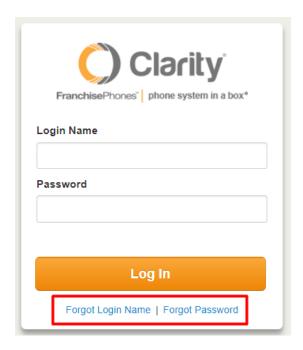## Setting Up Your Professional Message/Music on Hold is as Easy 1, 2, 3

1. Navigate to **portal.clarityvoice.com**, you should see the login page:

2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login**.

3. The main landing page has several tabs, click the **Music on Hold** tab.

The page will now show your current **Music on Hold**, as well as the options for adding or editing.
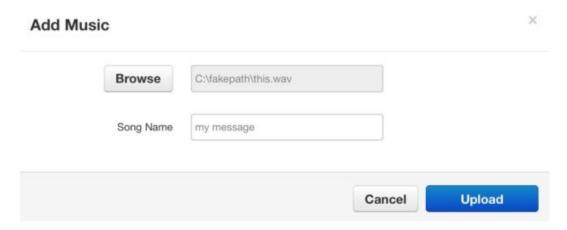
Hold (General)

To change the music heard when a customer is placed on hold, follow the instructions below:

- To add a new file, click **Add Music.**

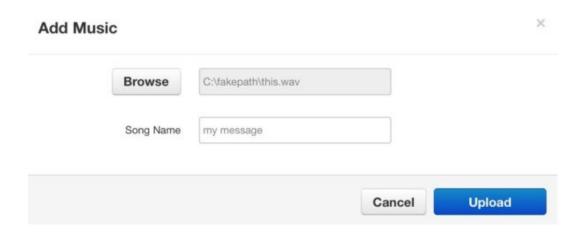- Click **Browse** to locate the desired file. Give it an appropriate **Song Name**, then click **Upload**.

Queued Music

To change the music heard by a customer while waiting in queue, follow the instructions below:

- In the find a user's music field, search for the queue you want to change, and click on it.
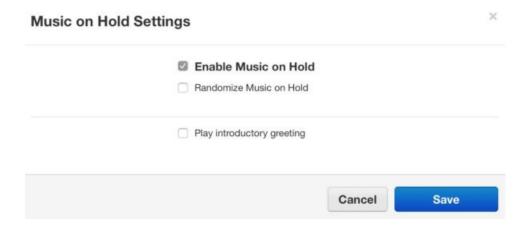

- Click **Browse** to locate the desired file. Give it an appropriate **Song Name**, then click **Upload.**

General Settings

To change general settings for your Music on Hold, click **Settings**.

- **Enable** Music on Hold, controls whether or not you want customers to hear the uploaded music.
- **Randomize** Music on Hold, shuffles what music is played when multiple files have been uploaded.
- **Play introductory greeting** requires the full greeting to be played before the customer enters the queue and rings your phones.

When you're finished editing, click **Save**.

If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: https://clarityvoice.com/support/

CLICK HERE FOR MORE CLARITY QUICK TIPS!