



How to Upload Custom Music On Hold to Your GoToConnect (Jive) Phone System

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 upload a custom music on hold program to your GoToConnect (Jive) phone system.

Log in to <https://my.jive.com/pbx> (You must have admin or super admin permissions).

To Upload Your OnHold.com Custom Music On Hold Message:

Click **Hold Music** in the left sidebar.

Click **Uploaded Music** to add files to your library.

Click the **upload** arrow, then select the [OnHold.com](#) audio file from your computer.

Drag and drop the newly uploaded file into a playlist of your choice.

To Create a Playlist:

Log in at <https://my.jive.com/pbx> if you haven't already. (You must have admin or super admin permissions.)

Click **Hold Music** in the left sidebar and then click +.

Enter a name for your playlist (we recommend on hold audio or similar)

Click the check mark and then click the newly added playlist to edit its tracks.

Add A File to a Playlist: Drag and drop the audio file from your library to the playlist.

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