Hold Music Customization on iPECS Cloud

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Any iPECS user can define customized Music on Hold for both internal and external callers.

See below for the steps to set it up.

- 1. In the Customer Manager for the account, click on "Company", then "System Tone & Timer".
- 2. From there, click on the radio button next to "Hold Timer for Internal" or "Hold Timer for External" (see below).
- 3. Click "Browse" to find the Music on Hold (MOH) file on your desktop or network. The file must be converted to the format listed next to the red arrow (Wave File, 8hz, 16bit, Mono, PCM).
- 4. Once the new file is selected, click "Save" to complete.

V ertical [®]				Vertical Demo (Kim Macdonald) Customer Manager
Company ^	My Home	User Phone Configuration	User Feature Configuration	
Company Details Line Settings	System Tone 8	& Timer		
Time Schedule	Music On Hold Tone Timer			
Call Barring				
Site Management	Site Verti	ical Demo (main) 🗸 🗸		
LCM Management				
eMG Series ~	Hold Tone	for Internal Staying Alive MOH (8h	z16bit).wav Browse (Wave File, 8kHz, 16bit, Mono, PCM)	
Extension G/W Management	Hold Tone	for External GoldenDragon2.wav	Browse (Wave File, 8kHz, 16bit, Mono, PCM)	
Trunk G/W Management				
System Tone & Timer			Play Downlo	Dad Delete Save