

MetaSphere Music On Hold

MetaSphere Music On Hold is an essential component of a differentiated, hosted offering for small and medium sized businesses (SMB). It enables you to offer your business customers a sophisticated system for playing media to callers who have been placed on hold.

Available to the users of IP Phones and legacy phones within a Business Group, this feature enhances the caller experience and can support your customer's brand with corporate information, marketing promotions and other essential communications. Indeed, MetaSphere Music On Hold provides a powerful way for your business customers to communicate with and enhance the experience of their customers.

Service Description

A network-based solution, MetaSphere Music On Hold puts your business subscribers in complete control of the music or targeted announcements that are played to callers who are on hold or in a queue on any specific business line. You can deploy the Music On Hold service with media resources that you install and that are available to all service users, and business customers can choose either to use these resources or to upload or record their own. Business Group administrators can use the CommPortal™ interface to upload their own recordings, control the assignment of media resources to their lines, and listen to the content of media resources. They can also record their own announcement media resources via a telephone user interface.

A New Approach

Traditional premises-based solutions require either the customer or service provider to install, manage and maintain a local device and are subject to environmental failure and high operational overhead. Additionally, expensive access resources are locked up during the process of delivering audio. By contrast, MetaSphere Music On Hold provides a network-based (IP) streaming audio server, thus reducing the overall need for additional customer premises and legacy equipment while simplifying the management process for your

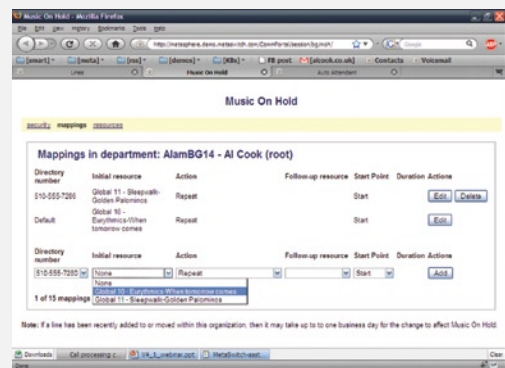
subscribers. MetaSphere Music On Hold combines all these features with unprecedented reliability, scalability and control.

CommPortal Interface

The Music On Hold interface is accessible via CommPortal, an integrated, cross-platform subscriber interface enabling access to key telephony and messaging applications from anywhere. Designed according to Web 2.0 standards and best practices, CommPortal reflects your brand while presenting your subscribers with a simple, elegant interface to MetaSphere-powered applications from their phone, TV, mobile device and computer. The Music On Hold interface allows the Business Group Administrator to set up and configure announcements, upload audio resources on a business line or entire group basis and verify audio quality.

The MetaSphere Advantage

MetaSphere Music On Hold is part of an application suite designed to enhance the set of residential and business features available to service providers. Each integrated application enables service providers to create new revenue streams, delivering high customer satisfaction with low equipment and infrastructure costs. Music On Hold can be deployed in conjunction with other MetaSphere applications, sharing a common management interface, or on two or more servers to provide additional capacity. Music On Hold can serve individual lines in a single Metaswitch switching domain or in multiple Metaswitch switching domains.



MetaSphere Music On Hold puts you in control of the media your callers hear.

Music On Hold Specifications

▶ Server Hardware

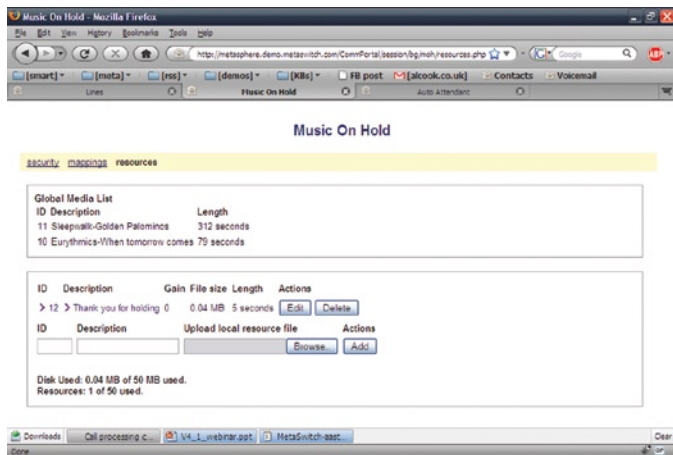
- Metaswitch UX4410 server
- Power:
 - 400W (-48V) power supply
 - AC (UX4410A) or DC (UX4410D)
 - -36 to -72 VDC
- NEBS Level 3 certified
- Can share with Firebar, Auto Attendant, Privacy Defender and Conference Server subject to aggregate capacity limits

▶ System Management Features

- Web Browser interface: Firefox version 2 or 3; Internet Explorer version 6,7 or 8, including the Adobe Flash plug-in (version 6 or newer)
- Menu Driven Admin Tree
- Graphical System Resource Utilization
- Alerts (Critical/Major/Minor)
- Administrator Security Levels

▶ User Admin Interface

- Web Browser interface via CommPortal (GUI): Firefox version 2 or 3; Internet Explorer version 6,7 or 8
- Telephone Interface (TUI)



Upload and store media resources for simple future selection.

▶ Music On Hold Features

- Streaming audio for calls on hold or in queue
- Available for Business Group lines, Multiple Appearance Directory Number (MADN), and Multiline Hunt Group (MLHG)
- All major audio formats supported, including WAV and MP3
- Audio resource recording via phone
- Upload audio resources via CommPortal
- Define Global/Local resources
- Access to media resources controlled by Class of Service
- Assign resources per BG or BG line
- Adjust audio level gain

▶ Media Scheduling Options

- Repeat resource
- Play initial then follow-up resource
- Play initial interrupted by different resource at intervals

▶ Reporting

- Resource utilization graphs (CPU, bandwidth, memory, network sockets, disk usage)
- Call count graphs (per-hour / day / month, inbound / outbound / transferred)

▶ Scalability

- 65,000 business lines per UX4410 server
- Concurrent calls: 1500 incoming and/or outgoing calls
- UX4410 server shared with other applications

▶ Performance

- Tested up to 180k BHCA under MoH load

▶ Diagnostics

- SIP flow trace
- Audio Resource playback

▶ Maintenance

- Backup/Restore of application software, platform-level data (statistics, patches), application data (global media groups and resources, Class of Service settings, local media resources, and all DN mappings)

Subject to change without notice. Contact your local sales representative or go to www.metaswitch.com/specs for most current information.



www.metaswitch.com