

Organization's Sounds

This page contains instructions on how to manage sounds on an organization account.

- [Overview](#)
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Overview

To access to sound-related options that you can customize according to your preferences, click the [Sounds](#) icon in the **Tools** section. In the **Sound Management** page, you will be able to:

- visualize the organization's sounds
- add a new sound file to the system
- manage sound folders and sound languages
- search for specific sounds and organize sound files according to sound languages and folders
- remove unused sound files

For more details, see the [Manage Sounds](#) section.

Add new sound

You cannot add a new sound unless at least one sound language is available!

To add a new sound, click the [Add Sound](#) icon in the **Tools** section. In the **Add New Sound** page, fill in all the necessary details that define a new sound:

- Sound Form
- Record Over the Phone
- Upload Sound Files

For more information on how to [add](#) or manage an organization's sounds, check the [Operations with Sounds](#) page.

Sound folder

In the **Sound Folder Management** page, you will be able to:

- visualize the organization's sound folders
- add a new sound folder by clicking the [Add Folder](#) icon available in the **Tools** section
- search for specific folders
- remove unused sound folders and their associated content

To add a new folder, you need to use the tools available in the **Add New Folder** page.

For more information on how to add and edit an organization's sound folder, check the [Manage Sound Folders](#) section.

Sound language

A sound file can be recorded in several languages. This allows account owners to listen to a particular announcement in a language of their preference, if available in the system.

If the account owner wants to have the announcement played in a language that is not available in the system, the announcement is played in the organization's default sound language. In the **Sound Language Management** page, you will be able:

- visualize the organization's sound languages
- add a new sound language by clicking the [Add Sound Language](#) icon available in the **Tools** section
- search for specific languages
- view sounds that have files in different languages
- remove unused sound languages from the system

To define a new sound language for the current account, use the controls available in the **Add New Sound Language** page. For more information on how to add a new language to a organization's account, check the [Manage Sound Languages](#) section.

To change the organization's language, click the language in the **Sound Languages** table. In the **Change Language** page, use the drop-down list to replace the language currently in use with one of your choice.

Related topics

[Add sound](#)

[Operations with sounds](#)

[Manage sound folders](#)

