Music On Hold Overview

Music on Hold is used for placing a call on hold/transfer or call queueing. This is turned on be default.

The default action for Music on Hold (MoH) is royalty free music. This will play whenever a call is placed on hold or when starting a transfer.

We recommend that you configure MoH - This can be music/announcements in any .wav/.mp3 file.



INFO: Only the **Business Group Administrator** can configure MoH from the BG Admin portal.

Please take a look at Pod Connect: Music On Hold for configuring your MoH service.

Once Music on Hold is configured continue to Testing Your System.

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