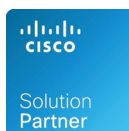STREAMING QUEUE MUSIC™

NEXTIVA
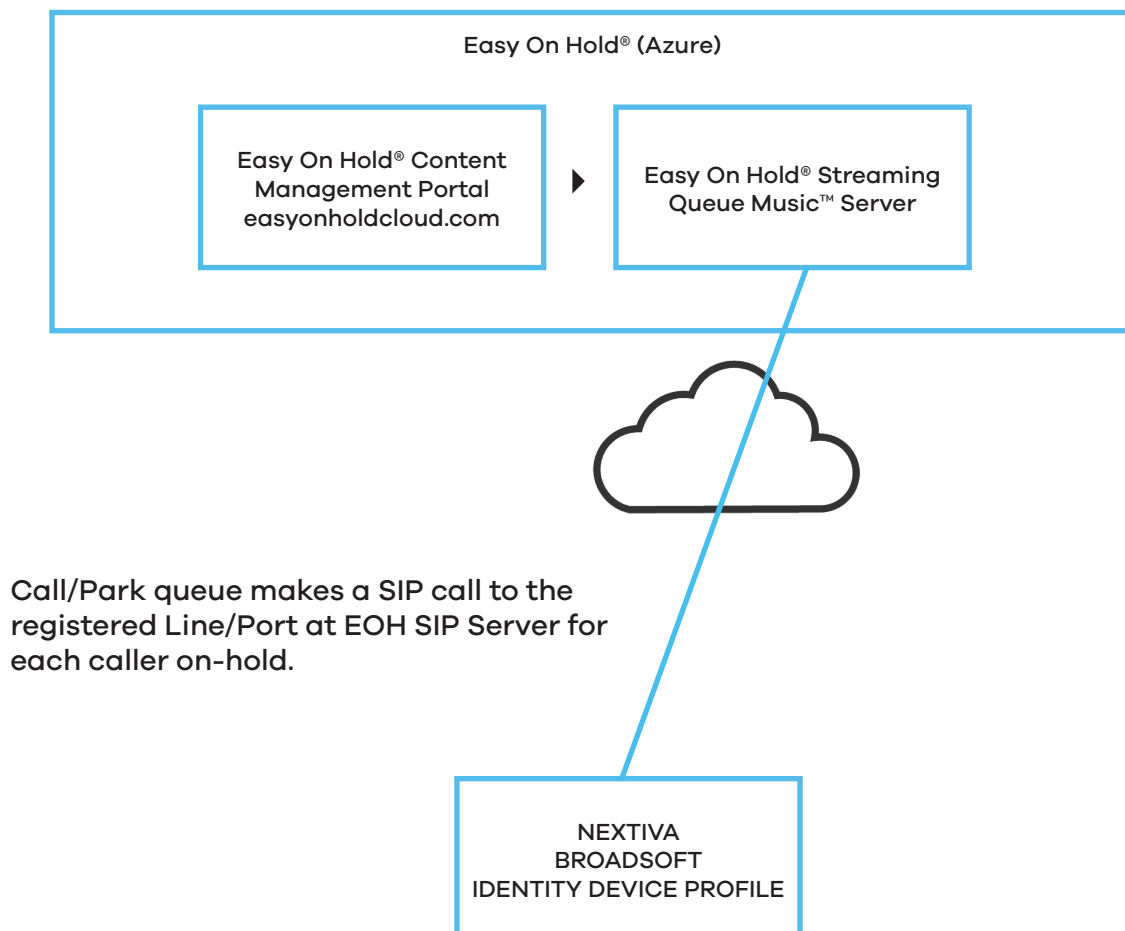
INSTALLATION GUIDE

Updated: Q3 2022

About the EOH Streaming Solution

Easy On Hold®, an MOH technology and content developer in Michigan, USA, created live streaming music on hold in 2013 to satisfy the demand to replace default music with an easily-managed audio content stream.

In 2020 EOH launched a cloud-based appliance, Streaming Queue Music™ (SQM), that transcodes streams of audio into various stream formats for use on a variety of platforms, including Broadsoft® BroadWorks, the backbone of the Nextiva System

Methodology

The Easy On Hold® SIP audio stream utilizes an Identity/Device Profile as an "endpoint" into which content is streamed from SQM. The Music On Hold settings in the Broadsoft® interface are configured to point calls to the endpoint, to be used as a kind of "conference room" where calls hear the audio stream while waiting.

Easy On Hold® (Azure)

Easy On Hold® Content Management Portal easyonholdcloud.com

▶

Easy On Hold® Streaming Queue Music™ Server

Call/Park queue makes a SIP call to the registered Line/Port at EOH SIP Server for each caller on-hold.

NEXTIVA
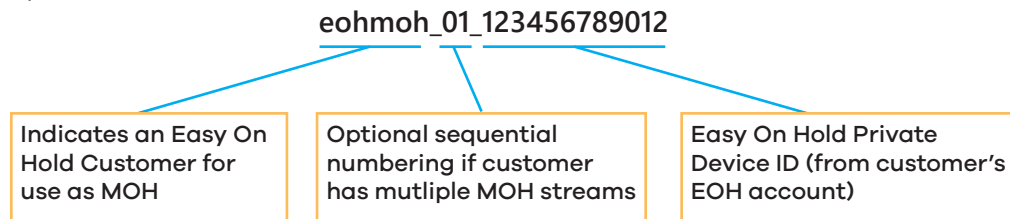BROADSOFT
IDENTITY DEVICE PROFILE

EOH WILL PROVIDE TO YOU

Easy On Hold will provide the Line/Port ID.

Best practices for creating the Line/Port ID include:

      1) Unique to your environment.

      2) Indicates use as EOH MOH stream.

      3) Not easily guessed, to prevent (denial-of-service attack).

An example of a useful Line/Port ID:

eohmoh_01_123456789012

Indicates an Easy On Hold Customer for use as MOH	Optional sequential numbering if customer has mutliple MOH streams	Easy On Hold Private Device ID (from customer's EOH account)

YOUR REQUIRED ACTIONS

If you are experienced in the Broadsoft Portal (and have access through the Nextiva interface), you will add an Identity/Device Profile, and set up the Line/Port for MOH.

⚠️ Many Nextiva users do not have access to the settings needed for installing the EOH Streaming Solution. Support is needed to complete the configuration.

You may also choose to inform Nextiva Support that your Easy On Hold® support engineer is approved as a user on your account, and the EOH engineer will work directly with Nextiva to set up the configuration.

Inform Easy On Hold® Suport when the configuration is complete.

STEP **BY** STEP

STEP 1
Add an Identity/Device Profile
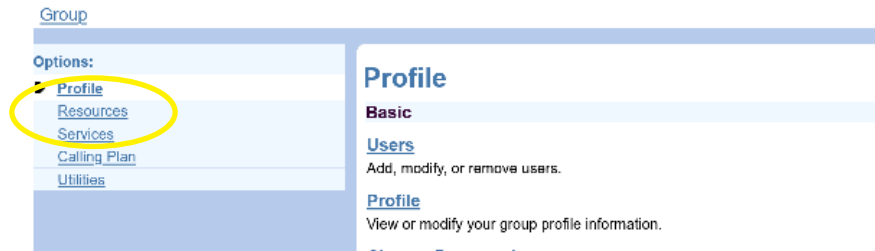
STEP 2
Set up the Line/Port for MOH

STEP 3
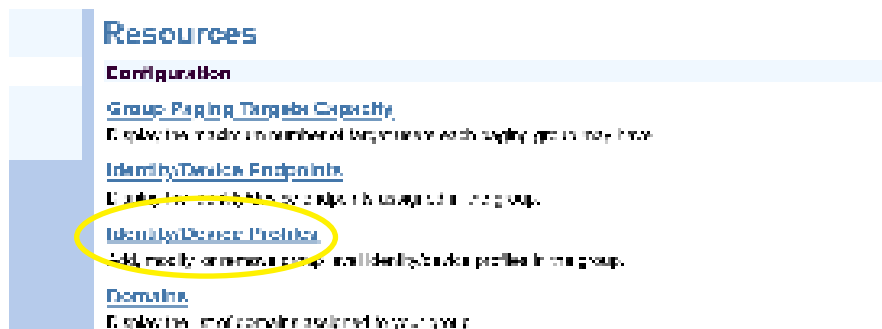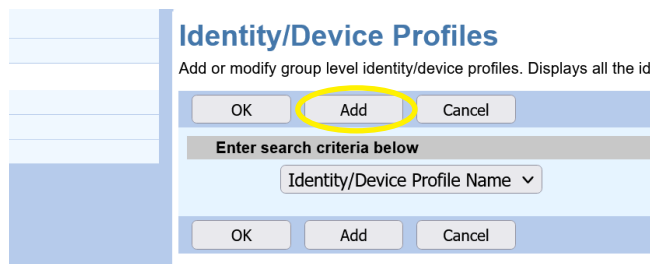When configuration is complete, inform support@easyonhold.com

1.1 From Group Level View, select **Resources** from the left menu.

1.2 From Resources View, select **Identity/Device Profiles**.

1.3 Under **Identity/Device Profiles**, select Add.

1.4 From the Identity/Device Profiles screen, enter a name, then pull down the Identity/Device Profile List.

Identity/Device Profile Name: This can be anything you choose. Examples are MOH, EOH, Music_On_Hold, etc. (**Important:** spaces are not allowed in this name.)

Identity/Device Profile Type: Generic SIP Music On Hold (pulldown).
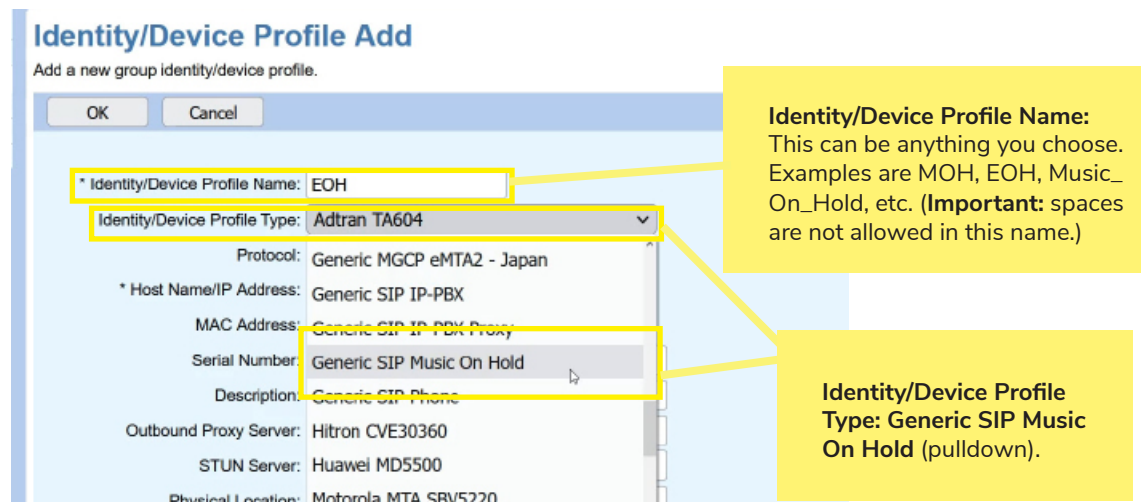
1.5) Change Transport to UDP and add a description.

Identity/Device Profile Add

Add a new group identity/device profile.

[OK]   [Cancel]

* Identity/Device Profile Name: EOH

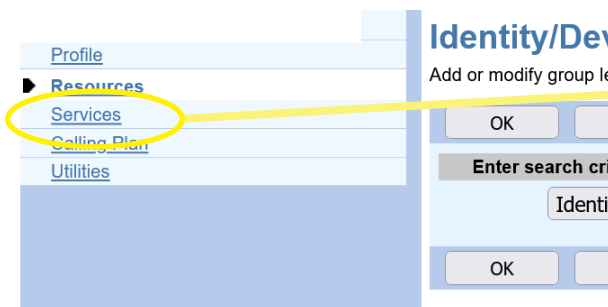Identity/Device Profile Type: Generic SIP Music On Hold ⌄

Protocol: SIP 2.0 ⌄

Host Name/IP Address: [   ]   Port: [   ]

Transport: UDP ⌄

Transport: UDP

MAC Address: [   ]

Serial Number: [   ]

Description: [   ]

Description: Any useful description is accepted, i.e., "streaming music for CustomerName".

Outbound Proxy Server: [   ]

STUN Server: [   ]

Physical Location: [   ]

[OK]   [Cancel]

Click **OK** to complete Identity/Device Profile Configuration.

STEP 2
Set up the Line/Port for MOH

2.1 Go to **Services**.

Profile
▶ Resources
  Services
  Calling Plan
  Utilities

Identity/Dev
Add or modify group l...

[OK]

Enter search cri

Identi

[OK]

OPEN Services

2.2 Go to **Music/Video on Hold**.

Profile
Resources
▶ Services
  Calling Plan
  Utilities

Services

Basic

Auto Attendant

Call Park

Call Pickup

Exchange Integration

Hunt Group

Integrated IM&P

Music/Video on Hold

Voice Portal

OPEN Music/Video on Hold

2.3 Select **Group** and proceed to Edit the Group Settings.

Music/Video On Hold

Upload an audio or video file, which is a .wav or .mov file co
and Call Park services. Music On Hold for Call Centers is

OK

Music/Video On Hold Type

Group

OK

SELECT Group
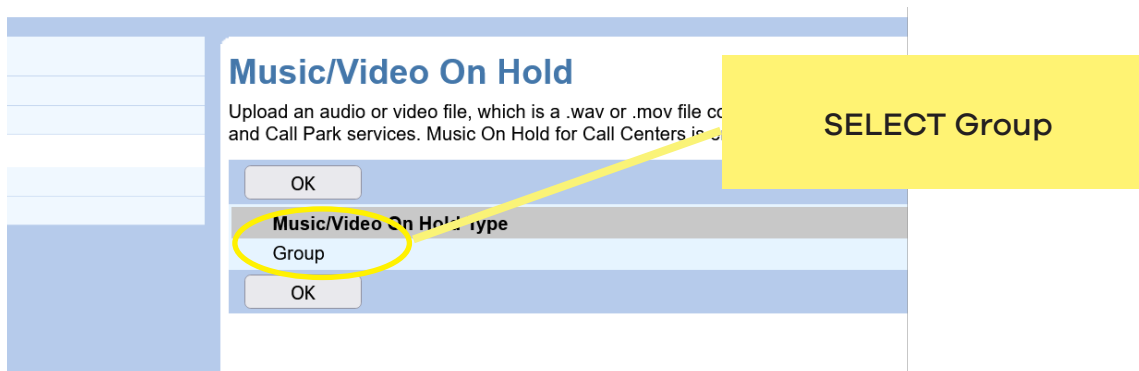
2.4 Enter settings as shown.

Music/Video On Hold Modify

Modify the selected Music/Video On Hold source.

OK   Apply   Cancel

General Settings

Enable music/video during Call Hold (enabled by default)
Enable music/video during Call Park (enabled by default)
Enable music/video during Busy Camp On (enabled by default)

☑ Enable music/video during Call Hold
☑ Enable music/video during Call Park
☑ Enable music/video during Busy Camp On

Music/Video On Hold message:

Preferred Audio Codec: G.711

Preferred Audio Codec: G.711

○ System Defined Music/Video
◉ External Source

System Defined Music/Video (enabled by default; change this to: External Source (select this option)

◉ Identity/Device Profile   ○ None

Identity/Device Profile

Identity/Device Profile Name: EOH (Group)

* Line/Port: eohmoh_01_123456789012   @   prod.voipdnsservers.com ⌄

Contact (s):

Identity/Device Profile Name: This is the Identity/Device name already chosen. It will populate from the pulldown.

Configure Identity/Device Profile

Line/Port was provided, and appears in this format: eohmoh_01_123456789012

SIP Server Domain Name: For Nextiva, this is always prod.voipdnsservers.com.

) Custom Music/Video File

Audio: None ⌄
Video: None ⌄

OK   Apply   Cancel

Click **Apply** and **OK**.

What's Next?

Notify the Easy On Hold® support team at +1 888-798-4653 ext. 236. To avoid blacklisting, no attempt will be made to register this endpoint until EOH has confirmation that the MOH has been configured.

Testing the registration. Easy On Hold® will report the successful registration and test a live connection.

No other configuration or ongoing maintenance is required. The configuration does not change.

Content management. Users may manage content in accordance with their business arrangement with Easy On Hold®. All stream management is made exclusively with Easy On Hold® and its content management system.

Streaming Content

Content options include: existing client content, or licensed music and/or voice recordings provided by Easy On Hold®. For the convenience and benefit of its customers, Easy On Hold® has obtained performance licensing for a variety of music. Voiced greetings, announcements and promotions can be added to play between songs or as produced promotional "spots". End-users are able to control content from a personal management portal at easyonholdcloud.com.

Scalable Solution

The Streaming Queue Music™ service establishes a unique connection to each Identity/Device Line/Port where music on hold is needed. Content can be shared across multiple devices, or unique assigned to individual endpoints. Hundreds of concurrently-held calls are supported for each stream instance.

Support Options

Easy On Hold® provides expert 24/7 support at
+1-888-798-4653 and https://easyonhold.com/support/.

Contact

Support Engineer: **Dustin Ganey**

https://easyonhold.com/support

+1 888-798-4653 ext. 236

support@easyonhold.com