MOH Technology AG
Simple. Affordable. Reliable.

Messaging on Hold made simple with MOH Technology

Working with our award-winning hardware partner Barix, we have produced a robust messaging and music on hold solution at a market beating price!

Why would I use MOH Technology?

- A simple installation and that's the last the customer needs to know about their On Hold messaging solution. Just plug it in and away it goes.
- thanks to its IP connection, you have the power to update content remotely, without relying upon any physical media – no posting of CDs, tapes or USB sticks with their associated costs and hassles.
- You have the confidence of knowing that the right content is playing in each location thanks to our web-based content management system (CMS). The drill down feature highlights any customers with a problem, allowing you to quickly identify and resolve issues.
- Customers with multiple sites can have them all share a common message, whilst still having a local flavor, thanks to the mixing capabilities of the system.
- Campaigns can be planned months in advance and scheduled, allowing you to do the work when it suits you.
- Competition beating prices without compromising quality, thanks to volume production of hardware partner Barix.
- Independence: Own and operate your total solution, without having to pay recurring fees.

How does it work?

Setup:

Installation requirements: power and network connection close to the phone equipment.

The Barix Exstreamer is connected to the customer network/ DSL router, power and to the music on hold input of the phone system. In the vast majority of installations that is all the onsite work that needs doing, as the system will use a mechanism known as DHCP to register itself on the customer's network, contact the central server and configure itself.

Some customer sites either do not have a router that supports DHCP, or their IT policy will force the use of a static IP; in this case the static IP, gateway, subnet mask and DNS 1 and DNS2 addresses will be needed and are easily configured into the device using any browser. Optionally, as proxy server may also be configured, if needed.

All communications are initiated by the device i.e. Outbound only, there are no inbound initiated contacts, which is important as it overcomes the issues associated with internet access and firewalls. The device communicates using HTTP over port 80.

Operation:

The client device periodically makes a call to the CMS, giving its current status and details of the file it is playing. If there is a new file scheduled for the location, the CMS transfers it to the client.

The phone home period can be configured, enabling new content to be scheduled and active in hundreds of locations within minutes. The default phone home period is 2 hours, meaning that files usually transfer in the middle of the night.

The content file size can be as big as you'll need – gigabytes if necessary!

The Player announces its IP address on startup and this can be heard using iPod or similar headphones connected to the device, or if on hold, on a system phone when powering up or power cycling the player.

If needed, the Client firewall can whitelist the CMS address:
http://www.barimon.net/moh/update.php

If a device fails to call in when expected, it is flagged overdue on the CMS and an alert mail is sent to nominated email accounts.