User's Sounds

This page contains instructions on how to manage sounds on a user account.

- Sounds
- Add new sound
- Sound folder
- Sound language

Sounds

VoipNow allows users to customize auto-attendant and welcome messages, music on hold or event announcements. We generally call these types of content sounds.

To access to sound-related options that you can customize according to your preferences, click the <u>Sounds</u> icon in the **Tools** section. The **Sound Management** page allows you to:

- visualize the user'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

To add a new sound, click the <u>Add Sound</u> icon in the **Tools** section. In the **Add New Sound** page, fill in all the necessary details that define a new sound. You can customize it by filling in the information required by the fieldsets listed below:

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

For more information on how to add or manage a user's sounds, check the Operations with Sounds page.

A new sound cannot be added unless at least one sound language is available!

Sound folder

The Sound Folder Management page allows you to:

- visualize the organization's sound folders
- add a new sound folder by clicking the <u>Add Folder</u> 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 user's default sound language. The **Sound Language Management** page allows you to:

- visualize the user'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 user'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

Operations with sounds

Manage sound folders

Manage sound languages