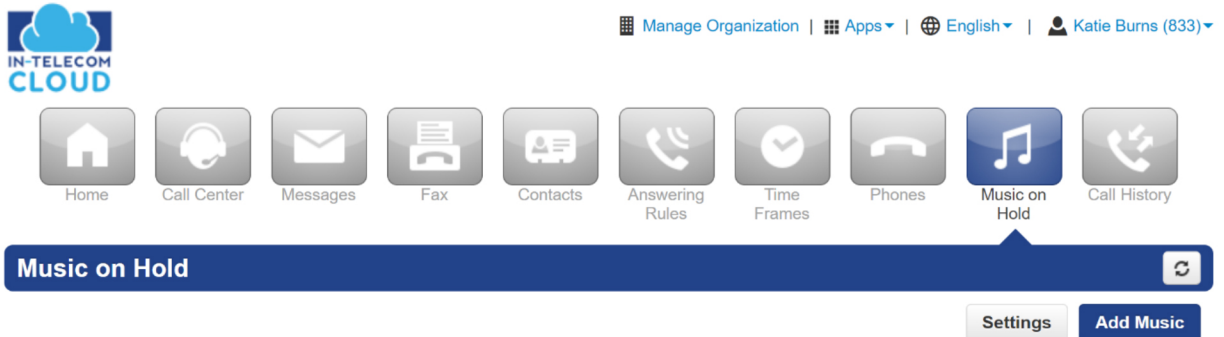


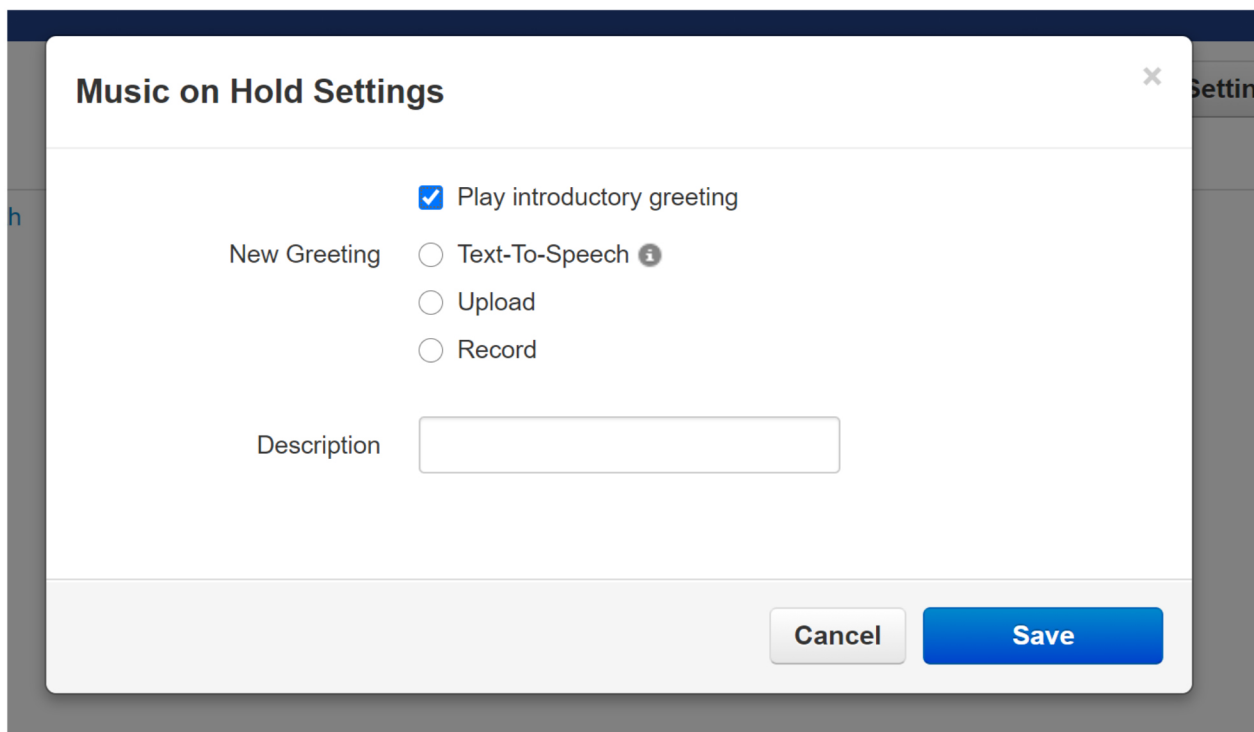
## ITC Cloud Music on Hold

### Step 1: Login ITC Cloud Portal

- Select Music on Hold Tab



- On the Music on Hold tab Click on **Settings**. From here you have an option to set an introductory greeting, this is useful in the example of a call queue, e.g. *"Thanks for calling ABC Company please continue to hold for the next available agent. For faster service you can visit us on the web at www.abccompany.com."* This introductory greeting can be uploaded or rebooted as with voicemail and auto attendant greetings. Once this is done click **Save**.



The screenshot shows a 'Music on Hold Settings' dialog box. It has a title bar with a close button (X). The main content area contains the following options:

- Play introductory greeting
- New Greeting
  - Text-To-Speech ⓘ
  - Upload
  - Record
- Description:

At the bottom right of the dialog box are two buttons: 'Cancel' and 'Save'.

- Music files are added by clicking **Add Music**. From this dialog box browse to the music/audio file on your computer that you wish to upload and click **Upload**

### Add Music ✕


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Browse


Song Name


Cancel
Upload


- It is possible to reorder the music on hold files if you wish for them to be in a specific order. The system will prompt you to approve these changes before they are saved. When all changes have been made click on **Save** at the top of the screen





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**Music on Hold**
↻

Settings
Add Music

Song Name	Duration	Filesize	
<span style="font-size: 16px;">▶</span> Beethoven's 5th	11:02	5.05 MB	<span style="font-size: 18px;">⬇</span> <span style="font-size: 18px;">⬆</span> <span style="font-size: 18px;">✕</span>

- Completed