

Music on Hold

The following article is intended for Evolve IP: Client Admins, UC Implementation Team, and Customer Support Team

Music on hold (MoH)



- Plays default music defined by the service when an external call from the Public Switched Telephone Network (PSTN) is placed on hold.
- This feature works for one-to-one PSTN-to-Teams calls in addition to calls made to a call queue.
- This feature provides on-hold notification parity with other platforms.
- This feature is configurable by the administrator but [currently only via PowerShell](#).
- Hold music is also not supported in consultative transfer of a PSTN call.

MS Teams Music on Hold is SUPPORTED for the following use cases:

I. PSTN to MS Teams and vice-versa: Generic Microsoft Teams HOLD Music

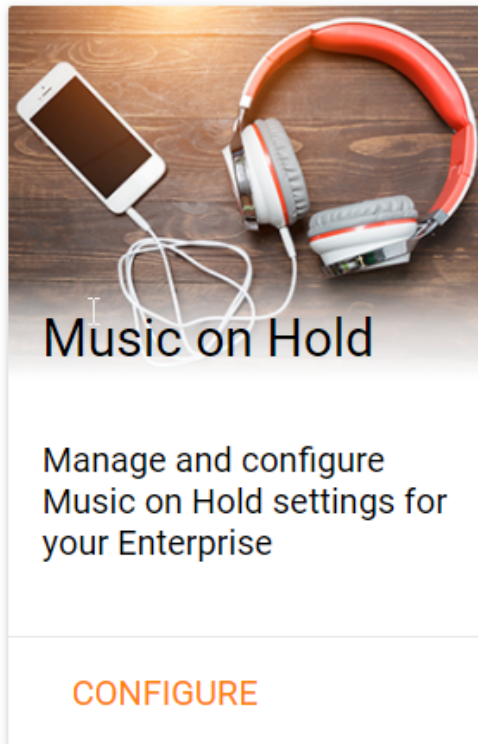
As of September 2019 the Microsoft Teams Phone System will play default music defined by the service when an external call from the Public Switched Telephone Network (PSTN) is placed on hold.

This feature works for one-to-one PSTN-to-Teams calls. In this first release, this feature is not configurable by the administrator. Hold music is also not supported in consultative transfer of a PSTN call.

Reference: [Microsoft Teams Music on Hold for PSTN calls](#)

II. PSTN to SIP Handset: Configured in OSSMosis 5

OSSmosis 5 -> Telephony Setup -> Music on Hold (*Reference: [OSSmosis: Music on Hold](#)*)



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Music on Hold

Manage and configure Music on Hold settings for your Enterprise [?](#)

Group

☒ Enable music/video when call is on hold

☒ Enable music/video when call is parked

☒ Enable music/video when camp on

☐ Default ☒ Custom [Menu](#)

Drop audio files below or [click here to browse](#)

Announcement #1

III. Microsoft Call Queues: Configured in Teams Admin Portal

Caller will be presented with a greeting message and presented with music while waiting on hold is available and can be configured with custom music on hold files.

You can either use the default Music on Hold provided with the call queue, or you can upload an audio file in .wav, mp3, or .wma formats to use as your custom Music on Hold.

Reference: <https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

MS Teams Music on Hold is NOT SUPPORTED in the follow use case:

IV. Teams to Teams Calls: When on a Teams to Teams call, there is SILENCE and no HOLD music.

This is currently noted as a future enhancement to Microsoft Teams ***[UPVOTE MS Teams Voice Request HERE](#)***

Workaround: Use [Call Park and Retrieve](#) feature to trigger the HOLD MUSIC