

How to Save a [Telephone On Hold](#) Attachment Sent to an Outlook Email Client:

Below are instructions to save the [music on hold audio](#) file [Telephone On Hold](#) sent to your Outlook email client.

For Outlook Email Client:

If the email was sent to you as an attachment:

- Open the email you received from TelephoneOnHold.com
- In the top, left corner you will see an icon of the file we sent to you
- Right click on the file or select the arrow to the right side of the audio file icon
- A drop-down menu will appear 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

If the email was sent to you as a Dropbox link (*using Microsoft Edge or Internet Explorer browser*):

- 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

If the email was sent to you as a Dropbox link (*using Google Chrome browser*):

- 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.

