

For customers in IN, IL, OH, MI

**WOW**business™  
Internet • Voice • Data • Cloud

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# HOSTED VOIP MUSIC ON HOLD CONFIGURATION GUIDE

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## **WOW! Business**

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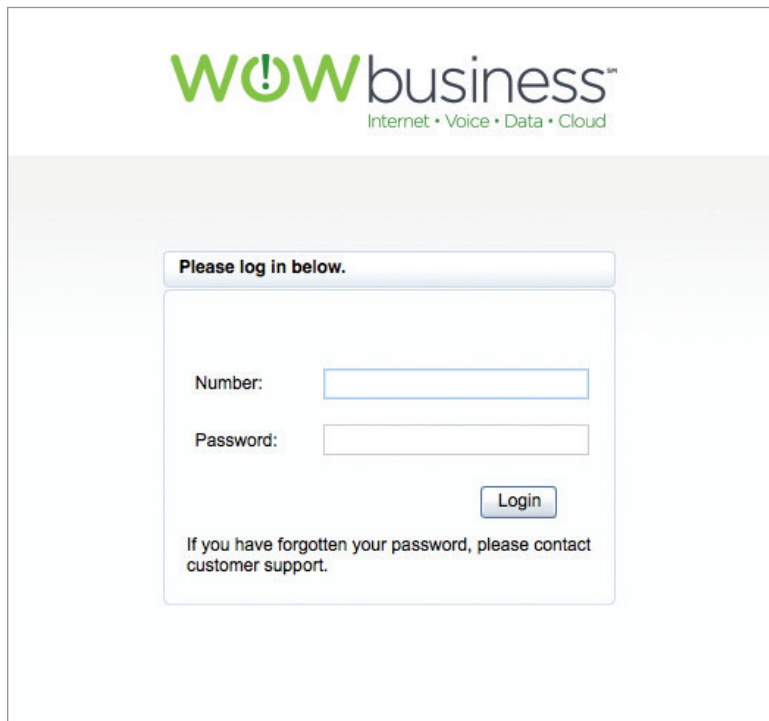
## GETTING STARTED

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://voice.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**



The screenshot shows the login interface for the WOW! Business Hosted VoIP Business Group Administrator portal. At the top, the logo reads "WOW!business<sup>SM</sup>" with "Internet • Voice • Data • Cloud" underneath. Below the logo is a light gray header bar. The main content area contains a white box with a blue border. Inside this box, at the top, is a blue header that says "Please log in below." Below this header are two text input fields. The first is labeled "Number:" and the second is labeled "Password:". To the right of the "Password:" field is a blue "Login" button. At the bottom of the white box, there is a small text link that says "If you have forgotten your password, please contact customer support."

**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.

The screenshot shows the 'Admin' interface for 'WOWbusiness'. The sidebar on the left contains a menu with the following items: Lines, Phones, MLHGs, Call Pickup Groups, Short Codes, Extensions, Departments, Call Logs, Misc. Settings, and Music on Hold (which is highlighted). The main content area is titled 'Admin' and shows 'Lines in Department: View All'. Below this is a table with columns for Telephone Number, Extension, Name, and Department. Each row in the table has a checkbox and a small icon in the rightmost column. At the bottom of the table area, there is a 'Move selected to:' dropdown menu and a 'Move' button.

<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	

## 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**

**Global Media List**

ID	Description	Length
10	<a href="#">Old Bowery Excerpt</a>	182 seconds
11	<a href="#">Clint</a>	274 seconds
12	<a href="#">In the Bleak</a>	227 seconds
13	<a href="#">Lemmens Fanfare</a>	238 seconds
14	<a href="#">Bach Fugue</a>	90 seconds

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

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input 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 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	<a href="#">Old Bowery Excerpt</a>	182 seconds
11	<a href="#">Clint</a>	274 seconds
12	<a href="#">In the Bleak</a>	227 seconds
13	<a href="#">Lemmens Fanfare</a>	238 seconds
14	<a href="#">Bach Fugue</a>	90 seconds

ID	Description	Gain	File size	Length	Actions
15	<a href="#">Sample Music 1</a>	+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: 50px;" type="text"/>	<input style="width: 150px;" type="text"/>	<input type="button" value="Browse..."/> <span style="margin-left: 10px;">No file selected.</span>	<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 \(Marketing\) \(root\)](#)

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	None			Start		<input type="button" value="Edit"/>
630-219-5100	Global 14 - Bach Fugue	Repeat	Global 11 - Clint	Start		<input type="button" value="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.”