

AVAYA ON HOLD MUSIC PLAYER INSTALLATION

THIS REPORT COVERS

- Music on hold installation overview for Avaya basic partner telephone system
- Equipment needed for installation for on hold messaging, music on hold audio
- Programming Avaya partner music on hold function

FOR MORE INFORMATION

Visit the Avaya Support page at: <http://support.avaya.com/japple/css/japple?PAGE=Home>

AVAYA SYSTEM

The following information refers to Basic Partner R3, R3.1, R4, R4.1 only.

Part 1: Description of a Music On Hold System

Music-on-Hold systems allow you to play recorded music and/or messages to callers while they are on hold. (Alternatively, the system supports a Tones on Hold feature.)

Music On Hold Players are usually designed to provide a choice of outputs: 600 Ohms or 8 Ohms. The user may choose the output and volume level appropriate for their callers. The players are within the 2 watt source limit, playing the audio in an endless loop. Callers placed on hold hear the music on hold message in progress.

Part 2: Phone Hold Equipment For Use With Avaya Basic Partner R3, R3.1, R4, R4.1:

- 105A Music On Hold Coupler (Comcode # 106-922-255) Available at Avaya Direct (800-451-2100)
- RCA Phono Plug
- 2 watt Audio/Radio source or less

Connecting a Music On Hold Device To Avaya Partner Telephone System:

1. Insert one end of an audio cord with an RCA phono plug into the RCA phono jack on the PARTNER Music On Hold coupler.
2. Insert the other end of the audio cord into the RCA phono jack on the Music On Hold device, available at: www.easyonhold.com
3. Insert one end of a modular cord into the modular jack on the PARTNER Music On Hold coupler.
4. Insert the other end of the modular cord into extension jack 15 on the 206 module, then route the cord as you did for line and extension cords.
5. Set the coupler's volume to the lowest setting.
6. Use a flathead screwdriver to turn the volume control counterclockwise until it stops.
7. Place a call on hold and listen while adjusting the volume, clockwise. If you do not hear music at any setting, refer to **Music/Tones On Hold (#602)** to be sure that the Music On Hold setting is selected.

Programming Music/Tones on Hold

- This must be programmed from extension 10.
 - Press [Feature] [0] [0]. The phone beeps once, and the light next to [Spkr] is green flutter.
 - Press left [Intercom] twice. The light next to left [Intercom] is green steady.
 - Press [#] [6] [0] [2]. The Message light is red steady if the current setting is Tones On Hold, red wink if it is Music On Hold, or red flash if it is Not Active.
 - Press [1] to select Tones On Hold, [2] to deactivate Music and Tones On Hold, or [3] to select Music On Hold. The Message light changes to show the new setting.
 - If you make a mistake, begin again at Step 3.
 - When you are finished, press [#] and a three-digit code for another option, or press [Feature] [0][0]
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Contact Easy On Hold at (888) 798-HOLD (4653) for information on a customized music on hold marketing advertising message production for your Avaya Telephone System.

Contact: www.easyonhold.com

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