

PGW: Music on hold cannot be heard by caller

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| Problem Summary | When placed on hold, the caller cannot hear any music on hold media playing. After a period of time remaining on hold, the call eventually drops. An IP agent (via a Cisco Unified Communications Manager (UCM) managed IP phone) places a PSTN caller on hold. |
| Error Message | N/A |
| Possible Cause | The MGCP message interpretation behavior is incorrect on the IOS Media Gateway and additional configuration is needed. |
| Recommended Action | Configure the proper IOS Media Gateway MGCP settings for MGCP message behavior. mgcp behavior mode-attrb-in-sdp disable no voice-fastpath enable mgcp behavior mdcx-sdp ack-with-sdp |
| Release | PGW 9.8(1) |
| Associated CDETS # | None |