How to Upload Custom Music On Hold to Your GoToConnect (New Clients) Phone System

Before you begin, save the on hold audio file provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to upload a custom music on hold program to your GoToConnect (Jive) phone system.

Sign in to GoTo Admin.

1. From **Phone system** > **Audio library**, click on Playlists.
2. Select the **+ Add media** button on the top right.
3. Enter a **Name** for the new media.
4. **Optional:** Enter a description for the new media.
5. Choose **Hold music** from the drop-down list.
6. Choose **Upload:** Select **Browse files** or drag and drop the file provided by our studios.
   Record: Recording will start immediately when selected. Select **Stop** once you are finished.
7. Select **Save** when complete.

Click the settings (gear) icon to the left of the screen.
Select the **Phones** option.
Select **Calls**.
Scroll to **Hold Music Playlist** and, from the dropdown, select the appropriate hold playlist.
Be sure to click on the Save button to save your changes.

The custom music on hold will now play to every caller via your GoTo phone system.

Questions? Call OnHold.com at 1-888-321-8477.