



Uploading Custom Music On Hold Marketing to Your Star2Star Business Voice Phone Service

Before you begin, save the music on hold program audio file provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to customize your Star2Star Business Voice music on hold.

- Access your [Star2Star web portal](#) and navigate to **Phone System Configuration**.
- Under **Advanced Settings** click **On-Hold Options**.
- The **On-Hold Options** panel will display.
- Under the **Default** Playlist, move to **Music Files** panel and select the **+ ADD FILE** button. Click on **Select File** to upload the custom music on hold file from our studios.
- **Name** – enter a name for the audio file (for example, Winter On Hold).
- Click the **ADD** button.

To **Add/Create a Playlist** for your Star2Star Business Voice Music On Hold:

Under **Advanced Settings**, click **On-Hold Options**.

The **On-Hold Options** panel will display.

In the **PLAYLISTS** panel, click the **+ADD NEW** button.

Enter a Playlist name (for example, Holiday on hold)

Click the **ADD** button.

To **Configure a Playlist** within your Star2Star Business Voice Music On Hold:

Under **Advanced Settings**, click **On-Hold Options**.

The **On-Hold Options** panel will display.

In the **PLAYLISTS** panel, select an existing Playlist.

In the **PLAYLIST DETAILS** panel, you can edit the Playlist Name (if needed), check the Random play order box if you are using more than one file & want to randomize the order the files play or drag file from the **MUSIC FILES** panel into the **PLAYLIST DETAILS** panel to add files to the Playlist.

To **Delete a Playlist** within your Star2Star Business Voice Music On Hold:

Under **Advanced Settings**, click **On-Hold Options**.

The **On-Hold Options** panel will display.

In the **PLAYLISTS** panel, select an existing Playlist.

Click the **DELETE** button in the **PLAYLIST DETAILS** panel.

When prompted, click **DELETE** to confirm.

To **Add New Music On Hold Files** to your Star2Star Business Voice Music On Hold:

Under **Advanced Settings**, click **On-Hold Options**.

The **On-Hold Options** panel will display.

In the **MUSIC FILES** panel, click the **+ADD FILE** button.

Click on **Select File** to upload the custom music on hold file from our studios.

Name – enter a name for the audio file (for example, Winter On Hold).

Click the **ADD** button.