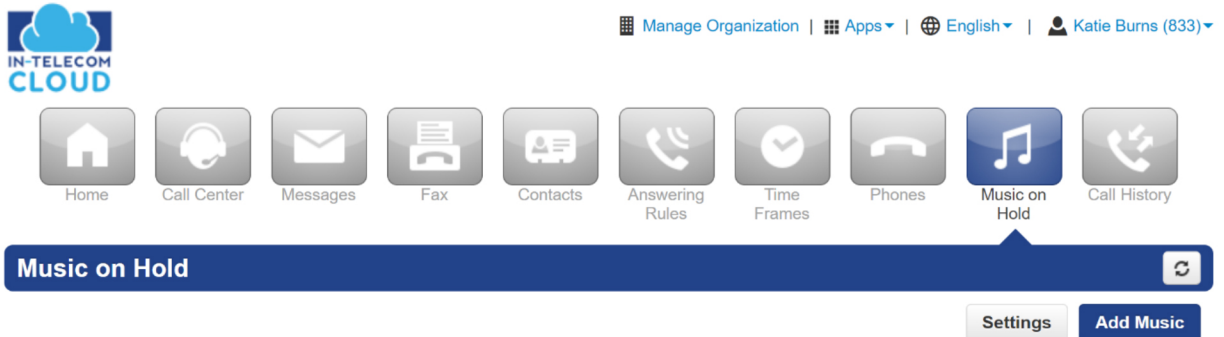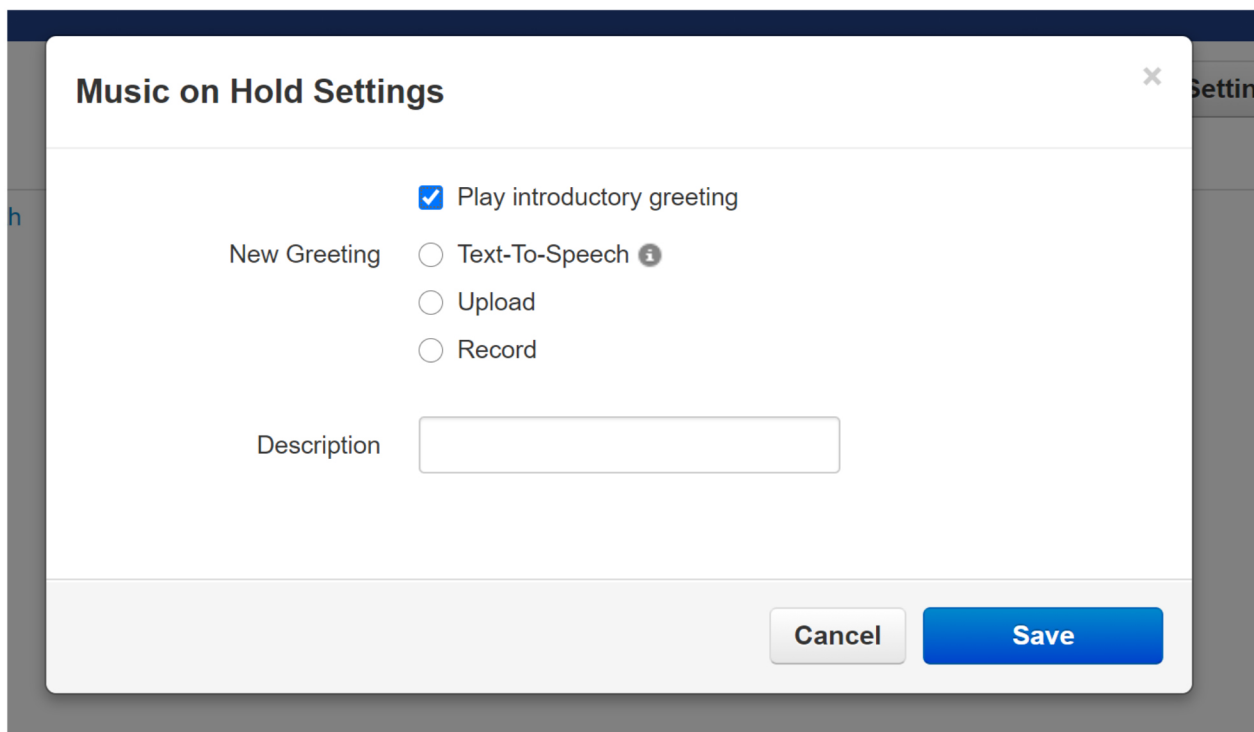# ITC Cloud Music on Hold

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.**

- 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**

- 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

- Completed