

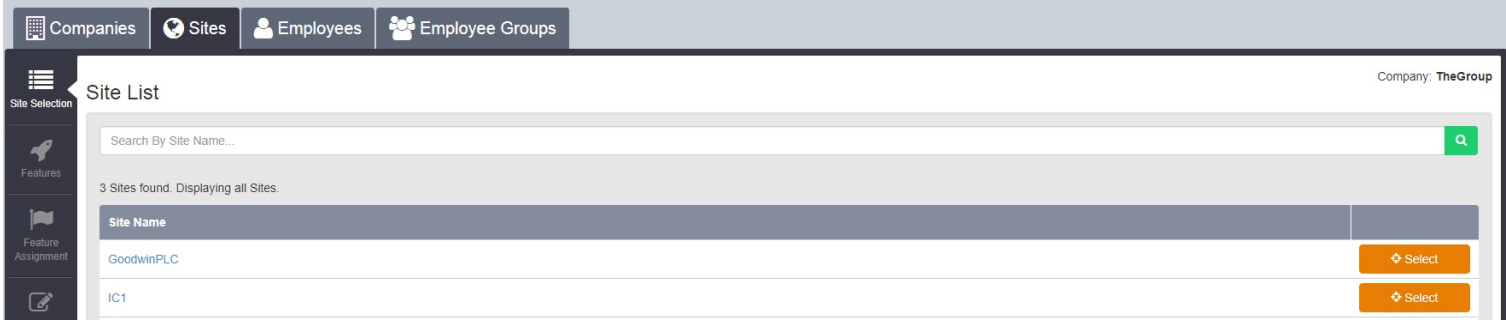
Changing IPVS on-hold music

Changing on-hold music

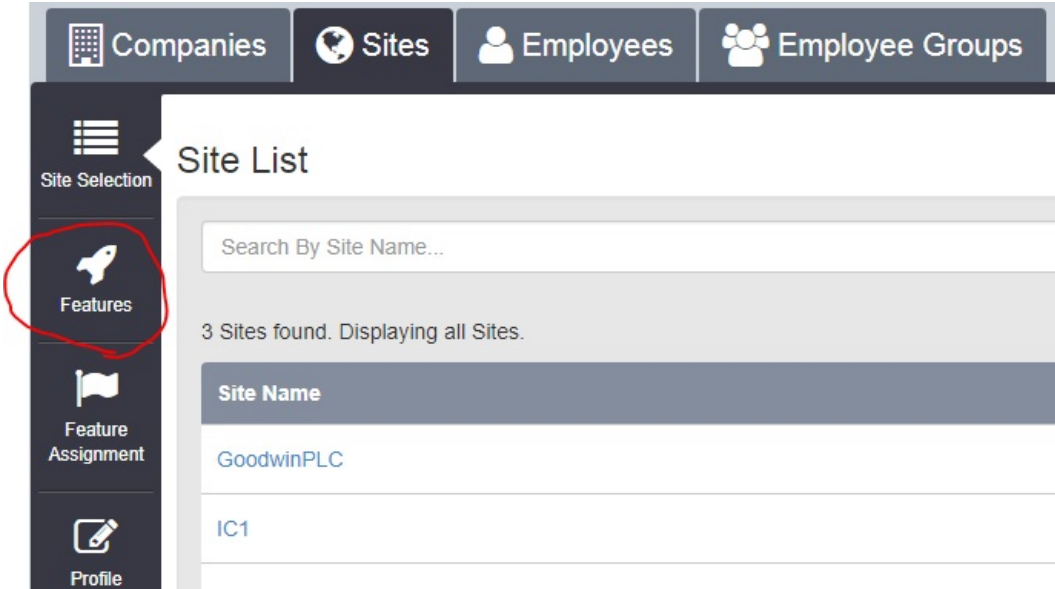
First off, you need to get the correct file type. The IPVS platform accepts the file type of CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes that is no greater than 1000kb

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.

Companies
Sites
Employees
Employee Groups

Site Selection
Features
Feature Assignment
Profile
Device Management
Dashboard

Features > Music On Hold

Company: TheGroup
Site: IC1

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

Choose file
No file chosen

File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.

Current File
Gymnopedie No 1.wav

Cancel

Save

Posted by: Keira Tait - Fri, Dec 1, 2017 at 8:30 AM. This article has been viewed 2808 times.

Online URL: <https://kb.ic.uk/article/changing-ipvs-on-hold-music-184.html> (<https://kb.ic.uk/article/changing-ipvs-on-hold-music-184.html>)