# How to change music on hold for an extension

Applies to VoipNow 3.X and higher!

This article is meant to help you change the music your callers will hear when you put their calls on hold. In our video, we logged in as an Organization and we followed the steps described below. The recommendations included in here apply to all types of accounts.

However, if you want to customize music on hold from your **User** account, you will find the **Sounds** option in the **User Management** page (not in the Unified Communications area), right under **Telephony Settings**.

## Step-by-step guide

### Creating a sound folder

1. Log into VoipNow using with your Organization account details.
2. Select **Unified Communications** from the main menu.
3. Press **Sounds** under **Assets**.
4. In the **Sound Management** page, click **Folders** and then **Add Folder**.
5. Give your new folder a name, let's say "MOH", then press **OK**.

### Adding the music on hold

Now that you've created the folder, it's time to add the sound for your music on hold.

1. Go back to the **Sound Management** page and click **Add Sound**.
2. Fill a name for your new sound and enable **This is music on hold**.
3. From the **Folder** drop-down list, select the recently created folder (in our case, "MOH").
4. Hit the **Browse** button under the **Upload Sound Files** area and upload the sound for your music on hold.
5. Press **OK** when you're done.

### Enabling the default music on hold folder

For Phone terminal extensions:

1. Open the **Extensions Management** page and click **Phone Terminal Setup**.
2. Under **Basic Settings**, you will find the **Default music on hold folder** option.
3. Press the key note button and a dialogue box will open.
4. Select the recently created sound folder containing the music on hold you've just added, then click **Dismiss**.
5. Press **OK** when you're done.

For Queue extensions:

1. Open the **Extensions Management** page and click **Queue Setup**.
2. Under **Sound Files Setup**, you will find the **Music on hold** option.
3. Press the key note button and a dialogue box will open.
4. Select the recently created sound folder containing the music on hold you've just added, then click **Dismiss**.
5. Press **OK** when you're done.

## Related articles

- How to set up a SIP channel to interconnect with Skype forBusiness account
- What is new about the Caller Behavior in Queue setup
- How to transfer incoming calls to another extension voicemail
- How to use the Conference features on a Phone terminal extension
- How to change an extension's short and extended phone numbers