

CISCO CUCM QUICK GUIDE | MULTICAST RTP MUSIC ON HOLD

Cisco CUCM Streaming Music On Hold

Connect managed Easy On Hold® audio to CUCM through a local 2CBAS appliance or an existing SQM deployment, with scheduled content and automatic local fallback.

Connect CUCM to managed audio

- 1 Plan the MOH source**
Confirm the CUCM release, media-resource design, codec, multicast source address, RTP/UDP port, capacity and resiliency requirements.
- 2 Install the local source**
Connect the 2CBAS by wired Ethernet when practical. Provide static IP settings and approved outbound web, DNS and network-time access.
- 3 Configure CUCM**
Choose Rebroadcast External Multicast Source, enter the approved source IPv4 multicast address and port, then assign the MOH resource.
- 4 Test live and fallback audio**
Test user and network hold, endpoint coverage and longer calls. Interrupt the upstream stream and confirm local audio plus automatic recovery.

Expert setup notes

Choose the right local source:

Use the compact 2CBAS appliance for a dedicated CUCM source. An existing SQM virtual appliance can also provide multicast RTP.

Plan multicast carefully:

Use an approved multicast address and even-numbered RTP/UDP port. CUCM can rebroadcast the external source as unicast in supported designs.

Confirm CUCM assignments:

Test the selected source for the intended devices, device pools, user hold and network hold scenarios before broad deployment.

Coordinate change control:

The Cisco administrator owns CUCM and network configuration. Easy On Hold supplies and supports the managed content and local source.

Why use a continuous source?

CONTINUOUS CALLER AUDIO

Callers enter a live program already in progress.

- Avoid repeatedly restarting the same opening seconds.
- Use a longer program of licensed music and messages.

SCHEDULED CONTENT CONTROL

Keep the CUCM source stable while content changes.

- Business users manage audio in the Content Control Center™.
- Schedule messages with custom start and stop dates.

LOCAL AUDIO CONTINUITY

Maintain audio during an upstream interruption.

- 2CBAS plays preconfigured locally stored audio files.
- Live streaming resumes automatically after recovery.

Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts®, combines licensed music, professionally produced messages, automatic scheduling, continuous streaming and local audio continuity for Cisco CUCM.

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