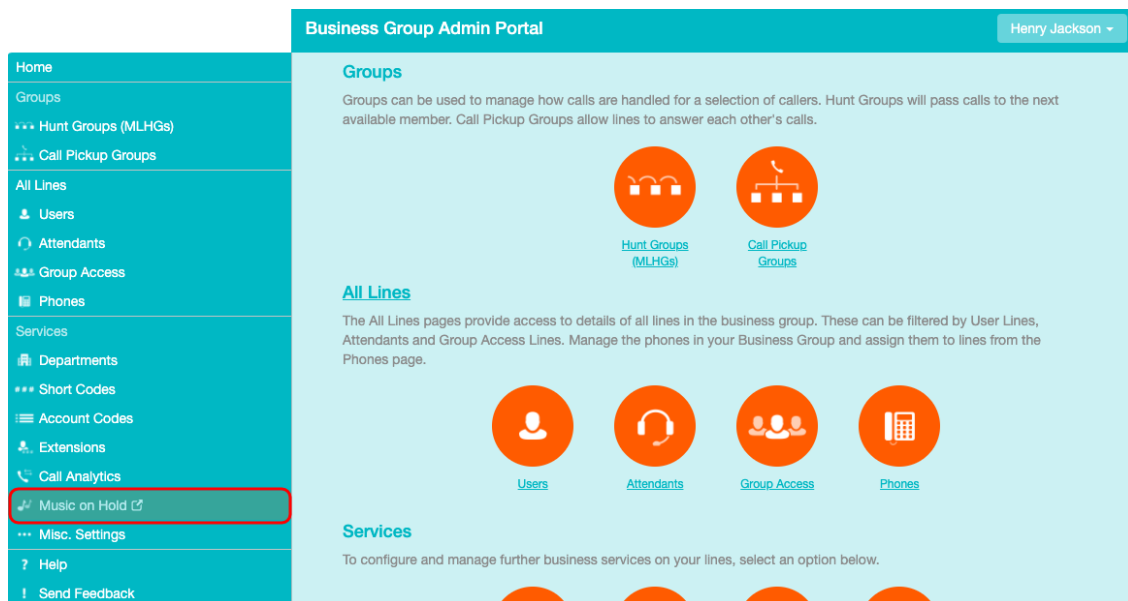


# Logging In

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 #2

★ Created Mon, Mar 23, 2020 1:06 PM by [Admin](#)

✎ Updated Wed, May 6, 2020 2:06 PM by [Admin](#)