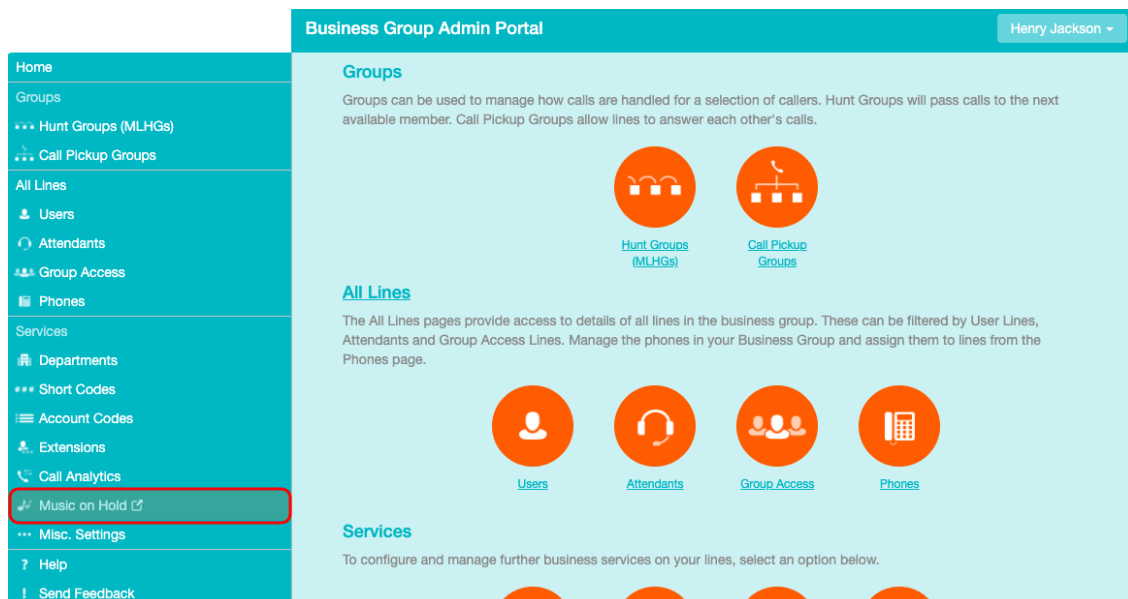


Logging In

Log In to the [CommPortal BG Admin](#) portal as normal. Click the Music On Hold link at the bottom of the left hand side of CommPortal. This opens up a new browser window with the Music On Hold administration system.



If you are the administrator for the top-level department of your business then you will see three links at the top of the page, each taking you to a different section of the Music On Hold administration system.

- Security - View and configure your security settings.
- Mappings - This section allows you to configure different recordings to be played when different lines within your business put callers on hold.
- Resources - This section allows you to upload and manage your recordings.

If you are not an administrator for the top-level department of your business you will not see Resources as only administrators for the top-level department can manage recordings.

Music On Hold Mappings in department: Demo Business Group (root)

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

| Directory number | Initial resource | Action | Follow-up resource | Start Point | Duration | Actions |
|--|-----------------------------------|-------------------------------------|----------------------|------------------------------------|----------|---------------------------|
| Default | Global 10 - Default beep | Repeat | | Random | | <button>Override</button> |
| <input type="text" value="(01132) 991 002"/> | <input type="text" value="None"/> | <input type="text" value="Repeat"/> | <input type="text"/> | <input type="text" value="Start"/> | | <button>Add</button> |

0 of 50 mappings used

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

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

- 🔄 Revision #1
- ★ Created Thu, Feb 17, 2022 11:57 AM by [Admin](#)
- ✎ Updated Thu, Feb 17, 2022 12:07 PM by [Admin](#)