

Setup or Change Hold Music

Description:

This article will show you how to do the following.

- Add or change hold music for entire account or specific lines.

Services:

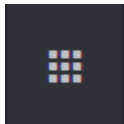
Free Hold Music: <https://www.freemusicarchive.org/static>

Methods:

Account Level Hold Music

NOTE:, There is a **5mb size limit** on files used. WAV or MP3 files will work, but MP3 files are best for length vs file size.

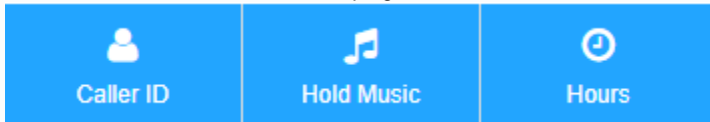
1. **Login to the Audian Portal.**
2. Click the **9 square button** at the top right of the screen.



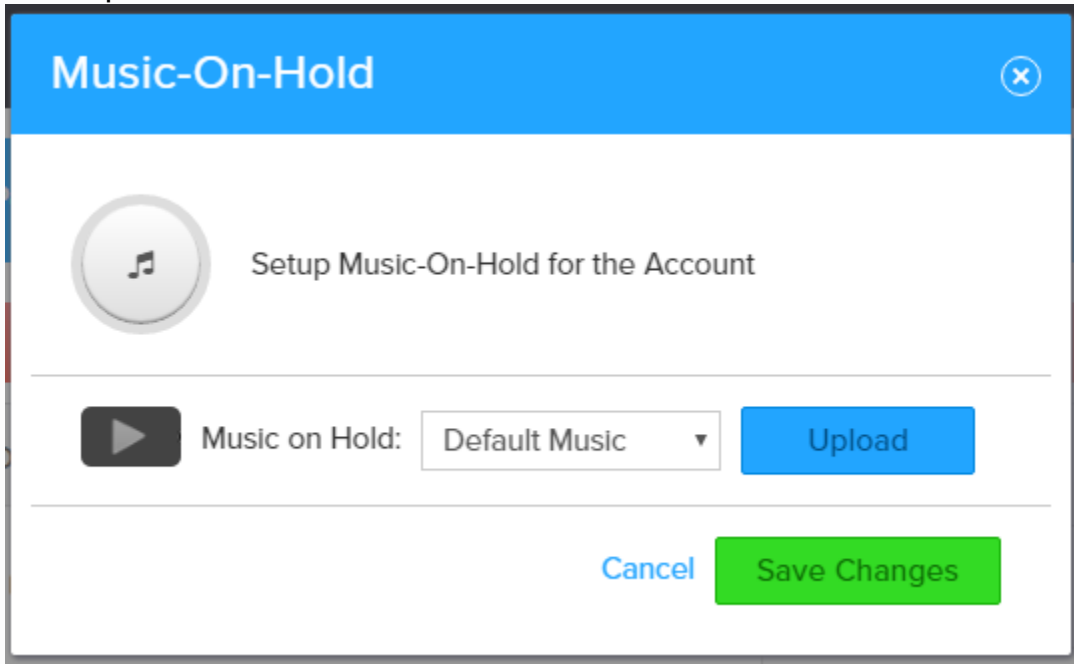
3. Click on the **Smart PBX** app.



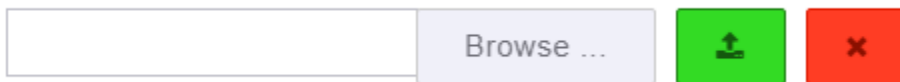
4. Click the **Hold Music** button at the top right of the dashboard.



5. Click the **Upload** button.



6. Click the **Browse** button.



7. Select the preferred **.MP3** file and click **Open**.
8. Click the **Upload** button.

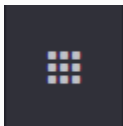


9. Click **Save Changes** to complete.

- **Note:** To select from the default options, click the **drop down** menu and select from the options listed.

▼ User Level Hold Music

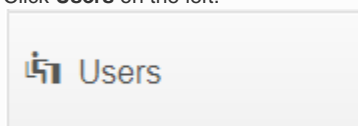
1. **Login to the Audian Portal.**
2. Click the **9 square button** at the top right of the screen.



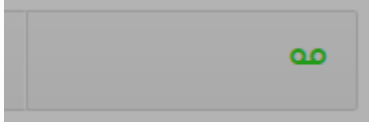
3. Click on the **Smart PBX** app.



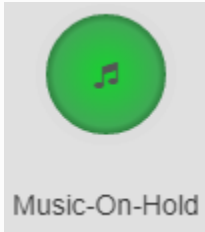
4. Click **Users** on the left.



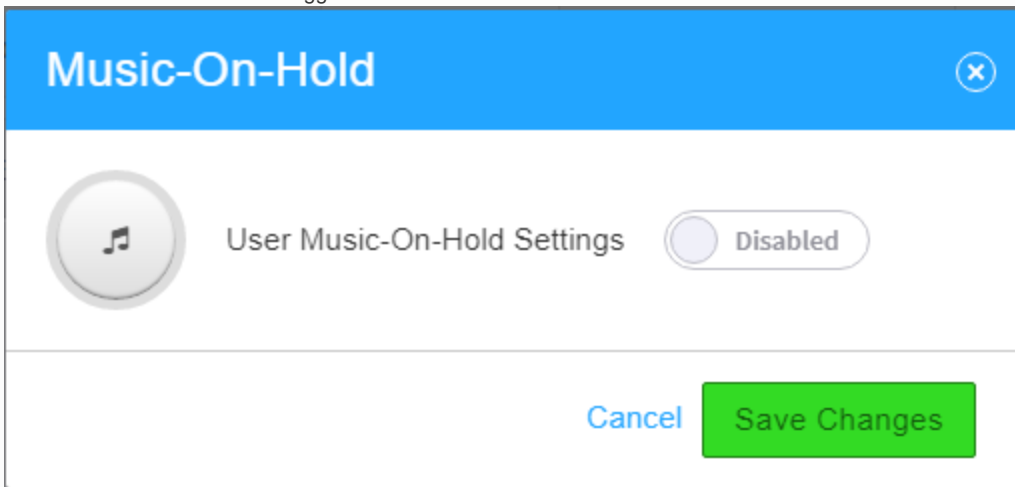
5. Locate the user and click the **User Feature** section.



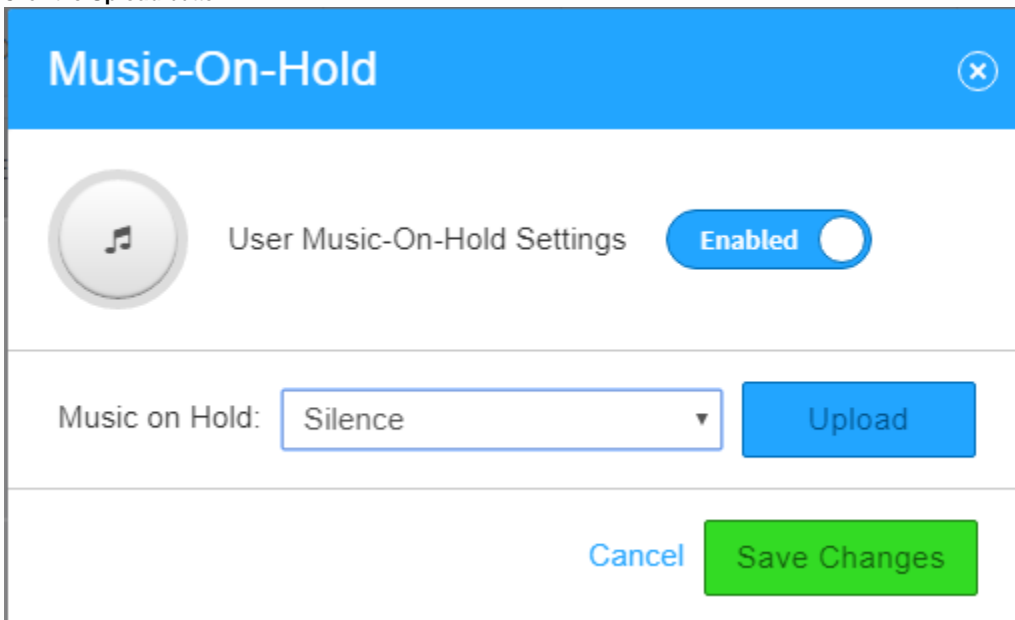
6. Click the **Music-On-Hold** feature.



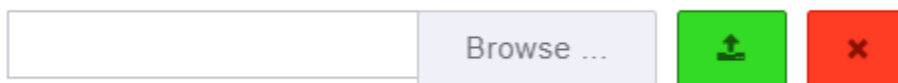
7. Set the **User Music-On-Hold** toggle the **Enabled**.



8. Click the **Upload** button.



9. Click the **Browse** button.



10. Select the preferred **.MP3** file and click **Open**.

11. Click the **Upload** button.



12. Click **Save Changes** to complete.

- **Note:** To select from the default options, click the **drop down** menu and select from the options listed.