

Music-On-Hold

When **Music-On-Hold** is activated and a **Music-On-Hold** audio source is connected to the processor module, a caller on hold hears music.

NOTE ► The performance of music over telephone lines is a public performance under United States Copyright law. Accordingly, for the performance of that music to be lawful, it must be licensed annually to the user by the copyright owners or their representatives.

You can activate and deactivate **Music-On-Hold** and adjust the volume level by programming these features:

- **Music-On-Hold**
- **Music-On-Hold Volume**

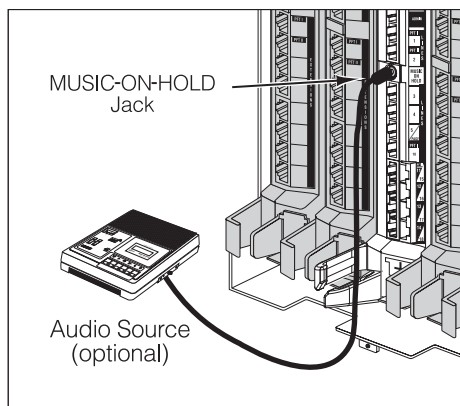
Connecting a Music-On-Hold Audio Source

You can connect an audio source to the **Music-On-Hold** jack on the processor module so that a caller hears music when placed on hold when the **Music-On-Hold** feature has been activated.

Follow these steps to connect an audio source to the **Music-On-Hold** jack:

1. Insert an RCS phono plug into the **Music-On-Hold** jack on the processor module, located near the middle of the processor module, below the line jacks (see [Figure 9-14](#)).
2. Route the cord through the processor module's wire manager.
3. Place a call on hold and listen. If you do not hear music at any setting, the **Music-On-Hold** feature may not be activated or properly programmed.

Figure 9-14. Connecting a Music-On-Hold Audio Source



Music-On-Hold (#602)

Use this feature to activate or deactivate the **Music-On-Hold** jack on the processor module. The jack must be active and an audio source must be connected to the jack to provide recorded music or messages to callers on hold.

Considerations

- If **Music-On-Hold** is Not Active or if no audio source is connected, callers on hold hear silence.
- The audio source must be connected to the control unit by using an RCA phono plug. The **Music-On-Hold** input jack accepts a maximum input of 2 Volts at 50 Kohms.
- If the audio source develops trouble (such as a bad tape), you can quickly turn it off by changing the **Music-On-Hold** setting to Not Active until you are able to solve the problem.
- You can adjust the volume of **Music-On-Hold** using **Music-On-Hold Volume (#614)**.
- If **Ring on Transfer (#119)** is Not Active and **Music-On-Hold** is Active, transferred callers hear **Music-On-Hold** until the call is answered.
- If **Music-On-Hold** is Active, users with system telephones with speakers can play **Background Music** through their telephones' speakers.
- If **Automatic System Answer** is on, callers hear **Music-On-Hold** while waiting for someone to answer the call.
- If **Direct Extension Dial** is on, callers hear ringing when the call is transferred regardless of the settings for **Music-On-Hold** and **Ring on Transfer (#119)**.
- If the operator at extension 10 uses the **Wake Up Service Button (#115)** to schedule wake up calls, the recipients hear **Music-On-Hold** when they answer their wake up calls.

Programming

To change the setting of the **Music-On-Hold** jack:

1. Press **Feature** **00** **System Program** **System Program** **#602** at extension 10 or 11.
2. Press **Next Data** until the appropriate value appears:
 - 1 = Active (the factory setting) ✓
 - 2 = Not Active
3. Select another procedure, or exit programming mode.

Music-On-Hold Volume (#614)

Use this feature to select one of seven volume settings for the external music source provided through the **Music-On-Hold** jack on the processor module. This setting is system-wide.

Considerations

- Changes to the **Music-On-Hold** Volume setting have immediate effect on all calls currently receiving **Music-On-Hold** treatment.

Programming

To change the **Music-On-Hold Volume** setting:

- Press **(Feature)** **(0)** **(0)** **(System Program)** **(System Program)** **(#)** **(6)** **(1)** **(4)** at extension 10 or 11.
The display shows the current setting.
- Press the number of the setting on the dialpad, or press **(Next Data)** or **(Prev Data)** until the correct setting appears. (Setting ranges from 1 to 7, with 4 being the factory setting.)
- If you want to return the volume to the default setting, press **(Remove)**.

Night Service with Auxiliary Equipment

You can set up modems, fax machines, and answering machines to receive calls automatically after hours. When **Night Service** is on, calls ring immediately at the appropriate extensions, so that no human intervention is required to transfer calls to the fax, modem, or answering machine. When **Night Service** is off, you can use the auxiliary equipment lines for normal business purposes; the lines are dedicated to auxiliary equipment *only* after hours.

By placing auxiliary equipment in the **Night Service Group**, auxiliary equipment can start sending and answering calls whenever you press the **Night Service** button at extension 10.

NOTE ► If you have a voice messaging system, turning **Night Service** on *also* activates **Night Service** operation of the voice messaging system.

Figure 9-15 shows a system with a fax machine and a modem connected to separate extensions. Line A is published as the fax line, and line B is published as the modem line.

Figure 9-15. Night Service with Fax Machine and Modem

