



Music On Hold Configuration

The integrated Music On Hold feature provides the ability to place on-net and off-net users on hold with music streamed from a streaming source. This feature includes the following actions:

- End user hold
- Network hold, which includes transfer hold, conference hold, and park hold

Music On Hold configuration comprises configuration of Music On Hold audio sources and Music On Hold servers.

Use the following topics to configure Music On Hold:

- [Configuring Music On Hold Audio Sources, page 27-2](#)
- [Music On Hold Audio Source Configuration Settings, page 27-7](#)
- [Configuring the Music On Hold Fixed Audio Source, page 27-10](#)
- [Music On Hold Fixed Audio Source Configuration Settings, page 27-11](#)
- [Music On Hold Server Configuration, page 28-1](#)

Related Topics

- [Media Resource Group Configuration, page 30-1](#)
- [Media Resource Group List Configuration, page 31-1](#)

Configuring Music On Hold Audio Sources

Use the following topics to configure Music On Hold audio sources:

- [Adding a Music On Hold Audio Source, page 27-2](#)
- [Updating a Music On Hold Audio Source, page 27-3](#)
- [Copying a Music On Hold Audio Source, page 27-5](#)
- [Deleting a Music On Hold Audio Source, page 27-6](#)
- [Music On Hold Audio Source Configuration Settings, page 27-7](#)
- [Configuring the Music On Hold Fixed Audio Source, page 27-10](#)
- [Music On Hold Fixed Audio Source Configuration Settings, page 27-11](#)

Related Topics

- [Music On Hold Server Configuration, page 28-1](#)

Adding a Music On Hold Audio Source

Perform the following procedure to add a Music On Hold audio source.

Procedure

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- Step 1** Choose **Service > Media Resource > Music On Hold Audio Source**.
- The Music On Hold (MOH) Audio Source Configuration window displays. The MOH Audio Source: New (New) title displays with a *Status: Ready* indicator.
- Step 2** Choose <Add new MOH Audio Source> in the MOH Audio Sources list.

Step 3 Enter the appropriate settings as described in [Table 27-1](#). At any point, click the **Cancel Changes** button to clear all input if necessary.

Step 4 Click **Insert**.

The Status changes from *Ready* to *Insert completed*. The MOH Audio Sources list now includes the new Music On Hold audio source.



Note The MOH Audio Source File Status window tells you about the MOH audio translation status for the added source.

Related Topics

- [Updating a Music On Hold Audio Source, page 27-3](#)
- [Copying a Music On Hold Audio Source, page 27-5](#)
- [Deleting a Music On Hold Audio Source, page 27-6](#)
- [Music On Hold Audio Source Configuration Settings, page 27-7](#)
- [Configuring the Music On Hold Fixed Audio Source, page 27-10](#)
- [Music On Hold Fixed Audio Source Configuration Settings, page 27-11](#)
- [Audio Sources for Music On Hold, Cisco CallManager System Guide](#)
- [Music On Hold Configuration Checklist, Cisco CallManager System Guide](#)

Updating a Music On Hold Audio Source

Perform the following procedure to update an existing Music On Hold audio source.



Note If a new version of an audio source file is available, you must perform this update procedure to use the new version.

Procedure

- Step 1** Choose **Service > Media Resource > Music On Hold Audio Source**.
- The Music On Hold (MOH) Audio Source Configuration window displays. The MOH Audio Source: New (New) title displays with a *Status: Ready* indicator.
- Step 2** From the MOH Audio Sources list, choose an existing Music On Hold audio source.
- The MOH Audio Source title displays the name of the chosen Music On Hold Audio Source. The fields below the MOH Audio Source title display the previously defined values for this Music On Hold audio source.
- Step 3** Update the desired settings as described in [Table 27-1](#). At any point, click the **Cancel Changes** button to clear all new input and revert to the previous settings if necessary.
- Step 4** Click **Update**.
- Step 5** A message states that the changes take effect when streaming to the device is idle. Click **OK**.
- Step 6** Click the **Reset** button; to reset the device, click **OK**.
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Related Topics

- [Adding a Music On Hold Audio Source, page 27-2](#)
- [Copying a Music On Hold Audio Source, page 27-5](#)
- [Deleting a Music On Hold Audio Source, page 27-6](#)
- [Music On Hold Audio Source Configuration Settings, page 27-7](#)
- [Configuring the Music On Hold Fixed Audio Source, page 27-10](#)
- [Music On Hold Fixed Audio Source Configuration Settings, page 27-11](#)
- [Audio Sources for Music On Hold, *Cisco CallManager System Guide*](#)
- [Music On Hold Configuration Checklist, *Cisco CallManager System Guide*](#)

Copying a Music On Hold Audio Source

Perform the following procedure to copy an existing Music On Hold audio source.

Procedure

Step 1 Choose **Service > Media Resource > Music On Hold Audio Source**.

The Music On Hold (MOH) Audio Source Configuration window displays. The MOH Audio Source: New (New) title displays with a *Status: Ready* indicator.

Step 2 From the MOH Audio Sources list, choose an existing Music On Hold audio source.

The MOH Audio Source title displays the name of the chosen Music On Hold audio source. The fields below the MOH Audio Source title display the previously defined values for this Music On Hold audio source.

Step 3 Click the **Copy** button.

The MOH Audio Source title changes to indicate that a new MOH audio source is being added and is a copy of an existing MOH audio source.

Step 4 Update the desired settings as described in [Table 27-1](#). At any point, click the **Cancel Changes** button to clear all new input and revert to the previous settings if necessary.



Note You must change the MOH Audio Source Name to a unique name and choose a new MOH Audio Stream Number.

Step 5 Click **Update**.

The Status changes from *Ready* to *Insert completed*. The MOH Audio Sources list shows the new Music On Hold audio source as highlighted.

Related Topics

- [Adding a Music On Hold Audio Source, page 27-2](#)
- [Updating a Music On Hold Audio Source, page 27-3](#)
- [Deleting a Music On Hold Audio Source, page 27-6](#)

- [Music On Hold Audio Source Configuration Settings](#), page 27-7
- [Configuring the Music On Hold Fixed Audio Source](#), page 27-10
- [Music On Hold Fixed Audio Source Configuration Settings](#), page 27-11
- [Audio Sources for Music On Hold](#), *Cisco CallManager System Guide*
- [Music On Hold Configuration Checklist](#), *Cisco CallManager System Guide*

Deleting a Music On Hold Audio Source

Perform the following procedure to delete an existing Music On Hold audio source.



Note You cannot delete an audio source that is used by a device pool or by an individual device.

Procedure

-
- Step 1** Choose **Service > Media Resource > Music On Hold Audio Source**.
- The Music On Hold (MOH) Audio Source Configuration window displays. The Music On Hold Audio Source: New (New) title displays with a *Status: Ready* indicator.
- Step 2** From the MOH Audio Sources list, choose an existing Music On Hold audio source.
- The Music On Hold Audio Source title displays the name of the chosen Music On Hold audio source. The fields below the MOH Audio Source title display the previously defined values for this Music On Hold audio source.
- Step 3** Click the **Delete** button.
- A popup window displays the following warning:
- ```
You are about to permanently delete this Music On Hold Audio Source. This action cannot be undone.

Continue?
```
- Step 4** Click **OK**.

The chosen Music On Hold audio source no longer appears on the MOH Audio Sources list. The Status changes from *Ready* to *Delete completed*.

### Related Topics

- [Adding a Music On Hold Audio Source, page 27-2](#)
- [Updating a Music On Hold Audio Source, page 27-3](#)
- [Copying a Music On Hold Audio Source, page 27-5](#)
- [Music On Hold Audio Source Configuration Settings, page 27-7](#)
- [Configuring the Music On Hold Fixed Audio Source, page 27-10](#)
- [Music On Hold Fixed Audio Source Configuration Settings, page 27-11](#)
- [Audio Sources for Music On Hold, \*Cisco CallManager System Guide\*](#)
- [Music On Hold Configuration Checklist, \*Cisco CallManager System Guide\*](#)

## Music On Hold Audio Source Configuration Settings

[Table 27-1](#) describes the configuration settings used for configuring Music On Hold Audio Sources.

**Table 27-1 Music On Hold Audio Source Configuration Settings**

| Field                               | Description                                                                                                                                                                                                                                       |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MOH Audio Source Information</b> |                                                                                                                                                                                                                                                   |
| MOH Audio Stream Number             | Use this required field to choose the stream number for this MOH audio source. To do so, click the drop-down arrow and choose a value from the list displayed. For existing MOH audio sources, this value displays in the MOH Audio Source title. |
| MOH Audio Source File               | Use this required field to choose the file for this MOH audio source. To do so, click the drop-down arrow and choose a value from the list displayed.                                                                                             |

**Table 27-1 Music On Hold Audio Source Configuration Settings (continued)**

| Field                      | Description                                                                                                                                                                                                                                                                                            |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MOH Audio Source Name      | Enter a unique name in this required field for the MOH audio source. This name can comprise up to 50 characters. Valid characters include letters, numbers, spaces, dashes, dots (periods), and underscores.                                                                                           |
| Play continuously (repeat) | <p>To specify continuous play of this MOH audio source, check this check box.</p> <p><b>Note</b> Cisco recommends checking this check box. If continuous play of an audio source is not specified, only the first party placed on hold, not additional parties, will receive the MOH audio source.</p> |
| Allow Multicasting         | To specify that this MOH audio source allows multicasting, check this check box.                                                                                                                                                                                                                       |

**Table 27-1 Music On Hold Audio Source Configuration Settings (continued)**

| Field                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MOH Audio Source File Status | <p><i>Display only.</i> This pane displays information about the source file for a chosen MOH audio source. For an MOH audio source, the following attributes display:</p> <ul style="list-style-type: none"> <li>• Input File Name</li> <li>• Error Code</li> <li>• Error Text</li> <li>• Low Date Time</li> <li>• High Date Time</li> <li>• Output File List               <ul style="list-style-type: none"> <li>– ULAW wav file name and status</li> <li>– ALAW wav file name and status</li> <li>– G.729 wav file name and status</li> <li>– Wideband wav file name and status</li> </ul> </li> <li>• Time MOH Audio Translation completed</li> </ul> |
| MOH Server Reset Information | <p>To reset all MOH servers, click the <b>Reset MOH Servers</b> button.</p> <p><b>Note</b> Cisco CallManager makes Music On Hold unavailable while the servers reset.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

**Related Topics**

- [Adding a Music On Hold Audio Source, page 27-2](#)
- [Updating a Music On Hold Audio Source, page 27-3](#)
- [Copying a Music On Hold Audio Source, page 27-5](#)
- [Configuring the Music On Hold Fixed Audio Source, page 27-10](#)
- [Music On Hold Fixed Audio Source Configuration Settings, page 27-11](#)
- [Audio Sources for Music On Hold, Cisco CallManager System Guide](#)
- [Music On Hold Configuration Checklist, Cisco CallManager System Guide](#)

# Configuring the Music On Hold Fixed Audio Source

Perform the following procedure to configure the Music On Hold fixed audio source.

## Procedure

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**Step 1** Choose **Service > Media Resource > Music On Hold Audio Source**.

The Music On Hold (MOH) Audio Source Configuration window displays. The MOH Audio Source: New (New) title displays with a *Status: Ready* indicator.

**Step 2** From the MOH Audio Sources list, choose the Fixed Audio Source.



**Note** The list always shows Fixed Audio Source as the last audio source in the list of MOH Audio Sources and always as audio source 51.

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The Music On Hold (MOH) Fixed Audio Source Configuration window displays. The MOH Fixed Audio Source title displays with a *Status: Ready* indicator. The MOH Fixed Audio Source title displays the name of the Music On Hold Fixed Audio Source. The fields below the MOH Audio Source title display the previously defined values for the Music On Hold fixed audio source.

**Step 3** Update the desired settings as described in [Table 27-2](#). At any point, click the **Cancel Changes** button to clear all new input and revert to the previous settings if necessary.

**Step 4** Click **Update** to update the Music On Hold fixed audio source or click **Delete** to disable the Music On Hold fixed audio source.

If you clicked **Update**, the Status changes from *Ready* to *Update completed*, and the MOH Audio Sources list shows the updated Music On Hold fixed audio source as highlighted. If you clicked **Delete**, the MOH Audio Sources list shows the MOH fixed audio source labeled as (*Disabled*).

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## Related Topics

- [Music On Hold Fixed Audio Source Configuration Settings, page 27-11](#)
- [Configuring Music On Hold Audio Sources, page 27-2](#)

- [Adding a Music On Hold Audio Source](#), page 27-2
- [Updating a Music On Hold Audio Source](#), page 27-3
- [Copying a Music On Hold Audio Source](#), page 27-5
- [Deleting a Music On Hold Audio Source](#), page 27-6
- [Music On Hold Audio Source Configuration Settings](#), page 27-7
- [Audio Sources for Music On Hold](#), *Cisco CallManager System Guide*
- [Music On Hold Configuration Checklist](#), *Cisco CallManager System Guide*

## Music On Hold Fixed Audio Source Configuration Settings

Table 27-2 describes the Music On Hold fixed audio source configuration settings.

**Table 27-2 Music On Hold Fixed Audio Source Configuration Settings**

| Field                              | Description                                                                                                                                                                                                        |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MOH Fixed Audio Source Information |                                                                                                                                                                                                                    |
| MOH Fixed Audio Source Name        | Enter a unique name in this required field for the MOH fixed audio source. This name can comprise up to 50 characters. Valid characters include letters, numbers, spaces, dashes, dots (periods), and underscores. |
| MOH Fixed Audio Source Device      | Enter the name for the audio device interface on a PC that is used to play the fixed audio source.<br><br><b>Note</b> The name must match exactly the device name of the device that is already installed.         |

**Table 27-2 Music On Hold Fixed Audio Source Configuration Settings**

| Field                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Allow Multicasting           | <p>To specify that the MOH fixed audio source allows multicasting, check this check box.</p> <p><b>Note</b> Changes to the multicast setting take effect immediately if at least one MOH server has already been configured for multicast. Otherwise, changes take effect only after you reset MOH servers by clicking the Reset MOH Servers button. If no MOH servers are configured for multicast, resetting has no effect.</p> |
| MOH Server Reset Information | <p>To reset all MOH Servers, click the <b>Reset MOH Servers</b> button.</p> <p>Cisco CallManager makes Music On Hold unavailable while the servers reset.</p>                                                                                                                                                                                                                                                                     |

**Related Topics**

- [Configuring the Music On Hold Fixed Audio Source, page 27-10](#)
- [Configuring Music On Hold Audio Sources, page 27-2](#)
- [Adding a Music On Hold Audio Source, page 27-2](#)
- [Updating a Music On Hold Audio Source, page 27-3](#)
- [Copying a Music On Hold Audio Source, page 27-5](#)
- [Deleting a Music On Hold Audio Source, page 27-6](#)
- [Music On Hold Audio Source Configuration Settings, page 27-7](#)
- [Audio Sources for Music On Hold, \*Cisco CallManager System Guide\*](#)
- [Music On Hold Configuration Checklist, \*Cisco CallManager System Guide\*](#)