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## *Introduction to Streaming In Queue and On Hold Music & Messages in Avaya Aura Media Server*

### **Audio Stream Formats**

Avaya Aura® Media Server (AAMS) (v7+) does an excellent job of streaming MOH (messages on hold/music on hold) in either of two formats: http mp3 (ICY protocol) and HLS (Apple). Easy On Hold® will provide HTTP MP3 or HLS streams at 128 Kbps or 192 Kbps. The media server supports up to 64 music streams across all supported providers.

### **Authentication**

Release 8.0.x, Service Pack 4 adds basic authentication support for MP3 audio stream sources. Please refer to the Avaya document, Implementing and Administering Avaya Aura® Media Server, issue 15, December 2021:

<https://download.avaya.com/css/public/documents/101050441>

### **Failover Architecture**

AAMS automatically records 15 minutes of audio content as a backup in the event the streaming server is unreachable.

### **Whitelist**

The non-secure stream directs requests to an individual streaming server. Please whitelist the IP of the streaming server, for example, for eoh-prod-6-ns.easynholdcloud.com, whitelist 52.226.122.220.

### **Non-Secure Stream**

AAMS requires a non-secure stream format (http). You may request a test stream URL from Easy On Hold®.

### **Monitoring**

Avaya Aura® MS Element Manager has a page for monitoring the status of music streaming providers. EM displays statistics for each stream which include bandwidth and the codec being used.

### **Volume**

Volume adjustments are configurable in AAMS 8.0+. Alternatively, use of the Easy On Hold HLS stream will allow variable volume (made via EOH Support).

### **Avaya Documentation**

Implementing and Administering Avaya Aura® Media Server, Release 7.8 / Issue 10 / October, 2019 <https://download.avaya.com/css/public/documents/101033402>

Implementing and Administering Avaya Aura Media Server, Release 8.0.x, Issue 15, December, 2021: <https://download.avaya.com/css/public/documents/101050441>