

How to set queues to early media instead of answer

This applies to VoipNow 3.x.x!

This article describes how to set Queues to provide "183 Session In Progress" to the caller, instead of answering the call with 200 OK. With this setting in place, the call is not actually connected until an agent answers. This way the caller is not charged while waiting in the queue and listening to the music on hold. The rest of the Queue's functionality stays the same.

Step-by-step guide

In order to set Queues to early media, follow the steps below:

1. Copy [macro-queue-welcomesound] from extensions_main.conf to extensions_custom.conf
2. Change:

```
exten => s,10,Answer
```

to

```
exten => s,10,Progress()
```

and

```
exten => s,13,Background(${queuewelcomesound})
```

to

```
exten => s,13,Background(${queuewelcomesound},n)
```

3. Then run the following command:

```
asterisk -rx "dialplan reload"
```

Related articles

- [How to add a Local Agent to a Queue](#)
- [What is new about the Caller Behavior in Queue setup](#)
- [Troubleshooting choppy sound in MOH files played over the phone](#)
- [How to understand a queue's unanswered calls](#)
- [How to use Hunt Groups in VoipNow](#)