



Uploading Custom CallHippo Music On Hold 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 CallHippo music on hold.

Sign in to your [CallHippo account](#).

If you have not previously enabled music on hold:

Select **NUMBERS** (left side).

Choose **Call Queue**.

Click to enable **Call Queue** (the dot/slider will turn green).

Save.

If music on hold is enabled:

Select **NUMBERS** (left side).

Choose **Call Queue**.

Choose **Wait Music** (the dot/slider will turn green).

Click on **Music**.

Locate the custom on hold audio file provided by www.OnHold.com on your computer.

Upload the audio file.

Save.

You're ready to play custom music on hold messages to every caller via your CallHippo phone service!

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