Formats

WAV or MP3 formats are supported when uploading new files.

Music On Hold

security
mappings
resources

Global Media List

ID	Description	Length
10	Old Bowery Excerpt	182 seconds
11	Clint	274 seconds
12	In the Bleak	227 seconds
13	Lemmens Fanfare	238 seconds
14	Bach Fugue	90 seconds

ID	Description	Gain	File size	Length	Actions
15	Sample Music 1	+1	2.66 MB	348 seconds	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

ID	Description	Upload local resource file	Actions
<input style="width: 40px;" type="text"/>	<input style="width: 150px;" type="text"/>	<input type="button" value="Browse..."/> No file selected.	<input type="button" value="Add"/>

Disk Used: 2.66 MB of 20 MB used.
Resources: 1 of 10 used.

To edit a recording:

- Click “Edit” to the right of the recording.
- Edit the “Description” field.
- Click “Save.”

To change the volume level used for a recording:

- Click “Edit” to the right of the recording.
- Choose a new “Gain” value from the list.
 - Select “0” to play at the original recorded volume
 - Select +1, +2, or +3 to play the recording louder
 - Select -1, -2, or -3 to play the recording quieter
- Click “Save.”

Map music files to lines

Click on the “mappings” tab. This will allow you to assign the appropriate music file and action to each available Directory Number.

Music On Hold Mappings in department: 1234 Main RD. IL

View mappings in department: [WOW \(Marketing\) \(root\)](#)

[security](#)
[mappings](#)
[resources](#)

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	None			Start		Edit
630-219-5100	Global 14 - Bach Fugue	Repeat	Global 11 - Clint	Start		Add

0 of 100 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.

View mappings in subdepartment:
[Support](#) [Admin](#) [Sales](#)

For each Directory Number, select the music file and action (Repeat, Play Once, Repeat – Initial Interrupted, or Repeat – Follow-up Interrupted):

- Repeat: The recording will play continuously in a loop.
- Play Once: The initial recording will play once and then the follow-up recording will play continuously.
- Repeat – Initial Interrupted: The initial recording will play and then be interrupted at defined intervals. The music is interrupted to play an announcement – such as “Thank you for holding.”
- Repeat – Follow-up Interrupted: The initial recording is played first. The follow up recording then plays continuously being interrupted by a recording.

If you select “Follow-up Interrupted”, then select the follow up music file. Then select “start point” to determine where the music file should start to play. To complete the selection, click on “Add.”