Changing IPVS on-hold music

184 Keira Tait Fri, Dec 1, 2017 IP Voice Services (IPVS) 1651

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 <u>https://portal.yourservices.co.uk/</u>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



You want to select configure on Music on hold.

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

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

🕎 Com	npanies	🔇 Sites	Employees	Employee Groups	
Site Selection	Feature	es › Music	On Hold	c	ompany: TheGroup Site: IC1
4	Site Fe	ature Settings /	Music On Hold		
Features	Musi	c On Hold			? Assistance
Feature Assignment				🕑 Play Music For Calls On Hold	
				🔽 Play Music For Parked Calls	
Profile			Music On Hold Sour	ce 🛛 System 🔘 Custom	
			Custom Audio File	Choose file No file chosen	
L. Device				File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.	
Aanagement			Current F	lie Gymnopedie No 1.wav	
.11					
Dashboard	Ø Cancel ✓ Save				

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