

**PGW: Music on hold cannot be heard by caller**

<b>Problem Summary</b>	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.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	The MGCP message interpretation behavior is incorrect on the IOS Media Gateway and additional configuration is needed.
<b>Recommended Action</b>	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
<b>Release</b>	PGW 9.8(1)
<b>Associated CDETS #</b>	None