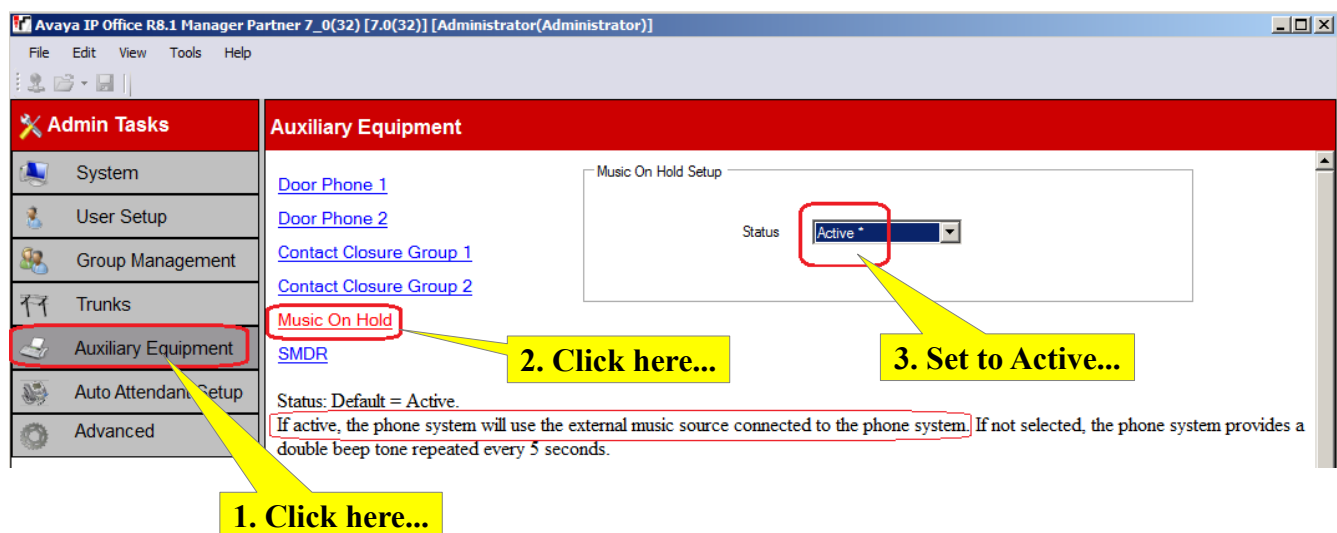# Avaya IPO Office Basic Mode
Music On Hold Setup
Telquest Tech Support

Connect the Music On Hold source to the Audio Jack located on the rear of the KSU.

Set the Music on Hold source (Radio, MP# Player etc...) as low as possible before connecting.

Then test it as you turn up the volume.

If it does not work, power cycle the KSU.

You may also need to set it to Inactive and then Save it and the set it back to Active and Save it again.

I have also seen where the 3.5mm plug needs to be "Tip, Ring Sleeve" type.
That is it has 3 connection points.