

8x8 QUICK GUIDE | PROFESSIONAL CALLER AUDIO

Music On Hold for 8x8

Upload professional caller audio, assign it to the right users, and account for the different requirements of 8x8 Work and 8x8 Contact Center.

Set up music on hold in 8x8 Work

- 1** Open the user profile
In 8x8 Admin Console, go to Home → Users and create or edit the appropriate user.
- 2** Open the audio library
Scroll to Music-on-hold, click Change, then select an existing file or choose + Create Audio Files.
- 3** Upload or record audio
Upload professionally produced audio or use the call-to-record option. Add a clear name and note, then save the new file to the library.
- 4** Assign and test
Select the desired file, save the user profile, and place a test call. Use Bulk Edit when the same change should apply to multiple users.

Expert setup notes

Start with your priority: Because 8x8 Work starts the file at 0:00, place the most valuable information near the beginning.

Keep administration simple: Use clear file names and notes, and use Bulk Edit when several users need the same selection.

License music correctly: Confirm that every track is licensed for business telephone use; consumer streaming subscriptions generally do not include music-on-hold rights.

Test the actual call path: Listen through holds, transfers, queues and announcements before deployment.

Choose the correct 8x8 workflow

8x8 WORK: USER HOLD MUSIC

For music and messages callers hear when a user places them on hold.

- Accepted library formats include AU, WAV, VOX and MP3.
- Files must be 10 MB or smaller.
- Playback begins at the start of the selected file; it does not run continuously.

8x8 CONTACT CENTER AUDIO

A separate workflow for Contact Center prompts and IVR audio.

- Go to Configuration Manager → Home → Audio Files.
- Upload an 8 kHz, 16-bit, monaural WAV file.
- Play and verify the uploaded file before referencing it in an IVR script.

ONE FILE IN A SPECIFIC ORDER

Best when callers should hear messages in a predictable sequence.

- Use Easy On Hold Combine & Download to arrange several messages into one file.
- Lead with the most important content because 8x8 Work hold music starts at the beginning.

Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts®, provides professionally produced messages, licensed music and audio prepared for your 8x8 environment. Our team helps you reduce repetition, reinforce your brand and turn hold time into useful communication.

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