Can I change the on-hold music?
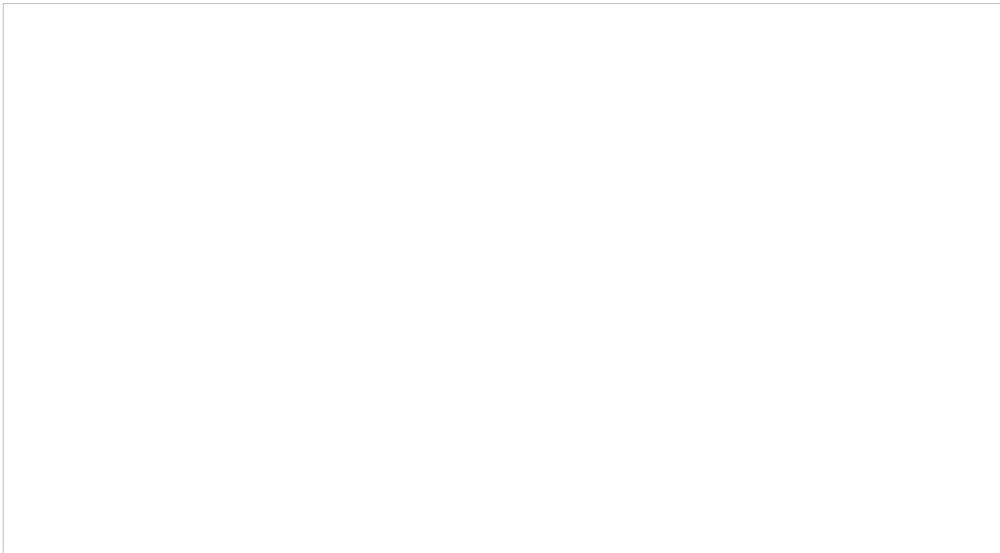
📄 38   📅 Thu, Jan 28, 2021   📁

Question

Can I change the on-hold music?

Answer

With the MOH tab, you can provide custom music files or download from a library of music files to play for your callers. The MOH can be uploaded using the ⬚ button. Uploads must be; aac, m4a, mp3 or wav file, with size less than 10 megabytes for MoH and Prompt. A library of complimentary media files can be found under the System MOH tab. For files on the System MOH tab, pressing ⬚ will add the file to the Group MOH.

Once the MOH file is uploaded, you must select **Edit Group** at the top of the **Group Information** page and change the MOH under the **Default MOH** dropdown.

Applies To

MAXvoice