

ASTERISK QUICK GUIDE | PROFESSIONAL CALLER AUDIO

Music On Hold for Asterisk

Stream licensed music and timely messages through a compatible Asterisk or FreePBX system.

Set up streaming in FreePBX

- 1 Confirm compatibility**
Have your PBX administrator check FreePBX version, server capacity, network access, audio codecs and a compatible external player.
- 2 Create a Music on Hold category**
Go to **Settings > Music on Hold**, select **Add Category**, give it a clear name and choose **Custom Application**.
- 3 Add the Easy On Hold stream**
Enter the approved player command and your Easy On Hold HTTP or HTTPS stream URL. Your administrator should verify player options, buffering and output format.
- 4 Assign and test**
Apply the category to the intended queue, route, ring group or other supported destination. Place live test calls and listen through a hold and transfer.

Expert setup notes

Check the actual call path: Category priority can vary by route and destination. Test queue wait, agent hold and transfers.

Plan for interruptions: Agree on the audio callers should hear if the stream or network becomes unavailable.

License music correctly: Consumer streaming subscriptions generally do not grant telephone music-on-hold rights.

Choose the right approach

CUSTOM APPLICATION STREAM

For remotely managed, continuously updated caller audio.

- Change or schedule messages in the Content Control Center™.
- Use separate streams for different queues or audiences when needed.

STATIC FILES

For an environment that cannot support an external stream.

- Upload a locally stored file to a FreePBX Music on Hold category.
- Replace the file and confirm the selected category when content changes.

STREAMING READINESS

Streaming uses PBX and network resources.

- Have an experienced administrator evaluate production use.
- Test concurrent callers, codec conversion, audio continuity and a loss of connectivity.

Make every second on hold work harder.

Easy On Hold® provides licensed music and professionally produced messages delivered through a managed stream. Update content remotely and schedule it for the right time and audience.

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