How to Save a [Telephone On Hold](#) Attachment Sent via Gmail:

Below are instructions to save the [music on hold audio](#) file [Telephone On Hold](#) sent to your Gmail address. We have included instructions for use with Microsoft Edge or Internet Explorer browser or Google Chrome browser.

For Gmail with Microsoft Edge or Internet Explorer Browsers:
If the email was sent to you as an attachment:

- Open the email you received from [TelephoneOnHold.com](#)
- In the bottom, left corner you will see an image of the file we sent to you - click on the down arrow icon
- A message will pop up, offering the option to save the file
- Select "Save as" and save the file in a location on your PC that makes it easy for you to locate
- Follow the instructions provided with your audio production file email to load the audio file to the USB drive

If the email was sent to you as a Dropbox link:

- Open the email you received from [TelephoneOnHold.com](#)
- Click on the link in your email that begins [www.dropbox.com](#) (a new window will open)
- In the new window, click on "Download" in the top, right corner
- A message will pop up, offering the option to save the file
- Select "Save as" and save the file in a location on your PC that makes it easy for you to locate
- Follow the instructions provided with your audio production file email to load the audio file to the USB drive

For Gmail with Chrome Browser:
If the email was sent to you as an attachment:

- Open the email you received from [TelephoneOnHold.com](#)
- In the bottom, left corner you will see an image of the file we sent to you
- Right-click on the file and choose Save as
- If asked, choose where you want to save the file, then click Save
- When the file is done downloading, you'll see it at the bottom of your Chrome window
- Next to the filename, click the arrow, then click Show in folder to find it on your computer
- Follow the instructions provided with your audio production file email to load the audio file to the USB drive

If the email was sent to you as a Dropbox link:

- Open the email you received from [TelephoneOnHold.com](#)
- Click on the link in your email that begins [www.dropbox.com](#) (a new window will open)
- In the new window, click on "Download" in the top, right corner
- Select "Direct Download"
- When the file is done downloading, you'll see it at the bottom of your Chrome window
- Next to the filename, click the arrow, then click Show in folder to find it on your computer
- Follow the instructions provided with your audio production file email to load the audio file to the USB drive

If you have any questions or need further assistance, [TelephoneOnHold.com](#) can be reached at 866-359-4653 or 888-321-8477.