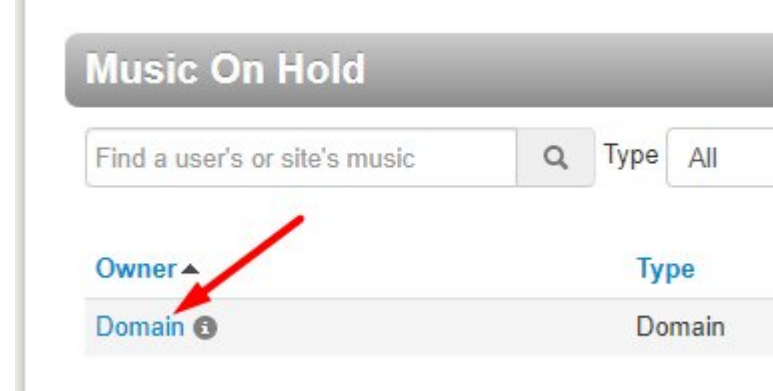


Managing and updating your “Music on Hold” from your Clarity® Account Portal

1. Navigate to <https://portal.clarityvoice.com>, and login.
2. Click the **Music on Hold** button.

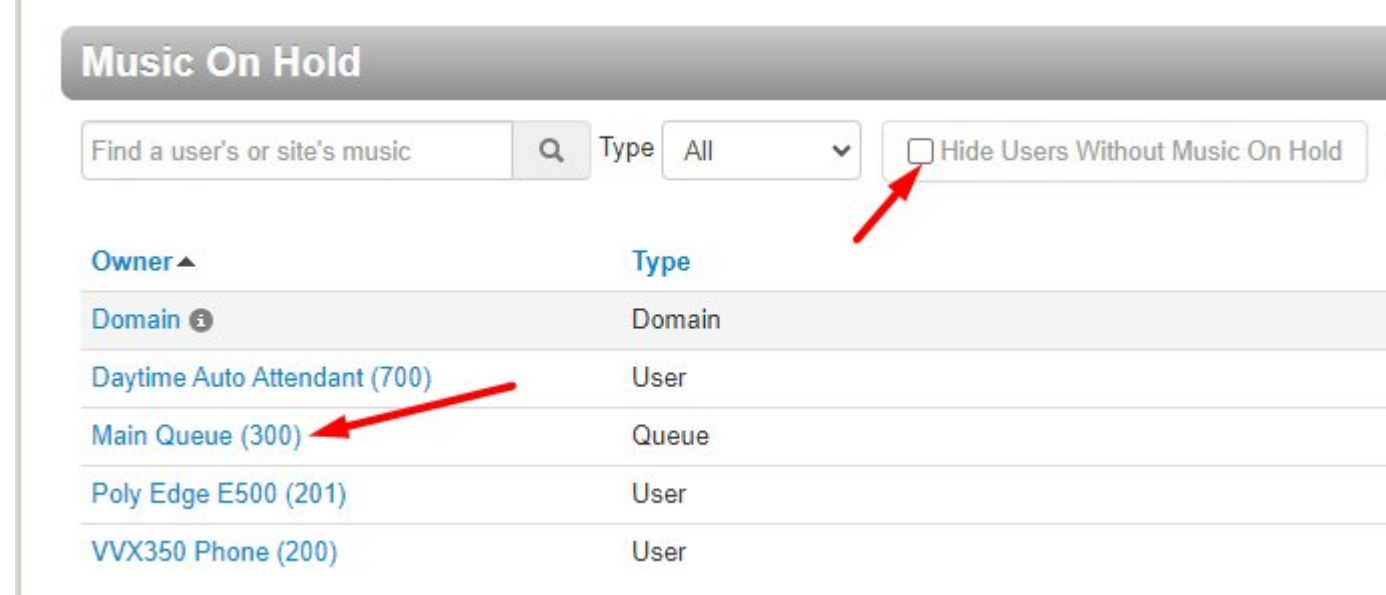


3. Select **Domain**.

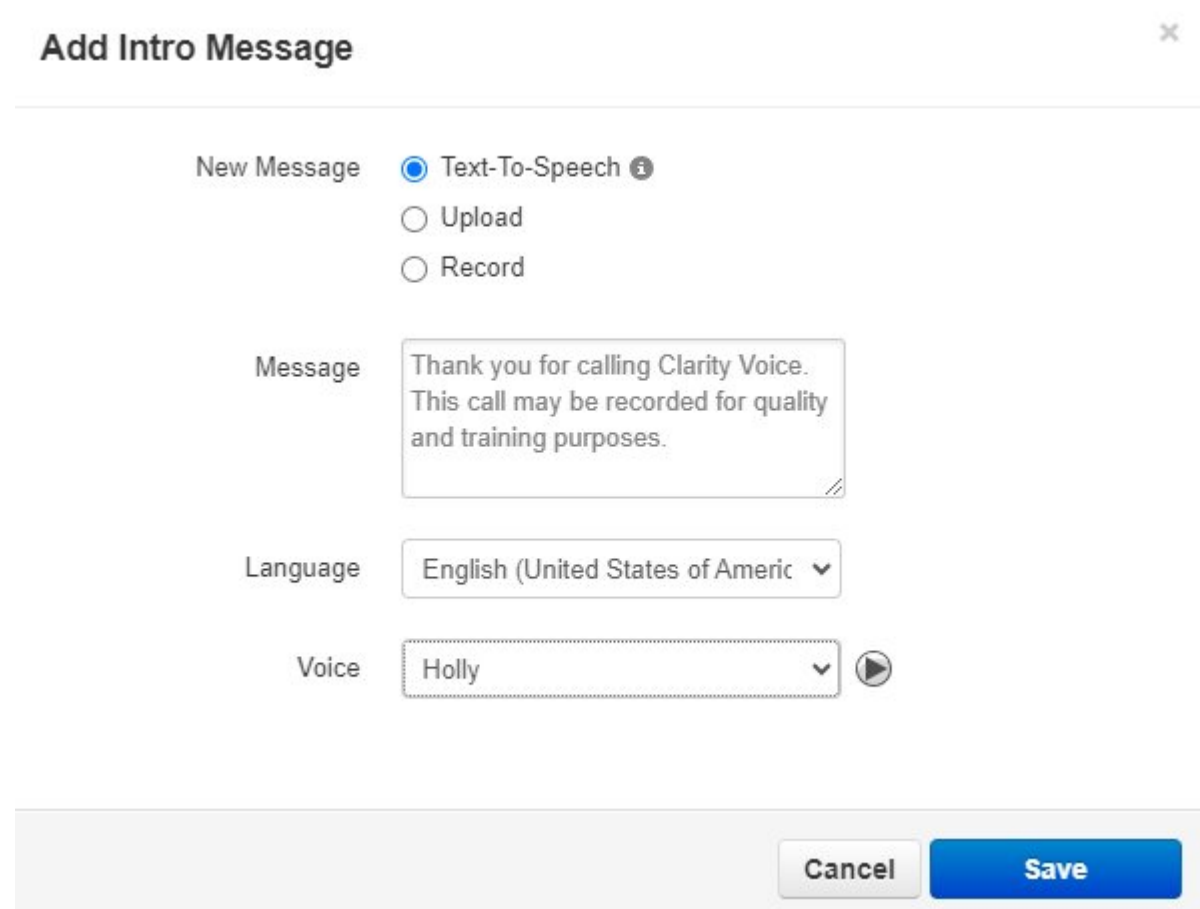


4. Click **Add Music** to upload an .mp3 or .wav file to your account to play music when a caller is placed on hold.

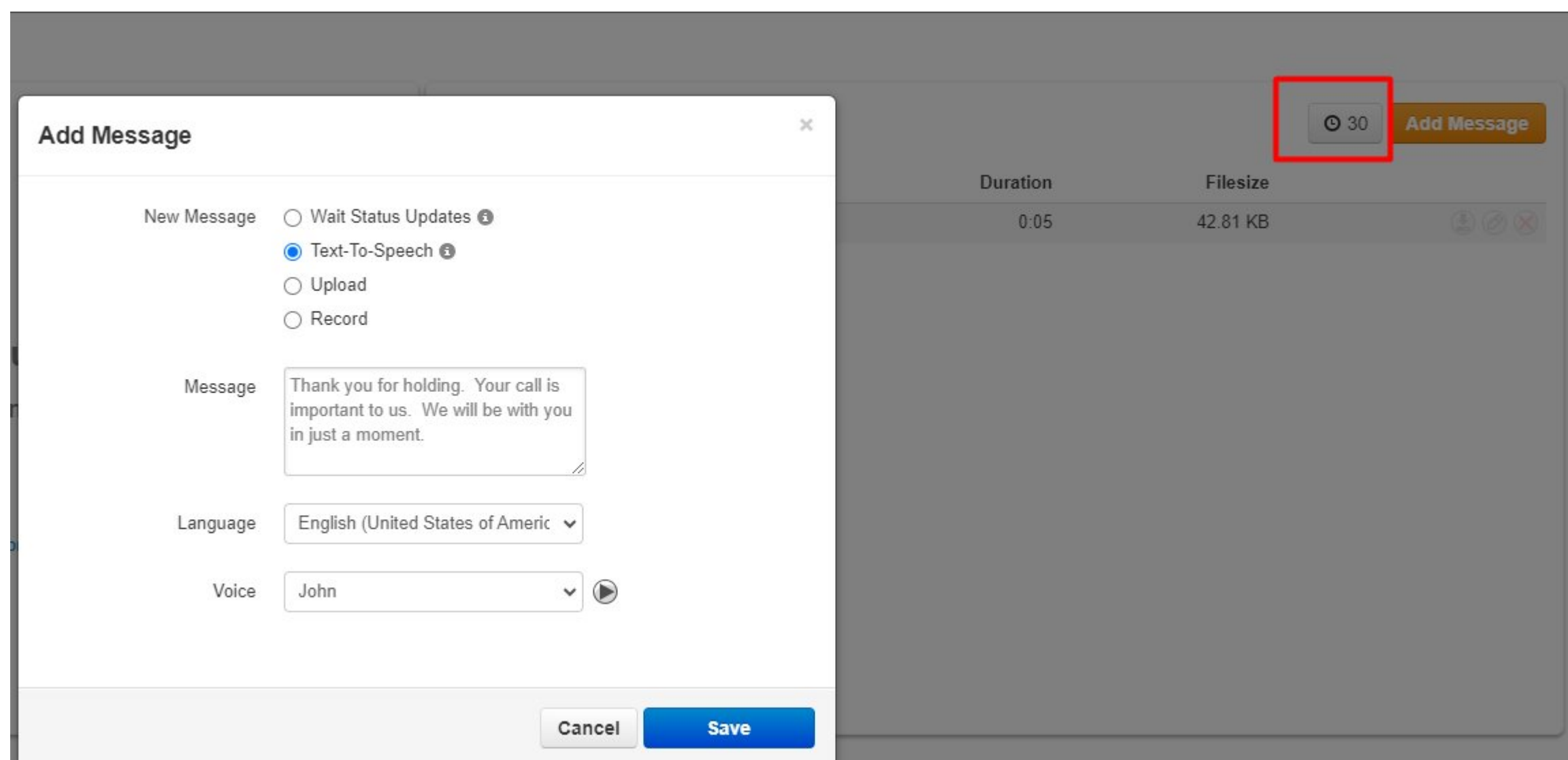
5. To add a message to a Call Queue, locate the Call Queue in the MOH list (NOTE: you may have to uncheck “Hide Users Without Music On Hold”)



6. Click **Add Introduction** to add a brief introduction message via Text-to-Speech, upload a pre-recorded file or Record an impromptu message from your phone. NOTE: the Introduction message will only play once, when the customer call enters the queue. For example:



7. Click **Add Message** to add messages that will briefly interrupt the music and play at the timed interval. In the example below, a Text-to-Speech message was created that will play every 30 seconds.



DOWNLOADABLE VERSION

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!