

3CX QUICK GUIDE | PROFESSIONAL CALLER AUDIO

Music On Hold for 3CX

Choose the playback method that fits your caller experience, prepare compatible audio, and keep your messages useful, current and on brand.

Upload and select music files

- 1** Open General MOH
In the 3CX Management Console, go to Settings → Music on Hold → General MOH.
- 2** Prepare compatible audio
Use mono WAV files at 8 kHz, 16-bit. Keep files optimized and preferably under 10 MB for dependable uploading and playback.
- 3** Load the numbered slots
Upload files to Music File 0, 1, 2 and additional available slots. Without randomization, Music File 0 is normally the default.
- 4** Assign and test
Apply the file or playlist to the intended queue or hold context. Place test calls and listen through announcements, transfers and repeated holds.

Expert setup notes

Queues vs. extension holds: A queue may use a dedicated file or playlist, while ordinary extension holds generally use the system default. Confirm each call path during testing.

Licensing: Use music licensed for business telephone use. Consumer streaming subscriptions do not usually grant music-on-hold rights.

Announcements: Test queue prompts for overlap or unexpected restarts. If order matters, place the prompt inside a single combined file.

Feature availability: Randomization, playlists and other controls can vary by 3CX version, edition and deployment.

Choose the right playback behavior

RANDOMIZE PER CALL

Best for varied, complete tracks.

- A file is selected independently for each new held call.
- The chosen file starts at 0:00 and loops.
- Easy On Hold recommendation: use this when you want the least repetition.

PLAYLIST: THE "RADIO EFFECT"

Best for continuous programming.

- The playlist runs continuously on the PBX.
- Callers join wherever playback is currently in progress.
- Useful when longer holds should expose callers to more of your content.

ONE FILE IN A SPECIFIC ORDER

Best for a predictable message sequence.

- Combine message A → B → C into one WAV file.
- Use Easy On Hold Combine & Download to arrange, format and download the finished 3CX-ready file.

Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts®, provides professionally produced messages, licensed music and correctly formatted 3CX audio. Our team helps you reduce repetition, reinforce your brand and turn hold time into useful communication.

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