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SIP Server Deployment Guide

Customizing Music on Hold

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Customizing Music on Hold

Starting with version 8.1.102.31, SIP Server lets you customize music for music-on-hold treatments. When the music-on-hold feature is activated, it applies to scenarios when the hold action is performed by an agent within the duration of the call explicitly (by `THoldCall`), or implicitly (by `TAlternateCall`, `TInitiateTransfer`, or `TInitiateConference`).

New options are supported on the Switch object level:

- **music-on-hold** for Routing Point DN's
- **default-music** for Agent Logins

When custom music-on-hold is enabled on the Routing Point with the **music-on-hold** configuration option, or with the **music-on-hold** key in `AttributeExtensions` of `TRouteCall`, it remains attached (sticks) to the call until the call is released. If a `TRouteCall` request arrives with an empty value of the **music-on-hold** key in `AttributeExtensions`, the custom music-on-hold stickiness is removed from the call. If call routing fails, the custom music-on-hold setting is rolled back to the previous value.

The value of the **music-on-hold** option is attached to calls distributed via this Routing Point and used for playing the music-on-hold later.

When the **default-music** option is set for an Agent Login object, the setting applies only to a call established by the agent who activated the Hold operation.

Music File Priority

The following settings determine the order of priority—from highest to lowest—in which a music file is played for a call on hold:

1. The **music** key of `AttributeExtensions` in `THoldCall`, `TAlternateCall`, `TInitiateTransfer`, `TInitiateConference` requests, which initiate the Hold operation for a call.
2. The **music-on-hold** key of `AttributeExtensions` in `TRouteCall` (if there are several `TRouteCall` requests for this call containing this key, the value from the last one is applied).
3. The **music-on-hold** option on a Routing Point DN (if a call is passed through several Routing Points containing this option, the value from the last one is applied).
4. The **default-music** option on an Agent Login level.
5. The **default-music** option on an agent's Extension DN level.
6. The **default-music** option on a SIP Server Application level.

How it Works in Conferences

The custom music-on-hold setting is not applied to conferences and not shared when a consultation call is merged with the main call. However, the custom music-on-hold setting remains associated with the call, and if only two participants are left on the call, the custom music-on-hold setting will be applied if the caller is placed on hold. When a new party joins the conference, the custom music-on-

hold setting is not applied.

For multi-site conferences support, SIP Servers must propagate full information about call parties. See "Providing Call Participant Info" in the [SIP Server Deployment Guide](#) for information on how to enable it.

How it Works in Transfers

The custom music-on-hold setting is transferred with the call, which includes call routing, single-step transfers, two-step transfers, and call forwarding. In multi-site transfers, the ISCC connection is used.

If a call is transferred through a Routing Point that has a custom music-on-hold setting, the new music-on-hold setting will be applied to the next Hold scenario.

Configuration Options

music-on-hold

Setting: **[TServer]** section, Routing Point DN

Default Value: An empty string

Valid Values: The subdirectory and name of the audio file in the MCP root directory, using the following format: <subdirectory>/<music file name>; for example: music/in_queue_welcome.wav
Changes Take Effect: For the next call

Specifies the name of the file that is played for the music-on-hold treatment when one of the parties in the call is put on hold. The option applies to calls that are passed through this Routing Point, unless a call is distributed with the TRouteCall request that contains the **music-on-hold** key in AttributeExtensions.

default-music

Setting: **[TServer]** section, Agent Login

Default Value: An empty string

Valid Values: The subdirectory and name of the audio file in the MCP root directory, using the following format: <subdirectory>/<music file name>; for example: music/in_queue_welcome.wav
Changes Take Effect: For the next call

Specifies the name of the file that is played for the music-on-hold treatment to a caller when a respective agent places the call on hold. The option applies to calls distributed to this agent, unless a call is passed through a Routing Point with the **music-on-hold** option, or a call is distributed with the TRouteCall request that contains the **music-on-hold** key in AttributeExtensions.

AttributeExtensions

Key: **music-on-hold**

Type: String

Valid Values: The subdirectory and name of the audio file in the MCP root directory, using the following format: <subdirectory>/<music file name>; for example: music/in_queue_welcome.wav
Request: TRouteCall

Specifies the name of the file that is played for the music-on-hold treatment when one of the parties

in the call is put on hold.

Feature Limitations

- In multi-site deployments with the **music-on-hold** setting enabled in AttributeExtensions, the **iscc-pass-extensions** key in AttributeExtensions must not be set to a value of `local`, because it prevents extensions being passed through ISCC to a remote site.
- In Business Continuity (BC) deployments, the custom music-on-hold setting is propagated with a call transfer in DR-forward scenarios only if the Call Overflow feature is enabled. That is, the following SIP Server Application options must be set in the **[extrouter]** section:
 - **cof-feature**=true
 - **default-network-call-id-matching**=sip