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## Music on Hold



With Music On Hold, you can play the music of your choice or recorded messages that can advertise your company when callers are on hold.

### Music is better than silence

Most callers will hang up within a minute if there's only silence on the line. The Music On Hold service can indicate that a call is still connected with an on-hold comfort tone but to get the full benefit you can upload an audio file in MP3 or WAV format.

### Advertise yourself

You're not limited to music, either. You can use any sound recording you want, including advertisements or information about your company or products. You can play just one recording or an initial recording with a follow-up soon after. You've got a captive audience: Sell yourself!

### Control and manage your messages quickly and easily

Through the telephone or online, you can manage which music or announcements are played to held, parked, or queued calls in Business Groups. You can also upload authorized recordings or record your own custom announcements. Your customers receive the messages that are appropriate to the context of their call.

Remember that you may need the permission of the copyright holder to play music selections.



Music on Hold is Built on Metaswitch,  
a leading global provider of telecommunications technology.

Contact us today at 1-866-756-4746 or [info@glenwoodtelco.net](mailto:info@glenwoodtelco.net)

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