



Uploading A Custom Voicemail Greeting from OnHold.com via Your 8x8 Admin Console

Before you begin, save the voicemail greeting audio file provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to customize your 8x8 voicemail greeting.

Log in to your [8x8 Admin Console](#).

- Click **Users**.
- Find the user profile you want to edit voicemail settings.
- Click the Pencil icon to the right of the user profile.
- Go to **Voicemail settings**.
- Under **External Voicemail Greeting** setting, click **Change**.
- Select an existing audio file or click + Create audio files to upload a new audio file.
- Select **By Uploading an Audio file**.
- Give the file a name.
- Optional: Leave a note for yourself to tell what the file is for.
- Click the musical note and browse your computer to find the OnHold.com custom voicemail greeting audio file or drag and drop the audio file onto the screen.
- Click **Save**.
- Click **Select** on the audio file you would like to use.
- Click **Save** to update the changes.

Your custom voicemail is now greeting callers via your 8x8 phone service!

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