



Uploading Custom FluentStream Music On Hold from OnHold.com

Before you begin, save the custom music on hold audio file(s) provided by our studios to your computer in a convenient location, such as your desktop. Follow the steps below to customize your FluentStream music on hold.

How to Create a FluentStream Custom Hold Music Playlist (if you haven't already):

- Log in to my.fluentcloud.com (you must be an Administrator).
- Open the **Feature** drop-down menu.
- Select **Hold Music** from the list of options.
- Select the **Create New** button beneath the list of preloaded hold music.
 - **Name the Playlist** (we recommend using MusicOnHold followed by the month, for example, MusicOnHoldJuly). **Note:** Names should not include spaces or special characters.
 - **Description** (Optional)
 - **Play Mode** – 2 play modes are available: Random (shuffles multiple files) and Alphabetical (plays files in alphabetical order).
- Select the blue **Create** button at the bottom.
- Once created, you should see the new playlist populate within the list of playlists.
- Select the green **Add Audio Files** button to select and **Upload** the custom on hold file(s) from our studios.
- After selecting the **Audio File**, you will need to select the **Start** button to start the **Upload**.
- Once uploaded the **Hold Music Playlist** will automatically be saved & ready to be assigned to the various areas where hold music can be customized.

How to Update your FluentStream Music on Hold:

- Log in to my.fluentcloud.com (you must be an Administrator).
- Go to **Account** and **Settings**.
- Select the **General Settings** tab.
- Select the **Default Music On Hold** drop-down menu.
- Select the playlist of your choice from the drop-down menu to make the selected playlist your default Music On Hold to play unless you override it at the **Call Group**, **Queue**, or **Extension** level.
- **Save** your changes and you are ready to market your business to every caller with custom music on hold via your FluentStream phone service!

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