

WILL MUSIC ON HOLD WORK ON MY PHONE?

Music On Hold Does Not Work On Every Phone

Not every phone allows music and messaging to be heard by callers who have been placed on hold. Most professional offices do have phone systems that are set up for playing music on hold, while more and more phone systems are coming to market with on-hold playback built in. What about your business? Will Easy On Hold personalized productions play on your phone? It depends on the type of phone system you have.



PBX

PBX, Digital or Key Systems are professionally installed systems with a control center which allows music on hold connections.

DO I HAVE A PBX SYSTEM?
Here are some clues:

- Professionally installed
- 6 Lines or more
- Phone room
- All phone wires lead to punch-down block
- Nortel, Avaya, Toshiba



Ordinary

Ordinary, Analog or "Plain Ol' Telephone Service" does not allow music on hold connection without an external adapter.

DO I HAVE ORDINARY
"ANALOG" PHONES?
Here are some clues:

- Do-it-yourself installation
- Wireless extensions
- 4 or fewer lines
- Purchased from office supply store
- No central control unit
- Panasonic, RCA, ATT, GE



Desktop

Desktop systems such as those made by Talkswitch and BizFon are similar to traditional PBX systems, but use a simpler installation process. Most are ready to play music on hold.

DO I HAVE DESKTOP PBX?
Here are some clues:

- Central connection box
- Do-it-yourself installation
- No phone room required
- Purchased from authorized brand dealer
- Brands: TalkSwitch, BizFon

Most PBX And Key Phone Systems Will Play Music On Hold.

If your phones connect to a terminal and a control box (if you have a phone room where a professional phone system has been installed), you probably have a PBX or Key system. Making music on hold work in this case is rather simple. Which of the following three scenarios is true at your office?

- There is a receptacle for plugging in an external sound source (on hold message player), and this receptacle is working. This system is ready to play on hold messaging.
- There is a receptacle for plugging in an external sound source, and this receptacle is NOT working. Before being able to play on hold messaging, this receptacle must be switched on. Often, this can be done by the phone system administrator without service to the phone system.
- There is no receptacle for music on hold. In this case, your phone system installer can easily prepare your phone system for plugging in an external on hold audio playback.

Internal Audio On Hold Memory – Larger and more sophisticated phone systems may contain an internal memory from which music on hold audio is played. Easy On Hold will need to know the preferred format for the audio file to be used.

Having A Hold Button Does Not Mean You Can Play Music On Hold.

You may have “ordinary phones” at your office. Common among small offices and home offices, the term “ordinary phones” refers to a series of phones plugged together using standard telephone company service. These phones are not made to play music on hold. If you’re attempting to make on hold audio work on ordinary phones, you should know that there is no guaranteed solution. Music on hold adapters are available for ordinary phones, but be aware that not all adapters work with all phones. Contact us for help in determining if your phone system is able to be adapted to use music on hold. Easy On Hold has helped many offices use music on hold on the less expensive ordinary phones available from office supply discount stores.

Call Waiting

Call waiting is a method of having two callers connected to one ordinary phone line. While call waiting may mimic placing callers on hold, it is not the same. Call waiting is a function that happens at the phone company switch, which means there is no opportunity to introduce music on hold. If you are purchasing an on hold system, be aware that on-hold music does not work with call waiting.