

TEAMS PHONE QUICK GUIDE | LIVE STREAMING

Microsoft Teams Phone Streaming Hold Music

Connect an Easy On Hold® stream to the Teams user hold experience for licensed music, more variety, and optional scheduled messages.

Connect Teams Phone to the stream

- 1 Get your Easy On Hold URL**
 Choose your music program. Easy On Hold issues a Teams Phone streaming URL; existing customers should ask their Customer Success Representative to provision it.
- 2 Enable Music on Hold**
 In the Teams calling policy assigned to each target user, set Music on hold for calls to On. Confirm the user is in TeamsOnly mode.
- 3 Create the call hold policy**
 In the Microsoft Teams PowerShell module, create a Teams call hold policy with the Easy On Hold URL and AzureAd authentication. Use the command supplied with your stream.
- 4 Assign and test**
 Grant the call hold policy to a test user, then place a real Teams Phone call on hold. Confirm the right program plays on the intended client.

PowerShell example

Use the actual URL and policy name provided for your tenant:

```
New-CsTeamsCallHoldPolicy `
-Identity "EOHStreaming" `
-StreamingSourceUrl "<EOH-URL>" `
-StreamingSourceAuthType AzureAd
```

```
Grant-CsTeamsCallHoldPolicy `
-PolicyName "EOHStreaming" `
-Identity "user@example.com"
```

Why use a live stream?

A PROGRAM WITH VARIETY

Music plays from a live source instead of repeatedly restarting a short uploaded file.

TIMELY MESSAGES

With a custom program, schedule messages and change content through Easy On Hold without replacing a Teams audio file.

LICENSED MUSIC

Easy On Hold supplies music licensed for the subscribed Teams Phone streaming service.

Expert setup notes

Scope: This user hold policy does not control Cloud Call Queue waiting audio or Call Park.

Clients: Confirm streaming support for each device type you deploy. Microsoft's table currently lists Teams Phone devices with standard and custom hold music, without streaming.

Policy: If a calling policy contains both custom audio and streaming, streaming takes precedence.

REFERENCES

[Microsoft: Music on Hold](#)

[EOH: Teams Phone setup tutorial](#)

[EOH: announcement](#)