

Changing IPVS on-hold music

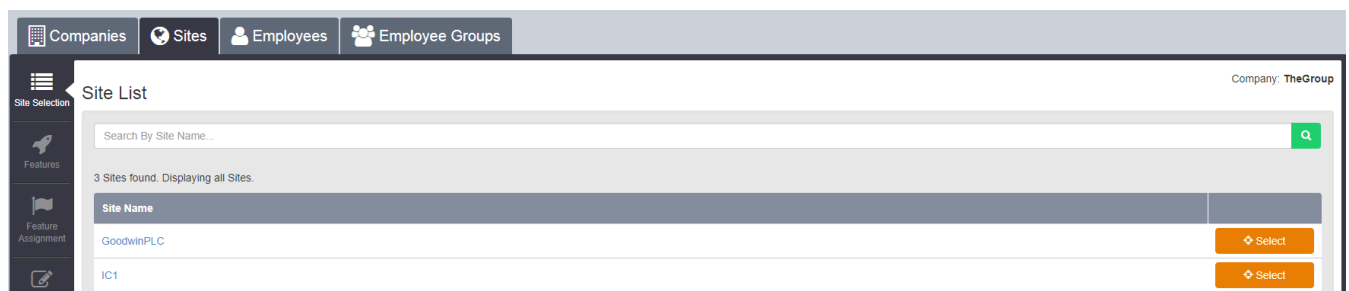
184 Keira Tait Fri, Dec 1, 2017 [IP Voice Services \(IPVS\)](#) 1564

Changing on-hold music

First off, you need to get the correct file type. The IPVS platform accepts the file type of CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes that is no greater than 1000kb

Once you have your file, log into the business portal at <https://portal.yourservices.co.uk/businessportal> and sign in with your username/password.

When you are logged in, search for the site you wish to upload the Hold music to or just hit the search button, to show all sites in your company and select the appropriate one.



Once the site is selected, click the features tab

Companies Sites Employees Employee Groups

Site Selection

Site List

Search By Site Name...

3 Sites found. Displaying all Sites.

Site Name
GoodwinPLC
IC1

You want to select configure on Music on hold.

Management

Account and Authorization Codes	Configure
Call Capacity Management	Configure
Calling Plans	Configure
Feature Access Codes	Configure
Group Calling Line ID	Configure
Site Intercept	Configure
Holiday Schedules	Configure
Music On Hold	Configure
Third-Party Voice Mail Support	Configure
Time Schedules	Configure

When in here. You want to click choose file, and select the file you saved on your PC, then hit save.

Companies Sites Employees Employee Groups

Company: TheGroup Site: IC1

Features > Music On Hold

Site Feature Settings / Music On Hold

Music On Hold Assistance

Play Music For Calls On Hold
 Play Music For Parked Calls

Music On Hold Source System Custom

Custom Audio File No file chosen
File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.

Current File Gymnopedie No 1.wav

Cancel Save

Online URL: <https://kb2.ic.uk/article.php?id=184>