Music On Hold Installation

For Nortel Phone System

By Tim Brown, Principal

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.

CONNECTION FROM USB PRO MUSIC ON HOLD PLAYER

The connection required for the music on hold player is "rca" type (also called phono). The USB PRO has two outputs: 8-Ohms and 600-Ohms. The 600-Ohms audio output is best suited for telephone systems, however, the 8-Ohm output is available to provide a higher-volume output if needed.

RCA cable connection to back of USB PRO Audio Out 600-Ohms

CONNECTION TO NORTEL PHONE SYSTEM

Nortel systems usually require the music on hold connection to be punched down onto the cross-connect block (a.k.a. punchdown block, terminating block).

Your telephone system administrator should know how to punch down onto the block. A female RCA-type (phono) jack should be provided to allow use of the rca connection cable that came with the purchase of your USB PRO music on hold player.

typical punchdown block

3.5mm male audio plug

RCA male-to-3.5mm
female audio adapter

WORKING WITH AN EXISTING CABLE
Sometimes you must work with a punchdown block that already has a connector wired to it. Often this connector is not RCA type. Typically, it is a 3.5mm (one-eighth-inch) male audio plug (the size used by personal headphones or earbuds). In this case, the plug must be adapted to fit in the rca audio output fitting on the USB PRO music on hold player.

Adapting from 3.5mm to RCA
A simple audio adapter can be used to modify the tip of the 3.5mm plug to convert it to RCA. Radio Shack adapter 274-871 will do the job. Just plug the 3.5mm jack into the back of the 274-871 adapter and you'll be able to plug into the USB PRO output to complete the connection to your phone system.

NORTEL SYSTEM CONFIGURATION
If after making a secure audio connection you still do not hear music on hold playing, you may need to set the configuration of the Nortel phone system to activate music on hold. Here is the sequence for most Nortel Systems:

1) **FEATURE * * CONFIG (266344).** You will see Password: displayed
2) **CONFIG (266344)** is the default password. You will see A. Configuration
3) **Hit forward arrow to enter menu** A. Configuration. You will see 1. Trk/Line Data
4) **Scroll to 3. Call Handling** and then press forward to enter the menu.
5) Hit forward arrow ten times (scroll to **On hold:**) You will see On hold is set to either Silence, Tones or Music
6) If this is not set to Music, hit **CHANGE** until Music appears.
7) End session by hitting **Rls** (release) or disconnect.

Your phone may function differently, but this instruction demonstrates a common procedure for activating music on hold on a Nortel System.

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