Clarity Quick Tips – Are Your Phones Ready For The Holidays?

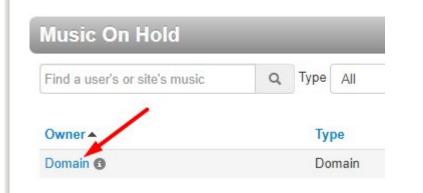
Managing and updating your "Music on Hold" from your Clarity® Account Portal

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")

Find a user's or site's music	Q	Туре	All	~	Hide	Jsers Without Mus	ic On Hold
Owner 🔺		Туре					
omain 🚯		Domain					
Daytime Auto Attendant (700)	-	Us	er				
Main Queue (300)		Qu	Queue				
Poly Edge E500 (201)		Us	er				
100/050 DL (000)		100					

VVX350 Phone (200) User

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:

Add Intro Message			×
New Message	Text-To-Speech (3)		
	🔿 Upload		
	⊖ Record		
Message	Thank you for calling Clarity Voice. This call may be recorded for quality and training purposes.		
Language	English (United States of Americ 🖌		
Voice	Holly	۲	
		and Dave	
	Cal	ncel Save	

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.

<u></u>					
Add Message		×		0	30 Add Message
			Duration	Filesize	
New Message	O Wait Status Updates (3)		0:05	42.81 KB	
	Text-To-Speech 1				
	O Upload				
	⊖ Record				
Message	Thank you for holding. Your call is important to us. We will be with you in just a moment.				
Language	English (United States of Americ 🗸				
Voice	John 🗸				



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!