



Field Engineering Department
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<https://support.amtelco.com>

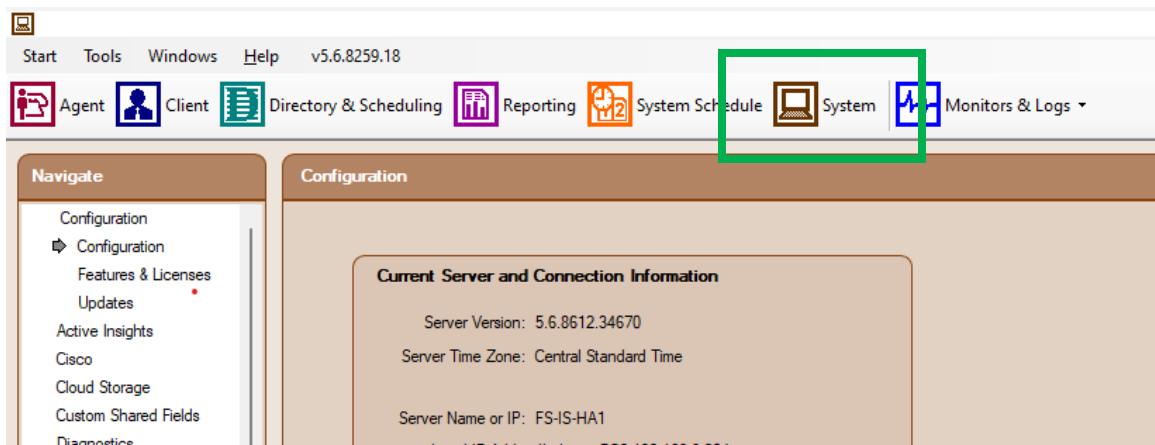
Configuring Client Custom Music on Hold

Preliminary: A wav file type must be used as a music file. The supported format for the wav file is 8K 16bit Mono.

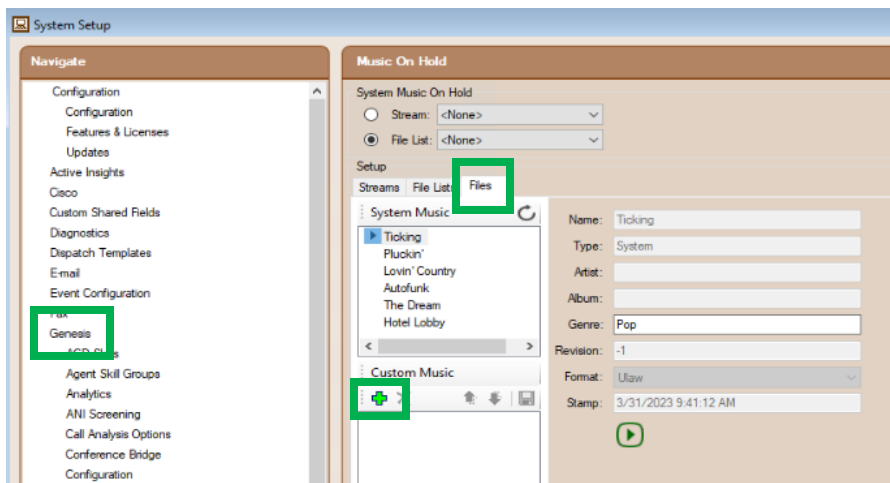
Documents for converting other file types to this format are available here:

<https://support.amtelco.com/system/files/IS/KnowledgeBase/WhitePapers/IS.ConvertFilesAudacity.pdf>

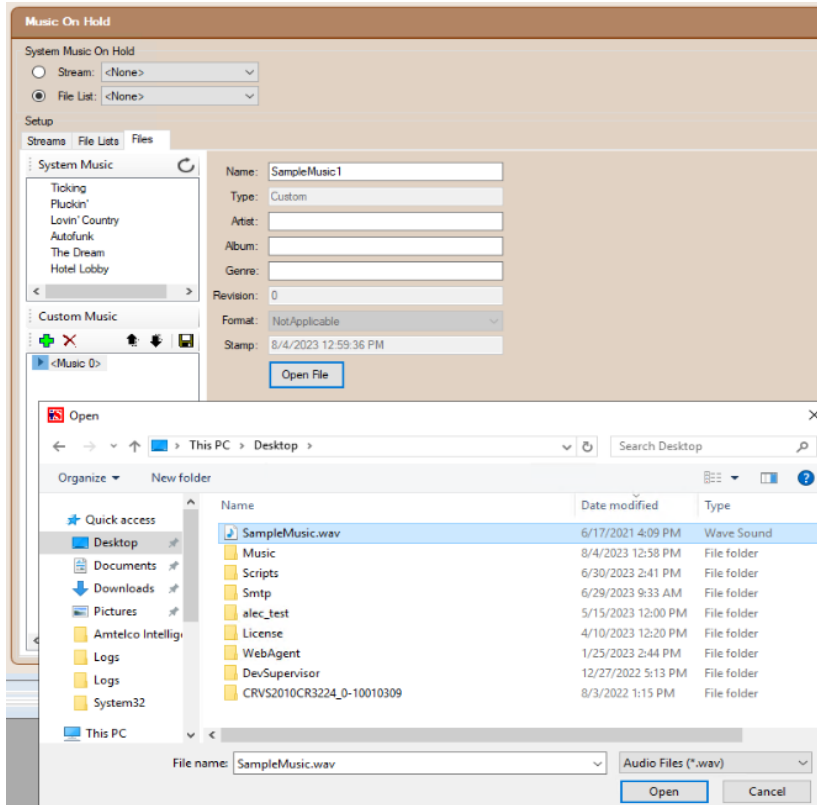
1. From IS Supervisor, go to System settings



2. Navigate to Genesis – Music on Hold
3. Go to the Files sub-tab

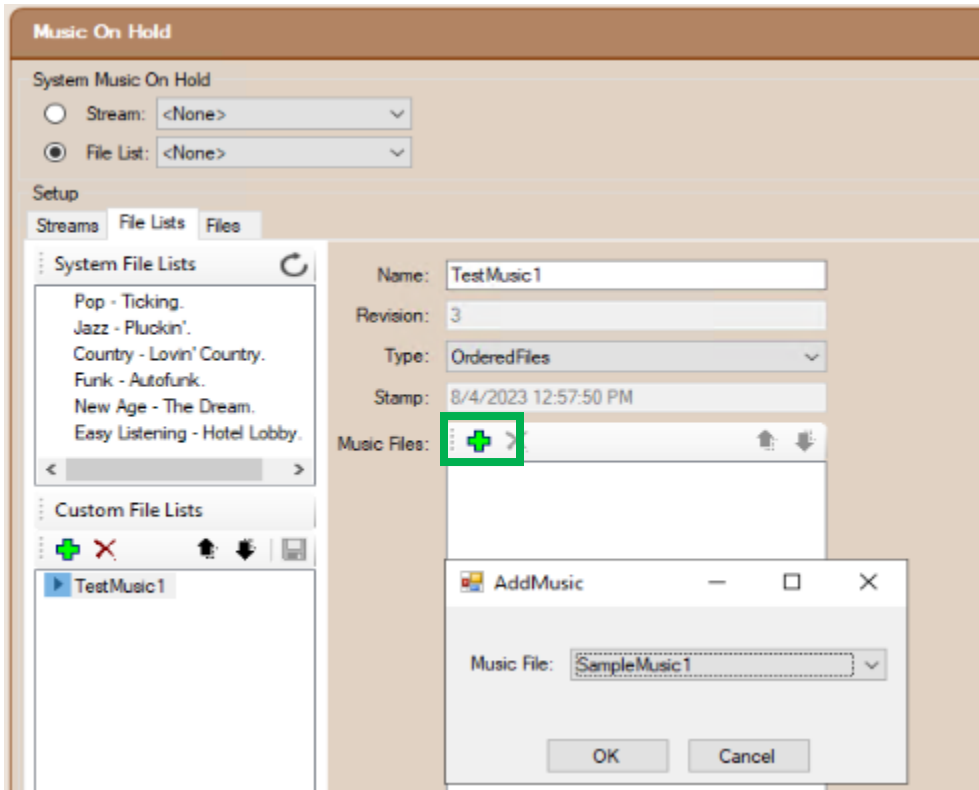


4. Select the Green Plus to add a new Custom Music file
 - a. Name the Custom Music file
 - b. Enter artist, Album, Genre (optional)
 - c. Select Open File
 - d. Browse to your music file and select it
 - e. Save your new Custom Music (save icon)

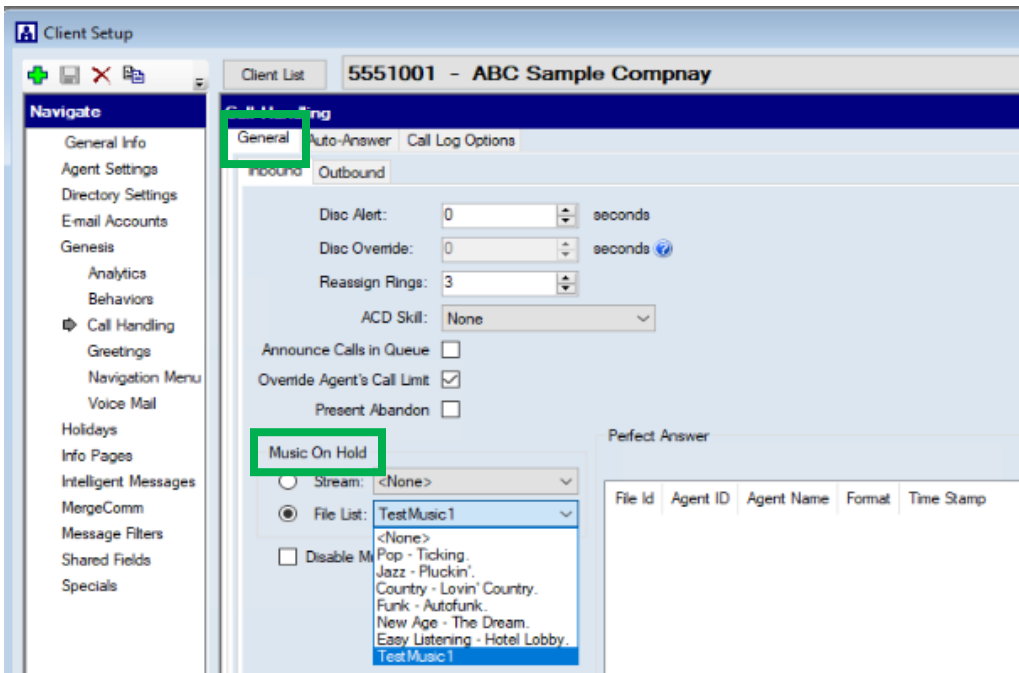


Repeat Step 4 to add additional Custom Music files

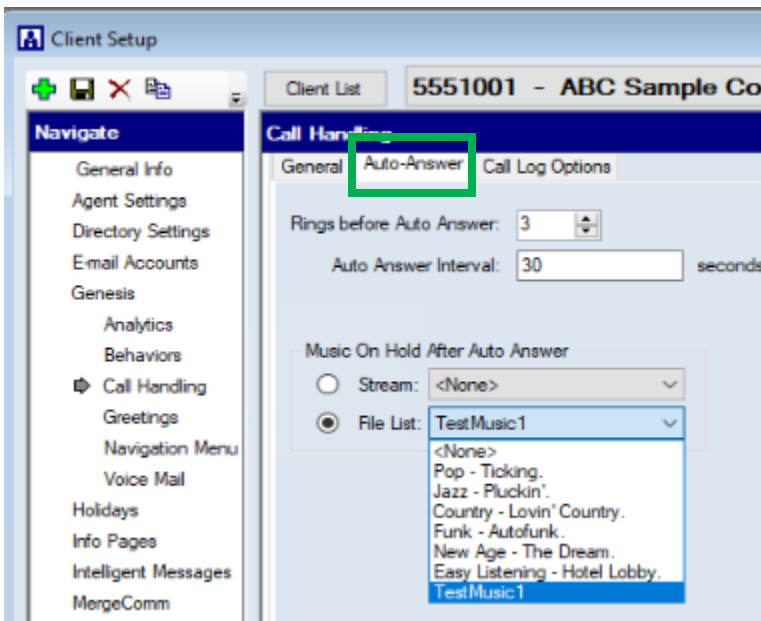
5. Next, go to the File Lists sub-tab
6. Select the Green Plus to add a new File List
 - a. Name the new File List
 - b. Select the Green Plus to add Custom Music files (from Step 4) to be played in the order displayed for this File List
 - c. If desired, select the music files in the list and rearrange the order for playback
 - d. Save your new File List (save icon)



7. From IS Supervisor, go to Client settings
 - a. Select the appropriate Client
 - b. Navigate to Genesis - Call Handling – General sub-tab
 - c. In the Music on Hold section, select the new File List (from Step 6) to be played



Also include your selection under the Auto-Answer sub-tab for when an Agent places a call on hold:



- d. Save your Client settings (save icon)