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## Customizing Music On Hold Guide

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## 1 INTRODUCTION

Nextera Communication's Music On Hold service is intended for business customers who want their callers to hear music or other recordings (such as announcements) when put on hold or in transit to other extensions.

Nextera will set up the telephone lines to your business as a **Business Group**, in other words a group of telephone lines associated with a single organization. Within this group, one or more lines are designated **Business Group Administrator Lines** and are assigned to administrators who manage the overall function of the Business Group including Music On Hold.

**To access Music On Hold via the Telephone you will need an Access Number, Account Number and Password. These are as follows:**

**Company Name:** \_\_\_\_\_ **Access Number:** \_\_\_\_\_  
**Account Number:** \_\_\_\_\_ **Password for Account Number:** \_\_\_\_\_

The MyNextera web portal is provided for the Business Group administrator to upload recordings, and to set default call handling behavior, and exceptions for individual extensions. Behavior can include playing no Music On Hold (callers hear comfort tones or silence), playing a single recording, or playing initial and follow-up recordings. The administrator uses their MyNextera user name and password to log in. The MyNextera web portal is provided for the Business Group administrator to:

- listen to the music or other recordings made available by Nextera
- create, change or delete recordings for use within the Business Group
- check what a caller hears when put on hold by any extension

## 2 MUSIC ON HOLD PLANNING

Before configuring music on hold you should consider the following:

- whether all lines in the Business Group should treat calls on hold in the same way, or whether some lines should play different recordings
- whether to play music or other recordings, such as informational announcements or marketing material, to callers on hold
- whether to play only one recording or choose a pattern involving two recordings (see **section 3.4, Assigning recordings to directory numbers**, for the available options).

You will also need to do the following before setting up your Music On Hold.

- Prepare in .mp3 or .wav file format all music recordings that you plan to use as Music On Hold via the MyNextera web interface.  
Prepare in written script format all spoken announcements that are to be recorded through the telephone admin interface (see **sections 4.5, Manage existing local resource, and 4.6, Record a new local resource**, for details).

**Note:**

A .wav file that you upload to the server can be in any WAV format, because the server will do any format conversion required. Playing music to callers on hold constitutes "public performance" of the music and therefore risks infringing the copyright of composers or artists. You **must** obtain appropriate licenses to play the material that you plan to use as Music On Hold.

Nextera does not accept any legal liability arising from copyright infringements associated with the use of Music On Hold.

### 3 MYNEXTERA (WEB INTERFACE)

#### 3.1 Accessing MyNextera (Web Interface)

To access the MyNextera web portal, start your web browser and enter [www.nextera.net](http://www.nextera.net). Click on 'MyNextera' icon in the upper right corner. You can also go directly to [www.mynextera.net](http://www.mynextera.net). Enter your username and password (contact customer service at 218-818-6400 or email [customerservice@nextera.net](mailto:customerservice@nextera.net) if you don't have these.) When you have logged in successfully, you will see a list of options for managing your Business Group on the left-hand side of the screen. Choose 'Music on Hold' from this list. If you are using an administrator line for the top-level Business Group, the screen displays links to settings, mappings and resources.

#### 3.2 Managing Recordings

Playing music to callers on hold constitutes "public performance" of the music and therefore risks infringing the copyright of composers or artists. You **must** obtain appropriate licenses to play the material that you plan to use as Music On Hold.

Click the **Resources** link at the top of the screen. As shown at right, the screen displays a list of the existing resources. There are 2 levels of resources available. The **global resources** at the top are generic, default music selections provided by Nextera. The **local resources** at the bottom are customized resources provided by you the customer. Each resource has a Resource ID (a two-digit number) by which it can be identified in the Telephone Administrative Interface and a short description. For example, the local resource *Air on the G String* has an ID of 13. The size of the resource file and the play length of each recording are also given.

If you upload a file to the server before the first call that receives Music On Hold, the file size in the screen above appears as "Processing". This is normal behavior; the file will be processed as soon as Music On Hold is required for a call. After this, the server will check for new uploaded files every 5 seconds and process them as soon as it finds them.

To listen to a resource using your computer's default player, click its description. Alternatively, right-click its description and choose **Save As...** to save the resource to your computer and play it later.

To add a new recording, use the fields below the list of existing resources as follows, then click **Add**. The ID can be any 2-digit number that is not already in use. The Description can be anything you choose to describe the resource.

To delete a recording from the local resources, click the **Delete** button to the right of its description.

Music On Hold

[security](#) [mappings](#) [resources](#)

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**Global Media List**

ID	Description	Length
10	One Two Three	639 seconds
11	Ain't That Peculiar	266 seconds
12	How Many Hearts	176 seconds
13	Middle Night	196 seconds
14	Lonely Rider	256 seconds
15	Revival	205 seconds
16	Love Some1	205 seconds
17	Saw U Running	179 seconds
18	7x7	159 seconds
19	Sweet Release	152 seconds
20	What U do 2 Me	169 seconds

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ID	Description	Gain	File size	Length	Actions
> 13	> Air on the G String	0	2.63 MB	345 seconds	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
> 18	> Carolina Summer Full	0	1.21 MB	159 seconds	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
> 22	> 33	0	15.74 MB	2063 seconds	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
> 99	> WorstSongInTheWorld	0	10.06 MB	1318 seconds	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
> 11	> Created via TUI.	0	0.04 MB	4 seconds	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

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ID	Description	Upload local resource file	Actions
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="button" value="Browse..."/>	<input style="width: 100%;" type="button" value="Add"/>

**Disk Used: 29.69 MB of 100 MB used.**  
**Resources: 5 of 50 used.**

### 3.3 Assigning Recordings to Directory Numbers

Click the **Mappings** link at the top of the screen.

The screen shows a list of mappings between the directory numbers of lines in your business group or department and the Music On Hold resources that each line uses. A mapping is an assignment consisting of one or two resources and one action, where resources are music or other recordings and the action is either **Play Once**, **Repeat**, **Initial Interrupted** or **Follow-up Interrupted**. The types of mapping are described in **section 3.4**.

The default mapping applies to all directory numbers except for those with their own individual mappings in the list. You are allowed to make a limited number of individual mappings, and the number you have used out of this limit is shown at the bottom of the display, for example 2 of 3 mappings used. The default mapping is not counted towards your limit. If you have not configured any mappings, or mapped the initial resource to none, Nextera provides the default behavior of silence or comfort tones for calls on hold and ring back for queued calls.

### 3.4 Add a new mapping

To add a new mapping, use the fields below the list of existing mappings as follows, then click **Add**.

<b>Field</b>	<b>Description</b>
<b>Directory Number</b>	Full telephone number to which this Music On Hold mapping will apply.
<b>Initial Resource</b>	Choose the music or other recording to be played as Music on Hold for this directory number. If two recordings are to be played, then choose the first recording in the sequence.
<b>Action</b>	<p><b>Repeat:</b> The initial resource will be repeated. If you have a follow-up resource selected, the initial resource and the follow-up resource will be continually repeated one after the other.</p> <p><b>Play Once:</b> The initial resource will be played once. If you have a follow-up resource selected, the initial resource will be played once, and then the follow-up resource repeated.</p> <p><b>Repeat – Initial Interrupted:</b> The initial resource will be played for the duration you decide and will be interrupted by the follow-up resource. This sequence will be repeated.</p> <p><b>Repeat – Follow-up Interrupted:</b> The initial resource will be played, then the follow-up resource will be played for the duration you decide. This sequence will be repeated.</p>
<b>Follow-up Resource</b>	Choose the music or other recording to be played second in the sequence, if applicable.
<b>Start Point</b>	Choose the start point for the initial or follow-up resource (depending on the action setting). It can start at the beginning or a random point in the recording.
<b>Duration</b>	Choose how long the initial or follow-up resource should be played according to the action setting chosen.

### 3.5 Change an existing mapping

To change an existing mapping, click the **Edit** button to its right. Change the configuration using the selection boxes for the initial resource, the action and the follow-up and click **Save**.

**Music On Hold**

security mappings resources

**Mappings in department: Nextera Centrex Group (root)**

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
218-818-6425	Local 18 - Carolina Summer Full	Repeat - Initial interrupted	Local 11 - CREATED_VIA_TUI	Start	10	Save
218-818-6495	None	beat - Follow-up interrupted	Global 18 - 7x7	Random	15 secs	Edit Delete
Default	Global 10 - One Two Three Global 11 - Ain't That Peculiar Global 12 - How Many Hearts Global 13 - Middle Night Global 14 - Lonely Rider Global 15 - Revival Global 16 - Love Some1	beat		Start		Edit
218-264-6000	Global 17 - Saw U Running Global 18 - 7x7 Global 19 - Sweet Release Global 20 - What U do 2 Me	Repeat		Start		Add
2 of 50 mappings						
	Local 11 - CREATED_VIA_TUI Local 13 - Air on the G String Local 22 - 33 Local 99 - Worst Song In The World					

Note: If a line is changed within this organization, then it may take up to to one business day for the change to affect Music On Hold.

### 3.6 Delete a mapping

To delete a mapping, click the **Delete** button to its right. You will be asked to confirm this.

### 3.7 Changing the password for the telephone administrative interface

Each administrator line for the Business Group has its own password for use with the telephone administrative interface. You can change the password for your administrator line using MyNextera. To change the password, click the **Security** link at the top of the screen. Enter the new password, which must be a four-digit number, and click **Apply**.

**Music On Hold**

security mappings resources

Admin password for telephone access (valid only for the current administrator)

## 4 TELEPHONE ADMINISTRATIVE INTERFACE

The Music On Hold Telephone Administrative Interface allows you to manage Music On Hold using your telephone. You can:

- listen to the music or other recordings for the default mapping or any particular extension
- listen to music or other recordings made available by Nextera for you to use as Music On Hold (called **global resources**)
- create, change or delete your own recordings (called **local resources**)

**Note:**

- In order to use the Telephone Administrative Interface you must use a telephone that includes the # (pound) and \* (star) keys.

## 4.1 Accessing the Telephone Administrative Interface

To access the telephone administrative interface, you will need your Access Number, Account Number and Password given to you by Nextera and located in the introduction section (p.3) of this guide.

To use the telephone interface, dial the access number. You are then prompted for the administration line telephone number and password. Enter each of these on your telephone keypad after each prompt.

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## 4.2 Listen to resource for default mapping

To listen to the music or other recordings that are played to callers on hold for extensions that do not have their own mappings, press **1** at the main menu. You will hear the resources in the same pattern as a caller would hear them. For example, if the default mapping has an initial resource, an action "Play Once" and a follow-up resource, you will hear the initial resource once and then the follow-up resource repeatedly, until you press \* (star) to return to the main menu.

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## 4.3 Listen to resource for particular directory number

To listen to the music or other recordings that are played to callers on hold for a particular directory number, press **2** at the main menu. Then type the directory number followed by # (pound). If you type a valid directory number, you will hear the resources in the same pattern as a caller would. For example, if the directory number's mapping has an initial resource, an action "Play Once" and a follow-up resource, you will hear the initial resource once and then the follow-up resources repeatedly, until you press \* (star) to return to the main menu. If you have a directory number that does not match any existing extension, you will hear an error message and be asked to type a valid directory number.

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## 4.4 Listen to global resource

In the telephone admin interface, each resource (global or local) is identified by a resource ID (a two-digit number). IDs for all resources are shown in the MyNextera interface on the Mappings configuration screen in the Initial resource and Follow-up resource selection boxes. (IDs for local resources can also be seen on the Local resources configuration screen.) You may find it helpful to check the ID of each global resource on the Mappings configuration screen before listening to global resources.

To listen to the music or other recordings that Nextera has made available for you to use as Music On Hold, press **3** at the main menu. Then type the two-digit resource ID of the resource that you want to hear.

If you type a number that does not match any existing resource ID, you will hear an error message and be asked to type a valid resource ID.

Press \* (star) to return to the main menu.

## 4.5 Manage an existing local resource

The telephone admin interface can be used to record spoken announcements for use as Music On Hold. Other types of audio resource, such as music recordings, should be added to Music On Hold in .wav or .mp3 file format, using the MyNextera interface. See section 4.2, Managing Recordings, for more details.

**To change or remove recordings that you have added to Music On Hold** for use within your own Business Group, press **4** at the main menu. Then type the two-digit resource ID that you want to change or remove. If you type a number that does not match any existing resource ID, you will hear an error message and be asked to type a valid resource ID.

If you type a valid resource ID, you will hear another menu of options for managing the recording. After using each of these options, you are returned to the same menu until you press **\*** (star) to finish and return to the top-level menu.

**To change or remove recordings that you have added to Music On Hold** for use within your own Business Group, press **4** at the main menu. Then type the two-digit resource ID of the resource that you want to change or remove. If you type a number that does not match any existing resource ID, you will hear an error message and be asked to type a valid resource ID.

If you type a valid resource ID, you will hear another menu of options for managing the recording. After using each of these options, you are returned to the same menu until you press **\*** (star) to finish and return to the top-level menu.

- To make a new recording for this resource, press **2**. Wait for a tone, then speak into the telephone to make the new recording, and press **#** (pound) when you have finished. You will then hear the new recording you have just made, followed by another menu.
- To make a new recording for this resource, press **2**. Wait for a tone, then speak into the telephone to make the new recording, and press **#** (pound) when you have finished. You will then hear the new recording that you have just made, followed by another menu.
- To commit the recording that you have just made, press **1**. (This new resource is not used in Music On Hold until you press **3** to commit it.) You will hear a confirmation of your action, then the previous menu again (**1** to listen to the current recording, **2** to re-record, and **3** to delete).
- To listen to the new recording, press **2**. You will hear the recording, followed by this menu again.
- To make the recording again, press **3**. Wait for a tone, then speak into the telephone to make the recording, and press **#** (pound) when you have finished. You will then hear the new recording that you have just made, followed by this menu again.
- To cancel the change and return to the top-level menu, press **\*** (star). You will hear confirmation of your action, before returning to the top-level menu.
- To delete the existing resource, press **3**. You will hear confirmation that it has been deleted and then you will be asked for the resource ID of another resource that you want to manage. If you do not want to manage any more local resources, press **\*** (star) to finish and return to the top-level menu.

## 4.6 Record a new local resource

**To add a new recording to Music On Hold** for use within your own Business Group, press **5** at the main menu. Then type the two-digit resource ID by which you want the new resource to be identified. If you type a resource ID that already exists, you will hear an error message and be asked to type a new resource ID.

If you press the **\*** (star) key without typing a resource ID, the system will allocate the lowest unused two-digit number as the ID for the new resource and you will hear a message telling you this number.

Once you have typed or been given a valid resource ID, you will hear a tone. After the tone, speak into the telephone to make the new recording, and press **#** (pound) when you have finished. You will then hear the new recording that you have just made, followed by another menu.

- To commit the recording that you have just made, press **1**. (This new resource is not used in Music On Hold until you press **3** to commit it.) You will hear a confirmation of your action, then the previous menu again (**1** to listen to the current recording, **2** to re-record, and **3** to delete). When you commit the new recording, it is added to the resources available to you for Music On Hold. To use the new recording, you must map at least one extension to it (see **section 4.3, Assigning recordings to directory numbers.**)



