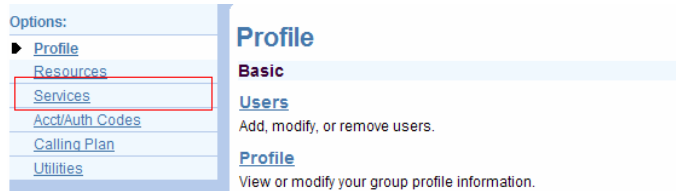
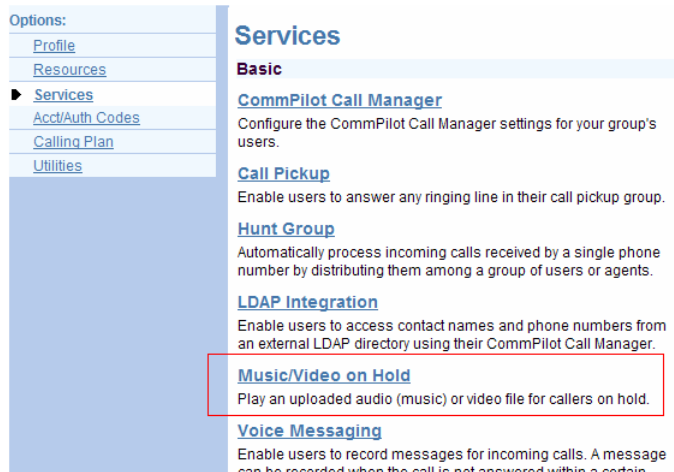


As an alternative to the default system defined music on hold (MOH) for your Hosted PBX service, you can load one of the pre-formatted Zayo Managed Services provided MOH files.

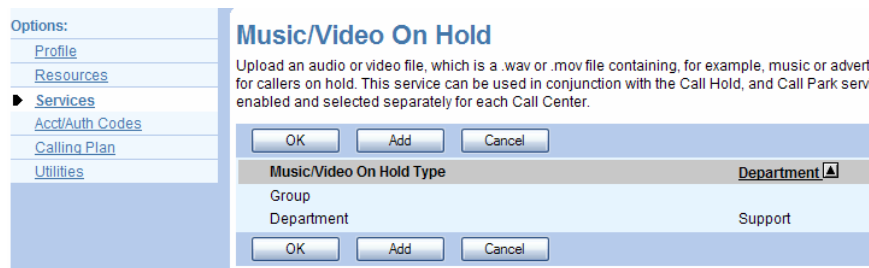
1. Download the desired MOH files from the Zayo Managed Services resources page.
2. Log into the Zayo Managed Services web portal as an administrator and click on the **Services** link.



3. Next, select “Music/Video on Hold” from the right-hand pane.



4. Select to add MOH file for the entire Group or a selected Department.



5. Select the checkbox for **Enable music/video during Call Hold** and optionally check the box for “Enable music/video during Call Park.”

Select the radio button for **Custom Music/Video File** then use the **Browse** button to navigate and select the MOH file you wish to use for your Music on Hold.

The screenshot shows a web-based configuration interface. On the left is a navigation menu with the following items: Options, Profile, Resources, Services (highlighted with a dropdown arrow), Accd/Auth Codes, Calling Plan, and Utilities. The main content area is titled "Music/Video On Hold Modify" and contains the following elements:

- A "Saved" status bar at the top with "OK", "Apply", and "Cancel" buttons.
- Two checked checkboxes: "Enable music/video during Call Hold" and "Enable music/video during Call Park".
- A section titled "Music/Video On Hold message:" with two radio button options: "System Defined Music/Video" and "External Source".
- A "Device Category:" section with radio button options: "IAD/Gateway", "IP Phone", "Shared", "None" (selected), and "Custom Music/Video File" (selected).
- A text input field for "Load Custom Music File:" containing the path "C:\temp\moh\ALittleNightMusic.wav" and a "Browse..." button.

Click the **Apply** button after selecting your MOH file.

6. Callers will now hear the newly loaded Music on Hold when they are put on hold.