

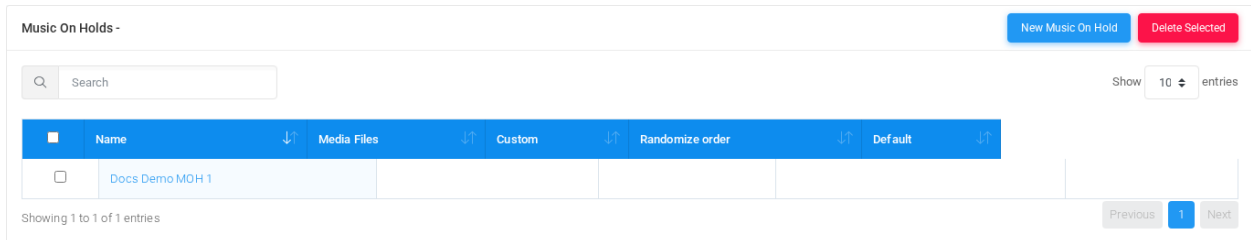
Music on Hold

- [Overview](#)
- [Create and Edit Music on Hold](#)

Overview

The **Music on Hold** page defines music-on-hold classes, playback format, streaming source, order, and default behavior. Open it from **Configuration > More Configuration > Music On Hold**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.



Music on Hold list page in the Canistracci OIL tenant.

Working with objects

Task	How to do it
Add	Select the New music on hold class action, complete the form, and select Save.
Edit	Open the music on hold class from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the music on hold class and select Delete, then confirm.

Page functions

Action	Description
Download	Downloads or exports the currently available data.
New Music On Hold	Opens the creation form for a new music on hold.
Delete Selected	Deletes the selected rows after confirmation.

List columns

Column	Description
Name	Display name used in lists and references.
Media Files	File upload or file name used by the object.
Custom	Object setting shown by the form.
Randomize order	Object setting shown by the form.
Default	Object setting shown by the form.

Demo records

The tenant contains 1 documentation demo record for this page: Docs Demo MOH 1.

Deleting records

Before deleting a music on hold class, check references from call flows, destinations, schedules, reports, or provisioning objects. MiRTA PBX asks for confirmation before the delete is submitted.

Create and Edit Music on Hold

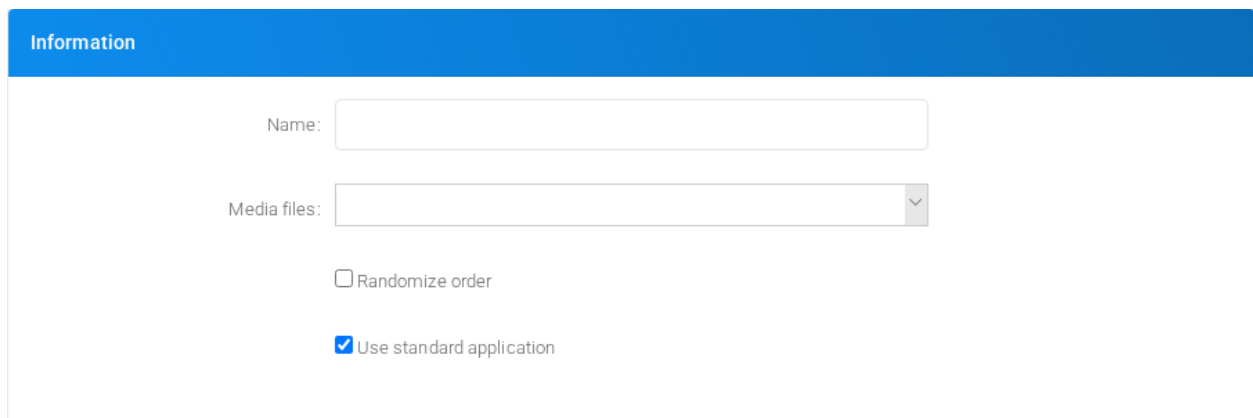
Use this page when creating a new music on hold class or editing an existing music on hold class from **Configuration > Music on Hold**.

The form screenshots below are separated by block where the application exposes separate sections. Complete the required values, review routing or destination references, and save the record.

Form sections

Section	Description
Information	Core identity and routing fields for the object.
Streaming source	Settings shown in the Streaming source block.

Information



The screenshot shows the 'Information' section of the edit form. It features a blue header with the word 'Information'. Below the header, there are three input fields: a text field for 'Name', a dropdown menu for 'Media files', and two checkboxes: 'Randomize order' (unchecked) and 'Use standard application' (checked).

Information section on the edit form.

Core identity and routing fields for the object.

Streaming source

Streaming source

URL / Custom command:

Volume:

Format: ▼

Streaming Engine: ▼

Default

Streaming source section on the edit form.

Settings shown in the Streaming source block.

Main fields

Field	Description
Name:	Display name used in lists and references.
Randomize order	Object setting shown by the form.
Use standard application	Object setting shown by the form.
MOH application:	Object setting shown by the form.
URL / Custom command:	Object setting shown by the form.
Volume:	Object setting shown by the form.
Format:	Object setting shown by the form.
Streaming Engine:	Mode selector that changes the behavior of the object.
Default	Object setting shown by the form.

Saving and deleting

Task	How to do it
Create	Select the new action from the Music on Hold list, fill the required fields, and select Save.
Edit	Open the existing music on hold class, update the needed fields, and select Save.

Task	How to do it
Delete	Before deleting a music on hold class, check call-flow, destination, schedule, report, provisioning, or integration references. Use the row delete action or the form delete action when available, then confirm.