

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.

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