

FORTINET QUICK GUIDE | PROFESSIONAL CALLER AUDIO

Music On Hold for FortiVoice

Set up an Easy On Hold stream in supported FortiVoice systems and keep caller audio current.

Set up a FortiVoice stream

- 1 Confirm the product and version**
 Ask your FortiVoice administrator to verify that your system offers **Stream** mode under Music On Hold and can reach the Easy On Hold stream URL.
- 2 Create a new hold music entry**
 In the FortiVoice GUI, go to **Phone System > Audio > Music On Hold** and click **New**. Enter a clear name.
- 3 Choose the stream source**
 Select **Stream**, paste the Easy On Hold URL into **Stream URL**, then click **Test stream**. Set the volume and save the entry.
- 4 Assign and listen**
 Select the new Music On Hold entry for the intended queue or other supported call feature. Place test calls and check both waiting and agent hold.

Expert setup notes

Confirm streaming support: Menus and available modes vary by FortiVoice product and software version.

Keep messages timely: Schedule dated campaigns in Easy On Hold and review what plays to each audience.

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

Match the FortiVoice edition

FORTIVOICE ENTERPRISE: STREAM

Fortinet documents a Stream mode and Stream URL.

- Use the Easy On Hold URL supplied for your account.
- Manage music and timed messages remotely in the Content Control Center™.

FORTIVOICE CLOUD: FILES

The published Cloud guide describes sound files.

- Upload an MP3 or compatible WAV under Phone System > Audio > Prompt.
- Create a Music On Hold entry using those files; choose Random or Sequential.

BEFORE GOING LIVE

Confirm the actual caller experience.

- Check the assigned queue and extension settings.
- Test levels, transfers, several callers and loss of stream connectivity.

Make every second on hold work harder.

Easy On Hold® provides licensed music and professionally produced messages for your FortiVoice environment. With a supported stream, update content remotely and schedule it for the right audience.

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