



Music On Hold Server Configuration

You can configure servers for Music On Hold for a media resource group. Use the following topics to configure Music On Hold servers:

- [Adding a Music On Hold Server, page 28-2](#)
- [Updating a Music On Hold Server, page 28-3](#)
- [Copying a Music On Hold Server, page 28-4](#)
- [Deleting a Music On Hold Server, page 28-5](#)
- [Resetting a Music On Hold Server, page 28-6](#)
- [Music On Hold Server Configuration Settings, page 28-8](#)

For any Music On Hold server that you configure, you may trace the configuration of that server. Refer to the *Cisco CallManager Serviceability Administration Guide* and the *Cisco CallManager Serviceability System Guide* for more information.

Related Topics

- [Configuring Music On Hold Audio Sources, page 27-2](#)
- *Cisco CallManager Serviceability Administration Guide*

Adding a Music On Hold Server

Perform the following procedure to add a Music On Hold server.

Procedure

- Step 1** Choose **Service > Media Resource > Music On Hold Server**.
- The Music On Hold (MOH) Server Configuration window displays. The Music On Hold Server: New title displays with a *Status: Ready* indicator.
- Step 2** Choose <Add new Music On Hold Server> in the MOH Servers list.
- Step 3** Enter the appropriate settings as described in [Table 28-1](#). 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 Servers list now includes the new Music On Hold server.
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Related Topics

- [Updating a Music On Hold Server, page 28-3](#)
- [Copying a Music On Hold Server, page 28-4](#)
- [Deleting a Music On Hold Server, page 28-5](#)
- [Resetting a Music On Hold Server, page 28-6](#)
- [Music On Hold Server Configuration Settings, page 28-8](#)
- [Understanding Music On Hold, Cisco CallManager System Guide](#)
- [Music On Hold Server, Cisco CallManager System Guide](#)
- [Music On Hold Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco CallManager Serviceability Administration Guide](#)

Updating a Music On Hold Server

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

Procedure

- Step 1** Choose **Service > Media Resource > Music On Hold Server**.
- The Music On Hold (MOH) Server Configuration window displays. The Music On Hold Server: New title displays with a *Status: Ready* indicator.
- Step 2** Choose an existing Music On Hold server from the MOH Servers list.
- The Music On Hold Server title displays the name of the chosen Music On Hold server. The fields below display the previously defined values for this Music On Hold server.
- Step 3** Update the desired settings as described in [Table 28-1](#). 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**.
- The Status changes from *Ready* to *Update completed*. The MOH Servers list shows the updated Music On Hold server as highlighted.
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Related Topics

- [Adding a Music On Hold Server, page 28-2](#)
- [Copying a Music On Hold Server, page 28-4](#)
- [Deleting a Music On Hold Server, page 28-5](#)
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- [Music On Hold Server Configuration Settings, page 28-8](#)
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- [Music On Hold Server, Cisco CallManager System Guide](#)
- [Music On Hold Configuration Checklist, Cisco CallManager System Guide](#)
- [Cisco CallManager Serviceability Administration Guide](#)

Copying a Music On Hold Server

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

Procedure

- Step 1** Choose **Service > Media Resource > Music On Hold Server**.
- The Music On Hold (MOH) Server Configuration window displays. The Music On Hold Server: New title displays with a *Status: Ready* indicator.
- Step 2** Choose an existing Music On Hold server from the MOH Servers list.
- The Music On Hold Server title displays the name of the chosen Music On Hold server. The fields below the Music On Hold server title display the previously defined values for this Music On Hold server.
- Step 3** Click the **Copy** button.
- Step 4** Update the desired settings as described in [Table 28-1](#). 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 at least the Music On Hold Server Name. You must also select a different server (node).
- Step 5** Click **Insert**.
- The Status changes from *Ready* to *Insert completed*. The MOH Servers list shows the new Music On Hold server as highlighted.
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Related Topics

- [Adding a Music On Hold Server, page 28-2](#)
- [Updating a Music On Hold Server, page 28-3](#)
- [Deleting a Music On Hold Server, page 28-5](#)
- [Resetting a Music On Hold Server, page 28-6](#)
- [Music On Hold Server Configuration Settings, page 28-8](#)

- [Understanding Music On Hold](#), *Cisco CallManager System Guide*
- [Music On Hold Server](#), *Cisco CallManager System Guide*
- [Music On Hold Configuration Checklist](#), *Cisco CallManager System Guide*
- *Cisco CallManager Serviceability Administration Guide*

Deleting a Music On Hold Server

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



Note You must remove a Music On Hold server from any media resource groups that include the server before you can delete the Music On Hold server.

Procedure

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- Step 1** Choose **Service > Media Resource > Music On Hold Server**.
- The Music On Hold (MOH) Server Configuration window displays. The Music On Hold Server: New title displays with a *Status: Ready* indicator.
- Step 2** Choose an existing Music On Hold server from the MOH Servers list.
- The Music On Hold Server title displays the name of the chosen Music On Hold server. The fields below the Music On Hold server title display the previously defined values for this Music On Hold server.
- Step 3** Click the **Delete** button.
- A popup window displays the following warning:
- You are about to permanently delete this Music On Hold Server. This action cannot be undone.
- Continue?
- Step 4** Click **OK**.
- The chosen Music On Hold server no longer appears on the MOH Servers list. The Status changes from *Ready* to *Delete completed*.
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Related Topics

- [Adding a Music On Hold Server, page 28-2](#)
- [Updating a Music On Hold Server, page 28-3](#)
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- [Cisco CallManager Serviceability Administration Guide](#)

Resetting a Music On Hold Server

Perform the following procedure to reset an existing Music On Hold server.

Procedure

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- Step 1** Choose **Service > Media Resource > Music On Hold Server**.
- The Music On Hold (MOH) Server Configuration window displays. The Music On Hold Server: New title displays with a *Status: Ready* indicator.
- Step 2** Choose an existing Music On Hold server from the MOH Servers list.
- The Music On Hold Server title displays the name of the chosen Music On Hold server. The fields below the Music On Hold server title display the previously defined values for this Music On Hold server.
- Step 3** Click the **Reset** button.
- A popup window displays the following warning:
- This will reset the MOH Server. Calls currently on Hold using this MOH Server will no longer hear the audio. Continue?

Step 4 Click **OK**.

A popup window displays the following message:

The MOH Server is being reset.

Step 5 Click **OK**.

Cisco CallManager resets the chosen Music On Hold server. The MOH Servers list shows the reset Music On Hold server as highlighted.

Related Topics

- [Adding a Music On Hold Server, page 28-2](#)
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Music On Hold Server Configuration Settings

Table 28-1 describes the configuration settings used for configuring Music On Hold servers.

Table 28-1 Music On Hold Server Configuration Settings

Field	Description
Device Information	
Host Server	Use this required field to choose a host server for the Music On Hold server. To do so, click the drop-down arrow and choose a server from the list displayed. For existing Music On Hold servers, this field is display only.
Music On Hold Server Name	Enter a unique name in this required field for the Music On Hold server. This name can comprise up to 15 characters. Valid characters include letters, numbers, spaces, dashes, dots (periods), and underscores.
Description	Enter a description for the Music On Hold server. This description can comprise up to 50 characters. Ensure Description does not contain ampersand (&), double quotes (“), brackets ([]), less than (<), greater than (>), or the percent sign (%).
Device Pool	Use this required field to choose a device pool for the Music On Hold server. To do so, click the drop-down arrow and choose a device pool from the list displayed.
Location	Choose the appropriate location for this MOH server. The location specifies the total bandwidth available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth consumed by this MOH server.

Table 28-1 Music On Hold Server Configuration Settings (continued)

Field	Description
Maximum Half Duplex Streams	Enter a number in this required field for the maximum number of half-duplex streams that this Music On Hold server supports. Valid values range from 0 to 500.
Maximum Multicast Connections	Enter a number in this required field for the maximum number of multicast connections that this Music On Hold server supports. Valid values range from 0 to 999999.
Fixed Audio Source Device	Enter the device name of the fixed audio source device. This device serves as the per-server override used if the server has a special sound device installed.
Run Flag	Use this required field to choose a run flag for the Music On Hold server. To do so, click the drop-down arrow and choose Yes or No .
Multicast Audio Source Information	
Enable Multicast Audio Sources on this MOH Server	<p>Check or uncheck this check box to enable or disable multicast of audio sources for this Music On Hold server.</p> <p>Note If this MOH server belongs to a multicast media resource group, a message asks you to enable multicast on this MOH server or to update the specified media resource group(s) either by removing this MOH server or by changing the multicast setting of each group listed.</p>

Table 28-1 Music On Hold Server Configuration Settings (continued)

Field	Description
Base Multicast IP Address	<p>If multicast support is needed, enter the base multicast IP address in this field. Valid IP addresses for multicast range from 224.0.1.0 to 239.255.255.255.</p> <p>Note IP addresses between 224.0.1.0 and 238.255.255.255 fall in the reserved range of IP multicast addresses for public multicast applications. Use of such addresses may interfere with existing multicast applications on the Internet. Cisco strongly recommends using IP addresses in the range reserved for administratively controlled applications on private networks (239.1.1.1 - 239.255.255.255).</p> <p>Note Multicast by IP address is preferable in firewall situations.</p>
Base Multicast Port Number	<p>If multicast support is needed, enter the base multicast port number in this field. Valid multicast port numbers include even numbers that range from 16384 to 32767.</p>
Increment Multicast on	<p>Click Port Number to increment multicast on port number.</p> <p>Click IP Address to increment multicast on IP address.</p>
Selected Multicast Audio Sources	
<p>Note Only audio sources for which the Allow Multicasting check box was checked appear in this listing.</p>	
No.	<p><i>Display only.</i> This field designates Music On Hold audio stream number associated with a particular multicast audio source. Only audio sources defined as allowing multicasting display.</p>

Table 28-1 Music On Hold Server Configuration Settings (continued)

Field	Description
Audio Source Name	<i>Display only.</i> This field designates name of audio source defined as allowing multicasting.
Max Hops	For each multicast audio source, enter the maximum number of router hops through which multicast packets should pass. Valid values range from 1 to 15. Note Using high values can lead to network saturation. This field is also known as <i>Time to Live</i> .

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