



CHAPTER 57

Other Media Resource Menu Options

The following subsections provide brief descriptions of Media Resource menu options that other documents describe in detail. For each such Media Resource menu option, a pointer to the other document is provided.

- [Music On Hold Audio Source Configuration, page 57-1](#)
- [Fixed MOH Audio Source Configuration, page 57-1](#)
- [Music On Hold Server Configuration, page 57-2](#)
- [MOH Audio File Management Configuration, page 57-2](#)
- [Mobile Voice Access Configuration, page 57-2](#)

Music On Hold Audio Source Configuration

In Cisco Unified Communications Manager Administration, use the **Media Resources > Music On Hold Audio Source** menu path to configure Music On Hold audio sources.

The integrated Music On Hold feature provides the ability to place on-net and off-net users on hold with music that is 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.

For more information on how to use the Music On Hold Audio Source Configuration window, see the [Music On Hold](#) chapter in the *Cisco Unified Communications Manager Features and Services Guide*.

Fixed MOH Audio Source Configuration

In Cisco Unified Communications Manager Administration, use the **Media Resources > Fixed MOH Audio Source** menu path to configure the fixed Music On Hold audio source.

The integrated Music On Hold feature provides the ability to place on-net and off-net users on hold with music that is 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. You can also enable a music on hold fixed audio source, and this audio source can allow multicasting.

For more information on how to use the Fixed MOH Audio Source Configuration window, see the [Music On Hold](#) chapter in the *Cisco Unified Communications Manager Features and Services Guide*.

Music On Hold Server Configuration

In Cisco Unified Communications Manager Administration, use the **Media Resources > Music On Hold Server** menu path to configure fixed Music On Hold servers.

The Cisco Unified Communications Manager Music On Hold feature uses the MOH server, a software application that provides music on hold audio sources and connects a music on hold audio source to a number of streams.

For more information on how to use the Music On Hold Server Configuration window, see the [Music On Hold](#) chapter in the *Cisco Unified Communications Manager Features and Services Guide*.

MOH Audio File Management Configuration

You can manage the audio files that the Music On Hold feature uses as audio sources. The **Media Resources > MOH Audio File Management** menu option allows the administrator to perform the following functions:

- Display a list of the MOH audio files that are stored on the system.
- Upload new MOH audio files.
- Delete MOH audio files.

For more information on how to use the MOH Audio File Management Configuration window, see the [Music On Hold](#) chapter in the *Cisco Unified Communications Manager Features and Services Guide*.

Mobile Voice Access Configuration

In Cisco Unified Communications Manager Administration, use the **Media Resources > Mobile Voice Access** menu path to configure sets of localized user prompts for Mobile Voice Access.

Mobile Connect allows users to manage business calls using a single phone number and pick up in-progress calls on the desktop phone and cellular phone. Mobile Voice Access is the associated integrated voice response (IVR) system, which allows users to turn Mobile Connect on or off and to initiate calls from a cellular phone or other remote phone as if the call were initiated from the desktop phone.

The Mobile Voice Access window contains settings for localized user IVR prompts. For more information on how to configure Mobile Connect and Mobile Voice Access, see the [Cisco Unified Mobility](#) chapter in the *Cisco Unified Communications Manager Features and Services Guide*.