

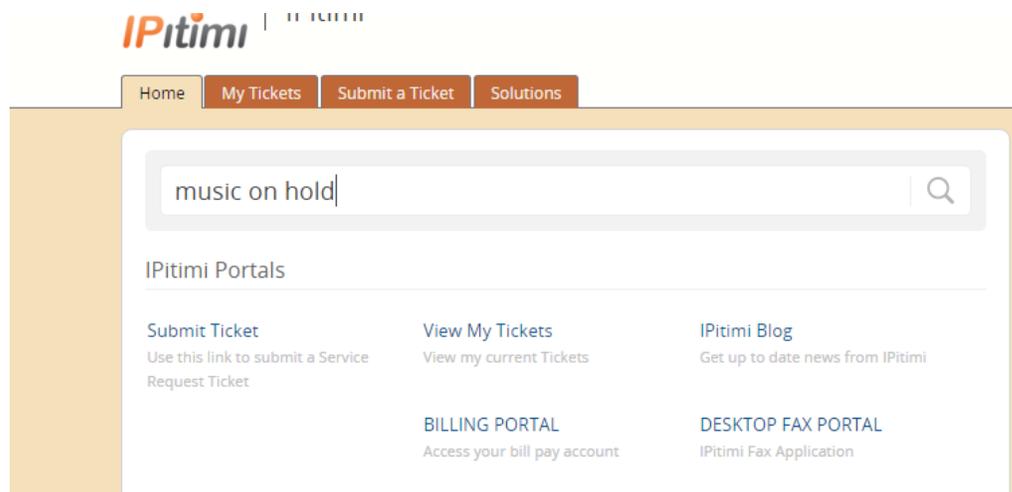


IPitimi Music on Hold

If you would like to change your Music on Hold selection, you can select one of our pre-formatted music files. Please follow the instructions below to make this change or contact Support@ipitimi.com for assistance.

To Download your Selected File:

Please download the Music File of your choice from our **support.ipitimi.com** portal, from the home page in the search box, type Music on Hold



This will bring up options that fit your search criteria, if you select option 1, MUSIC on Hold you will be directed our Music Selections page. Please choose the file you would like and download it to your computer.

Once you have it downloaded, you can now upload that file to your account in the web access portal.

- Login into portal.ipitimi.net
- Enter your User Name and Password

You will now see your Company Profile Screen, please click on SERVICES from the left hand side menu:

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The menu is titled "Options:" and contains the following items: Profile, Resources, Services (highlighted with a black box), Service Scripts, Call Center, Calling Plan, Communication Barring, Meet-Me Conferencing, and Utilities. The main content area is titled "Profile" and contains several sections: Basic, Users (Add, modify, or remove users.), Profile (View or modify your group profile information.), Administrators (Add, modify, or remove group administrators and department administrators.), Departments (Add, modify, or remove departments in your group.), and Schedules (Add, modify, or remove schedules.).

You will now see Basic Services in the middle of the screen, on the left hand group, toward the bottom you will see an option for MUSIC/VIDEO on Hold, click that link

The screenshot shows the "Services" page with a "Basic" section. The services listed are: Auto Attendant (Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.), Exchange Integration (Configure the Exchange Integration settings for client integration.), Call Park (Enable users to park a call against their call park group and set call park attributes.), Call Pickup (Enable users to answer any ringing line in their call pickup group.), CommPilot Call Manager (Configure the CommPilot Call Manager settings for your group's users.), Hunt Group (Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.), LDAP Integration (Enable users to access contact names and phone numbers from an external LDAP directory using their CommPilot Call Manager.), Music/Video on Hold (Play an uploaded audio (music) or video file for callers on hold. This option is highlighted with a black box.), Pre-alerting Announcement (Configure the Pre-alerting Announcement settings for your group's users.), Voice Messaging (Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.), and Voice Portal (Allow users to call from any phone so that they can use and configure their user services.).

Now you should see an option for GROUP, click that Link

Music/Video On Hold

Upload an audio or video file, which is a .wav or .mov file con used in conjunction with the Call Hold, and Call Park service:



OK Add Cancel

Music/Video On Hold Type

Group

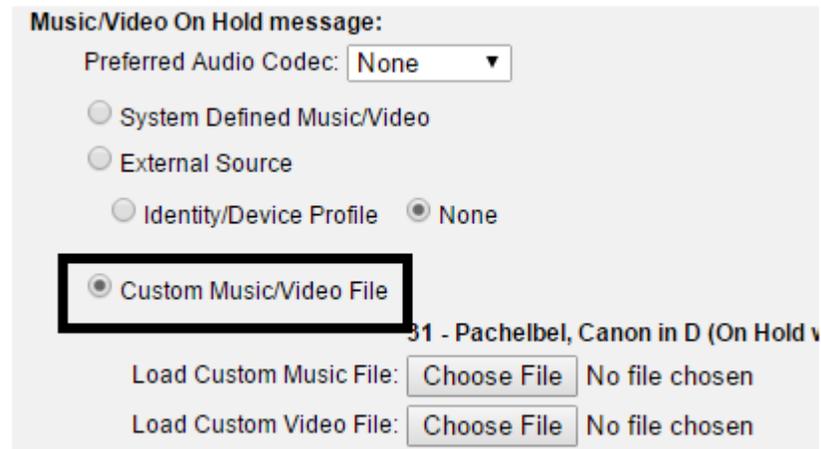
OK Add Cancel

Once inside the Music on Hold Modify Screen, you can now make your selections for Music on Hold.

- Enable Music during Call Hold
- Enable Music during Call Park
- Enable Music Busy Camp On

- Enable music/video during Call Hold
- Enable music/video during Call Park
- Enable music/video during Busy Camp On

The next step is to upload the file you saved to your computer, at the bottom of this Modify Screen, click the radio button, CUSTOM Music/Video File. Then click the box, CHOOSE File and Upload your downloaded Music File, then click Apply.



Music/Video On Hold message:

Preferred Audio Codec: None

System Defined Music/Video

External Source

Identity/Device Profile None

Custom Music/Video File

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Load Custom Music File: Choose File No file chosen

Load Custom Video File: Choose File No file chosen

You will received a Blue SAVED confirmation response if your file was successfully uploaded at the top of the screen. You can now Click okay and exit the Web Access Portal.

