AVAYA IP OFFICE QUICK GUIDE | HARDWARE-ASSISTED STREAMING

Music On Hold for Avaya IP Office

Deliver cloud-managed music and messages to Avaya IP Office IP500 V2 through the Easy On Hold business audio player and the control unit's AUDIO input.

Connect the managed streaming source

1 Provision the audio player
Easy On Hold configures your stream. Connect the player to power and your network, then confirm that your music and messages are playing.

2 Connect analog audio
Connect the player's mono RCA line output to the IP500 V2 rear AUDIO input, a 3.5mm stereo socket. Confirm the correct cable and output level with your installer.

3 Select External and restart
In IP Office Manager, open **System > Telephony > Tones and Music**. Set **Hold Music > System Source** to **External**. Save and schedule the required IP Office restart.

4 Check the source and call paths
Where the default Hold Music short code is configured, dial ***341#** for source 1. Test outside calls through hold, transfer and hunt-group paths; adjust the player output as needed.

Choose the correct delivery path

MANAGED STREAMING WITH AUDIO PLAYER

For changing music and messages.

The player receives the Easy On Hold stream and provides analog audio to IP Office. Manage content in the Content Control Center™. Local fallback helps maintain audio during a network interruption.

INTERNAL WAV FILE

A manually maintained alternative.

Use **HoldMusic.wav** for the System Source. Format: PCM, 8 kHz, 16-bit, mono. Maximum length: 90 seconds on IP500 V2; 600 seconds on Linux-based systems.

CONFIRM YOUR IP OFFICE EDITION

These steps cover standard IP500 V2 administration.

Basic Edition uses different music-on-hold controls. Linux-based Server Edition requires a separate source review; do not assume it has the same physical AUDIO input.

Expert setup notes

Schedule the restart: Changing the System Source requires a reboot. Coordinate a maintenance window with your Avaya administrator.

Check source overrides: Incoming call routes and hunt groups can select another Hold Music Source. Test actual caller routes after the change.

Confirm the hardware: This external-port setup covers IP500 V2. Verify older hardware, software release and operating mode before installation.

Official Avaya references: Tones and Music • Music On Hold

Make every second on hold work harder.

Easy On Hold® combines licensed music, professionally produced messages and cloud content management to keep your caller experience current.

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