



Uploading Custom Music On Hold from OnHold.com via Your Nextiva Voice Phone Service

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 customize your Nextiva Voice music on hold.

Visit www.Nextiva.com & click **Client Login** to log in to NextOS.

From the **NextOS Home Page**, select **Voice**.

From the **Nextiva Voice Admin Dashboard**, hover over **Locations > Manage Locations**.

Click the Pencil icon to the right of the desired location.

Scroll down and click **Location Features** to expand the section.

Click the Pencil icon to the right of **Music on Hold**.

Hover over the **Default** entry and click the Pencil icon to its right.

Complete the following fields:

- **Department:** The name of the department. Selecting None applies the hold music to the entire location. None will be the only option if departments have not been created.
- **Enable music during call hold:** Play music while a caller is on hold. The option is enabled by default.
- **Enable music during call waiting:** Play music when receiving another incoming call while on the phone.
- **Enable music during call park:** Play music when the call is parked. This option is enabled by default.
- **Preferred audio codec:** Select G_711 from the drop-down list. This is the only audio codec supported by Nextiva.
- **System-Defined Music:** Use the system default music on hold. To hear what the default music sounds like, call into the location's phone number and place the call on hold.
- **Custom Music File:** Use a custom music file. Select the file from the drop-down list to the right. If no files are listed, upload a file to the Announcement Repository.

Click the **Advanced settings** link at the bottom of the Music on Hold menu.

Complete the following fields:

- **Use alternate source for internal calls:** A different music file plays for internal calls.
- **Preferred audio codec:** Select G_711 from the drop-down list. This is the only audio codec supported by Nextiva.
- **System-Defined Music:** Use the system default music on hold. To hear what this sounds like, call the location's phone number, and place the call on hold.
- **Custom Music File:** Use a custom music file. Select the file from the drop-down list to the right. If no files are listed, upload a file to the Announcement Repository.

Click Save.

You're ready to play custom music on hold messages 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.