



Uploading Custom Auto-Attendant Greetings from OnHold.com via Your Nextiva Voice Phone Service

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 Nextiva Voice auto-attendant greetings.

Add your [OnHold.com](https://www.onhold.com) customized auto-attendant greeting to your Nextiva Voice service by following these instructions:

- Log into to NextOS (from www.nextiva.com) and click **Login**.
- From the main dashboard, hover your mouse over **Locations**, then select **Manage Locations**.
- Select the **pencil icon** to the right of the location you wish to upload a greeting.
- Scroll down and click **Announcements** to expand your options. You will see your existing files and can upload a new file by clicking the **Upload File** button.
- Return to the NextOS dashboard & hover your mouse over **Advanced Routing** at the top of the page and select **Auto Attendants**.
- On the **Manage Auto Attendants** screen, select the drop-down menu to choose the location the Auto Attendant greeting belongs to.
- Hover the cursor over the Auto Attendant you wish to assign a new greeting.
- Select either the **Business Hours Menu** or **After-Hours Menu** to expand the selection (whichever you want to assign the new greeting).
- Under the **Greeting** section, select the drop-down menu to show the list of available greetings. All your **Announcement files** will be on the list.
- After selecting the appropriate greeting, click the green **Save** button.

You're ready to play your [OnHold.com](https://www.onhold.com) custom auto-attendant greeting to every caller via your Nextiva Voice phone service!

To add audio files to your Nextiva Voice Announcement Repository:

From the Nextiva Voice Admin Dashboard:

Hover over **Locations**.

Select Manage Locations from the dropdown.

Click on the Pencil icon.

Scroll down & select **Announcements**.

Click on the **Upload File** button, then the **Browse** button to locate the file on your PC.

Enter the **Announcement Name**.

Click the **Upload** button.

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