

# Custom On Hold Recordings

The **ring-u Hello Hub** supports one custom “on hold” audio file that can be uploaded by the customer. You can upload a .WAV for .MP3 formatted file in stereo or mono. The system will convert it into an 8khz mono file, and when selected will set your **Hello Hub** to play that file when a customer is “on hold” or “in queue”.

- Messages should be between 15 seconds and 2 minutes.
- Call queues time out at 45 seconds by default before going to the virtual operator to leave a message. A good customer message should be a complete message before that 45 seconds.
- Music or background music to a spoken message should be simple and without a lot of bass or high frequencies. Phones typically have a limited frequency response range.
- Be wary of niche musical genre's. “middle of the road” is a good place to be for most businesses.
- Do not use licensed or copyrighted music. **ring-u** is not liable for customer provided audio files.

## Helpful Tools

- Audacity is a free, easy-to-use, multi-track audio editor and recorder for Windows, Mac OS X, GNU/Linux and other operating systems. <http://www.audacityteam.org/>
- Free to use music is available from several places:
  - <http://www.opsound.org/> Open Sound
  - <https://www.youtube.com/audiolibrary/music> YouTube 'free' music

Note: **ring-u** makes donations to artists sharing their music... you may want to thank them the same way.

From:

<https://wiki.ring-u.com/wiki/> - **support wiki**

Permanent link:

<https://wiki.ring-u.com/wiki/doku.php?id=customonhold>



Last update: **2019/06/03 15:19**