

PGW: Music on hold cannot be heard by caller

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