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Introduction

This document describes the scenario in which a user gets one way audio issue with Cisco CallManager after a call is transferred or placed on hold, if the H.323 endpoint that is configured on the CallManager is a Fast Ethernet subinterface of the gateway. This occurs especially when the Music on Hold (MOH) is enabled.

Problem

The IP phone sends Real-Time Transport Protocol (RTP) packets to the wrong IP address after it resumes a transferred or on-hold call.

Solution

Complete these steps in order to solve the problem:

1. On the gateway, configure a loopback interface and the **h323-gateway voip bind srcaddr ip_address** command, as described in H.323 Support for Virtual Interfaces. Ensure that you use this loopback IP address when you configure the Cisco IOS H.323 gateway.
2. Globally configure **voice rtp send-recv** on the gateway.This command is documented in [Cisco IOS Voice, Video, and Fax Commands: Si through Z.](#)
3. Verify that you have selected correct MOH codecs in the service parameters for Cisco IP Voice Media Streaming Applications.