

BICOM SYSTEMS QUICK GUIDE | DIRECT URL STREAMING

Streaming Music On Hold for Bicom Systems

Connect Bicom PBXware directly to a high-availability Easy On Hold stream, then manage music and messages remotely without recurring file uploads.

Connect your managed stream

- 1 Provision the stream**
Easy On Hold supplies the managed primary and failover stream URLs for your Bicom deployment.
- 2 Open Music on Hold**
In PBXware, go to Home > Tenant > System > Music on Hold. Open Classes and select Add MOH Class.
- 3 Enter the Stream URL**
Name the class, paste the Easy On Hold URL into Stream URL, set Status to ON and save.
- 4 Assign and test**
Assign the MOH class to the intended destinations. Test real holds, queues, transfers and ring groups.

Expert setup notes

Use the exact supplied URL:

Copy the secure Easy On Hold stream address exactly. Do not substitute a webpage, portal address or audio-file link.

Assign the MOH class:

Creating the class does not apply it everywhere automatically. Select it for each extension, queue, ring group or destination that should use it.

Permit outbound streaming:

Confirm that PBXware can reach the stream through the network and that security controls allow the required outbound connection.

Test primary and failover paths:

Listen through each real caller path and confirm continuity, audio level and the intended content assignment before launch.

Why use direct streaming?

HIGH AVAILABILITY

Keep caller audio dependable with resilient delivery.

- Use the primary stream URL supplied for your deployment.
- Configure the failover path according to your Bicom design.

MULTIPLE CALLER PROFILES

Scale from one shared stream to many unique streams.

- Use separate MOH classes for sales, support or regions.
- Share one stream wherever a consistent experience is preferred.

REMOTE CONTENT CONTROL

Let approved teams manage audio without PBX changes.

- Publish changes quickly or schedule precise start and stop dates.
- Activate temporary emergency messages with an automatic end date.

Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts®, combines licensed music, professionally produced messages and direct high-availability streaming for a more productive Bicom caller experience.

888-798-4HOLD • support@easyonhold.com
easyonhold.com •
easyonhold.com/integrations/bicom/