



How to add Music On Hold (MOH) and On-Hold Messages

Why add MOH and On-Hold Messages?

The infographic features a blue vertical sidebar on the left with the MidWest Telecom logo at the top. The main content area is white. The title 'Benefits of Music On Hold (MOH) and On Hold Messages' is in white text on the blue background. Below it, contact information is provided: 'Contact us for help: (651) 369-4700 support@midwesttelco.com'. The main white area has the heading 'Why add MOH & On-Hold Messages to your business phone system?' followed by a paragraph explaining the benefits of MOH and On-Hold Messages, and a bulleted list of advantages.

Benefits of Music On Hold (MOH) and On Hold Messages

Contact us for help:
(651) 369-4700
support@midwesttelco.com

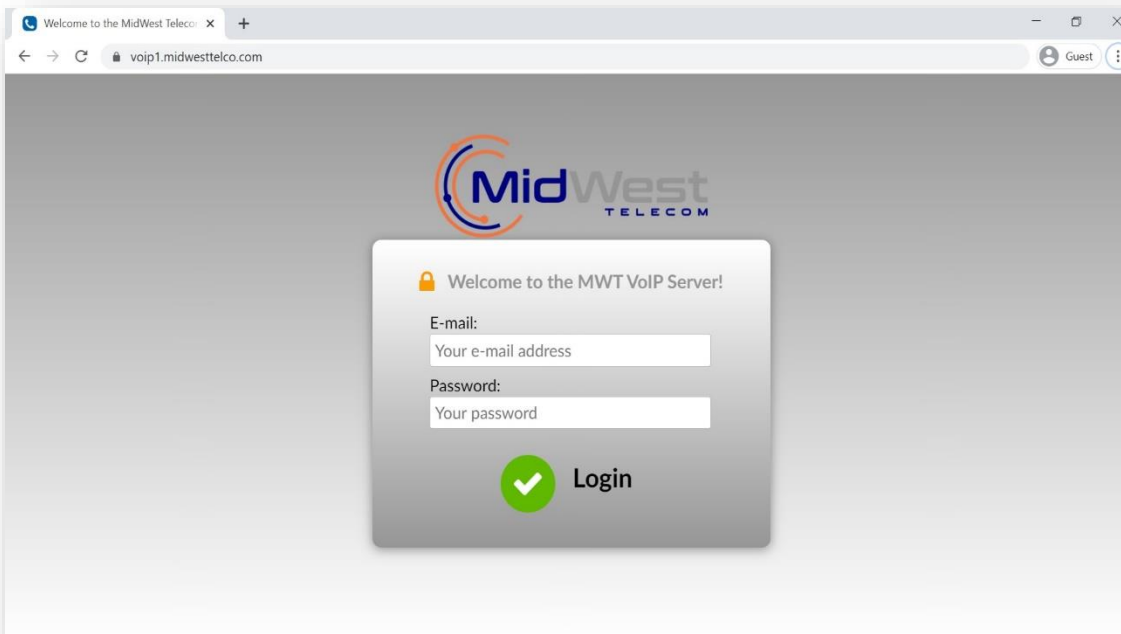
Why add MOH & On-Hold Messages to your business phone system?

Add MOH and On-Hold Messages to engage your callers and provide a positive hold experience. Consider adding music with promotional messages, new product information, and answers to frequently asked questions.

By using this feature, you can:

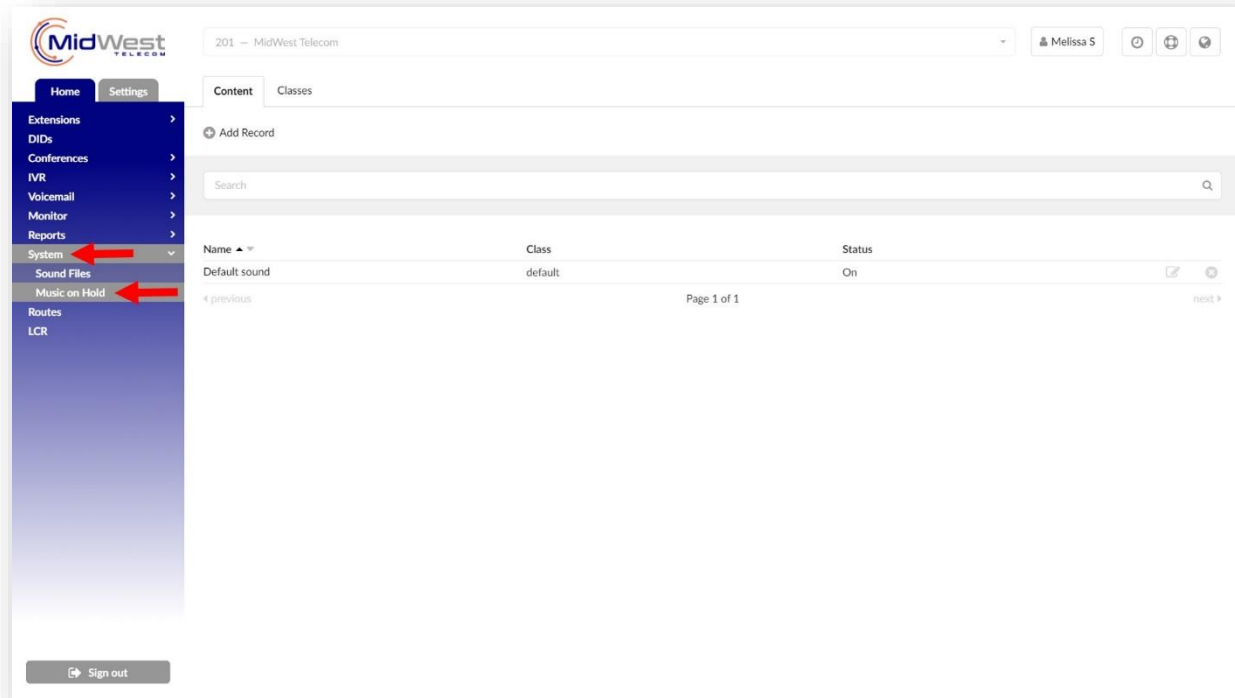
- Reduce the number of hang-ups.
- Communicate your brand messaging.
- Educate customers about your products and services.

1. To start, log into the MidWest Telecom Portal: <https://voip1.midwesttelco.com/>.

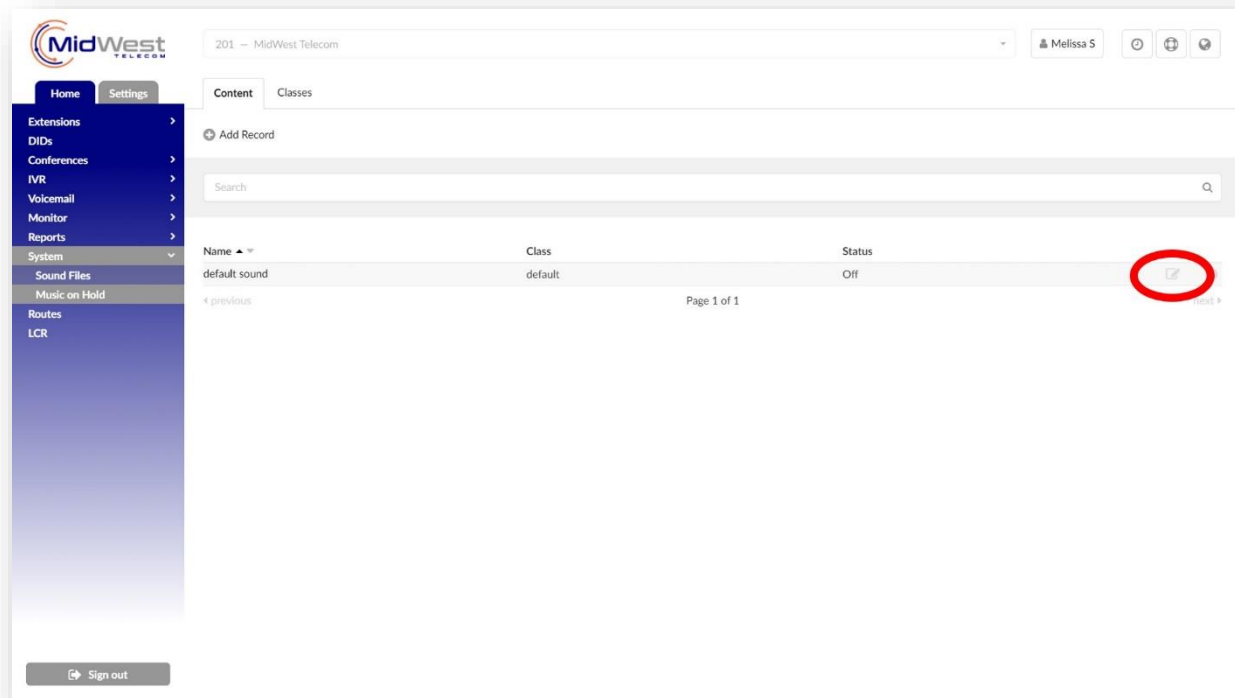


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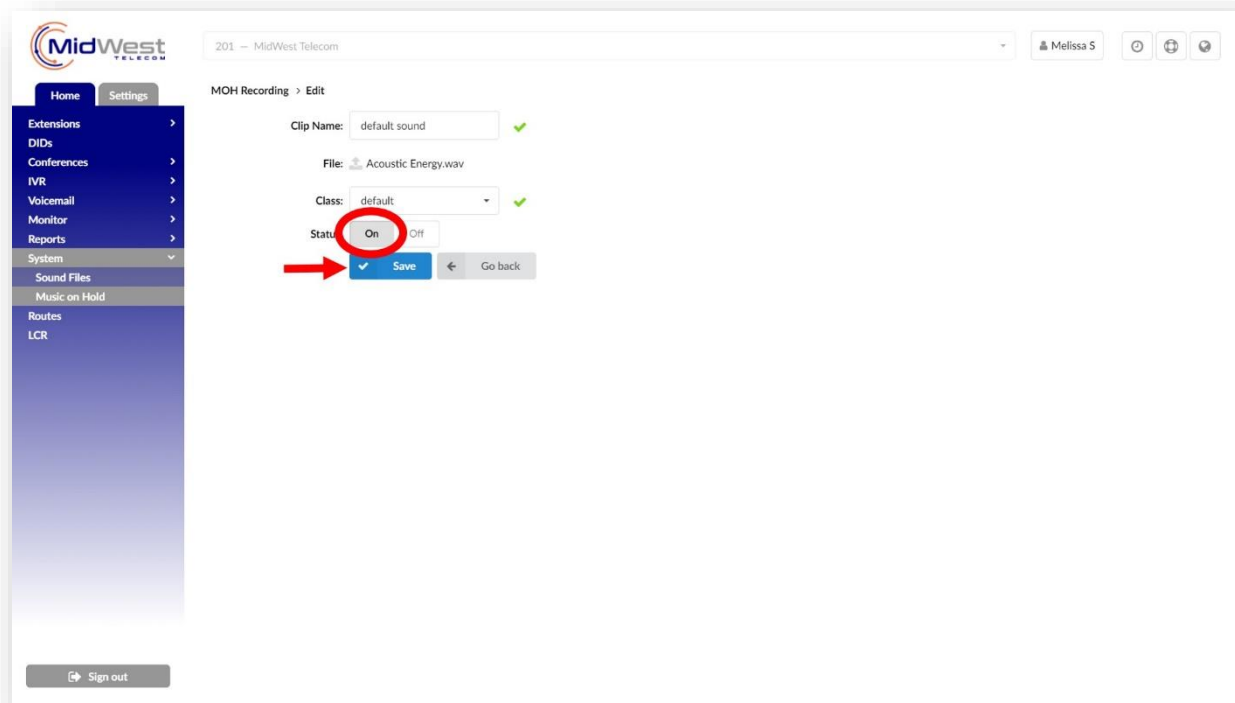
2. On the menu in the left margin, click **System**. Then, click **Music on Hold**.



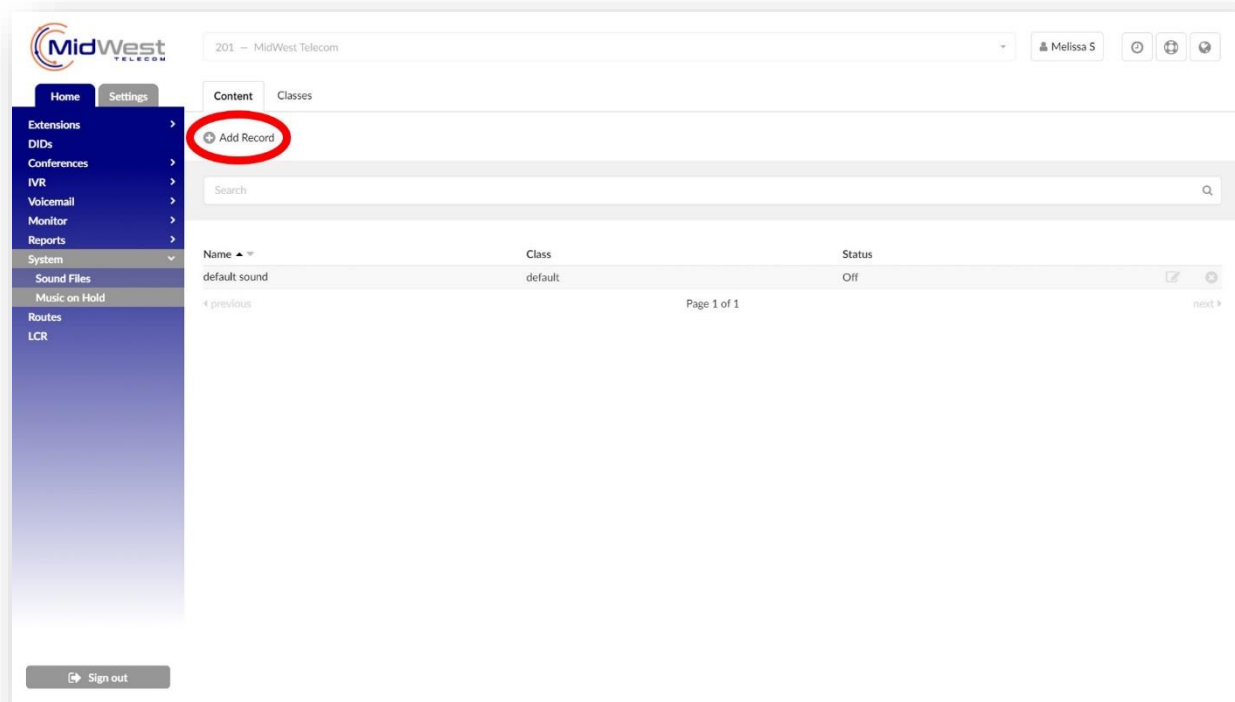
3. To use the Default hold music, click on the **Edit** icon.



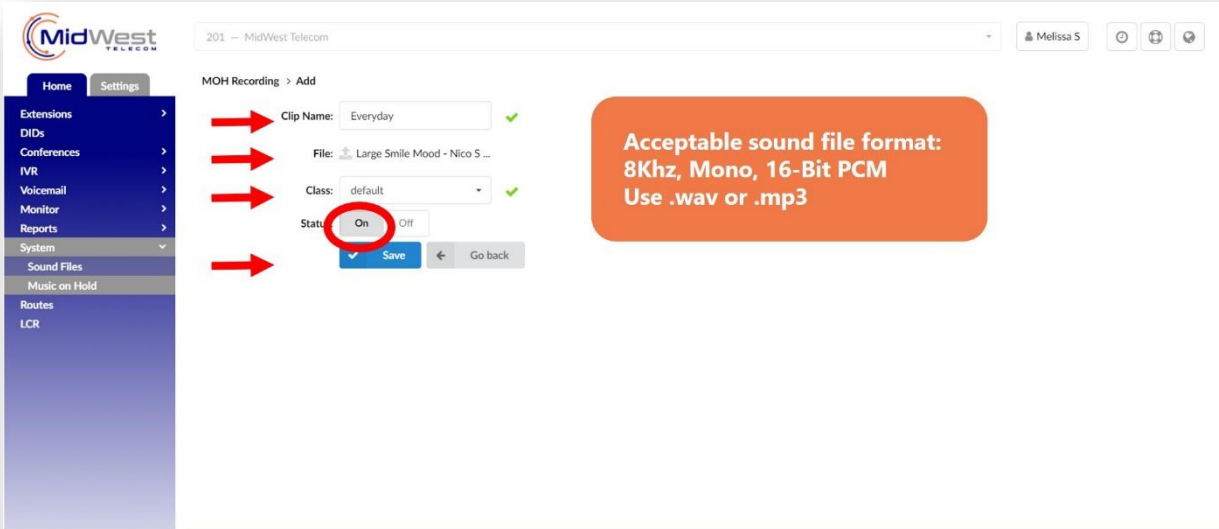
4. Toggle the Status button to **On**. Then, click **Save**.



5. To upload a custom sound file, click **Add Record**.



6. Type the **Clip Name**. Upload the **File**. Select the **Class** from the drop-down box. Toggle the Status button to **On**. Then, click **Save**.



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Home Settings

MOH Recording > Add

Clip Name: Everyday ✓

File: Large Smile Mood - Nico S ...

Class: default ✓

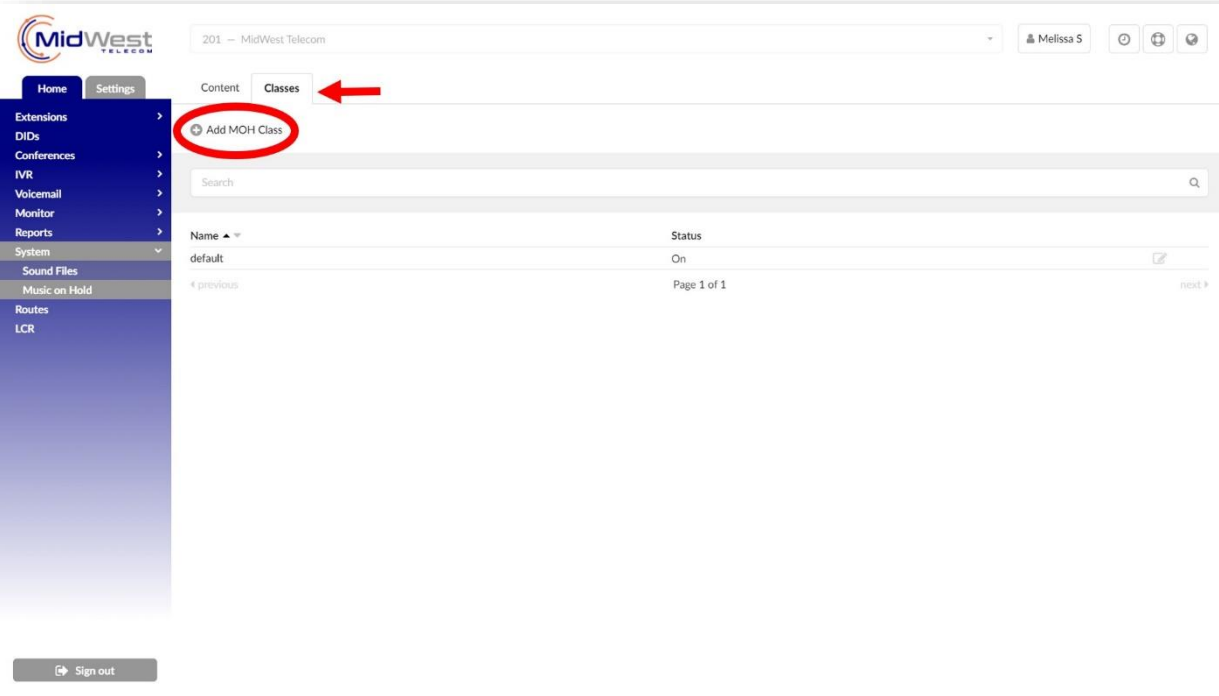
Status: On Off

Save Go back

Acceptable sound file format:
8Khz, Mono, 16-Bit PCM
Use .wav or .mp3

NOTE: To make a playlist (for example, a music clip followed by a voice message), upload multiple sound files to the same class. Simply add a new record for each sound file you want to upload.

7. To add a new class, click the **Classes** tab. Then, select **Add MOH Class**.



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Home Settings

Content **Classes**

Add MOH Class

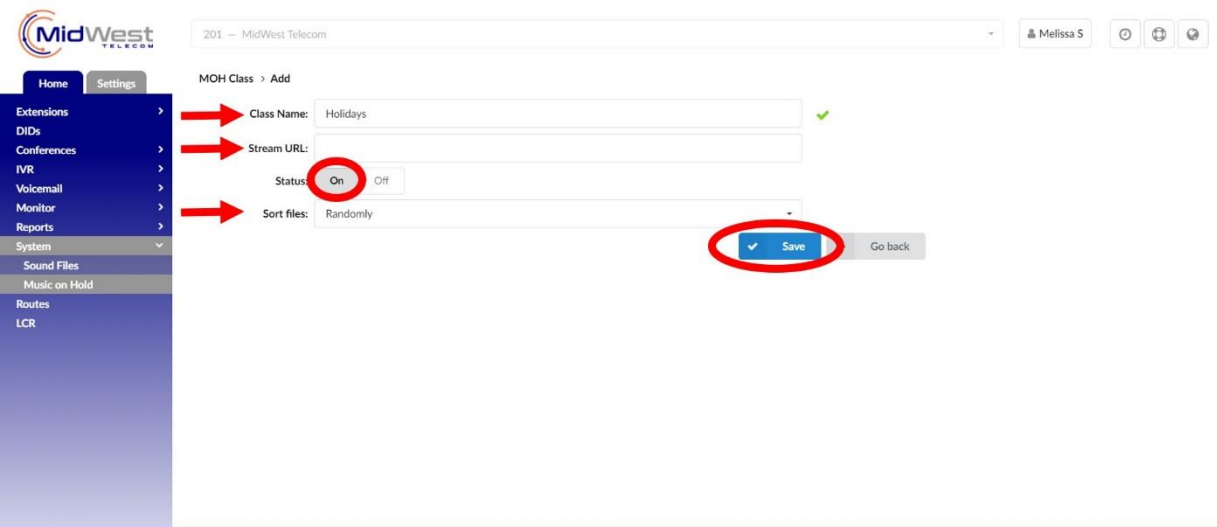
Search

Name	Status
default	On

← previous Page 1 of 1 next →

Sign out

8. Type the **Class Name**. Add a music streaming URL (optional). Toggle the Status button to **On**. Choose what order you'd like the sound files to play – **Alphabetically** or **Randomly**. Then, click **Save**.



NOTE: Add classes for special promotions, seasons (for example, to play holiday music), or for any other special grouping of sound files you would like.

9. Now, **Add** or **Edit** a sound file record to assign it to the preferred **Class**. Then, click **Save**. Toggle any Class or sound file On or Off as you prefer.

