

**MUSIC
ON HOLD**

Introduction

As part of the Business Group Features for the Norvado SmartLink PBX service, Music on Hold is one of the easiest to use. With this feature, you can create unique messages to entertain your callers while they are on hold. In five simple steps you can begin informing your callers of all the exciting offers and advancements your business is making.

Step 1: Use the following link to log in to your MyPhone account.

<https://myphone.norvado.net/bg>



MyPhone Portal Web

Please log in below.

Number:

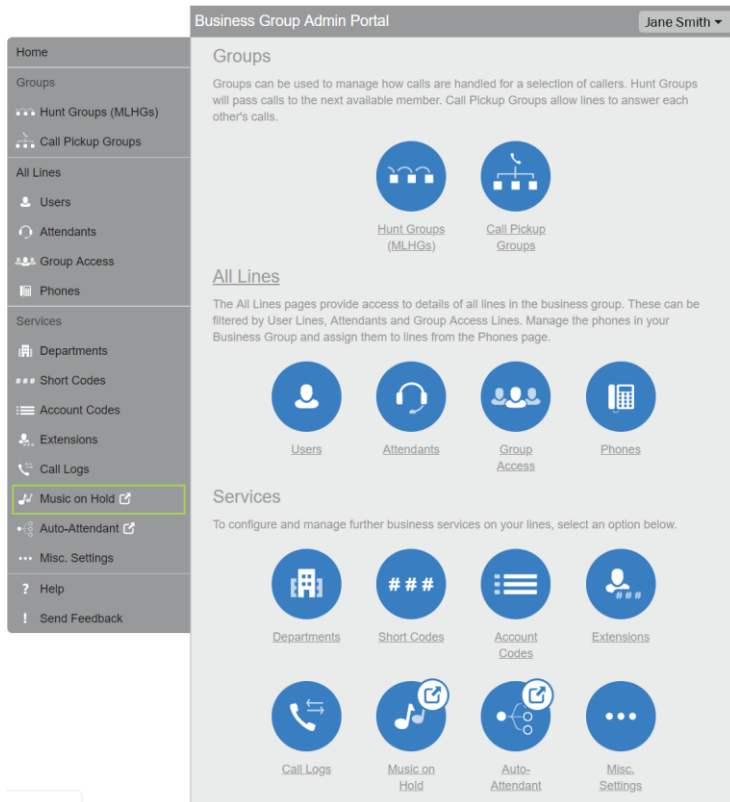
Password:

Remember me on this computer.

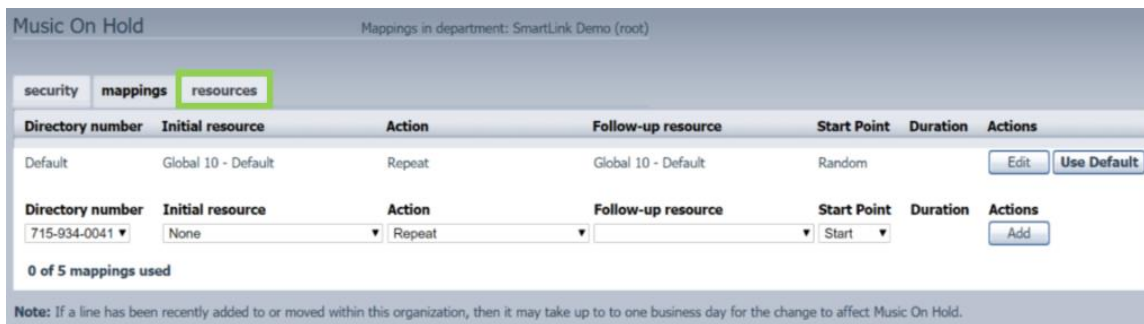
Login

If you have forgotten your password, please contact customer support at 800-250-8927.

Step 2: Select Music on Hold.



You will need to have the music file you want to be played while your customers are on hold uploaded. If this step has not been completed click the **Resources** tab.



Complete the following information for the new resource file.

- **ID.** Assign a number between 10 and 99 to the resource file.
- **Description.** Use a unique description for your reference.
- Select **Chose File** to choose the file to be uploaded. Files can be in either **.wav** or **.mp3** format.
- Once the resource file has been selected, click **Add**.

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Add"/>

Once the upload is complete you will see the new resource in the list. Now click back to the **mappings** tab to assign the resource to be played.

Music On Hold

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

Global Media List

ID	Description	Length
10	Default	30 seconds

There are currently no local resources stored.

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Add"/>

Set the **Default** mapping to the resource you have just uploaded.

The **Initial Resource** will play first, and the **Follow up Resource** will play after the **Initial Resource** finishes.

Additional **Music on Hold** mappings can be set to individual lines if desired. Resources are added for this the same as above.

Music On Hold Mappings in department: SmartLink Demo (root)

security **mappings** resources

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 10 - Default	Repeat	Global 10 - Default	Random		Edit Use Default
715-934-0041	None	Repeat		Start		Add

0 of 5 mappings used

Resources

Select the **Resources** tab and choose **Edit**.

Music On Hold

security mappings **resources**

Global Media List

ID	Description	Length
10	Default	30 seconds

ID	Description	Gain	File size	Length	Actions
10	default MOH	0	0.23 MB	30 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="text"/> <input type="button" value="Browse..."/>	<input type="button" value="Add"/>

Disk Used: 0.23 MB of 100 MB used.
Resources: 1 of 10 used.

Gain now has dropdown arrow. Adjust for higher (+1,+2,+3) or lower (-1,-2,-3) volume. Click **Save**.

ID	Description	Gain	File size	Length	Actions
10	<input type="text" value="default MC"/>	<input type="text" value="0"/> ▼	0.23 MB	30 seconds	<input type="button" value="Save"/> <input type="button" value="Delete"/>



LOCATION

Headquarters
43705 US Hwy 63
PO Box 67
Cable, WI 54821

BUSINESS HOURS

Monday - Friday
8:00am – 4:30pm
Saturday Closed
Sunday Closed

PHONE

800-250-8927
Diggers Hotline 800-242-3044