

# Music On Hold Overview

Music on Hold is used for placing a call on hold/transfer or call queueing. This is turned on by default.

The default action for Music on Hold (MoH) is royalty free music. This will play whenever a call is placed on hold or when starting a transfer.

We recommend that you configure MoH - This can be music/announcements in any .wav/.mp3 file.



**INFO:** Only the **Business Group Administrator** can configure MoH from the [BG Admin](#) portal.

Please take a look at [Pod Connect: Music On Hold](#) for configuring your MoH service.

Once Music on Hold is configured continue to [Testing Your System](#).

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