Technical Support: Installation

Interalia iProMOH installation on Cisco UC320:

Interalia Technical Support:
Tel: (403) 288-2706 select option 3
Email: support@interalia.com

Legal Considerations :

In Canada it is illegal to use radio station music or commercial music (CDs etc.) as your on-hold music source without an appropriate license. iProMOH provides a 4 minute clip of royalty free music to ensure compliance with Canadian broadcast laws,right out of the box. Ensure that any additional content added is legal and has a license that clearly allows your intended use. The four major music licensing organizations in North America are:

•   SOCAN
•   ASCAP
•   BMI
•   SESAC

For more information regarding synchronization rights, public performance rights, and information regarding the rebroadcast of copyrighted material, you are encouraged to visit the following web site for more information.
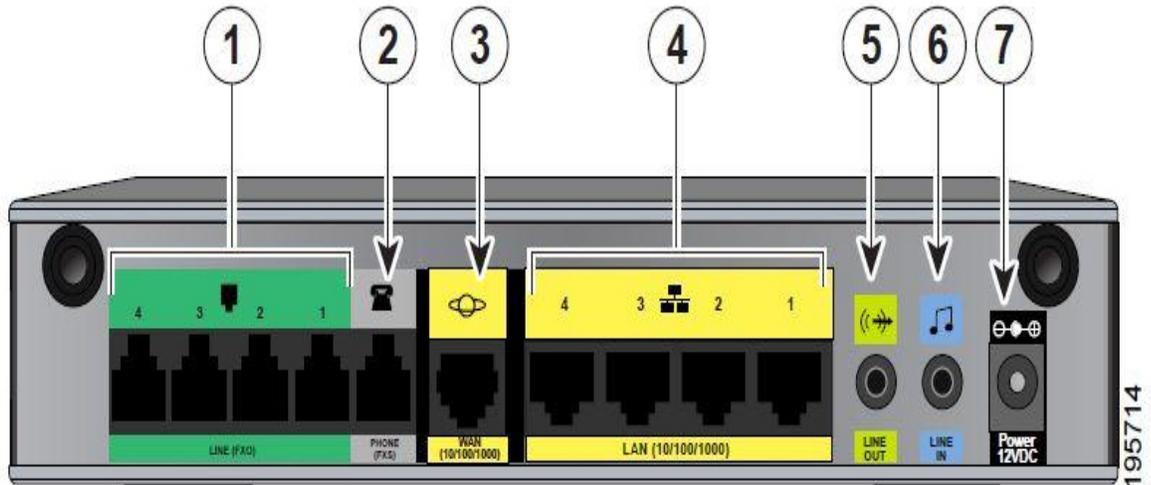Society of Composers, Authors and Music Publishers of Canada: http://www.socan.ca

Interalia Canada
6815 - 8th Street N.E.
Calgary, Alberta
Canada T2E 7H7
Tel: (403) 288 2706
or 1-800-661-9406
Fax: (403) 288 5935
Email: info@interalia.com
www.interalia.com

interalia®

Delivering Messages: Simply. Clearly. Intelligently.

Installing an iProMOH on a Cisco UC320

1. Position the iProMOH near the telephone system and an available LAN connection.

2. Using the Ethernet cable, connect the iProMOH's "NETWORK" jack to the LAN

3. Using the RCA to 3.5mm cable adaptor, connect the iProMOH's Channel 1 600Ω output to the LINE IN external music source jack.

*See the UC320W back connector diagram below in Figure 1.

*Figure 1
- LINE (FXO) Connect phone lines for traditional phone service.
- PHONE (FXS) Connect an analog device, such as a phone.
- WAN Connect to your broadband network access device or to an uplink port on an Ethernet switch that is connected to the Internet.
- LAN Connect IP phones and other network devices.
- LINE OUT Connect to an external speaker system.
- LINE IN Connect to an external music source for Music On Hold service (optional).
- POWER Connect to a power source. Use only the provided power adapter. (Optionally, you can use the power cord retention clamp to prevent accidental removal of the power cord.)

See instructions in the Cisco UC320W administration guide.

4. Connect the iProMOH's 9 V DC power adapter to a power outlet using the supplied cables.

5. To listen to the IProMOH output on the phone system, place a call to another phone on the system and place yourself on hold.

interalia®

iProMOH - Cisco UC320

Figure 2 illustrates the Connection between the UC320 AND iProMOH

Audio Connection for MOH

Network connection

LAN

*Figure 2

interalia®

Delivering Messages: Simply. Clearly. Intelligently.

Music configuration for the Cisco UC320W

Music

Use the Configuration > Telephony > Music page to choose the music source and to enable music for held calls and parked calls. Also set the extension that can be dialed to listen to the music.

Note: Refer to the on-screen illustration for the location of the LINE IN port, where you can connect an external music source. You can position your mouse pointer over the pointer icon to view the picture at a larger size.

Internal: Use the internal music server for any music feature that is enabled. A standard music file is stored on the device for this purpose.

External: Use a external music server for any music feature that is enabled. You can connect a iProMOH to the LINE IN port for this purpose. If you select this option but a music source is not detected, the system will fail over to the internal music source.

Play music for calls on hold: Check this box to play music for calls that are placed on hold. Uncheck the box to disable this feature.

Play music for parked calls: Check the box to play music for calls that are parked using the Call Park feature. Uncheck the box to disable this feature.

Play music over External Paging: Check the box to enable an external music source to be played over an external speaker. This feature requires having an external music source connected to the Line In port of the Cisco UC320W, and an external speaker connected to the Line Out port.

Extension to listen to music: Keep the default number or enter an extension number that users can dial from an IP phone to listen to the music. Extension numbers must be unique and must comply with the rules entered on the Internal Dialing page. An error message appears if you enter an invalid or duplicate
extension number.

*Tip: A quick way to enter a valid extension number is to click the phone icon next to the extension number field.

How do I set up the Music On Hold to use a recording other than the default music? We would like to loop through a recording that includes music and announcements.

For this scenario, complete the following tasks:

• Prepare your recording, and store it on your iProMOH.
• Connect the iProMOH to the Line In port of the Cisco UC320W. Use the controls on the iProMOH to play the recording.
• In the configuration utility, use the Configuration > Telephony > Music page. Choose the External option to use an external music source.
• When finished entering settings, apply the configuration. To verify, you can place a call from one extension.

interalia

Delivering Messages: Simply. Clearly. Intelligently.