



Playing magicJack Custom Auto-Attendant Greetings from OnHold.com

Before you begin, save the custom audio files provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to customize your magicJack auto-attendant greetings.

Login to your [magicJack customer portal](#).

Navigate to your auto attendant lines listed under the **Manage Lines** tab Click on the **Settings** button to the right of the Auto Attendant line

Creating a Schedule for Open and Closed Hours (if not already setup) *from the "Schedule" tab:*

24/7 Business Hours: this option is used when one greeting is needed to play, regardless of day or time

To Define Your Custom Business Hours:

- Click the check marks to the left of the weekdays the business is open.
- Using the 2 drop-down menus (to the right of the selected days), select your open & closed times
- Make sure your correct time zone is selected at the bottom
- **Special Business Hours** can be added for days of the year that do not reflect the times you defined in your weekday schedule. Click on "Add a Day" to add a date with special hours (for example, a holiday). You may select whether the business is closed or whether it has special hours for the selected calendar day. Click "Add" when finished.
- Click the "Save Changes" button

From the "Greeting" tab (this option allows you to upload the custom greeting file(s) sent from our studios):

Under "OPEN HOURS" (Daytime Greeting): Click on the "Choose a file" button and select the appropriate audio file from your computer. Click the "UPLOAD" button to place the greeting for use.

Under "CLOSED HOURS": Click on the "Choose a file" button and select the appropriate audio file from your computer. Click the "UPLOAD" button to place the greeting for use.

You're ready to play custom auto-attendant greetings to every caller via your magicJack phone service!

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