

Changing IPVS on-hold music

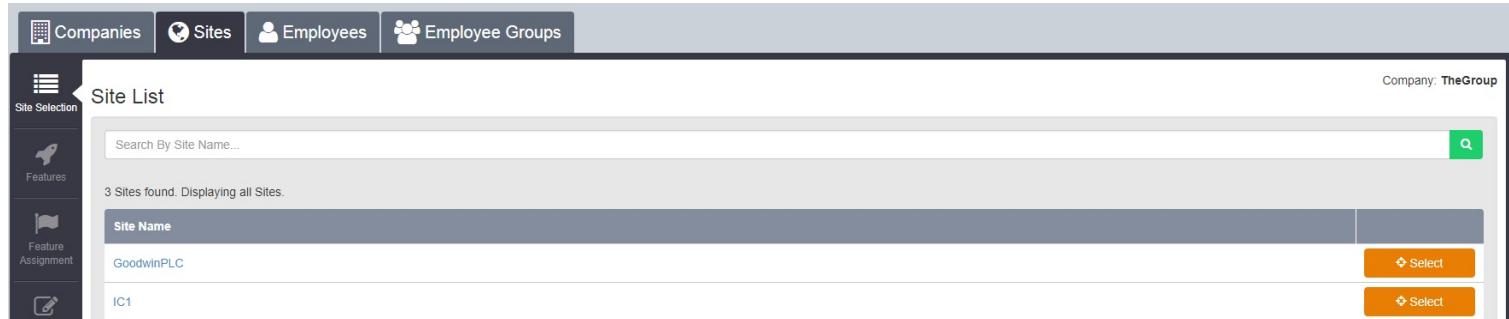
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Changing on-hold music

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.



Companies Sites Employees Employee Groups

Company: TheGroup

Site Selection

Features

Feature Assignment

Profile

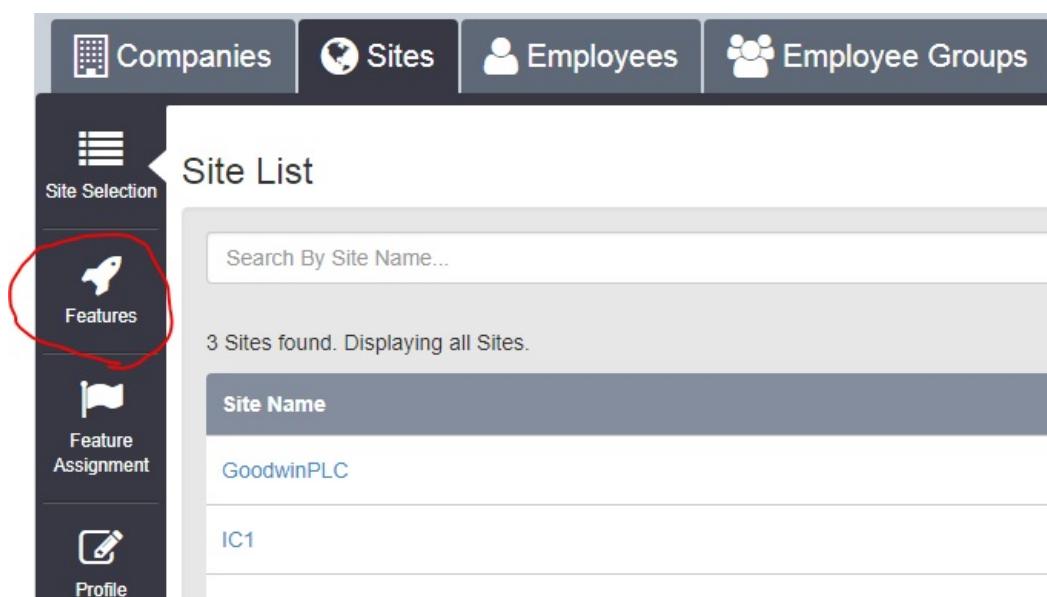
Site List

Search By Site Name...

3 Sites found. Displaying all Sites.

| Site Name | Select |
|------------|----------|
| GoodwinPLC | ♦ Select |
| IC1 | ♦ Select |

Once the site is selected, click the features tab



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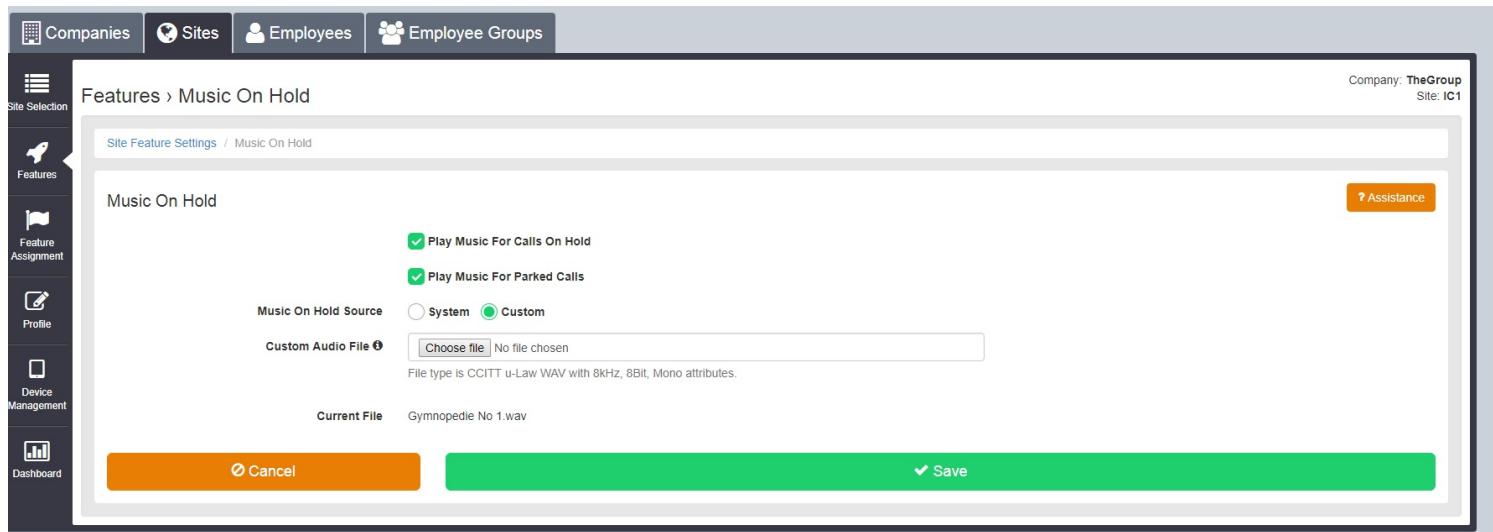
| Site Name |
|------------|
| GoodwinPLC |
| IC1 |

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

Features > Music On Hold

Site Feature Settings / Music On Hold

Music On Hold

Play Music For Calls On Hold (checked)

Play Music For Parked Calls (checked)

Music On Hold Source: Custom

Custom Audio File: Choose file (No file chosen)

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

Current File: Gymnopédie No 1.wav

Cancel Save

Company: TheGroup Site: IC1

Posted by: Keira Tait - Fri, Dec 1, 2017 at 8:30 AM. This article has been viewed 3405 times.

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