

NORTEL ON HOLD MUSIC PLAYER INSTALLATION

THIS REPORT COVERS

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

FOR MORE INFORMATION

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

NORTEL SYSTEMS

Nortel Meridian, Norstar, Nortel Partner

COPYRIGHT INFRINGEMENT WARNING

Using copyright protected music on hold sources can result in fines and other legal action. Never attach a radio to an MOH port.

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: Necessary Equipment

- Music On Hold repeater (digital on hold music player that sends continuous audio signal to output)
- RCA Phono Plug (included with on hold player purchase)

Part 3: Connecting a Music On Hold Device To Nortel Telephone System:

1. Be sure to use a music on hold message player designed for use on telephone PBX/Key systems. The music on hold port on your Nortel phone system can be “fried” by using the incorrect input. Most consumer grade music CD and mp3 (iPod) players do not provide the 600 Ohm signal your Nortel System prefers!
2. Check the Nortel Telephone System for an input marked MOH (for music on hold)
3. If there is no MOH port (jack) available, contact a reputable Nortel installer to integrate this connection for you.

4. Verify that the Nortel phone system music on hold option is set for on hold. Consult your Nortel phone system operations and installation manuals for detailed programming information.
 5. Place a call on hold and listen while adjusting the volume on the music on hold player.
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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 Nortel Telephone System.

Contact: www.easyonhold.com

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