

# Music / Message on Hold by 3rd Party

This feature will be public on April 2nd 2024 - Currently in development/testing.

## Overview

Ring-U customers with outside / 3rd party providers of hold music / messaging can update their systems hold music and various audio files three ways:

1. The ring-u customer or their IT Professional uploads via the web interface under Configuration→Music On Hold.
2. The provider of audio files provides a unique URL that the system checks for updates daily. This URL field is also available under Configuration→Music On Hold
3. The provider of audio files sends the file via email.

Caveats:

- The raw file must be less that 10GB (10 GigaBytes)
- .MP3, .WAV and OGG file are supported. Formats with DRM (like many Apple formats) are not.
- The customer and provider assumes all liability for licensing and permission for the audio content.

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