

Advanced Features

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 Cloud PBX's hosted cloud PBX.

Quick Guide

1. Log into <https://portal.herotel.uk> > Voice tab and select the number you want to add caller tunes and hold music to.
2. Select **Other Settings > Caller Tunes & Hold Music.**
3. Select options for **caller tune sound** and **volume.**
4. Click **Save settings** to update.

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