Switch 2 Instructions

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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!

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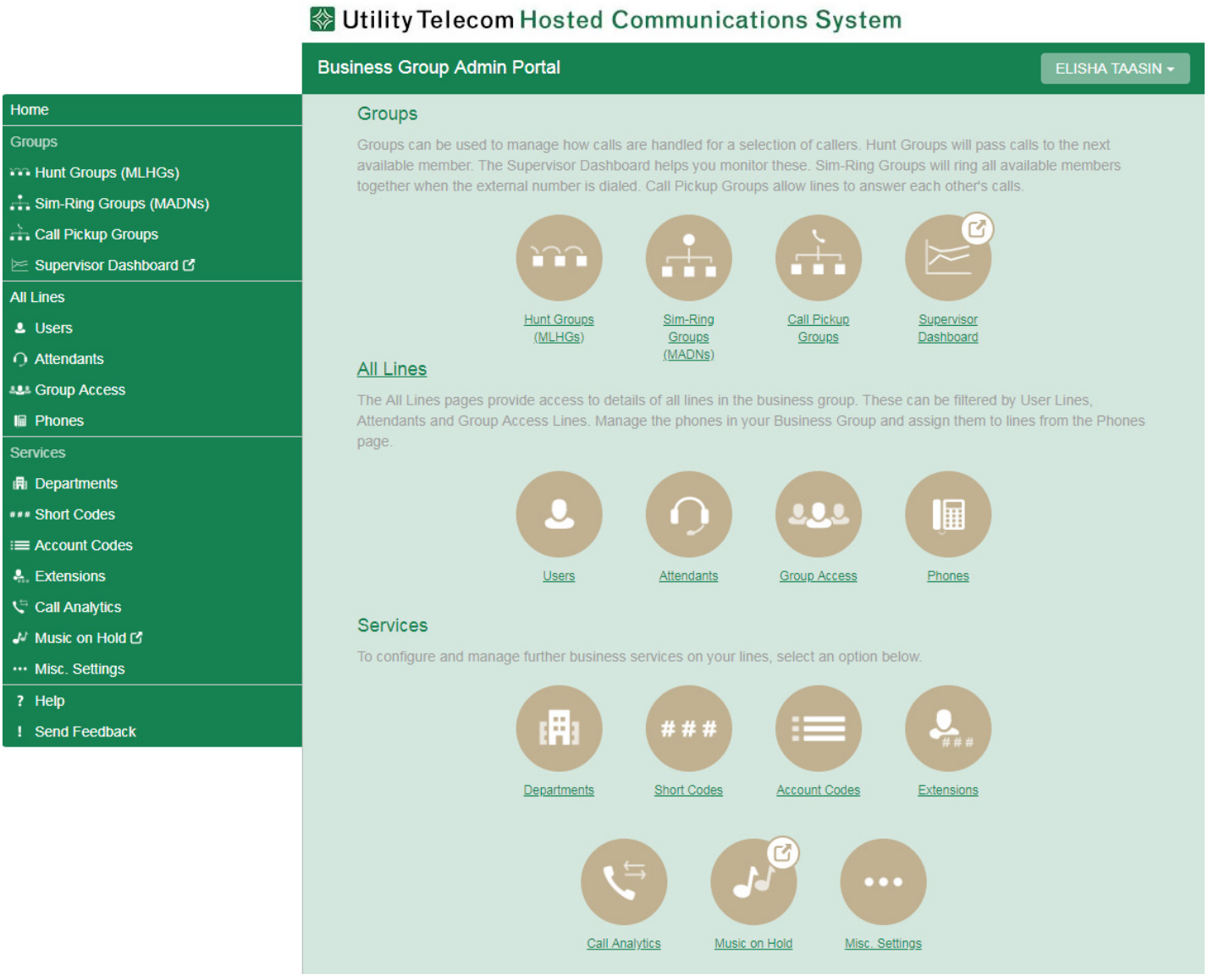
Music on Hold Instructions

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.



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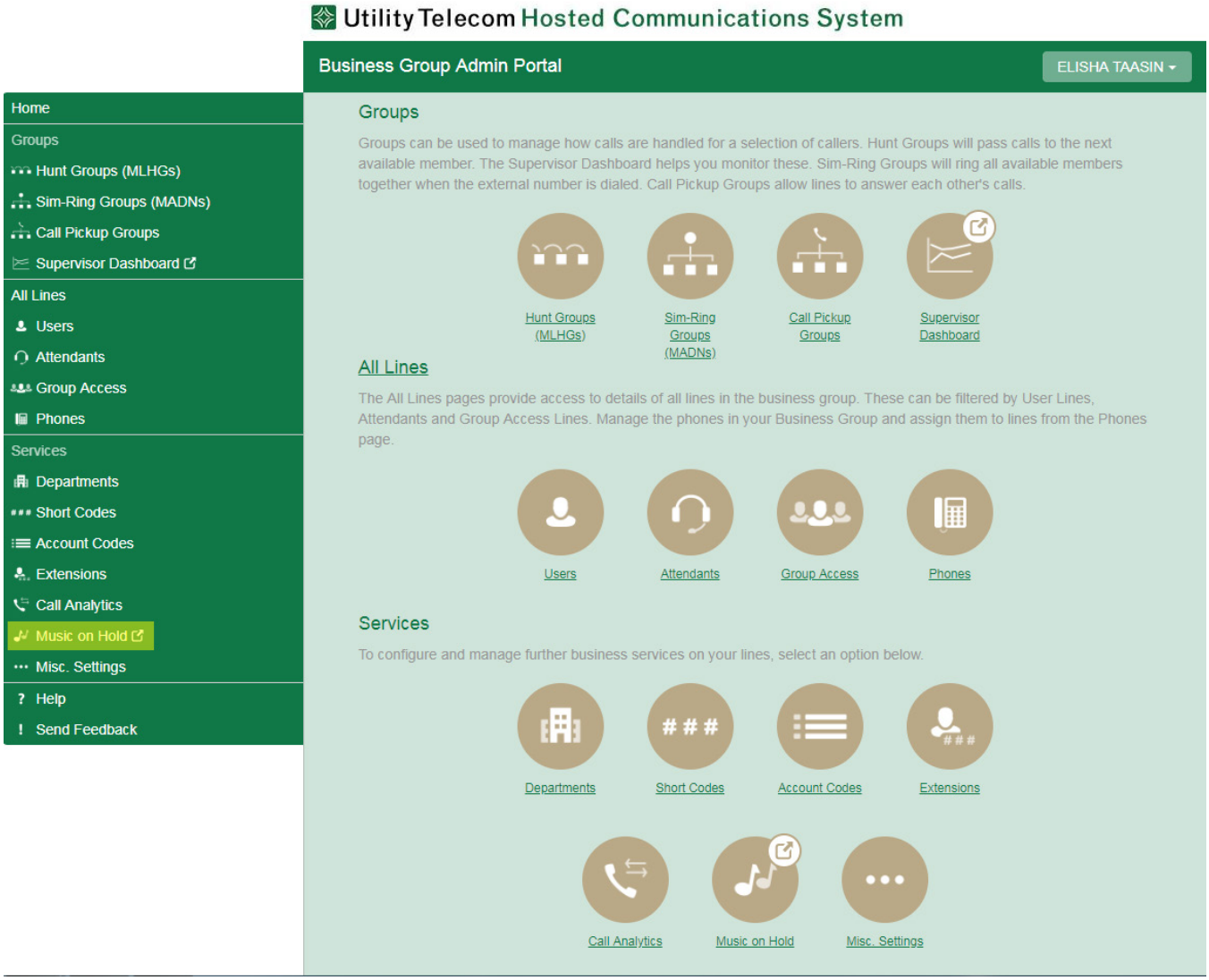
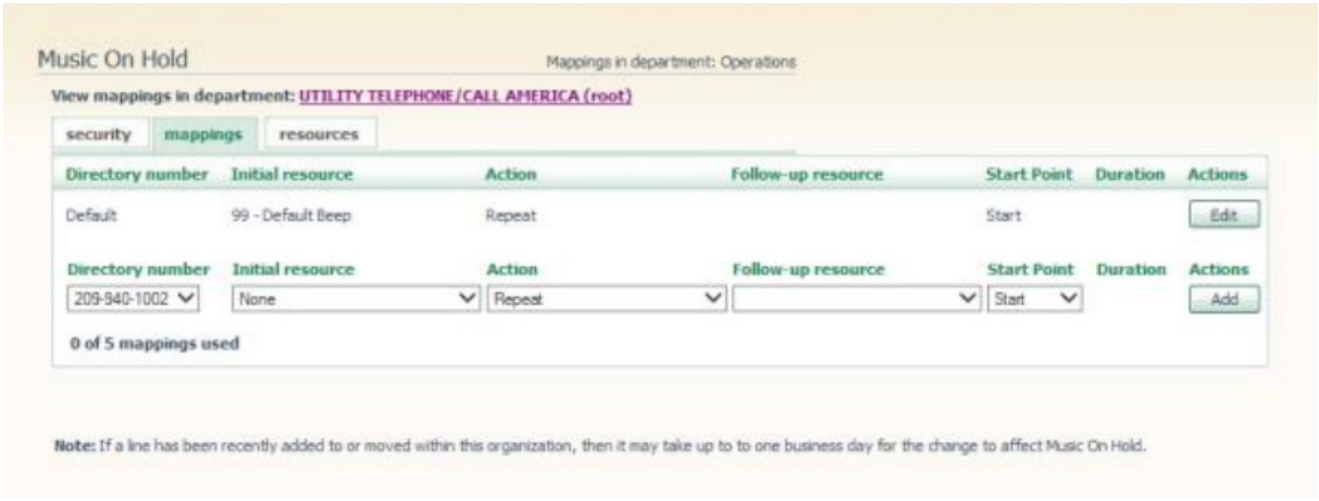
Select the Music on Hold section of your Administrator dashboard:

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.





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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 Overide 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.

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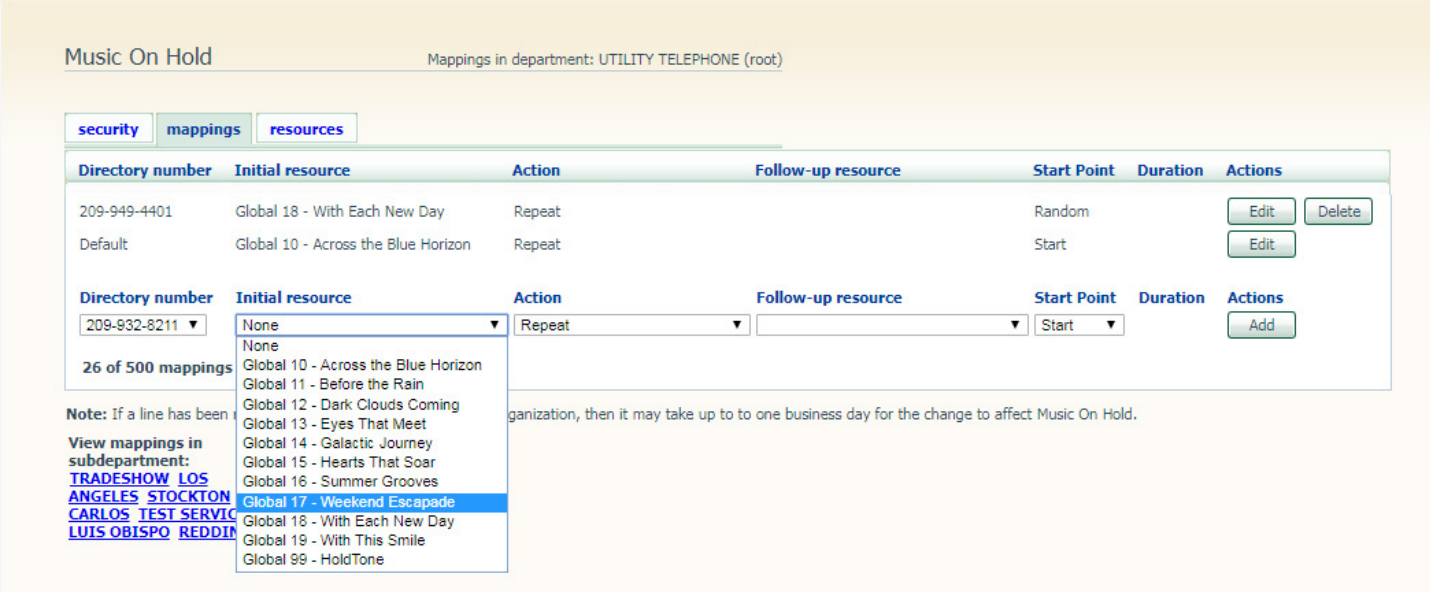

We're Here To Help

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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