



Upload Custom Music On Hold Audio for Cox Business VoIP Phone Service

Below are instructions to upload a custom music on hold audio file to your Cox Business VoIP VoiceManager Anywhere, Enhanced packages, Unlimited packages, or IP Centrex phone service.

Before you begin, be sure to save the custom audio file sent via the www.OnHold.com studios somewhere on your PC you can easily locate such as on your desktop.

From [MyAccount](#), enter your User ID and Password, then click **Sign In**.

As a Profile Administrator:

From the **Administrative Tools and Service Management** section, click the **Voice** icon.

If you have more than one account, select the account to modify from the **Select an account** drop-down menu. Otherwise, continue to the next step.

Click the arrow to expand the **Call Settings** menu, and click the **Music On Hold** link.

From the **Music On Hold** page, navigate to the **Music On Hold Rule** section.

Under the **Music Type** option, click to select **Custom**.

- Click the **Select Audio** or **Change Audio** link.
- Click **Choose File** to locate your audio file from your computer.
- Click the checkbox to accept the disclaimer.
- Click **Continue** – the **Music On Hold** window appears.

Click **Save and Return** to activate your www.OnHold.com custom music on hold audio.

Questions? Contact www.OnHold.com at 1-888-321-8477.