

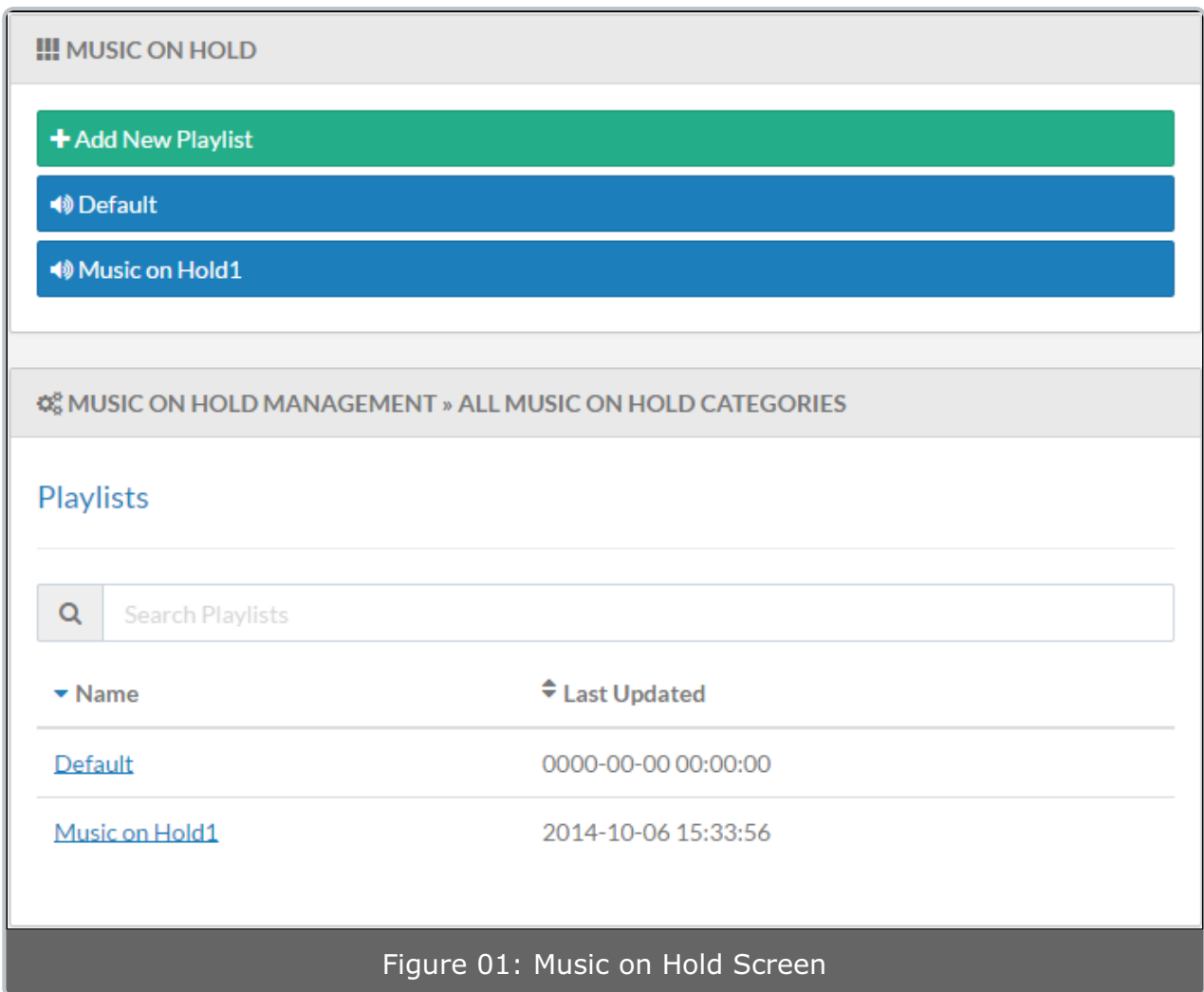
Add New Music on Hold Playlist

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The **Music on Hold** menu is where System Administrators can upload customized music/announcements and also manage exactly what callers are hearing while on hold.

The **Music on Hold** menu is located within the **System Admin** section of the navigation sidebar.

To add a new **Music on Hold** playlist, click the green **Add New Playlist** button to the right side of the **Music on Hold** menu as shown in Figure 01 below.



The screenshot displays the 'MUSIC ON HOLD' management interface. At the top, there is a header 'MUSIC ON HOLD' with a hamburger menu icon. Below this, a green button labeled '+ Add New Playlist' is prominent. Underneath are two blue buttons: 'Default' and 'Music on Hold1', each with a speaker icon. A section titled 'MUSIC ON HOLD MANAGEMENT » ALL MUSIC ON HOLD CATEGORIES' follows. Below this, the word 'Playlists' is displayed. A search bar with a magnifying glass icon and the text 'Search Playlists' is present. A table lists the playlists with columns for 'Name' and 'Last Updated'.

Name	Last Updated
Default	0000-00-00 00:00:00
Music on Hold1	2014-10-06 15:33:56

Figure 01: Music on Hold Screen

After selecting **Add New Playlist**, the **Music on Hold Management >Add**

Music on Hold Menu is displayed. From this menu the System Administrator can create a new playlist.

Playlist Name

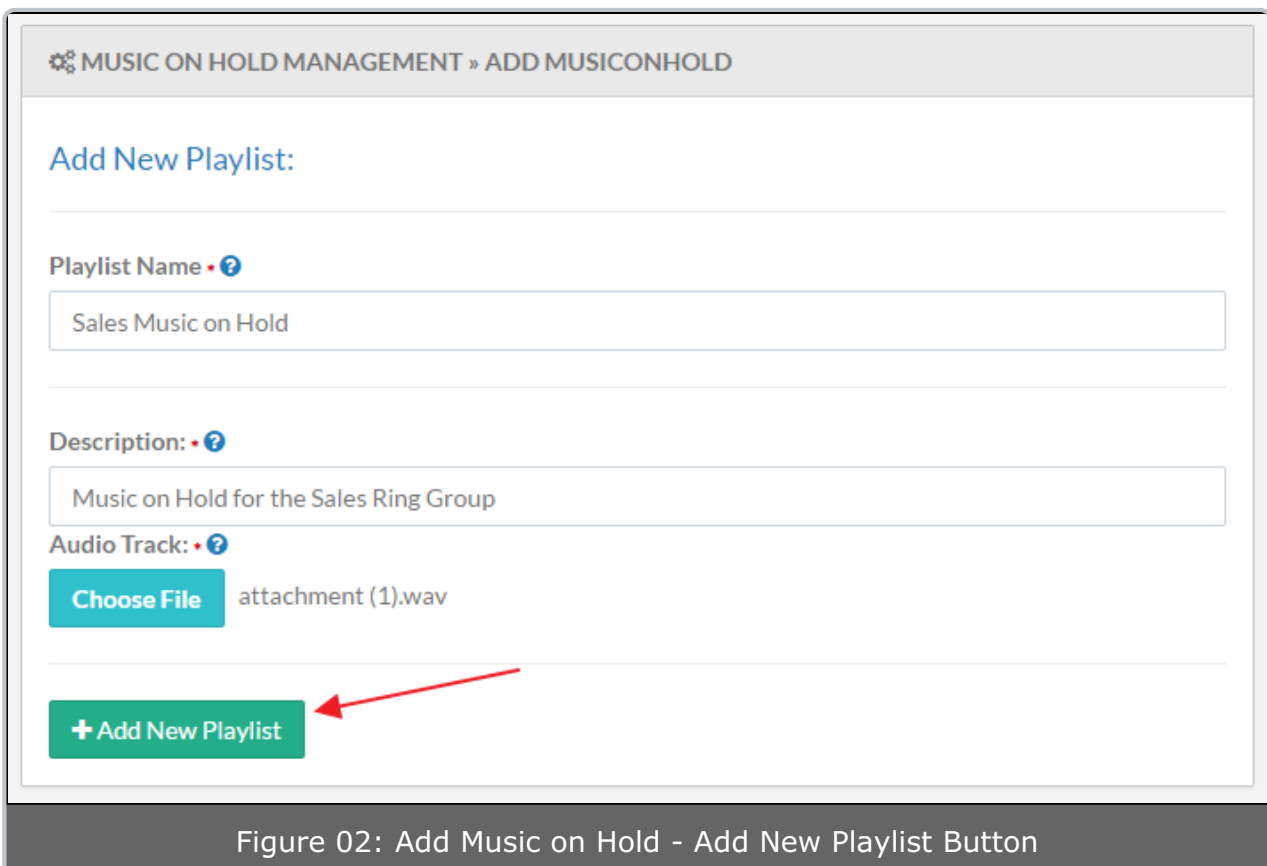
The **Playlist Name** field sets the name of the playlist being creating in Kerauno. This name will be displayed throughout Kerauno when configuring music on hold in a ring group, etc.

Description

The **Description** field allows the administrator to set the description of the particular audio tracks being uploaded.

Audio Track

Selecting the **Choose File** button under the **Audio Track** setting allows the administrator to select a .mp3 or .wav file from their local drive to upload to Kerauno.



The screenshot shows a web interface for 'MUSIC ON HOLD MANAGEMENT » ADD MUSICONHOLD'. It features a form titled 'Add New Playlist:' with three main sections: 'Playlist Name' (containing 'Sales Music on Hold'), 'Description' (containing 'Music on Hold for the Sales Ring Group'), and 'Audio Track' (containing a 'Choose File' button and the text 'attachment (1).wav'). At the bottom of the form is a green button labeled '+ Add New Playlist', which is pointed to by a red arrow.

Figure 02: Add Music on Hold - Add New Playlist Button

When all **Add Music On Hold** fields have been completed, click the **Add New Playlist** button to edit the playlist (add new music).

NOTE:

Playlists will also appear under **Music on Hold** option under the **Call Flow > Ring Groups > MOH/Announcements** menu.

NOTE:

Following the instructions above will create a playlist with only one (1) audio track. If you would like to have more than one audio track or modify the configurations of a new playlist, you must build the new playlist and then follow the [**Edit Existing Playlist**](#) instructions.