Main page: Cisco Unified MeetingPlace, Release 7.0

Up one level: Integration

In Cisco Unified Communications Manager, you can configure music on hold so that callers hear music when one of your users places a call on hold. This can be disruptive if a user places a conference call on hold. The music, and possible announcements, can prevent other callers on the conference call from hearing each other until the user who placed the call on hold returns to the call.

You can disable music on hold for conference calls by doing the following:

- Creating a Media Resource Group in Cisco Unified Communications Manager for all music on hold resources.
- Adding all phones for which you want to enable music on hold to the Media Resource Group List that contains the music on hold Media Resource Group.
- Making sure that the music on hold Media Resource Group List is *not* assigned to the SIP trunk that connects Cisco Unified Communications Manager to Cisco Unified MeetingPlace.

Note: This procedure is not required if you are using Cisco Unified Communications Manager Release 7.x or later since these systems use an isFocus flag to suppress music on hold.

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Restrictions

- This procedure disables music on hold for callers within the same Cisco Unified Communications Manager cluster, but does not disable music on hold for outside callers, including endpoints that are registered to a different Cisco Unified Communications Manager cluster than Cisco Unified MeetingPlace.
- This procedure also disables music on hold for calls between endpoints that are registered to different Cisco Unified Communications Manager servers.

  For example, suppose that your Cisco Unified MeetingPlace call-control deployment includes a Cisco Unified Communications Manager 6.x server and a Cisco Unified Communications Manager

4.x server that are connected to each other by inter-cluster trunks (ICTs). Because these ICTs will not have music on hold resources configured through the Media Resource Group List, then music on hold will be disabled on all calls that pass through these ICTs.

- This procedure shows how to create a *new* Media Resource Group for music on hold resources. If you instead want to modify existing Media Resource Groups to complete this task, then modify the steps accordingly.
- You perform this task in the Cisco Unified Communications Manager Administration pages. Because the pages and menus vary by release, you should check the Cisco Unified Communications Manager online help for step-by-step instructions for your specific release.

Procedure

1. Go to **http://<*ccm-server*>/ccmadmin/main.asp**, where <*ccm-server*> is the fully-qualified domain name or IP address of the Cisco Unified Communications Manager server.
2. Log in with your Cisco Unified Communications Manager administrator username and password.
3. Click **Media Resources > Media Resource Group**.
4. Click **Add New**.
5. Configure the fields described in Table: Fields for Adding a Media Resource Group.

Table: Table 2 Fields for Adding a Media Resource Group

Field	Action
Name	Enter a name, such as MOHGroup.
Selected Media Resources	Select all of the music on hold servers in the Available Media Resources list, and click the down arrow.

6. Click **Save**.

7. Click **Media Resources > Media Resource Group List**.

8. Click **Add New**.

9. Configure the fields described in Table: Fields for Adding a Media Resource Group List.

Table: Table 3 Fields for Adding a Media Resource Group List

Field	Action
Name	Enter a name, such as MOHList.
Selected Media Resource Groups	Select the music on hold Media Resource Group (for example, MOHGroup), and click the down arrow.

10. Click **Save**.

11. Configure all phones for which you want to support music on hold to use the Media Resource Group List (for example, MOHList). You can use the Bulk Administration Tool (BAT) to reconfigure many phones at one time.

Note: Make sure that you do *not* assign a music on hold Media Resource Group List to the trunk that leads to Cisco Unified MeetingPlace.

12. Repeat this procedure on each Cisco Unified Communications Manager to which Cisco Unified MeetingPlace-supported endpoints are registered.

Related Topics

- Configuring Call Control for Cisco Unified MeetingPlace