nextiva

easy on hold®
THE MUSIC ON HOLD EXPERTS™

STREAMING QUEUE MUSIC™

NEXTIVA
INSTALLATION GUIDE

Q1 2024
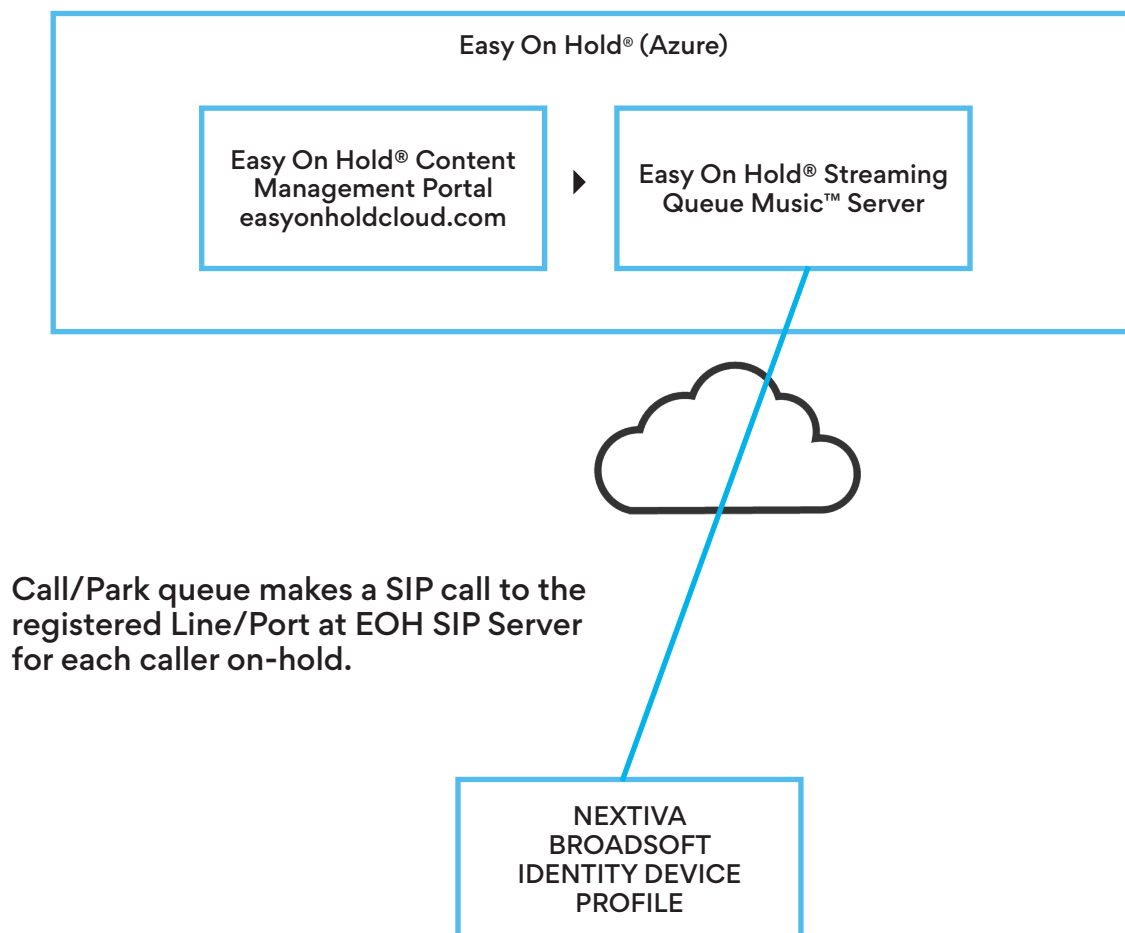
CISCO
Partner
Solution Partner

About the EOH Streaming Solution

Easy On Hold®, an MOH technology and content developer in Michigan, USA, created live streaming music on hold in 2013 to satisfy the demand to replace default music with an easily-managed audio content stream.

In 2020 EOH launched a cloud-based appliance, Streaming Queue Music™ (SQM), that transcodes streams of audio into various stream formats for use on a variety of platforms, including Broadsoft® BroadWorks, the backbone of the Nextiva System

Methodology

The Easy On Hold® SIP audio stream utilizes an Identity/Device Profile as an "endpoint" into which content is streamed from SQM. The Music On Hold settings in the Broadsoft® interface are configured to point calls to the endpoint, to be used as a kind of "conference room" where calls hear the audio stream while waiting.

Easy On Hold® (Azure)

Easy On Hold® Content Management Portal easyonholdcloud.com ▶ Easy On Hold® Streaming Queue Music™ Server

Call/Park queue makes a SIP call to the registered Line/Port at EOH SIP Server for each caller on-hold.

NEXTIVA BROADSOFT IDENTITY DEVICE PROFILE

NEXTIVA SUPPORT REQUIRED

⚠️ Nextiva accounts with a **Call Center License** will have access to the necessary settings. *If you do not have a Call Center License*, support will be required from Nextiva Device and Network department.

HOW TO CONTACT NEXTIVA SUPPORT

BY PHONE: 800-285-7995 (Option 1, then option 6)
VIA SUPPORT TICKET: Log in to your Nextiva account at https://nextiva.com and submit a suport ticket. Complete the support ticket form as shown below. Support response will come within 48 hours.

After logging in to your account, go to the Nextiva Support Center and click Submit a Ticket

nextiva SUPPORT

Submit a Ticket
Chat
Log in

Nextiva Support Center

Submit a ticket

Thank you for contacting Nextiva Support. Please complete the fields in the form below. As you fill out the form, more specific questions will appear for you to answer. Please provide as much information as possible, because the more information we have the better we'll be able to help.

Your name (As it shows on your account)*

My Name

Full Name

Email*

my.email@mycompany.com

Business name

Company

Your contact phone number*

(123) 456-7890

Account Number or Nextiva Phone Number*

1234567890

Account Security PIN

1234

4-Digit PIN Required if your request requires a Nextiva agent to access your Nextiva account

How can we help?

Severity Level*

High

For emergencies please contact support via phone.

Severity Levels:
Low (normal response within 3 days)
Medium (normal response within 2 days)
High (normal response within 1 day)

Help me with*

3rd Party Integrations

Please provide as much information as possible regarding your request.*

Please make Dustin Ganey of Easy On Hold a temporary Admin User so he can set up streaming music on hold. His email is dustin.ganey@easyonhold.com. His contact number is 269-342-4653. Thank you.

NEXTIVA SUPPORT TICKET RESPONSE

SUPPORT TICKET RESPONSE: In our test with Nextiva, we received a response to our ticket within hours.

> Thank you for contacting Nextiva Support Team! The admin profile for Dustin Ganey has been created, he should receive a welcome email to dustin.ganey@easyonhold.com. Please let us know if there is anything else we can assist you with or if there is anything else we can do for you.
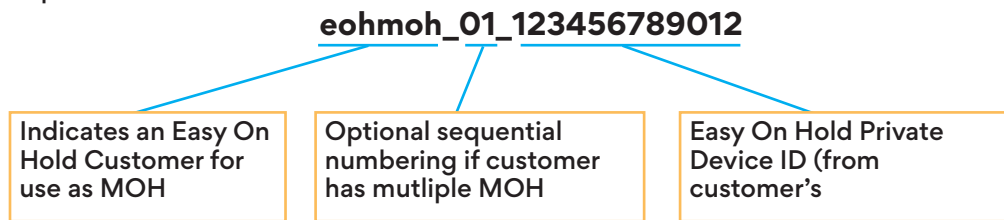
EOH WILL PROVIDE TO YOU A LINE/PORT ID

Easy On Hold will provide the Line/Port ID.
Best practices for creating the Line/Port ID include:
      1) Unique to your environment.
      2) Indicates use as EOH MOH stream.
      3) Not easily guessed, to prevent (denial-of-service attack).

An example of a useful Line/Port ID:

eohmoh_01_123456789012

Indicates an Easy On Hold Customer for use as MOH	Optional sequential numbering if customer has mutliple MOH	Easy On Hold Private Device ID (from customer's

STEP **BY** STEP

STEP 1 Add an Identity/Device Profile

STEP 2 Set up the Line/Port for MOH

STEP 3 When configuration is complete, inform support@easyonhold.com

STEP 1
Add an Identity/Device Profile

1.1 From Group Level View, select Resources from the left menu.

Options:
- Profile
- ▶ Resources
- Services
- Calling Plan
- Utilities

Select Identity/ Device Profiles

Resources

Configuration

Group Paging Targets Capacity
Display the maximum number of target users each paging group may have.

Identity/Device Endpoints
Display the identity/device endpoints assigned in the group.

Identity/Device Profiles
Add, modify, or remove group level identity/device profiles in the group.

Domains
Display the list of domains assigned to your group.

1.2 Under Identity/Device Profiles, select Add.

Options:
- Profile
- ▶ Resources
- Services
- Calling Plan
- Utilities

Identity/Device Profiles

Add or modify group level identity/device profiles. Displays a

| OK | Add | Cancel |

Enter search criteria below

Identity/Device Profile Name ⌄

1.3 From the Identity/Device Profiles screen, enter a name, then pull down the Identity/Device Profile List.

Group

Options:
- Profile
- ▶ Resources
- Services
- Calling Plan
- Utilities

Identity/Device Profile Add
Add a new group identity/device profile.

| OK | Cancel |

* Identity/Device Profile Name: EOH

Identity/Device Profile Type: Generic SIP Music On Hold

Protocol: SIP 2.0 ⌄

Host Name/IP Address: _____ Port: ____

Transport: UDP ⌄

MAC Address: _____

Serial Number: _____

Description: Streaming Music On Hold

Outbound Proxy Server: _____

STUN Server: _____

Physical Location: _____

| OK | Cancel |

Identity/Device Profile Name: This can be anything you choose. Examples are MOH, EOH, Music_On_Hold, etc. (Important: spaces are not allowed in this name.)

Transport: UDP

Identity/Device Profile Type: Generic SIP Music On Hold (pulldown).

Click OK to complete Identity/Device Profile Configuration.

Description: Any useful description is accepted, i.e., "streaming music for CustomerName".

STEP 2
Set up the Line/Port for MOH

2.1 Go to Services.

Group

Options:
Profile
Resources
► Services
Calling Plan
Utilities

OPEN Services

Services

Basic

Auto Attendant
Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

Call Park
Enable users to park a call against their call park group and set call park attributes.

Call Pickup
Enable users to answer any ringing line in their call pickup group.

Exchange Integration
Configure the Exchange Integration settings for client integration.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Integrated IM&P
Configure Integrated IM&P settings.

OPEN Music/Video on Hold

Music/Video on Hold
Play an uploaded audio (music) or video file for callers on hold.

Voice Portal
Allow users to call from any phone so that they can use and configure their user services.

2.2 Select Group and proceed to Edit the Group Settings.

Group

Options:
Profile
Resources
► Services
Calling Plan
Utilities

Music/Video On Hold

Upload an audio or video file, which is a .wav or .mov file containing, for the Call Hold, and Call Park services. Music On Hold for Call Centers is

OK

Music/Video On Hold Type

Group

OK

Click the word Group

2.3 Enter settings as shown.

Music/Video On Hold Modify

Modify the selected Music/Video On Hold source.

| OK | Apply | Cancel |

General Settings   **Internal Calls Settings**

☑ Enable music/video during Call Hold

    ☐ Use Dynamic Music on Hold

☑ Enable music/video during Call Park

☑ Enable music/video during Busy Camp On

Enable music/video during Call Hold (enabled by default)
! IMPORTANT: Make sure "Use Dynamic Music on Hold" is NOT checked
Enable music/video during Call Park (enabled by default)
Enable music/video during Busy Camp On (enabled by default)

Music/Video On Hold message:

Preferred Audio Codec: G.711

Preferred Audio Codec: G.711

○ System Defined Music/Video
◉ External Source

Change System Defined Music/Video to: External Source

◉ Identity/Device Profile   ○ None

Identity/Device Profile

Identity/Device Profile Name: EOH_MOH_Profile (Group)   Configure Identity/Device Profile

* Line/Port: ext_moh   @ prod.voipdnsservers.com

Contact: sip: Path:

Identity/Device Profile Name: This is the Identity/Device name already chosen. It will populate from the pulldown.

Registrations (Also saves current screen data)
○ Custom Music/Video File

Audio: None

Video: None

SIP Server Domain Name: For Nextiva, this is always prod.voipdnsservers.com.

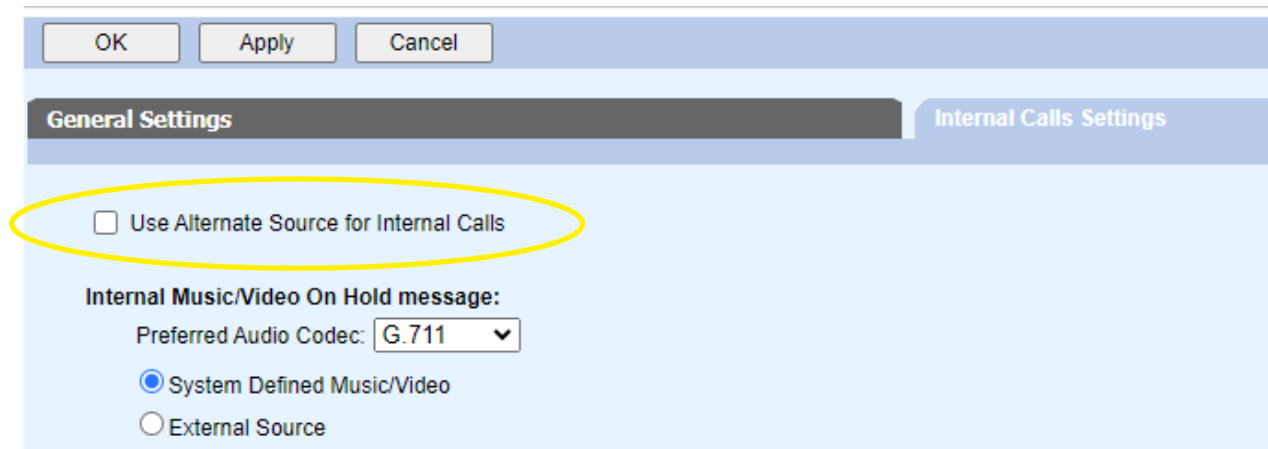| OK | Apply | Cancel |

Click Apply and OK

Line/Port was provided, and appears in this format: eohmoh_01_123456789012

STEP 3
Make the MOH stream the source for internal calls.

If using the MOH stream for internal calls is desired, ensure the **Use Alternate Source for Internal Calls** checkbox is NOT checked.

Go to Internal Calls Settings to view the settings for Internal Calls.

What's Next?

Notify the Easy On Hold® support team at +1 888-798-4653 ext. 236. To avoid blacklisting, no attempt will be made to register this endpoint until EOH has confirmation that the MOH has been configured.

Testing the registration. Easy On Hold® will report the successful registration and test a live connection.

No other configuration or ongoing maintenance is required. The configuration does not change.

Content management. Users may manage content in accordance with their business arrangement with Easy On Hold®. All stream management is made exclusively with Easy On Hold® and its content management system.

Streaming Content

Content options include: existing client content, or licensed music and/or voice recordings provided by Easy On Hold®. For the convenience and benefit of its customers, Easy On Hold® has obtained performance licensing for a variety of music. Voiced greetings, announcements and promotions can be added to play between songs or as produced promotional "spots". End-users are able to control content from a personal management portal at easyonholdcloud.com.

Scalable Solution

The Streaming Queue Music™ service establishes a unique connection to each Identity/Device Line/Port where music on hold is needed. Content can be shared across multiple devices, or unique assigned to individual endpoints. Hundreds of concurrently-held calls are supported for each stream instance.

Support

Easy On Hold® provides expert 24/7 support at
+1-888-798-4653 and https://easyonhold.com/support/.

Contact

Support Engineer: Dustin Ganey

https://easyonhold.com/support

+1 888-798-4653 ext. 236

support@easyonhold.com