

Switch 2 Instructions

Utility Telecom Music on Hold Instructions

This guide is intended to help you understand the features used in Switch 1. Not sure if you're in Switch 1 or Switch 2? Our customer service team is more than happy to help. Call us at 877-965-7800!



Utility Telecom

Digital Business Communications

Music on Hold Instructions

Log into your online **Business Group Administrator** account:

1. Browse to <https://cp2.telcox.net/bg/#bg/login.html>
2. Enter a telephone number with administrator privileges in the number field.
3. Enter the telephone number's password in the password field.
4. Press the login button.

Utility Telecom Hosted Communications System

Business Group Admin Portal

ELISHA TAASIN ▾

- Home
- Groups
 - Hunt Groups (MLHGs)
 - Sim-Ring Groups (MADNs)
 - Call Pickup Groups
 - Supervisor Dashboard
- All Lines
 - Users
 - Attendants
 - Group Access
 - Phones
- Services
 - Departments
 - Short Codes
 - Account Codes
 - Extensions
 - Call Analytics
 - Music on Hold
 - Misc. Settings
- Help
 - Send Feedback

Groups

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. The Supervisor Dashboard helps you monitor these. Sim-Ring Groups will ring all available members together when the external number is dialed. Call Pickup Groups allow lines to answer each other's calls.



[Hunt Groups \(MLHGs\)](#)



[Sim-Ring Groups \(MADNs\)](#)



[Call Pickup Groups](#)



[Supervisor Dashboard](#)

All Lines

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.



[Users](#)



[Attendants](#)



[Group Access](#)



[Phones](#)

Services

To configure and manage further business services on your lines, select an option below.



[Departments](#)



[Short Codes](#)



[Account Codes](#)



[Extensions](#)



[Call Analytics](#)



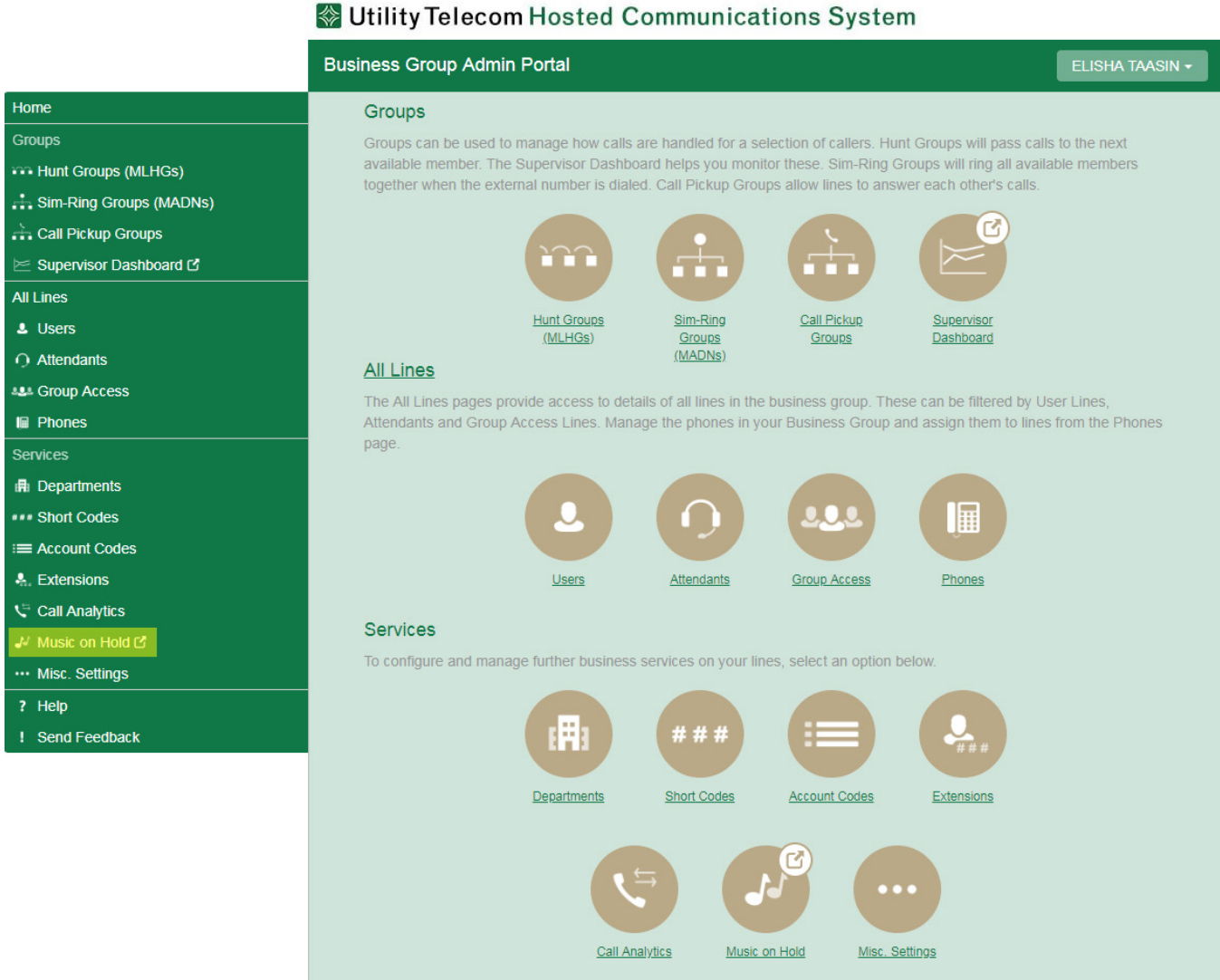
[Music on Hold](#)



[Misc. Settings](#)

Select the Music on Hold section of your Administrator dashboard:

1. Select the Music on Hold link on the left side of the Administrator dashboard.
2. The Music on Hold link will take you to the Music on Hold configuration site.



Utility Telecom Hosted Communications System

Business Group Admin Portal ELISHA TAASIN ▾

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[Hunt Groups \(MLHGs\)](#)
[Sim-Ring Groups \(MADNs\)](#)
[Call Pickup Groups](#)
[Supervisor Dashboard](#)

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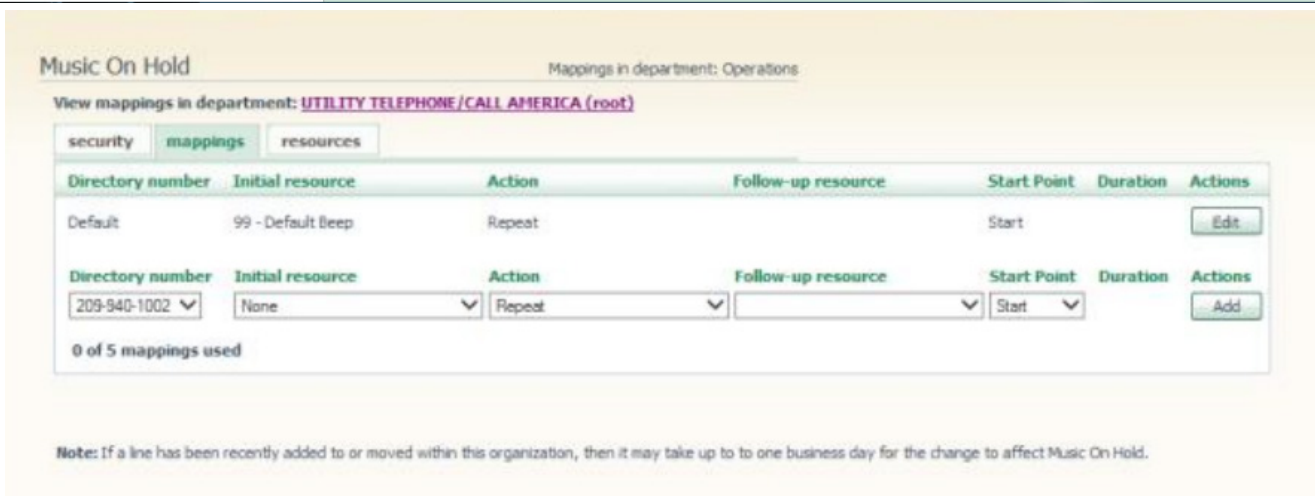
[Users](#)
[Attendants](#)
[Group Access](#)
[Phones](#)

Services

To configure and manage further business services on your lines, select an option below.

[Departments](#)
[Short Codes](#)
[Account Codes](#)
[Extensions](#)

[Call Analytics](#)
[Music on Hold](#)
[Misc. Settings](#)



Music On Hold Mappings in department: Operations

View mappings in department: [UTILITY TELEPHONE/CALL AMERICA \(root\)](#)

security mappings resources

| Directory number | Initial resource | Action | Follow-up resource | Start Point | Duration | Actions |
|------------------|--------------------|----------|--------------------|-------------|----------|----------------------|
| Default | 99 - Default Bleep | Repeat | | Start | | Edit |
| 209-940-1002 ▾ | None ▾ | Repeat ▾ | ▾ | Start ▾ | | Add |

0 of 5 mappings used

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

Select the number you'd like to update:

1. Select the Mappings tab at the top of the Music on Hold configuration site.
2. Select the department that you'd like to update from the links below.
 - a. You may have to go through multiple levels to get the specific department that you're trying to update.
 - b. If you're updating music for the entire business group you will use the default mapping in the top (root) department.
 - c. If you're updating Music on Hold for a specific number, select the number from the drop-down menu when in the proper department.
3. Press the Edit button in the Actions column within the top, Default row.
 - a. If you're editing a field that is already set, you will instead see an Override button and not an Edit button.
 - b. All fields should now become editable with drop-down menus.
4. Select the file you'd like to use from the Initial Resource drop-down menu.
5. Select the treatment you'd like to use from the Action column.
 - a. Repeat – This option will continuously repeat the selected file, starting from its beginning.
 - b. Play Once – This option will play the selected file only one time. After the file is complete the file in the Follow-Up Resource drop-down menu will be played repeatedly.
 - c. Repeat – Initial Interrupted – This option will play the file in the Initial Resource drop-down menu, and it will interrupt the initial file to play the Follow-Up Resource file every number of seconds entered into the Duration field.
 - d. Repeat – Follow-up Interrupted – This option will play the file in the Initial Resource drop-down menu one time followed by the file in the Follow-Up Resource drop-down menu. The Follow-Up Resource will be interrupted in specific intervals, determined by the Duration field, and the file in the Initial Resource drop-down menu will be played.
6. Select the starting point treatment for your resources from the Starting Point drop-down menu.
7. Set the number of seconds that your file will be interrupted in the Duration field. This field will only be visible if an action is selected that supports interrupt.
8. Press the Save button under the Actions column.

Music On Hold

Mappings in department: UTILITY TELEPHONE (root)

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

| Directory number | Initial resource | Action | Follow-up resource | Start Point | Duration | Actions |
|------------------|-------------------------------------|--------|--------------------|-------------|----------|---|
| 209-949-4401 | Global 18 - With Each New Day | Repeat | | Random | | Edit Delete |
| Default | Global 10 - Across the Blue Horizon | Repeat | | Start | | Edit |
| 209-932-8211 | None | Repeat | | Start | | Add |

26 of 500 mappings

Note: If a line has been

View mappings in subdepartment:

- [TRADESHOW LOS ANGELES STOCKTON](#)
- [CARLOS TEST SERVICE](#)
- [LUIS OBISPO REDDING](#)

organization, then it may take up to one business day for the change to affect Music On Hold.

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

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