

This guide provides instructions for installing music and announcements to callers who are placed on-hold.

Music On-Hold installation requires three steps.

1. Obtain your desired Music On-Hold
Your selected music should be royalty free and not copyrighted. You can find music from various locations including eBay, Amazon.com and www.royaltyfreemusic.com. Many businesses also record custom messages specific to their business.

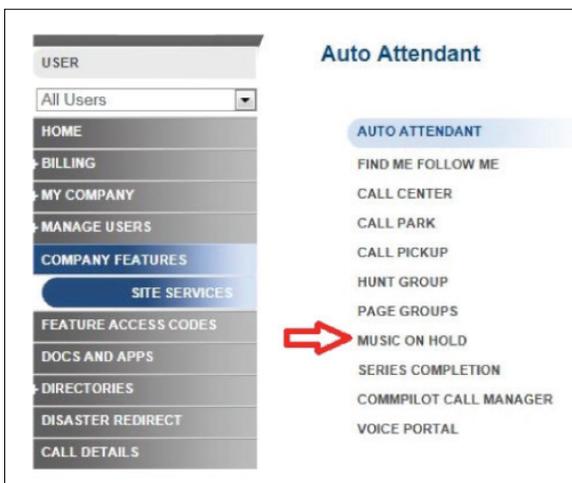
2. Ensure your Music On-Hold file is in the correct format
File Format: .wav
Maximum File Size: 10 minutes
Audio Format: CCITT u-Law / Attributes: 8.0 khz, 8 Bit, Mono

Most other file formats can be converted to the format above using commercially available software such as: Sound Recorder (Windows XP), Switch Audio and Audacity.

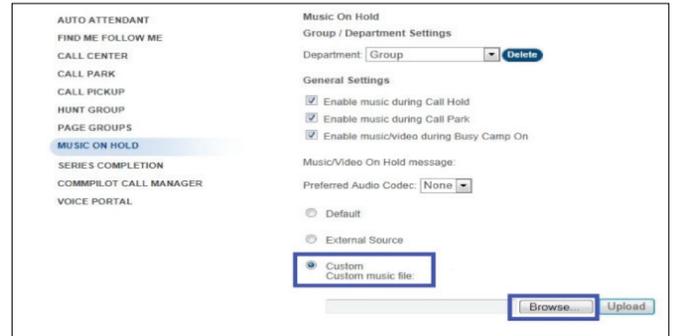
3. Upload file to the ACN DigitalTalk Express My Account Portal

3.1 Log into My Account (www.myacn.com/dte).
The User ID for this site was emailed to you and you can reset your password by clicking **Forgot Password?** link on the login page. If you do not know your User ID or need further assistance, please contact Customer Care by using on-line Chat Service or 866-217-2415.

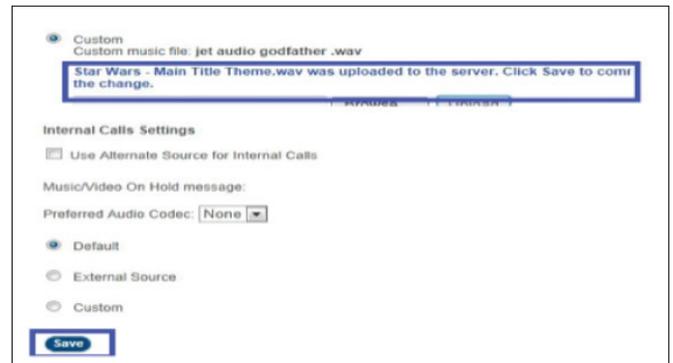
3.2 Click on **COMPANY FEATURES** on the right hand side navigation. Then click **MUSIC ON HOLD**



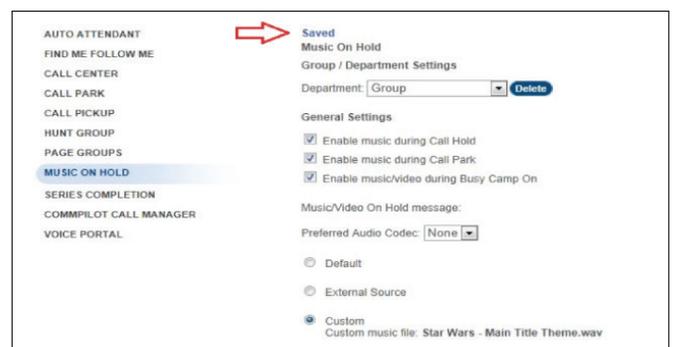
3.3 Under **General Settings** select **Custom**. Click on **Browse** and navigate to the music file on your computer you want to upload. Once you have selected the desired file, click **Upload**.



3.4 After clicking **Upload** you will see confirmation that the file was uploaded successfully. Click **Save** at the bottom of the page.



You should see **Saved** displayed at the top of the page. If an **ERROR** is displayed then repeat Step 3.3 above. Keep in mind the size of the file must be under 10 minutes long and .wav file is the only supported format.



4. The above instructions setup Music On-Hold for all lines. Music On-Hold can be enabled or disabled for each telephone number.

To enable or disable per line or user

1. Select **USER** from the drop down box
2. Select **CALL CONTROL** under Calling Features
3. Select **MUSIC ON HOLD**
4. Check **on** or **off**
5. Check **Save**