

Ooma[®]

OnHold
OnHold.com

How to Customize Your Ooma Virtual Receptionist Greetings from OnHold.com

Before you begin, save the audio file/files sent by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to customize your Ooma Virtual Receptionist greetings.

1. Log in to office.ooma.com as an administrator and navigate to the **Settings** page.
2. Locate the Virtual Receptionist whose greeting you wish to update and click the corresponding line.
3. Choose whether you will update the **Business Hours (Daytime) Menu** greeting or the **After Hours/Holiday Menu** greeting by clicking the appropriate tab.
4. Choose where you would like to send calls:
 - *Menu* plays the greeting that you enter and then sends callers to the Virtual Receptionist's menu.
 - *Extension* sends calls directly to an extension.
 - *Voicemail* sends calls directly to an extension's voicemail.
5. Under **Initial Greeting – Virtual Receptions**, click the dropdown next to **Announcement Option** and select **Audio File**.
6. Select the **Disclaimer** check box and click **Change File** on the screen that is displayed. Navigate to the location on your computer where the saved OnHold.com file is stored, select it, and then click **Open** to upload the file to the system.
7. Save your changes.

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