

## Music On Hold

The IP Office can provide music on hold (MOH) in from either an internally stored file or from an externally connected audio input.

### • Legal Requirements

You must ensure that any MOH source you use complies with copyright, performing rights and other local and national legal requirements.

### • Internal Music on Hold Files

The IP Office can use internal music on hold files that it stores in its non permanent memory. The files are loaded as follows:

- Following a reboot, the IP Office will try using TFTP to download the file. The file properties should be: PCM, 8kHz 16-bit, mono, maximum length 30 seconds (90 seconds on the IP500).
- The system source file name should be holdmusic.wav. For IP Office 4.2+, the names of alternate source files are specified on the [System | Telephony | Tones & Music](#) tab.
- The initial source for TFTP download is the system's configured TFTP server ([System | System | LAN Settings | TFTP Server IP Address](#)). The default for this is a broadcast to the local subnet for any PC running a TFTP server.
- By default Manager acts as a TFTP server while it is running. If Manager is used as the TFTP server then the holdmusic.wav file should be placed in the Manager applications [working directory](#).
- For IP Office 3.1+, if no successful TFTP download occurs, the IP Office will automatically look for the files on the control unit's compact flash memory card if present and will download from there.
- If IP Office has not loaded a hold music file it will retry loading a hold music file approximately every five minutes.
- For IP Office 3.1+, if an internal music on hold file is downloaded, the IP Office will automatically write a copy of that file to its compact flash memory card if present. This will overwrite any existing music on hold file stored on that card.
- If an internal music on hold file is downloaded, that file is used and overrides any external music on hold source if also connected.

### • External MOH

An external music source can be connected to the IP Office control unit. Connect a line out audio source to the 3.5mm port marked AUDIO on the back of the control unit.

- If the control unit has downloaded the internal system source file **holdmusic.wav** file, the external audio port is ignored.
- The IP Office can be forced to use the external port and not try downloading a holdmusic.wav file by setting the [System Source](#) ([System | Telephony | Tones & Music](#)) as **External**.

### • Default Music on Hold Tones

If no internal music on hold file is available and **External** is not selected as the **System Source**, then the system will provide a default tone for music on hold. The tone used is double beep tone (425Hz repeated (0.2/0.2/0.2/3.4) seconds on/off cadence).

- On IP Office 3.0(50)+ this option is only supported for the Italian locale.
- On IP Office 4.0+ this option is supported in all locales.
- On IP Office 4.2+, **Tone** can be selected as the **System Source**, overriding the use of the external source port and downloading of holdmusic.wav.

## Checking Music on Hold

The IP Office short code feature [Hold\\_Music](#) can be used to listen to the hold music sources. For the System Source the default system short code is **\*34#** which allows you to listen to a system's current music on hold. On IP Office 4.2+, for additional sources you can dial **\*34N#**, replacing **N** with the source required from 1 to 4.

*Performance figures, data and operation quoted in this document are typical and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments at its own discretion. The publication of information in this document does not imply freedom from patent or any other protective rights of Avaya or others. All trademarks identified by (R) or TM are registered trademarks or trademarks respectively of Avaya Inc. All other trademarks are the property of their respective owners.*

[http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice50en/mergedProjects/manager/moh\\_musiconhold.htm?  
zoom\\_highlight=hold+music](http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice50en/mergedProjects/manager/moh_musiconhold.htm?zoom_highlight=hold+music)  
Last Modified: 23/01/2009