Caller Tunes and Hold Music
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Long wait times means abandoned calls, lowered customer satisfaction and ultimately lost business. Setting up **caller tunes and hold music** creates a personable approach to your customers call. Upload your own MP3 files to replace ringing when people call you and setup your own music on hold. There is no additional charge for this service, it is included as part of CloudPBX's hosted cloud PBX.

Quick Guide

1. Log into https://now.tel2.co.uk > select the number you want to add caller tunes and hold music to.
2. Select **CloudPBX > Advanced > Caller Tunes & Hold Music.**
3. Select options for **caller tune sound** and **volume.**
4. Click **Save settings** to update.

Upload your own MP3's to replace ringing when people call you and setup your own music on hold

☐ Disable all caller tunes on this number and revert to normal ringing?

Select your caller tune sound:

| Default Ringtune | ⇕ |

Caller Tune Uploaded 'MP3' Volume:

| 100% original volume (Default) | ⇕ |

Caller Tune Background Ringing Volume:

| 10% original volume (Default) | ⇕ |

☐ Disable all custom Music on hold music on this number? *(MP3's in your My Media folder will be randomly played by default)*

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