

# Changing IPVS on-hold music

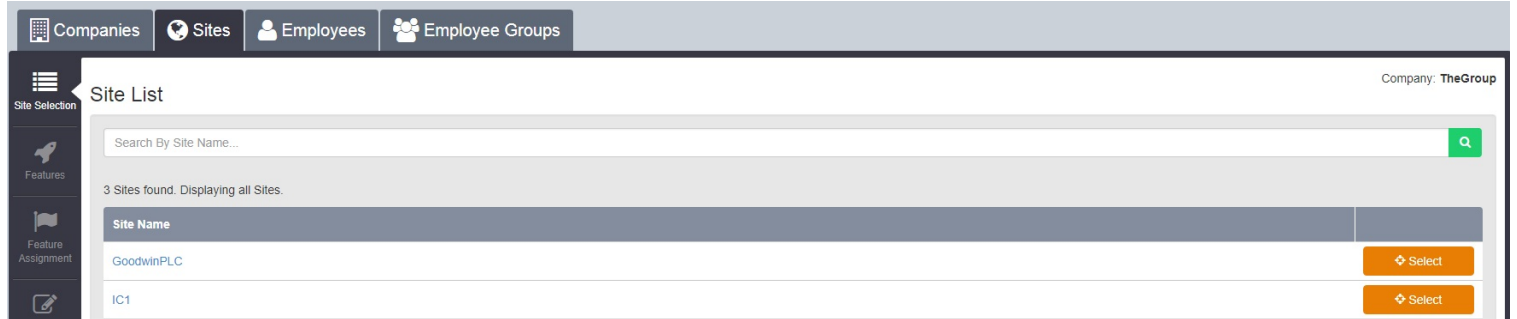
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## Changing on-hold music

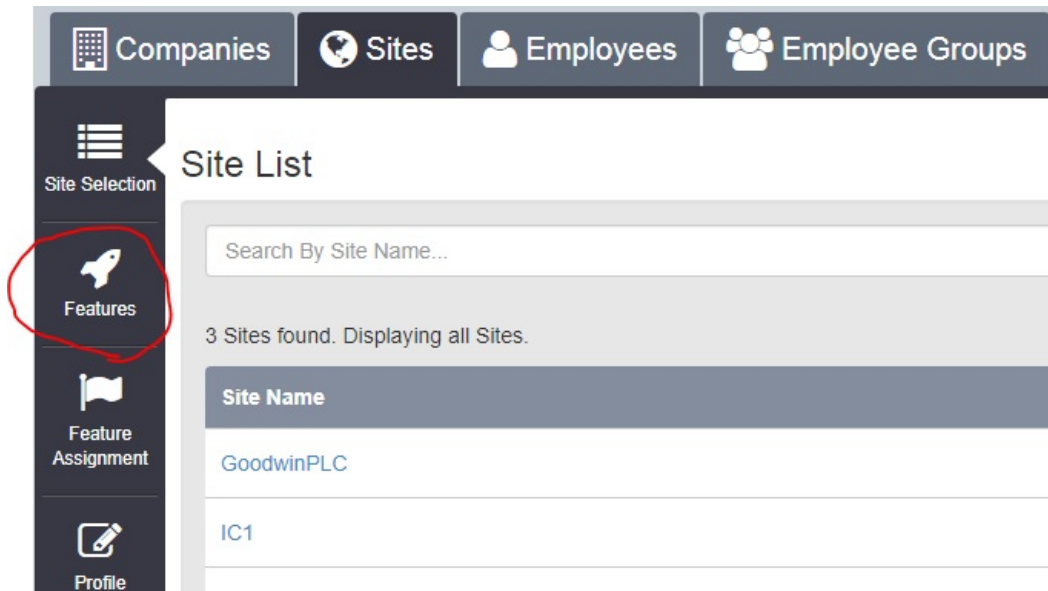
First off, you need to get the correct file type. The IPVS platform accepts the file type of CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes that is no greater than 1000kb

Once you have your file, log into the business portal at <https://portal.yourservices.co.uk/> (<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



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.

The screenshot shows the 'Music On Hold' configuration page. At the top, there are navigation tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The page title is 'Features > Music On Hold'. On the right, it shows 'Company: TheGroup' and 'Site: IC1'. The main content area has a 'Music On Hold' section with the following settings:

- 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

At the bottom, there are two buttons: 'Cancel' and 'Save'.

Posted by: Keira Tait - Fri, Dec 1, 2017 at 8:30 AM. This article has been viewed 2407 times.

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