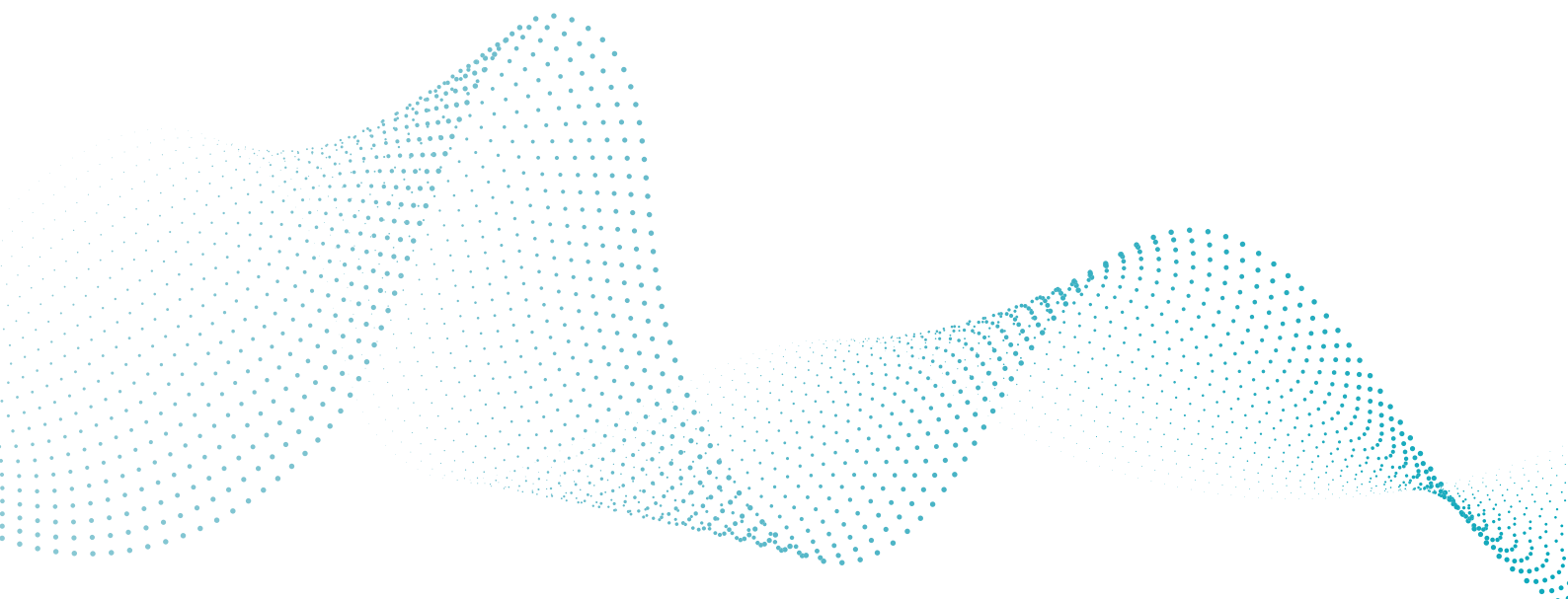


zoomphone

Streaming Music On Hold App

A Smarter Way to Personalize the Zoom Phone Caller Experience

In this report you will learn how the Easy On Hold® (EOH) Zoom Phone App connects professionally managed streaming music and messages with Zoom Phone, making it easier to deliver fresh, branded audio for callers on hold.



Streaming Music & Messages for Zoom Phone

The Easy On Hold® Zoom Phone App brings professionally managed streaming music and messages to your Zoom Phone caller experience. Instead of relying on repetitive default music or manually replacing audio files, Easy On Hold® gives your organization a simple way to keep caller audio professional, branded, and current.

Once connected, your Easy On Hold® streams become available within Zoom Phone for use with supported music-on-hold applications.

Setup

Before You Begin

Before installing the Easy On Hold® Zoom Phone App, you will need:

- An active Zoom Phone account.
- Appropriate permissions to add or request apps through the Zoom App Marketplace.
- An active Easy On Hold® account with your streaming audio services configured.

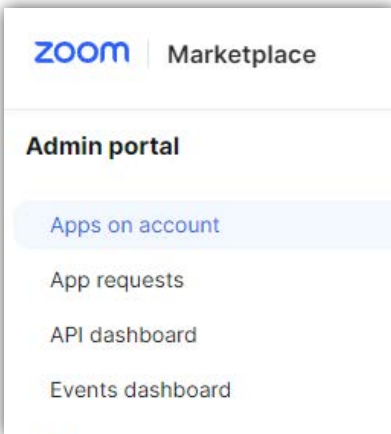
If your Zoom organization requires administrator approval for Marketplace apps, you may see Request instead of Add when locating the Easy On Hold® app. An account owner or administrator will need to approve the request before the app can be added.

Step 1: Sign In to Zoom

Sign in to your organization's Zoom account using an account with appropriate Zoom Phone and Marketplace permissions.

You can access apps through the Zoom App Marketplace or through the Marketplace area of the Zoom Workplace desktop application.

Step 2: Open the Zoom App Marketplace



Open the Zoom App Marketplace.

Use the Marketplace search field to search for:

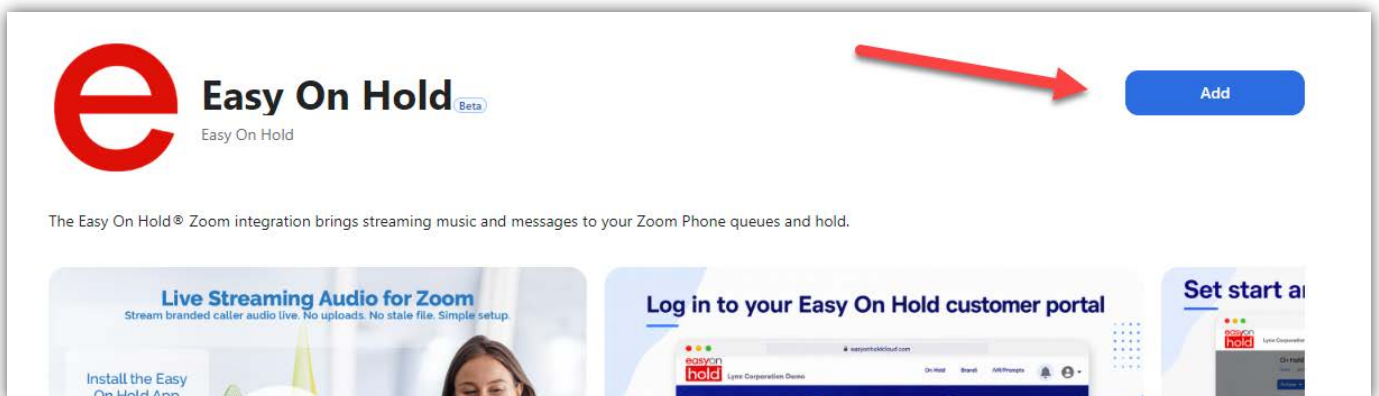
Easy On Hold

Select the Easy On Hold® Zoom Phone App from the search results.

Step 3: Add the Easy On Hold® App

Depending on your organization's Zoom settings, you may instead see Request. If so, submit the request to your Zoom administrator for approval. Zoom administrators can control which Marketplace applications are approved for use within their organization.

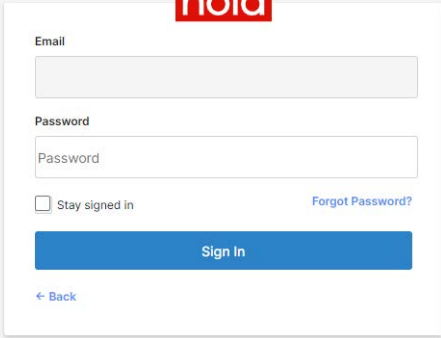
Review and accept the permissions requested by the Easy On Hold® app.



Step 4: Connect Your Easy On Hold Account

When prompted, sign in with your Easy On Hold® account credentials.

This connects your Easy On Hold® service with your Zoom organization and makes your available streams accessible to Zoom Phone.



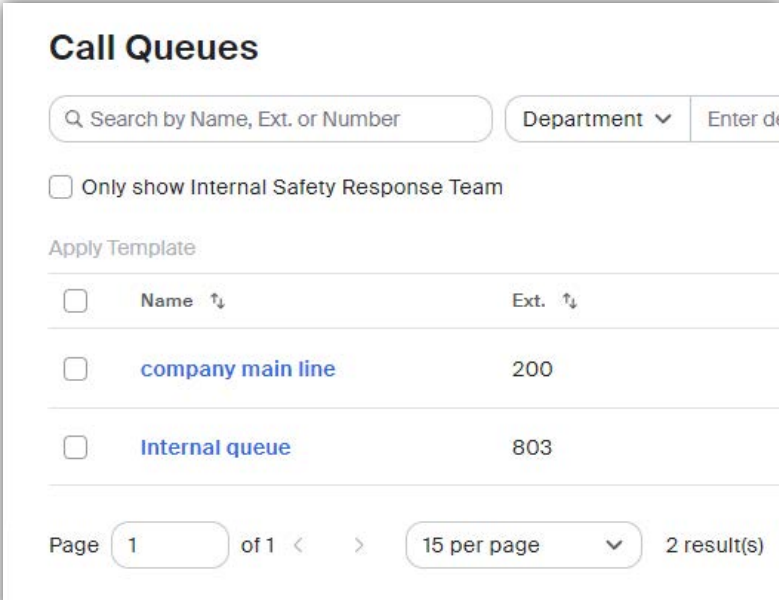
The image shows the Easy On Hold sign-in interface. At the top is the 'easyon hold' logo. Below it are two input fields: 'Email' and 'Password'. There is a checkbox for 'Stay signed in' and a link for 'Forgot Password?'. A blue 'Sign In' button is at the bottom, with a '← Back' link below it.

Step 5: Select a Queue

After the app is connected, go to the Zoom Phone administration menu. Select:

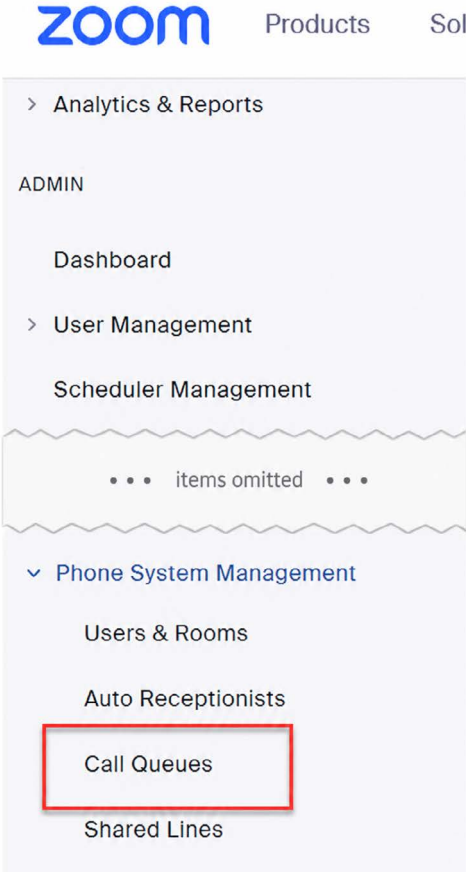
- **Phone System Management**
- **Call Queues**

Open the queue that will use the stream.



The image shows the 'Call Queues' management page in the Zoom Phone administration interface. It includes a search bar, a 'Department' dropdown, and a checkbox for 'Only show Internal Safety Response Team'. Below is a table with columns for 'Name' and 'Ext.'. The table lists two queues: 'company main line' with extension 200, and 'Internal queue' with extension 803. At the bottom, there is a pagination section showing 'Page 1 of 1', '15 per page', and '2 result(s)'.

Name	Ext.
company main line	200
Internal queue	803



The image shows the Zoom Phone System Management menu. The 'zoom' logo is at the top, followed by 'Products' and 'Sol'. The menu includes 'Analytics & Reports', 'ADMIN', 'Dashboard', 'User Management', and 'Scheduler Management'. A section labeled '... items omitted ...' is followed by 'Phone System Management', which is expanded to show 'Users & Rooms', 'Auto Receptionists', 'Call Queues' (highlighted with a red box), and 'Shared Lines'.

Step 6: Configure Waiting and Hold Audio

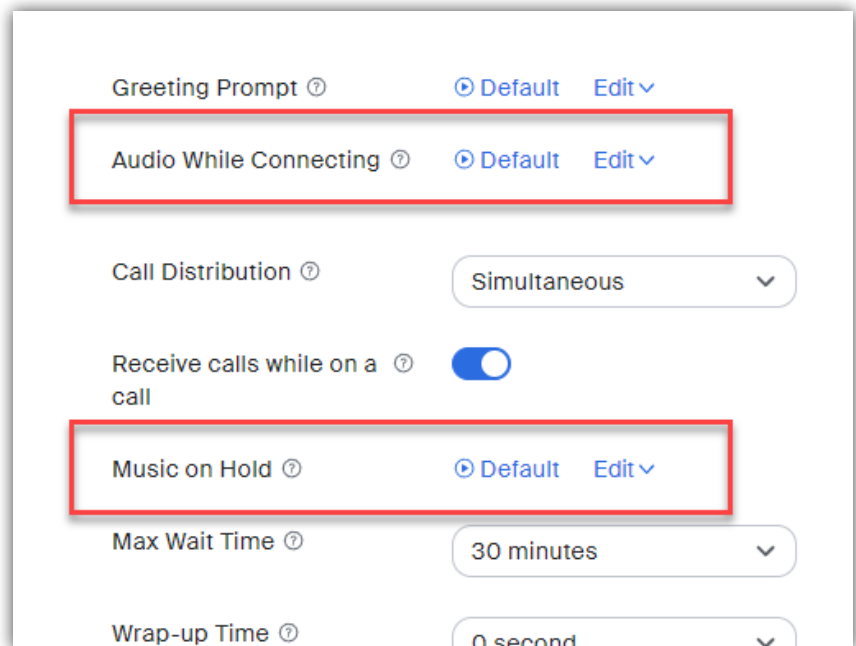
Once you have opened the [Call Queue](#) that will use your Easy On Hold® stream, locate the queue's audio settings.

Two separate settings control what callers hear:

- [Audio While Connecting](#) – controls the audio callers hear while waiting to be connected to a queue member.
- [Music on Hold](#) – controls the audio callers hear after they have been placed on hold.

Select [Edit](#) next to each setting you want to configure.

TIP: If you want streaming audio to play both while callers are waiting in the queue and when they are placed on hold, configure both settings.

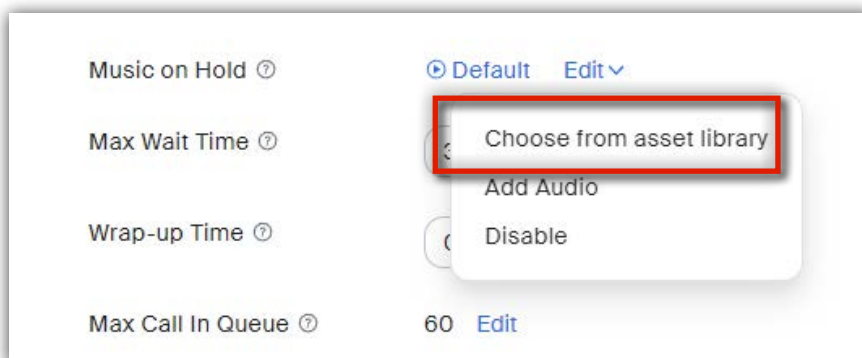


The screenshot shows the 'Audio Settings' for a call queue. The settings are as follows:

Setting	Value	Action
Greeting Prompt	Default	Edit
Audio While Connecting	Default	Edit
Call Distribution	Simultaneous	
Receive calls while on a call	On	
Music on Hold	Default	Edit
Max Wait Time	30 minutes	
Wrap-up Time	0 second	

When [Edit](#) is selected, a menu appears.

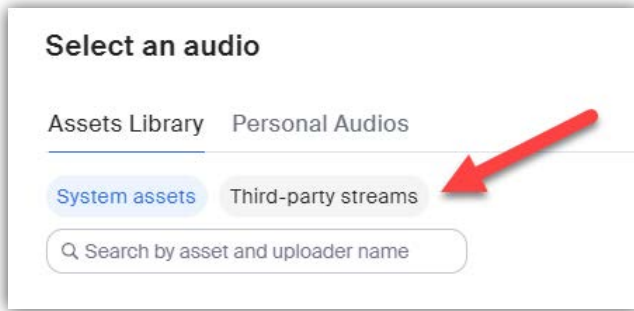
Select [Choose from asset library](#).



The screenshot shows the 'Edit' dropdown menu for the 'Music on Hold' setting. The options are:

- Choose from asset library
- Add Audio
- Disable

Step 7: Select a Stream



Choose Third-party Streams to view the streaming audio sources available to your Zoom Phone account.

Your Easy On Hold® streams will automatically appear in the Third-party Streams list. Select the stream you want to use for this Call Queue, then save your selection.

Repeat this process for both Audio While Connecting and Music on Hold if you want the Easy On Hold® stream to play in both situations.

Your Zoom Phone Audio Is Now Connected

Once your Easy On Hold® streams have been assigned, your organization can provide callers with professionally managed streaming music and messaging through Zoom Phone.

Instead of repeatedly uploading replacement audio files, content is managed through your **Easy On Hold® Content Control Center™**. This allows marketing, operations, customer experience, and communications teams to keep caller audio up to date while reducing routine music-on-hold work for Zoom Phone administrators.

Learn more about the **Content Control Center™** at
<https://easyonhold.com/resources/management/>

PRO TIPS

Create Different Streams for Different Call Queues

You do not have to use the same Easy On Hold® stream everywhere. Create and assign different streams for sales, service, support, billing, locations, language preferences, or other Call Queues that require a different caller experience.

Configure Both Types of Caller Audio

Zoom Phone treats Audio While Connecting and Music on Hold as separate settings. You can assign the same Easy On Hold® stream to both, or choose different streams for each experience.

Want to learn more? Read on.

Your **Easy On Hold® Zoom Phone integration** can do more than simply replace default hold music.

The following section explains how Easy On Hold® helps you create a more professional caller experience, keep messaging fresh, reduce routine audio-management tasks, and give different queues or departments the content that fits them best.

Starting on the next page, explore the topics most relevant to your organization.

Additional Guidance & Best Practices

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Updating Your Audio (9)

See how music, messages, promotions, seasonal content, and other caller audio can be kept current.

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Instructions for disconnecting the integration if it is no longer needed.

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Find out how to get assistance with setup, audio configuration, programming, and support.

| Why Use Easy On Hold[®] with Zoom Phone?

A More Professional Caller Experience

Replace silence, repetitive default music, and outdated recordings with polished audio designed specifically for the caller experience.

Helpful Messages While Callers Wait

Use hold time to provide information callers can actually use, including:

- Business hours
- Locations
- Products and services
- Appointment information
- Website resources
- Payment options
- Frequently requested information
- Preparation instructions
- Promotions and announcements

Fresh Content Without Repeated File Changes

Streaming allows your organization to update what callers hear without repeatedly replacing music-on-hold files inside the phone system.

Consistent Branding

Create a consistent company sound while still providing different content for departments, queues, locations, or campaigns.

Less Work for Phone System Administrators

After the Easy On Hold[®] integration is configured, routine audio changes can be managed through Easy On Hold rather than becoming another phone-system administration task.

More Control for Marketing and Customer Experience Teams

The people responsible for customer communications can keep messaging timely and relevant without requiring IT to manually replace audio every time content changes.

| Easy On Hold® Zoom Phone Features

Easy On Hold® for Zoom Phone is designed for organizations that want the caller experience to sound as professional as the rest of their business.

Features include:

- Streaming music and messages for Zoom Phone
- Professionally produced voice messaging
- Business-licensed music programming
- Customized audio for departments and locations
- Seasonal promotions and announcements
- Service alerts and timely messaging
- Easy content updates
- Managed support from the Music On Hold Experts®

| Updating Your Audio

Granular scheduling lets you control messages by time of day, day of week, week, month, date range, or campaign. Callers never hear an expired or out-of-date message.

This makes it possible to update caller audio for:

- New promotions
- Seasonal campaigns
- Holiday schedules
- Service announcements
- Product changes
- New locations
- Department-specific messaging
- Emergency or time-sensitive communications

Because the audio is **streamed**, updates can be made without repeatedly replacing traditional music-on-hold recordings in Zoom Phone.

Removing the Easy On Hold® App

If your organization needs to remove the Easy On Hold® integration:

1. Sign in to the Zoom App Marketplace using an administrator or owner account.
2. Open Manage.
3. Locate the area used to manage apps installed on your account.
4. Find Easy On Hold® among the apps added to the account.
5. Open the app's management or settings options.
6. Select the option to remove the app.
7. Confirm removal.

Zoom periodically updates the layout and terminology used in Marketplace administration, so the exact menu labels may vary. Zoom provides current Marketplace app-management instructions through the Zoom Support Center.

Need Help?

The Easy On Hold® team can assist with account setup, streaming audio configuration, music programming, professionally produced messages, and Zoom Phone integration support.



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