



TIPT of Everything (ToE) – Music on Hold ToE-SIP Generic Music on Hold

The ToE Music on Hold is supplied through one of *Telstra's partners, Captivate on Hold*.

The Music on Hold solution delivers an integrated solution to your VoIP platform.

No need for USB's or digital players, our hold message solution natively supports VoIP platforms. Remove your old static music files and create fresh new content for your on-hold message updates, IVR and Auto Attendant needs.

Music on Hold is fully compatible with the SIP platform powering TIPT.

Features include: Update via the internet; Fast, easy and effective; Remove the need for IT support; Easily update messages or add new content



Setup your Music on Hold

Setting up and selecting the correct Device Profile for your Music on Hold is configured in CommPilot.

Login to CommPilot

- Click on the following link to log into CommPilot [CommPilot login](#)
- Enter your Customer Group Administrator **UserID** and **Password** and click **Login**

Create an Identity Device Profile for Captivate Music on Hold

- From the *Resources* menu, select **Identity/Device Profile** then click the **Add** button
- In the * *Identity/Device Profile Name* enter **Captivate on Hold**
- From the drop down list select **ToE-SIP Generic MusicOnHold**
- Click **OK**



Selecting Groups or Departments

- From the **Services** menu
- Select **Music/Video on Hold**
- Click **Edit** for the Group or Department you want the on hold music to play for
The Music/Video On Hold Modify window will display

- Select the **External Source** radio button
- Select **Identity/Device Profile** radio button
- From the drop down list, select the **Identity/Device Profile** name, **Captivate on Hold (Group)**
- Enter a name for your **Line/Port**
Use a unique name that relates to the Group or Department that you want the on hold music to play for. Include an abbreviated business name
- Make a note of the **Line/Port** including the text after the @ symbol, and email it to tipt.mog@captivateonhold.com for Provisioning.
- Click the radio button to return the source to **System Defined Music/Video**.
This returns the Music on Hold to the existing saved audio

Captivate will contact you to organise a time to switch to the External Source and confirm the dynamic audio is playing

For further information on configuring devices please refer to the Customer Group Administrator guide on the TIPT On Line Resource Centre [Customer Administrator Reference Guide](#)

More than just telephony, TIPT meets all your communication needs

For support on the Captivate On Hold TIPT of Everything device please call David Elliott on 08 9368 7500 or email: tipt.moh@captivateonhold.com