

# music on hold feature for Microsoft Lync 2010

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**Introduced in “snom UC edition” Version 8.8.1.1**

## snom music on hold feature:

Starting with Version 8.8.1.1 snom introduces the new feature “local music on hold” (MoH). This means that the phone itself will play music to a caller placed on hold. This is very useful in environments without a music on hold service.

### Notes and limitations:

Due to resource handling the phone will playback a local media file in G711 CoDec.

#### Limitations in this version:

- Replacing the media file on the device with a custom file is not possible
- Music on hold will always stream in G711ulaw (no other CoDec supported)
- If enabled, the phone will always be the music on hold source
- The music on hold generated by the phone does not necessarily follow call admission control. This means that when a low-bandwidth codec is enforced due to network policy and the call is put on hold by a snom phone, the MoH will always stream in G711 – thus contravening the usage of a low-bandwidth codec.
- Media file is only 5 sec long (and repeats itself) on snom 3xx

## Configuration

By default, the MoH feature is deactivated in snom devices and in Lync Server 2010. The snom devices are conforming with the CSClientPolicy – EnableClientMusicOnHold configuration. The policy is received in inband provisioning as part of a provisionGroup named “endpointConfiguration” during registration or reregistration:

```
<property name="DisableMusicOnHold" >false</property> (possible values: true or false)
```

Due to this process, please keep in mind that policy changes will not be reflected to Lync endpoints instantly.

To centrally manage the MoH feature via Lync PowerShell simply run the following commands:

```
Set-CsClientPolicy -EnableClientMusicOnHold $True
Set-CsClientPolicy -EnableClientMusicOnHold $False
```

Please note that if an identity value for Set-CsClientPolicy is not provided, you will change the default Global CSClientPolicy. This means that all endpoints in the deployment are affected! In addition, ensure that CSClientPolicy changes are granted to the snom device user account.

More details about Set-CSClientPolicy: <http://technet.microsoft.com/en-us/library/gg398300.aspx>

#### Hint:

If you intend to activate the feature on a single device via snom’s built in webserver you need to change the setting under: Advanced → Audio → Play music during hold = on (and click on Apply & Save). Please keep in mind that this will only turn on MoH temporarily (until next reregistration), if the value for "DisableMusicOnHold" in Lync Server inband provisioning is set to “true”.