

How MOH Advantage Programs Work?

The On Hold Advantage programs will work with any business telephone system that has music on hold (MOH) capability. Above feature is located on the "main telephone box" or key service unit (KSU) of the telephone system. In many cases, a simple connection cord is used to connect the on hold playback equipment to the telephone system, similar to hooking up headphones to a stereo. Different telephone systems require the connection cord to be hardwired into the system by a trained technician. And if you are currently playing radio or other music on hold, your telephone system is already set up to use on hold programs, you will just need to replace your current music source with the on hold playback equipment. And if your company shares a telephone system with another, non-related business, keep in mind that the music on hold feature cannot be separated on a shared telephone system without additional equipment. So the on hold programs would play on all lines, you would need to incorporate messages for both companies, use a "generic" message program, or remain with music only. This information on a Music On Hold segregator to separate the music sources, talk with an On Hold Advantage account executive. And if you have nothing playing on hold, you should check with the company that installed the telephone system and/or the company that services it.

This would be the number one source of information about your telephone system's MOH capability. And in addition, On Hold Advantage has an extensive reference list of compatible telephone systems. And if your telephone system is not currently MOH capable, many systems are easily adapted for this feature with an additional cartridge or programming. Once again, the telephone technician who services the system would be the best source of information. Particular company has one or two line telephones without the main KSU box, you do not have a business telephone system and may not be able to use on hold messages. Few single and two line telephones, similar to your home telephone, can use a Music On Hold adapter to play the On Hold Advantage programs. As we have an extensive list of telephones that are compatible with Music On Hold adapters. Every on hold message program produced by On Hold Advantage is six minutes long and, depending on the message length, can include up to twelve different messages. And if you already have playback equipment that requires a different length program, we can adjust it to the appropriate length. This program can be coordinated to meet your company's specific needs. The account executive works directly with the contact person at your company to obtain scripting information for the customized on hold program.

About the Author

Tymon Hytem has worked in the electronics field 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.

Source: <http://www.spivo.com/articles>