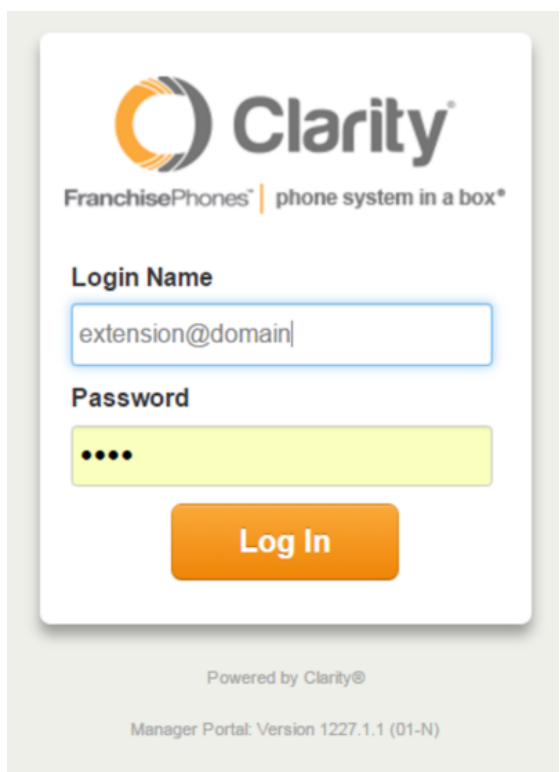


## Setting Up Your Professional Message/Music on Hold is as Easy 1, 2, 3

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1. Navigate to [portal.clarityvoice.com](http://portal.clarityvoice.com), you should see the login page:



Clarity  
FranchisePhones | phone system in a box\*

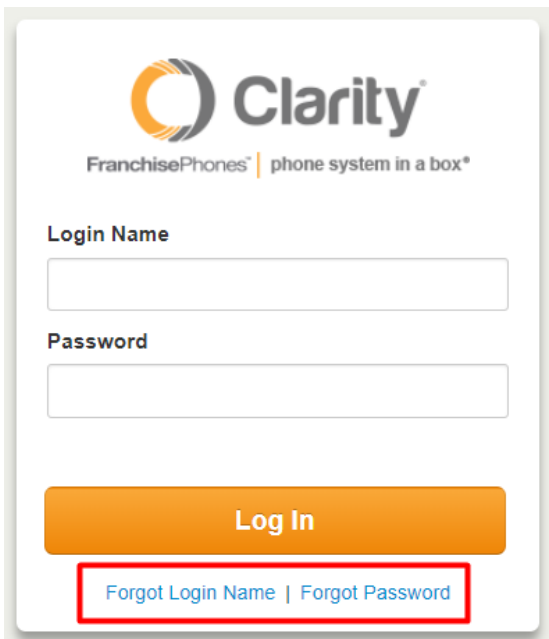
Login Name  
extension@domain

Password  
••••

Log In

Powered by Clarity®  
Manager Portal: Version 1227.1.1 (01-N)

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.**



The image shows the Clarity login page. At the top is the Clarity logo with the tagline "FranchisePhones | phone system in a box". Below the logo are two input fields: "Login Name" and "Password". A large orange "Log In" button is positioned below the password field. At the bottom of the login area, there is a red-bordered box containing the links "Forgot Login Name" and "Forgot Password".

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**.



The screenshot shows the "Music On Hold" management interface. At the top, there is a search bar with the placeholder text "Find a user's music" and a magnifying glass icon. To the right of the search bar are two buttons: "Settings" and "Add Music". Below the search bar is a table with the following columns: "Song Name", "Duration", and "Filesize". A single row of music is listed with the song name "Jazz moh", a duration of "2:08", and a filesize of "1000.06 KB". To the right of the table row are three small icons: a play button, a refresh button, and a delete button.

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

**Add Music** ×

---

**Browse**

Song Name

**Cancel** **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.

**Music On Hold** ↻

**Settings** **Add Music**

	Duration	Filesize	
<input type="button" value="300"/> Jazz moh	2:08	1000.06 KB	<input type="button" value="⬇️"/> <input type="button" value="⬆️"/> <input type="button" value="⬇️"/>

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

**Add Music** ×

---

**Browse**

Song Name

**Cancel** **Upload**

## General Settings

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

## Music on Hold Settings



**Enable Music on Hold**

Randomize Music on Hold

Play introductory greeting

Cancel

Save

- **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!