



How to Assign Custom Greetings to Your Weave Voicemail Boxes

Before you begin, save the audio files provided by our studios to your computer in a convenient location, such as your desktop.

Follow the steps below to assign your [OnHold.com](https://www.onhold.com) custom greetings to your Weave voicemail boxes:

- Log into your [Weave Portal](#) (you'll need your Weave login credentials).
- Select **Phone** from the menu to the left.
- Select **Voicemail Boxes**.
- Select the box you want to assign a greeting.
- Click **Add greeting to your voicemail box**.
- Select the greeting you want to use for that mailbox from the dropdown.
- Click **Use Selected File**.
- Click the dropdown arrow under **Schedule Greeting** and select a time.
- Note: Make sure your general voicemail box is assigned both an Open and Closed greeting. Your Office Hours settings in your Weave desktop app will control when these messages are played.
- If you need to assign another greeting, click **Add Greeting**, and repeat steps above.
- Once you've added and assigned all desired voicemail greetings, click **Save Changes**.
- Select **Browse Files** to locate the custom greeting file(s) on your computer.
- Give the greeting a name so you can identify it later.
- Click **Upload File**.

Questions? Call OnHold.com at 1-888-321-8477.