

Product Overview

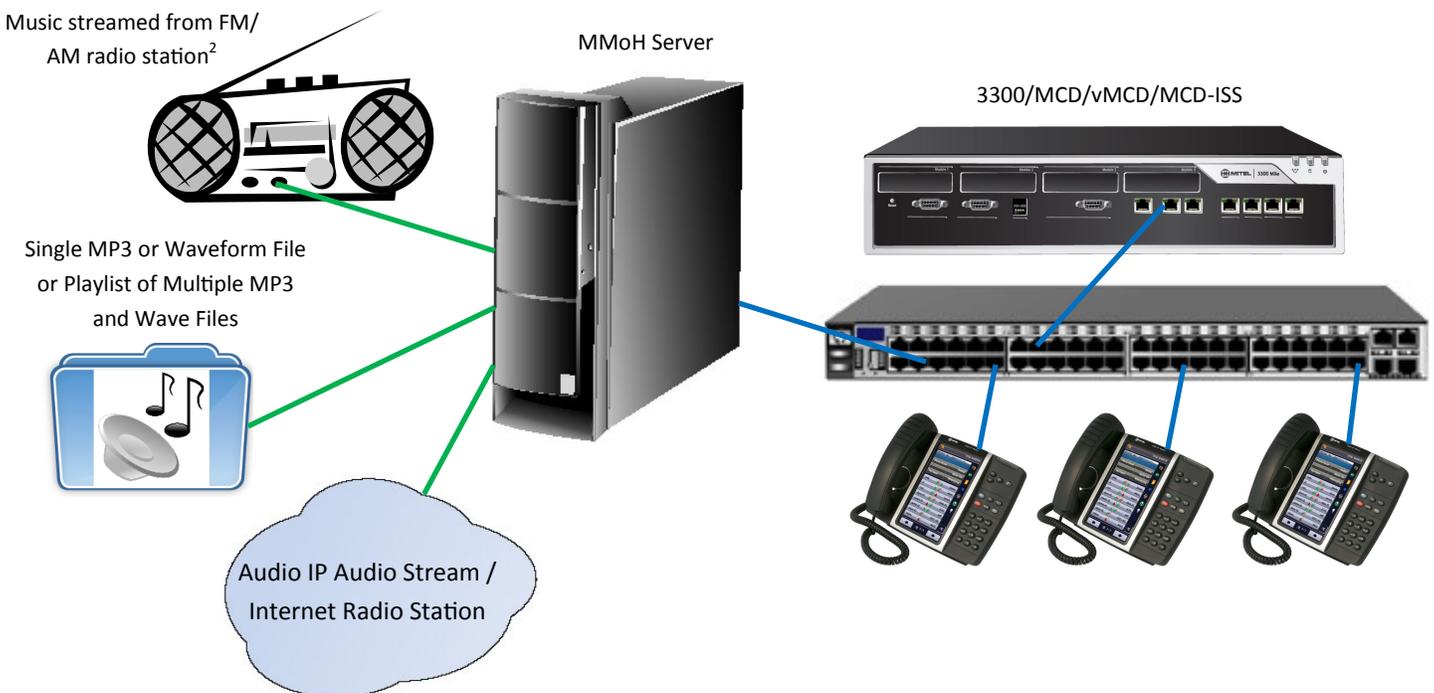
Multiple file format support—Both MP3 (.mp3) and Waveform (.wav) in a multitude of Codecs are supported.

Low cost hardware—No need to purchase proprietary hardware to implement Music on Hold (MoH). Merbridge has tested and approved support for many low cost USB sound cards, often under \$20! These low cost, yet high quality, USB sound cards can be sourced at many online or traditional brick and mortar electronic stores.

High capacity—You can stream audio from three different audio sources at the same time, on the same server. You can stream audio from Internet Radio Stations, audio files and a USB sound card on the same physical or virtualized¹ server. Using multiple audio streams from the MMoH server allows you to present different audio to different sections Mitel’s MiVoice Business system. For example, Callers in a ACD queue can listen to audio from an Internet Stream, while the audio Callers would hear while on System/Station Hold is from MP3 files.

Simplicity—From the ground up, Merbridge has designed the MMoH server to be simple to setup and maintain. When programming the MMoH server, technicians and system administrators will find the same operating system as used with other Mitel Linux-based servers. The operating system MMoH runs on is identical to Mitel Standard Linux— this makes training very simple and provides the a consistent experience across the telephony platforms.

Architectural Overview



¹ MMoH is supported on VMware vSphere® and Microsoft Hyper-V® Hypervisors.

² Please contact your music supplier for more information on required licensing and/or Right to Use (RTU) for streaming audio from radio stations or other audio.

Features at a Glance

Feature	Description
USB Sound Card Support	For customers that want to use a traditional radio, CD player or another type of audio hardware that has a 3.5mm output. Using a supported USB sound card, customers can plug the audio device into the USB sound card and stream audio from it.
Music File Support	MMoH supports audio files stored in MP3 and waveform (.wav) file format. MMoH supports both types of files simultaneously. In most situations, there is no need to change the Codec, the frequency or sampling rates of the audio files. MMoH automatically will convert most audio files to a format that Mitel MiVoice Business requires.
Playlists	Both MP3 and waveform (.wav) files can be uploaded into playlists. Playlists can contain both types of files. Audio files in playlists can be played sequentially or randomly—your choice. Multiple playlists on the same server are supported.
Internet Streaming	Audio can be streamed from online radio stations. Today, many AM and FM radio stations also provide an Internet Stream of their station programming. In situations where an AM or FM frequency cannot be received, streaming audio from the Internet may be an ideal solution. Please note, Pandora (www.pandora.com) is not supported at this time.
Virtualization Support	MMoH is supported on VMware vSphere and Microsoft Hyper-V Hypervisors —thus reducing hardware costs.
Web-Based Administration	Once installed, the MMoH is completely maintained using a web/HTML interface (WebUI). No need to install proprietary software to maintain MMoH. This allows administration to take place on any platform (PC, Apple/MAC, or even tablet/smartphone) using almost any HTML browser (i.e. Microsoft Internet Explorer, Google Chrome, Mozilla Firefox).

Server/PC Hardware Requirements:

- x86 32-bit with PAE support and 64-bit processors.
- 1 CPU or more.
- CPU Speed of 2Ghz or greater.
- 1GB of RAM.
- 10GB of storage.
- 100Mbps or 1Gbps Network Interface Card (NIC).
- (Optional) VMware vSphere ESXi 4.1, 5.0, 5.1.x or 5.5.x plus updates.
- (Optional) Hyper-V 2012 R2 as standalone or as role in Windows 2012 R2 Server.

Telephony Requirements:

- Mitel MiVoice Business software release 7.0 or greater.
- 3300 ICP Controller—AX, CX/L, LX, MXe (3300 ICPs are supported, but not a requirement within your voice topology).
- MiVoice Business for VMware.
- MiVoice Business for Industry Standard Servers (ISS).
- MiVoice Business for MXe Server.
- MiVoice Business, Multi-Instance Platform 1.2 SP2



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