

Music-on-Hold and Music-on-Wait

DESCRIPTION



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GENERAL

Music-on-Hold/Music-on-Wait (MoH/MoW) are features for connecting sound information to a parked or queued subscriber or extension. MoH refers to the parked cases, while MoW refers to the queued cases, but it is basically the same function.

In these states (parked or queued), the sound source transmits music or voice information - such as interception messages, hours of service and advertising.

All cases can be supported either with SIP based streaming MoH/MoW functions, via Media Server (soft media gateway), or with the legacy HW based RVA functions using MGU or TMU HW.

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CATEGORIES

The MoH/MoW features are available for all extensions and all external lines (external subscribers connected to MX-ONE Service Node).

The Recorded Voice Announcement (RVA) feature has an AS parameter (PARNUM=116) which can limit which types of parked/calling parties that will get the MoH/MoW.

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TRAFFIC CASES

The MoH feature can be used in the following traffic cases:

- **Parked** on Inquiry.
- **Parked** on Call Waiting.
- **Parked** on Camp-On-Busy *)
- **Parked** by PBX operator.
- **Queued** to internal group hunting group.
- **Queued** to ACD/CTI group.
- **Queued** to PBX operator group.

*) In private network cases this case is dependent on AS parameter (PARNUM=30).

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INITIATION

There are no specific I/O-commands to initiate the MoH/MOW features but RVA must be available. The MoH/MOW features are activated when the appropriate RVA *continuous announcements* are initiated, and the relevant traffic cases appear in the system. See operational directions for *RECORDED VOICE ANNOUNCEMENT*, the continuous announcements.

When no RVA sound files are installed, no MoH is received in the relevant traffic cases. Instead tones or silence are received.

When TMU boards are used, the number of sound equipments to be connected to a TMU board can be changed by command *ASPAC:PARNUM 154*.

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CAPACITY

The RVA feature can when MGU is used play up to 68 simultaneous announcements (per MGU), but that is shared with all other RVA cases.

Voice or MoH messages can be received by all extensions and external lines (external subscribers) while being in the relevant traffic cases.

The capacity of RVA in an MX-ONE Classic is limited to 12 simultaneous messages per VSU board.

If a TMU board is used to provide MoH/MoW in an MX-ONE Classic, then all extensions and external lines in the LIM can simultaneously receive the MoH/MoW message.

6 HARDWARE

6.1 MEDIA GATEWAY LIM

There is no specific HW for the MoH/MoW (and RVA) messages. The Media Gateway has RVA resources.

The messages (music) must be stored as wav-files in the appropriate directories in a server (the MX-ONE Service Node is default), which can be accessed by the Mitel Media Gateway.

6.2 MX-ONE CLASSIC (USING VSU AND TMU)

MoH is primarily provided by using a VSU board. For more information, see the description for *RECORDED VOICE ANNOUNCEMENT, RVA*.

MoH can also be provided using a TMU board, which is a multi-purpose board for auxiliary devices with two (2) analog inputs for connection of sound equipment. The TMU can be configured for either 2 or 3 analog inputs for MoH (using *ASPAC: PARNUM 154*), but this requires at least two TMU boards.

The sound equipment is connected to the MDF, and then connected to the TMU in all LIMs in the PBX. See figure 1.

The following hardware is required to install this extra facility:

- TMU board
- cables

The TMU board can be used on all markets.

If three different MoH messages are to be used in the same LIM when using TMU boards, the LIM has to be equipped with two or more TMU boards.

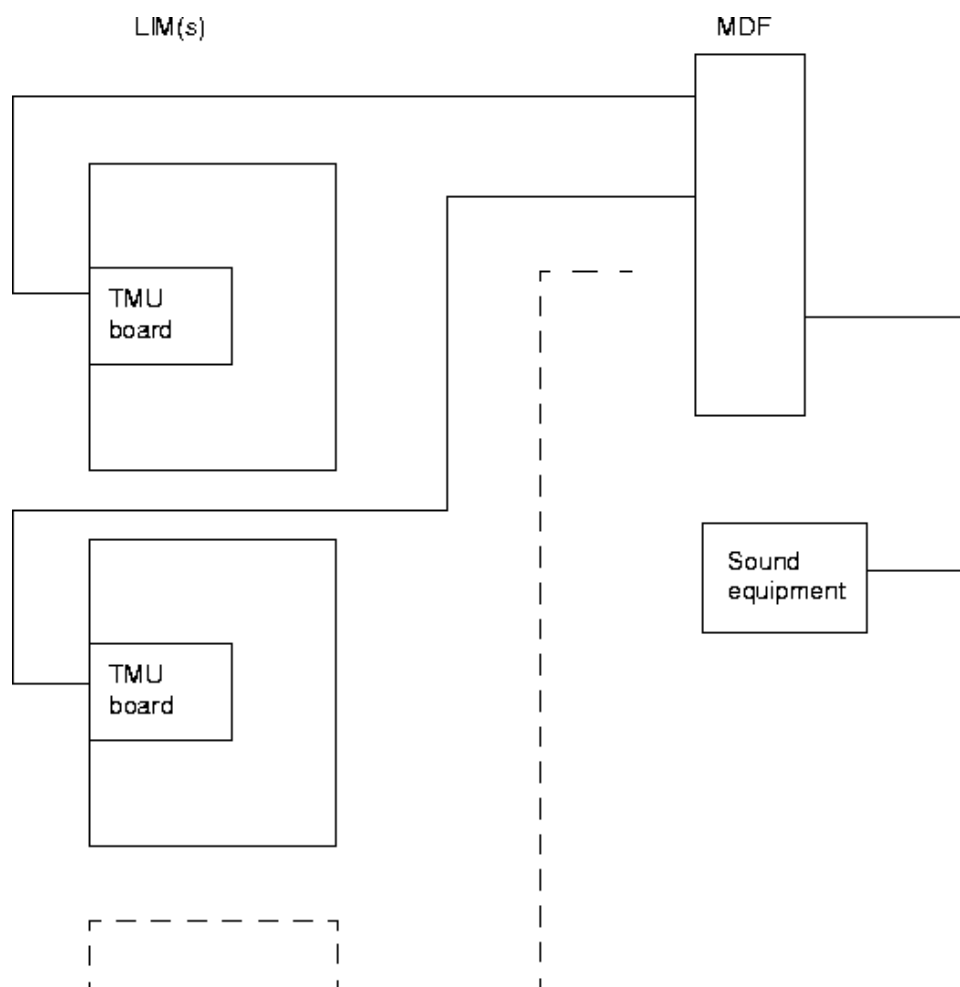


Figure 1: Overview of TMU connection to auxiliary sound equipment.