

AVAYA CM QUICK GUIDE | HARDWARE-ASSISTED STREAMING

Music On Hold for Avaya Communication Manager

Deliver a cloud-managed Easy On Hold stream to a legacy, on-premises Avaya CM system through a purpose-built business audio player and the appropriate analog interface.

Connect the managed streaming source

- 1** Provision the audio player
Easy On Hold configures the live stream, licensed music and messages for your organization in the Content Control Center.
- 2** Connect network and fallback
Connect the player to the network. It uses outbound HTTPS for content delivery and can continue with locally stored fallback audio if connectivity is interrupted.
- 3** Connect analog audio
Route the player's line-level output to the Avaya MOH input through the isolation or 600-ohm interface specified for your gateway, media module or auxiliary port.
- 4** Administer and test
In CM, use change system-parameters features to select music and identify the source. Set Hear System Music on Hold = y in the applicable COR, then test holds, transfers and audio level.

Expert setup notes

This is not direct AAMS streaming: The Easy On Hold player converts the managed cloud stream into the analog audio source used by legacy Avaya CM.

Confirm the physical interface: Port type, pinout, isolation and level vary by gateway and media module. Have an Avaya administrator verify the connection before installation.

Control access through COR: Users hear the system music source only when the applicable Class of Restriction permits it.

Test every call path: Listen through holds, transfers and queues, and adjust the analog level to avoid distortion or low volume. Use music licensed for business telephone use.

Choose the correct Avaya delivery path

MANAGED STREAMING WITH AUDIO PLAYER

The recommended path for remotely managed, frequently updated content.

- The Easy On Hold player receives the cloud stream and provides analog audio to CM.
- Update music and messages without uploading a new announcement file to the PBX.
- Local fallback helps maintain caller audio during a network interruption.

INTEGRATED ANNOUNCEMENT FILE

A static, manually maintained alternative.

- Upload a compatible announcement and assign its extension as the music source.
- Current Avaya workflows commonly use 8 kHz, 16-bit, mono PCM WAV; older VAL systems may require a different telephony encoding.

SYSTEM OR TENANT SOURCE

Assign the source at the scope required by the deployment.

- Use the system music source for general users and control access through COR.
- For tenant partitions, administer music sources and tenant assignments as supported by the CM release.

Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts®, combines licensed music, professionally produced messages and a two-channel business audio player to give legacy Avaya CM a modern, cloud-managed caller experience.

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