

Can I change the on-hold music?

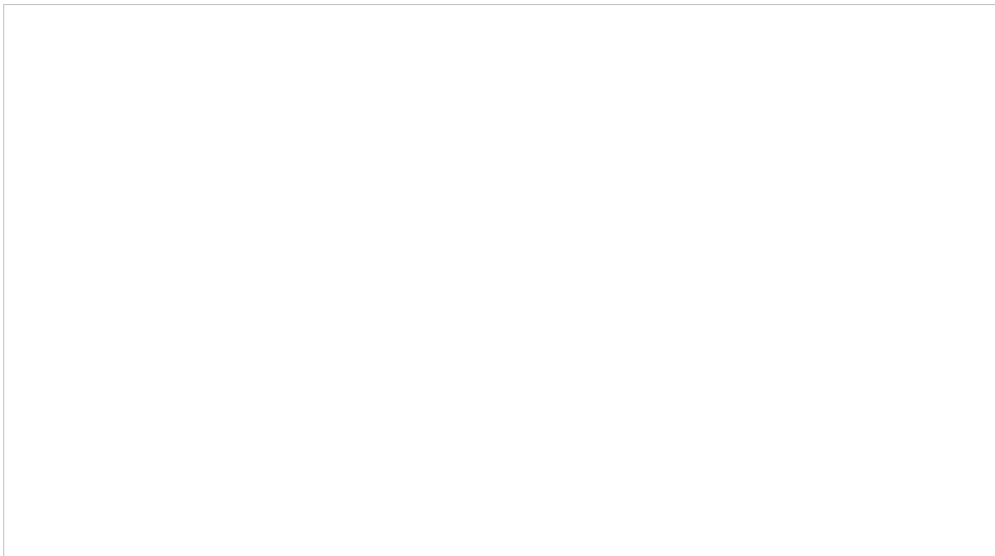
38 Thu, Jan 28, 2021 Account Administration

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

Online URL: <https://help.maxcore.io/article-38.html>