



WESTCOAST CLOUD VOICE
powered by Blueface



CUSTOM MUSIC ON HOLD GUIDE

Version 1 – updated: Monday, March 9th, 2020

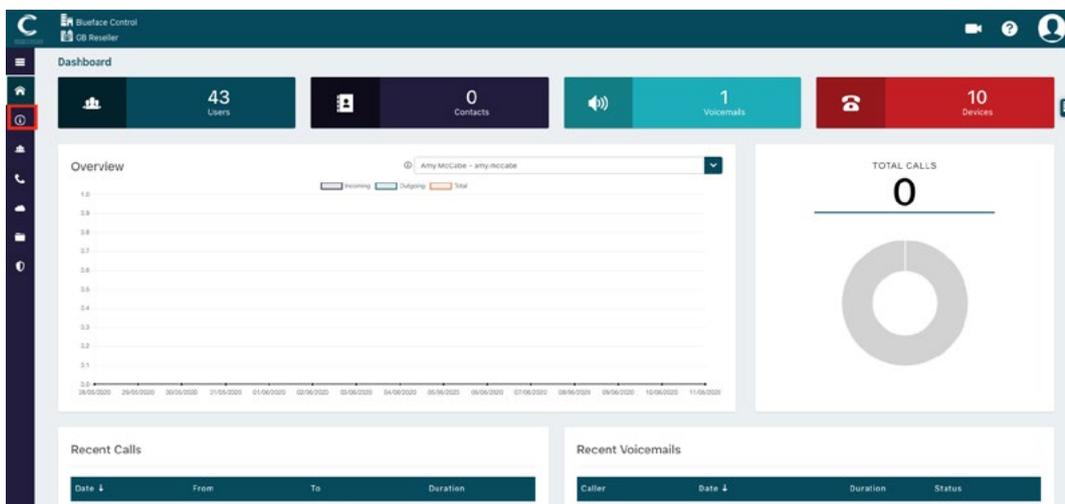
CUSTOM MUSIC ON HOLD GUIDE

The Westcoast Cloud Voice portal grants the ability to upload and select audio files to play while your customers are on hold or in a parked position. The Custom Music On Hold feature allows you to replace the default hold music with audio of your choice, for example: company opening hours, promotions etc.

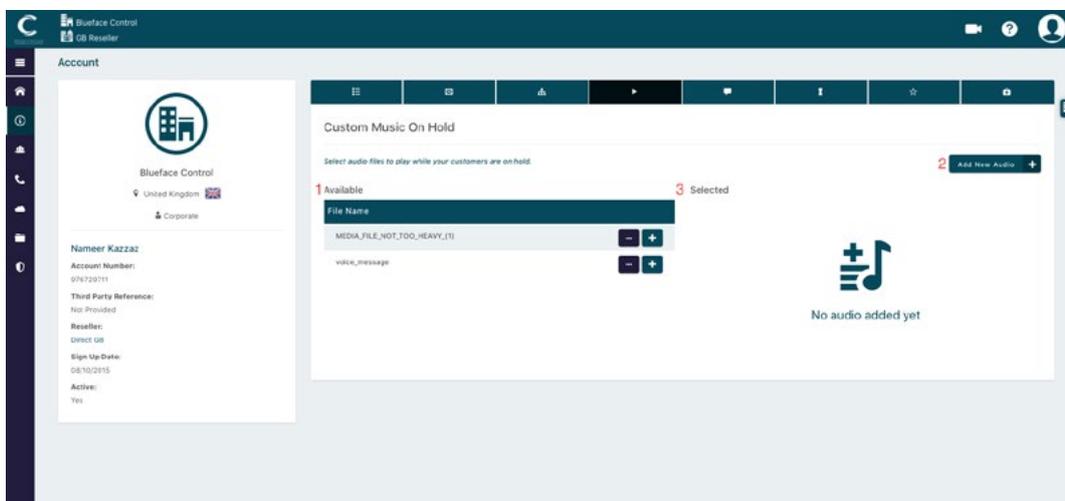
If you choose to add your own choice of music, it is recommended you select licence-free music as the liability lies with the account holder and not Westcoast Cloud Voice.

UPDATING CUSTOM MUSIC ON HOLD

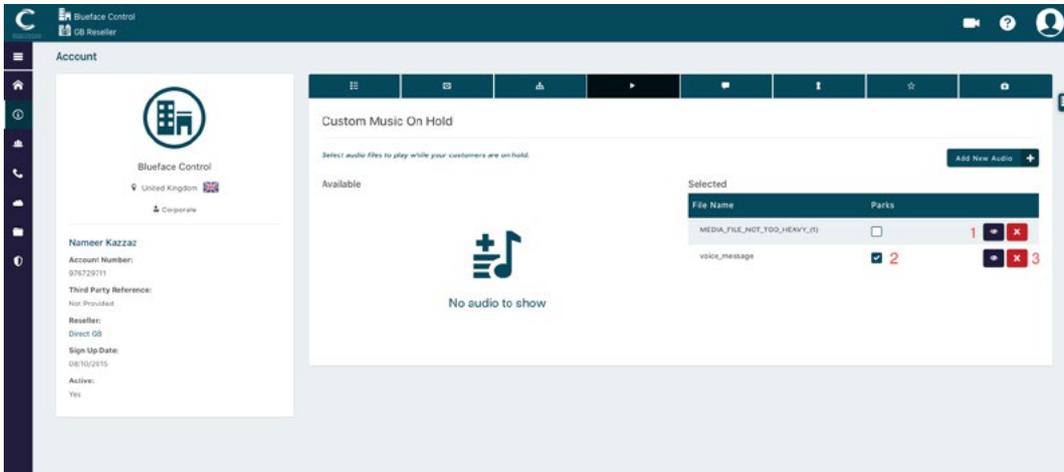
From the dashboard screen, using the left-hand side menu, select **Account**.



Visit the '**Account**' tab and click the '**Play**' icon to reveal the '**Custom Music On Hold**' tab.



1. Available	Here you can choose from the already uploaded audio files to use as your custom music on hold by pressing the '+' button. To preview the audio file, click the eye button to the left of the '+' button
2. Add new audio	Click the 'Add New Audio' button to drag and drop a new audio file using the audio uploader
3. Selected	Once you have chosen an audio file via the '+' or 'Add New Audio File +' button, it will now appear here



1. Preview	Press the eye button, beside the '+', to listen to a preview of the audio file
2. Park	Check the boxes below the park field to choose which audio file you wish to play for your callers when you place them in a parked position
3. Delete	Press the 'X' to remove the audio file as custom music on hold

Note: If more than one audio is selected as custom music on hold (as in the image above), they will play in a loop each time a caller is placed on hold. The audio file will always begin from the start.



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USEFUL CONTACTS

To set up partner or customer accounts on Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**