

How We Listen Music In MOH Systems

The features of music on hold allow users to place on net and off net users on hold with music that is streamed from a streaming source. It allows two types of holds namely end user hold and network hold, which includes transfer hold, conference hold, and calls park hold. Music on hold also has capability of supporting other scenarios where recorded or live audio is required. Talking in simple terms music on hold takes effect when a caller on phone A is talking to phone B, and phone A places phone B on hold. In case on availability of music on hold resource, phone B listens to music that is streamed from music on hold server. These few definitions provide important information for the discussion. Music on hold server is a software application that provides music on hold audio sources and connects music on hold audio source to a number of streams. Media resource group is a logical grouping of media servers. One can associate a media resource group with a geographical location or a site as desired. Also form media resource groups to control server usage or desired service type that is either uni-cast or multicast. Media resource group list is a list that comprises prioritized media resource groups. An application can select required media resources from among ones that are available according to the priority order that is defined in a media resource group list. An audio source identity is an identity that represents an audio source in the music on hold server. The audio source can be either a file on a disk or a fixed device from which a source stream obtains the streaming data. A single cluster can support up to fifty one audio source identities that is from one to fifty one. Every audio source which is represented by an audio source identity can stream as uni-cast and multicast mode, if needed.

A holding party is always there in a call. In an active, two-party call, the party that initiates a hold action that is either user hold or network hold. Like for example if party A is talking to party B, and party A presses the Hold soft key to initiate a hold action, party A is the holding party. Where as second party is the held party. The following audio source identity selection rules apply for selecting audio source identities and media resource group lists. The administrator of the system and not the end user defines or configures audio source identities. The administrator of the system chooses or configures audio source IDs for device or devices or device pool or pools. The holding parties define which audio source identity applies to held parties.

About the Author

Tymon Hytem has worked in the electronics feild for the past 15 years. He enjoys helping people decide on electronic gadgets from finding the right phone for your business and can help you choose the perfect [Background Music](#) for your business needs.

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