How to Assign Custom Greetings to Your GoToConnect (Jive) Phone Service

Before you begin, save the audio files provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to assign the OnHold.com custom greetings to your GoToConnect (Jive) phone system:

Dial Plans (IVR)

Log in to https://my.jive.com/pbx (You must have admin or super admin permissions.)

First, upload your custom audio files to the Sound Clips library:

- Click **Sound Clips** in the left sidebar and then click **Upload.**
- Select the audio file(s) provided by OnHold.com from your computer **Optional:** Enter a **Description** of the sound clip.
- Click ✓
- Select a **Normalization Level** to ensure consistent volume levels and then click **Ok.**

Next, open **Dial Plans** from the PBX menu, then click the **Add Dial Plan** button to create a new plan OR click on the desired dial plan in the list to edit an existing plan's audio.

GoToConnect/Jive uses drag & drop functionality to create your Dial Plan – for this purpose, we're speaking about how to add audio files to an existing Dial Plan.

The custom recording nodes you'll use here are the **Play Sound Clip**s (under *Utility Nodes*) and the **Auto Attendant** (under *Application Nodes*).

- Click and hold the node and drag it into your editing window. Click the drop-down menu to select the desired audio file. You can click the **X** in the upper-right corner to delete the node if you make a mistake.
- Be sure to click the blue **Save** button in the top right corner to make your changes go live.

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