



Uploading Custom Verizon One Talk Greetings from OnHold.com

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 Verizon One Talk greetings.

Please note that if you have not previously configured your Automated Receptionist, or if Verizon has not already done so for you, you may need to contact them for setup. Verizon also offers a terrific [portal simulator](#) on their website.

Log in to your [Verizon One Talk My Business web portal](#):

Click **Manage Account**.

From the **Product Tools** section, click **One Talk**.

If necessary, click **View all**.

To navigate, mouse over each option.

From the **I want to** section, click **Manage features**.

From the **Business Features** tab, click **Automated Receptionist**.

Click the appropriate Automated Receptionist phone number.

If none are listed, you will need to reach out to your Verizon rep for activation.

In the **Setup Automated Receptionist** section, select **Upload custom greeting**.

Custom greetings can be set on both the **Business hours** and **After hours and Holidays** tabs.

Click **Upload** – if a greeting already exists, click **Replace Existing**.

Navigate to the desired audio file on your computer, click the preferred file then click **Open**.

Click **Save** (upper, right).

You're ready to play custom greetings to every caller via your Verizon One Talk phone service!

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