

Interalia

iPrOMOH



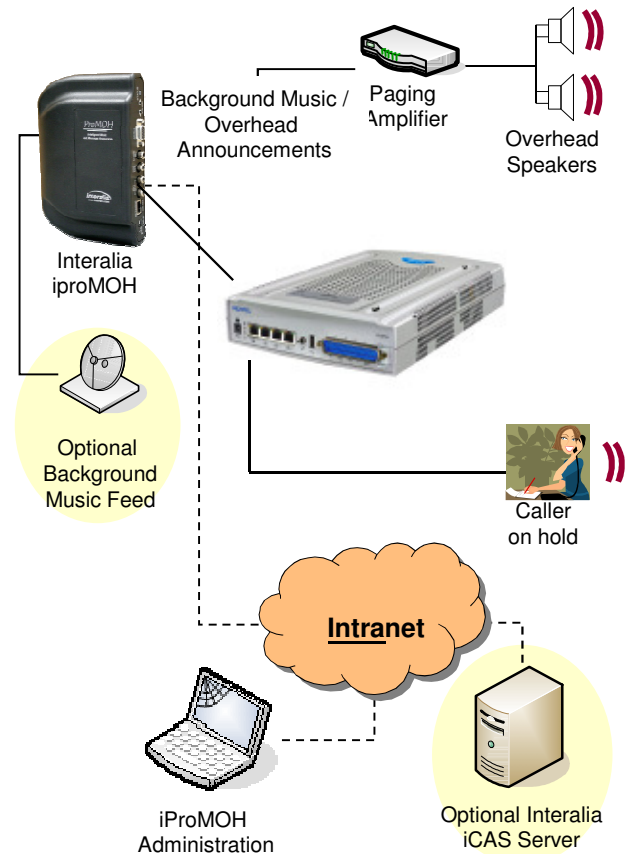
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Delivering Messages: Simply. Clearly. Intelligently.

Interalia iProMOH: Messaging Appliance –Quick Facts

iProMOH

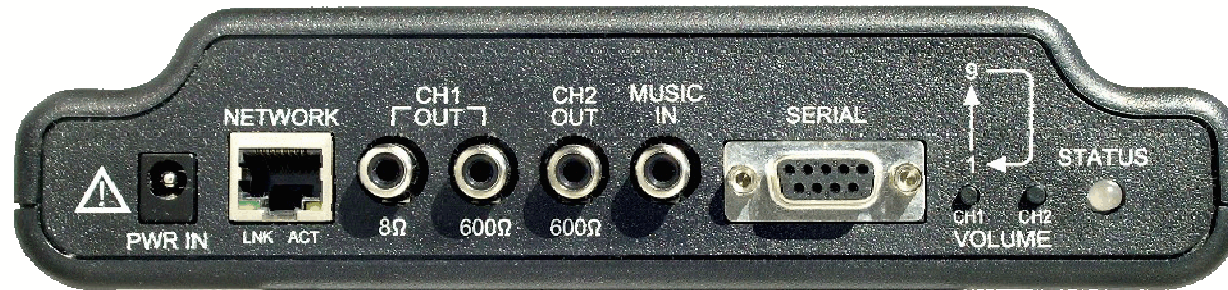
- Plug n' play IP-based messaging appliance that delivers high quality Music and Messaging On-hold
- 2nd output channel available for background music and facility announcements over existing PA infrastructure
- Preconfigured with 4 minutes of licensed music
- 60 minutes onboard Flash storage
- Accepts all std media formats: MP3, WAV, WMA, MID
- Native message mixing, fade, volume control of onboard or streamed music feeds for Retail / Overhead applications
- Centralized Management via LAN/WAN
- Real-time or scheduled content updates
- Auto restart on power failure, content retention



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Delivering Messages: Simply, Clearly, Intuitively

iProMOH Back Panel



POWER Input

Wall adapter input jack. Connect the adapter supplied with the iProMOH to this input. No other adapters should be used.

NETWORK connector

This RJ45 connector has two LEDs, labeled 'LNK' (link indicator) and 'ACT' (activity indicator.) LNK will appear solid green if the Ethernet link is connected to an Ethernet connection ACT will blink amber when activity occurs on the Ethernet link Connect the Ethernet cable to this jack for system administration.

CHANNEL 1 Output

Use either the 8 Ω or 600 Ω to connect to your system depending on its requirements

CHANNEL 2 Output

2nd 600 Ω output can be configured to play different music/messages from channel 1.

MUSIC in

Connect to the 'Line-out' of a background music source (e.g. satellite feed, CD, radio, etc.) if required. Used to cross-fade with messages stored on the iProMOH.

SERIAL connector

Used to configure the iProMOH with a Static IP address if not on a DHCP network.

VOLUME Control

Adjusts the output level of channel 1 and 2. CH1 & CH2 increment their respective channel volume from 1 to 9 then back to 1 in a circular manner. (Remote volume control is also possible.)

Note: Pressing the up and down volume buttons simultaneously for 3 seconds will initiate an immediate call home session. This may be required if an urgent production requires downloading to a Multi Site iProMOH.

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iProMOH Feature Summary

▶ Best Used For	MOH or Overhead
▶ Recording Time	180 minutes
▶ Maximum Number of Messages	99
▶ Download Audio Via	Internet or LAN
▶ Messages Loaded	Remotely
▶ Play Music Only	Yes
▶ Play Messages Only	Yes
▶ Plays Studio Mixed Music/Messages	Yes
▶ Internally Blends Music/Messages	Yes
▶ Supports Internal Music Bed	Yes
▶ Supports External Music Source	Yes
▶ Separates Music From Messages	Yes
▶ Audio Files Supported	Digital Audio*
▶ Updates Its Own Messages	Yes
▶ Message Time/Date Stamping	Yes
▶ Download Files In Advance	Yes
▶ Disable Production Based on Date/Time	Yes
▶ Volume Control	Local or Remote
▶ Bass & Treble Control	Remote
▶ FLASH Memory	Yes
▶ 8 ohm Output	One
▶ 600 ohm Output	One or Two
▶ Audio Inputs For External Music Feed	One
▶ Internal Clock	Yes
▶ System Reports	Yes
▶ Mounting	Wall or Desk

*MP3, WAV, PCM, Compressed AV, WMA, G.7.21, G7.23 and G7.26.



iProMOH Play Options and Flexibility

▶ **The iProMOH offers four play options:**

- Music only
- Messages only
- Blended Music and Messages
- Messages cross-faded with Music from a an external radio, satellite or CD source

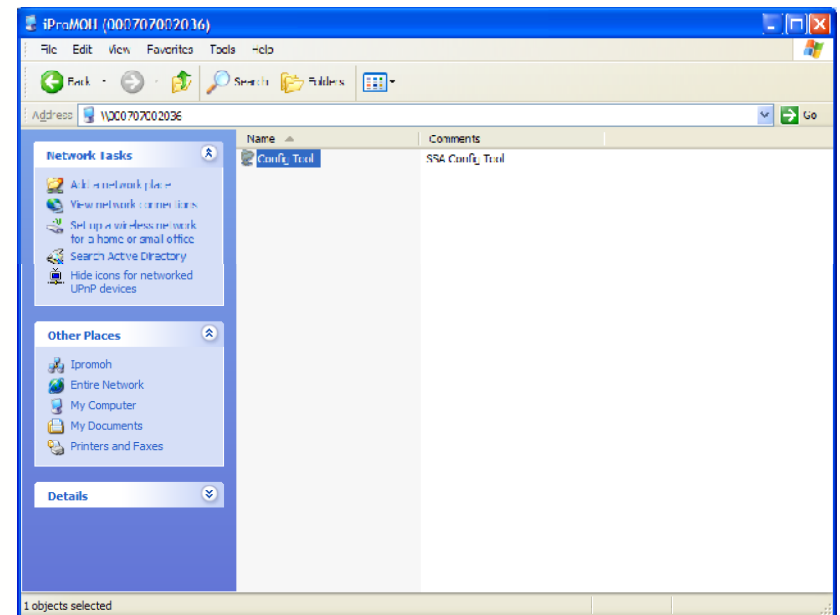
▶ **The iProMOH is 2 announcement solutions in one affordable package:**

- Play messages and/or music to on-hold callers
- Play messages and/or music overhead in public spaces

Installing and Managing iProMOH

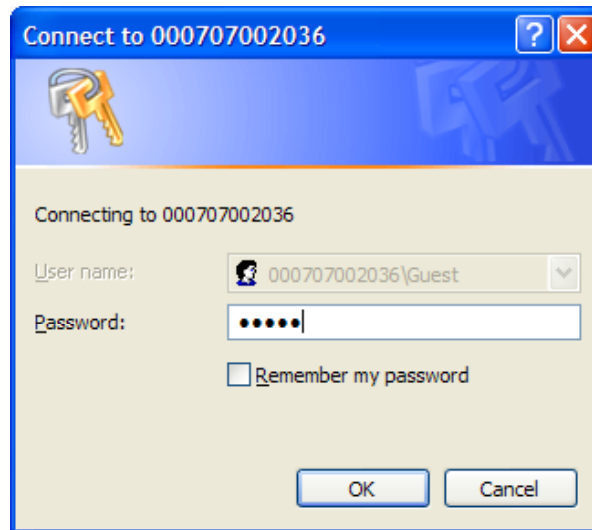
▶ **Launching iProMOHs Administration Console:**

- After installing the iProMOH you need to locate the device on your network. The iProMOH ‘announces’ its presence in “Microsoft Windows Network.” as a DHCP client. It may take up to 5 minutes (or re-boot the PC) after connecting the unit to your LAN before the network discovers the iProMOH.
- Note: Local administration rights on the PC are required. If Windows firewall is on, ensure that the exceptions “files and print sharing” is checked.
- My Network Places > Entire Network > Microsoft Windows Network
- Here you will see a Workgroup called “iProMOH.”
- Double click this icon to see a list of iProMOHs available on your network.
- Note: If you do not see the workgroup, type the MAC address (\\000707000xxxx) directly into the address bar and hit enter.
The MAC address is printed on product label located on the rear of the device
- If multiple units are attached to your network each unit will be displayed followed by its MAC address in brackets
- Double click on the iProMOH you wish to manage and a folder called “Config tool” will open on the screen. Click the config icon to access the security window. Enter the password and proceed to the user interface



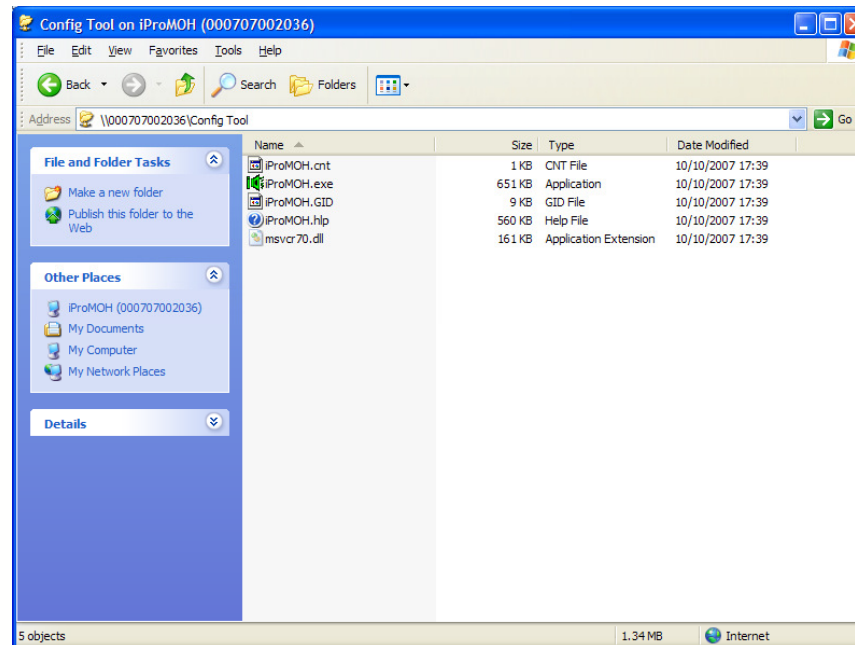
Installing and Managing iProMOH

The default password is “admin” It is recommended you change this password at your earliest convenience.



Installing and Managing iProMOH

After entering the password you will be given access to the iProMOH file directory. To launch the program click the icon: ipromoh.exe.



No External Software is require to operate a single site iProMOH

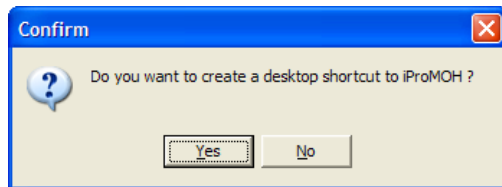
Installing and Managing iProMOH

After the ipromoh.exe icon is selected the iProMOH's admin Console will load to your Windows Desktop

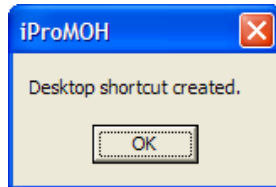


Installation Summary

- ▶ **Summary:**
- ▶ My Network Places > Entire Network > Microsoft Windows Network (or enter the MAC address)
- ▶ iProMOH > iProMOH (MAC address) > Config tool
- ▶ Enter password > Launch iProMOH.exe
- ▶ Note: After closing the application after the first use, you will be prompted to add a short cut to your desktop. This will help you launch the software on future occasions.



- ▶ If this option is selected

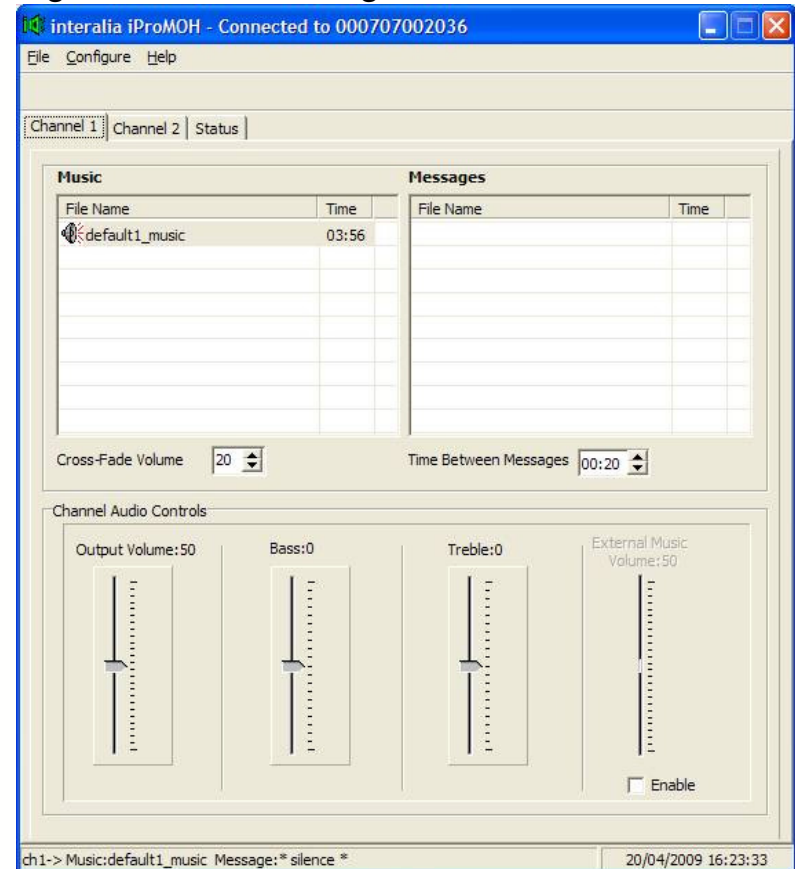


iProMOH Single Site Administration

► Introduction

- The iProMOH offers two modes of operation: 'Single Site' or 'Multi Site'.
- In Single Site mode the iProMOH's Music and Message content is managed on the LAN via the desktop administration console.
- This tool can be launched from any Windows 2000 or XP computer on the same network.
- By default the iProMOH is in Single Site mode.

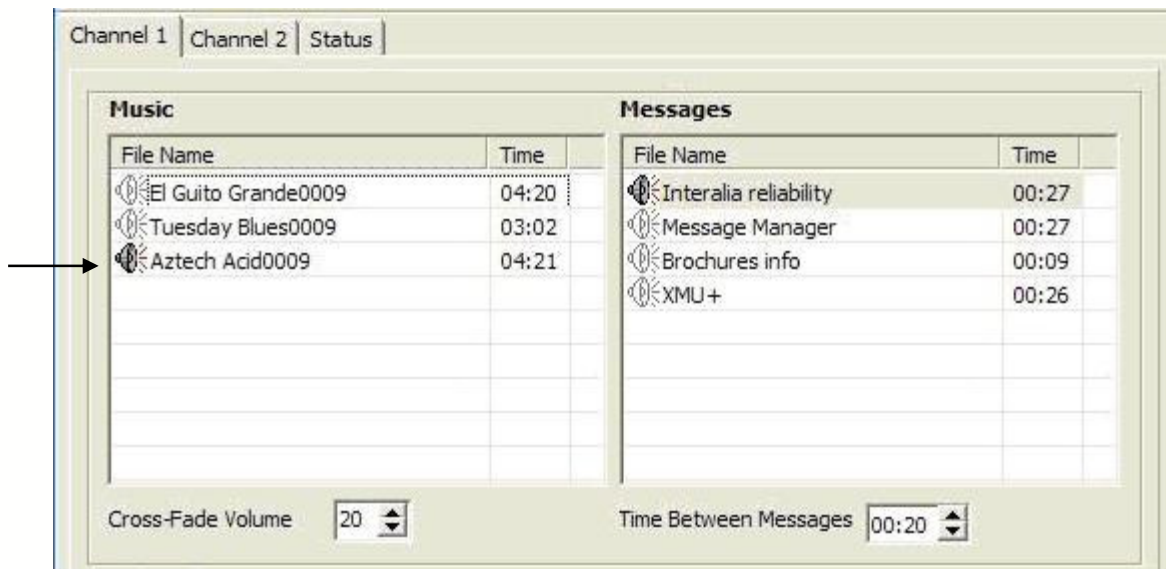
(Please refer to MSAS Hosting in the Configure Menu section 2.2.6 to configure the iProMOH for Multi Site mode if required)



Basic Operation

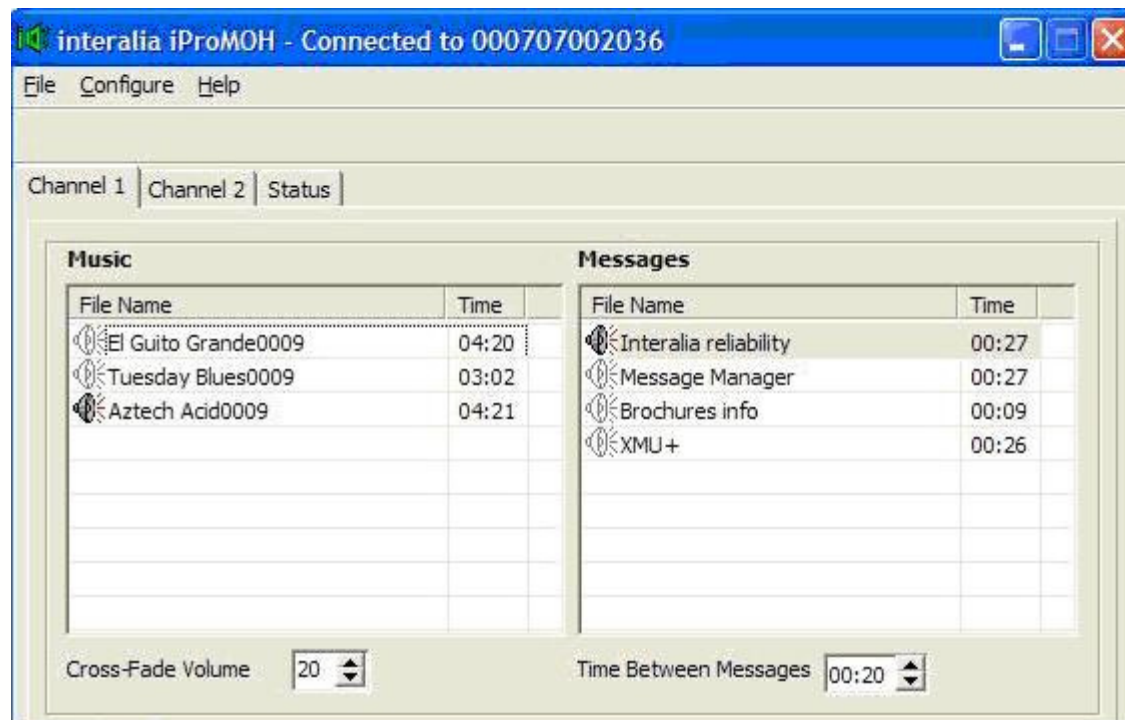
- ▶ The iProMOH has two audio beds per channel, a Music bed and a Message bed. The two channel iProMOH offers the same functionality on each channel. The Music bed contains a factory loaded default music file that the iProMOH will begin to play out upon startup. You can use this default music as your Music on Hold (MOH) content or you can create your own play list from a licensed source or provider. Additional content is available via the Interalia e-store. (See our website for further details) Should you remove or delete the default music file from your play list in error. (The default music file will be restored if the iProMOH is reset to factory defaults, please refer to Perform Factory Reset in the Configure Menu section.)
- ▶ The Music bed serves as your primary MOH or Overhead music source for playback. The iProMOH plays the file list sequentially in a constant loop. (external music sources maybe streamed)

The speaker icon to the left of each music file will be illuminated when that file is being played.



Message Playback and Management

- ▶ Like the Music bed the Message bed will contain recorded messages you wish to broadcast. The messages in this bed may be overlaid (Cross-Faded) onto the currently playing music file at defined intervals. The Default interval is 20 seconds, but is user configurable. As a message file is schedule to play, the currently playing music file is faded to allow the message to be heard. The volume to which the music is faded is defaulted to 20, but again is user configurable. If you have no files in the Message list, the iProMOH will simply rotate through the files in the Music list.



The screenshot shows the 'interalia iProMOH - Connected to 000707002036' window. It features a menu bar with 'File', 'Configure', and 'Help'. Below the menu bar are tabs for 'Channel 1', 'Channel 2', and 'Status'. The main area is divided into two columns: 'Music' and 'Messages'. Each column contains a table with 'File Name' and 'Time' columns. At the bottom, there are two spinners: 'Cross-Fade Volume' set to 20 and 'Time Between Messages' set to 00:20.

Music		Messages	
File Name	Time	File Name	Time
El Guito Grande0009	04:20	Interalia reliability	00:27
Tuesday Blues0009	03:02	Message Manager	00:27
Aztech Acid0009	04:21	Brochures info	00:09
		XMU+	00:26

Cross-Fade Volume: 20
Time Between Messages: 00:20

External Music Feeds

- ▶ Selecting the External Music option will override your Music list, and the informational messages in your Message list will be Overlaid (Cross-Faded) onto the external music source (satellite, cable, CD etc.) instead. Cross-Fade Volume and Time Between Message settings are still configurable with this option. An external music feed must be connected to the iProMOH's 'Music in' connector for this option to function correctly.

This time Channel 2 showing a second set of music and message files, with the cross fade and time between messages at different settings

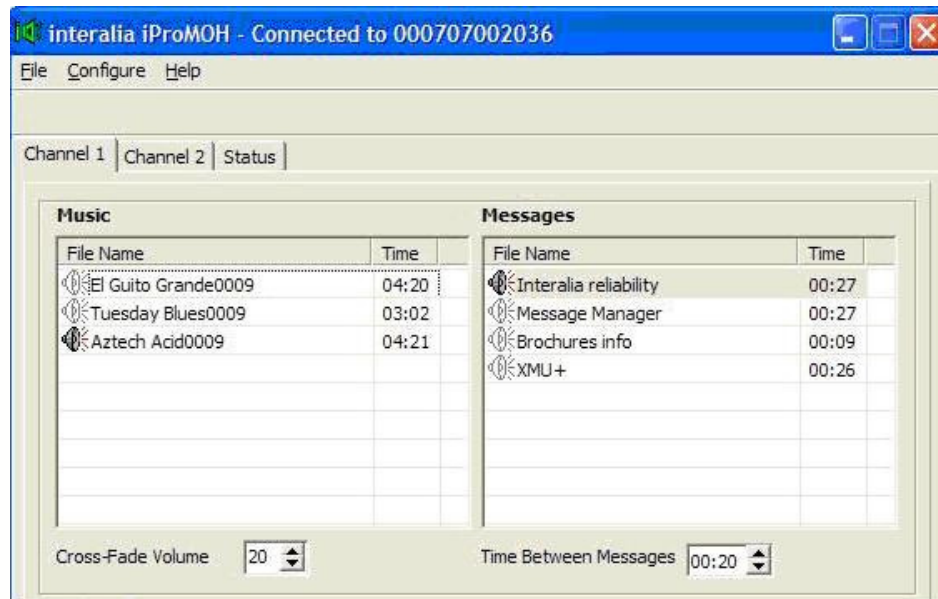
The screenshot shows the 'interalia iProMOH - Connected to 000707002036' window. It features a menu bar with 'File', 'Configure', and 'Help'. Below the menu bar are tabs for 'Channel 1', 'Channel 2', and 'Status'. The main area is divided into two columns: 'Music' and 'Messages'. Each column contains a table with 'File Name' and 'Time' columns. Below these tables are two dropdown menus: 'Cross-Fade Volume' (set to 15) and 'Time Between Messages' (set to 00:10). At the bottom, there are four vertical sliders for 'Output Volume: 50', 'Bass: 0', 'Treble: 0', and 'External Music Volume: 50'. An 'Enable' checkbox is located at the bottom right of the sliders. The status bar at the bottom shows 'ch2-> Music:Unknown Bach0009 Message:iProMOH info0009' and the date/time '21/04/2009 11:06:27'.

File Name	Time
Handel Allegro 2nd movement0009	02:30
Unknown Bach0009	02:16
Handel Allegro 4th movement0010	03:48

File Name	Time
SBX0009	00:34
iProMOH info0009	00:46
Managed Services0009	00:17

Adding, Deleting and re-ordering audio files

- To add Music files, click: File > Add > Music
- To add Message files, click: File > Add > Message
- ▶ Or you can simply drag & drop the files into either the Music list or the Message list from your desktop
- ▶ The iProMOH supports the following audio file formats: .mp3, .wav, .ogg and non-protected .wma.
- ▶ When adding audio files there may be a short delay while the iProMOH converts the file into .ogg format, which it uses to store and play the files. The conversion time is dependant on the length of the audio file(s) added and the speed of your computer's processor.
- ▶ To delete Music files, select the file to be deleted, then click: File > Delete > Music
- ▶ To delete Message files, select the file to be deleted, then click: File > Delete > Message
- ▶ Or you can simply 'right-click' on the file and select Delete.
- ▶ To change the play order of your files simply click on the file and drag it to the desired position.



Operation Settings

- ▶ **Cross Fade Volume Setting**
- ▶ Beneath the Music list box is the Cross-Fade Volume setting. This setting determines the volume to which the currently playing music file will be faded to while an inserted message file is playing. The default volume setting is 20. At this setting the music will just be audible while the message file will be dominant.
- ▶ The Cross-Fade Volume can be set from 0 to 100 in increments of 5. At 0 the currently playing music file will fade to silence as the message file starts to play, while at 100 both music and message files will be at equal volumes.
- ▶ Changes to this setting occur in real time on the iProMOH unit.
- ▶ **Time Between Message Setting**
- ▶ Beneath the Message list box is the Time Between Messages setting. This setting determines how long the iProMOH waits before playing the next message. The default time is 20 seconds. At this setting the iProMOH will play a music file, then fade it after 20 seconds and play a message file. After the message file has finished, the iProMOH will restore the music to its predetermined volume. This cycle will every 20 seconds sequentially broadcasting the files contained in the music bed in rotation.
- ▶ The Time Between Messages can be set at intervals of 4 seconds to 59 minutes and 59 seconds.

The screenshot displays the iProMOH software interface with two tabs: "Channel 1" and "Channel 2". The "Status" tab is active. Below the tabs are two main sections: "Music" and "Messages".

File Name	Time
El Guito Grande0009	04:20
Tuesday Blues0009	03:02
Aztech Acid0009	04:21

File Name	Time
Interalia reliability	00:27
Message Manager	00:27
Brochures info	00:09
XMU+	00:26

At the bottom of the interface, there are two settings: "Cross-Fade Volume" set to 15 and "Time Between Messages" set to 00:10. A "Channel Audio Controls" checkbox is visible at the bottom left.

This example shows a cross fade of 15 and an in between time of 10 seconds

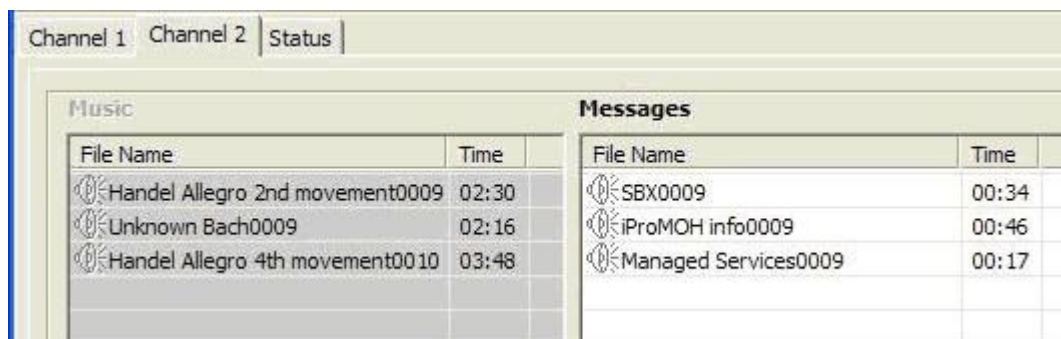
Volume Control

▶ Volume Controls

- Beneath the Cross-Fade and Time Between Messages setting you will see the Channel Audio Controls. From here you can set the Output Volume of the iProMOH (per channel) as well as configure the Bass and Treble settings (per channel.) Default settings are; Output Volume = 50, Bass = 0, Treble = 0.
- Changes to these settings occur in real time on the iProMOH unit.

▶ External Music Volume

- To the right of the Treble setting, you will see the External Music Volume setting. This is disabled by default. To enable, simply click in the 'Enable' box underneath. Once selected your Music list box is ignored by the iProMOH, which will now use whatever feed is connected to its Music In connector. Message files are now Cross-Faded with the external feed.
- Time Between Messages and Cross-Fade Volume setting are still valid and can still be configured.
- The files in your Music bed remain stored and will become active again if the External Music feed option is disabled again by deselecting the 'Enable' box.
- Files in your Music bed are 'grayed out' and not active while the External Music option is enabled, you may still add or delete files in the bed.
- If no external music feed is connected to the iProMOH while this option is enabled, the iProMOH will insert message files into a silent background.



The screenshot shows a software interface with two tabs: 'Channel 1' and 'Channel 2'. Below the tabs are two panels: 'Music' and 'Messages'. The 'Music' panel contains a table with three rows of music files, all of which are grayed out. The 'Messages' panel contains a table with three rows of message files, all of which are active.

File Name	Time
Handel Allegro 2nd movement0009	02:30
Unknown Bach0009	02:16
Handel Allegro 4th movement0010	03:48

File Name	Time
SBX0009	00:34
iProMOH info0009	00:46
Managed Services0009	00:17

Status Tab

Select the Status Tab to view the current memory usage, as well as the systems configuration.

Save Service Information: Saves the current system information to disk for backup and restore.

Send Service Information: Will email the vital system information should Tech Support be required.

The Notes section on this Tab is simply a place for you to store any relevant information regarding your iProMOH or its content. For example, the last time the content was updated.

The screenshot shows the 'interalia iProMOH - Connected to 000707002036' window. It features three tabs: 'Channel 1', 'Channel 2', and 'Status'. The 'Status' tab is active and displays the following information:

- Available Memory:** 157 min (represented by a vertical bar chart with 15 blue segments).
- Memory Used:** 23 min (represented by a vertical bar chart with 2 blue segments).
- Message Storage:** 180 minutes
- Channels:** 2
- MAC Address:** 00-07-07-00-20-36
- IP Address:** 10.0.1.214
- ICAS Call Home:** (empty field)
- Hardware:** 2
- Firmware:** v3.5.3.2373
- Software:** 3.5.0.21

Below the system information, there are two sections:

- Service Information:** Contains two buttons: 'Save Service Information' and 'Send Service Information'.
- Notes:** Contains a text area with the text 'Created : 20/04/2009 16:23:23' and two buttons: 'Clear Notes' and 'Save Notes'.

The status bar at the bottom right shows the date and time: 21/04/2009 11:09:28.

Network Settings

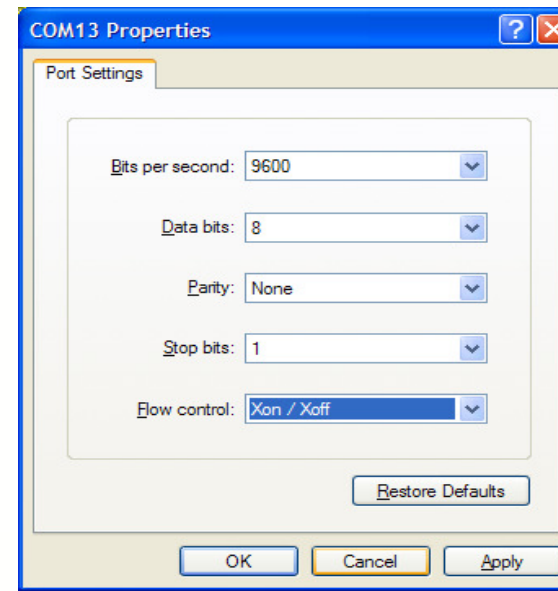
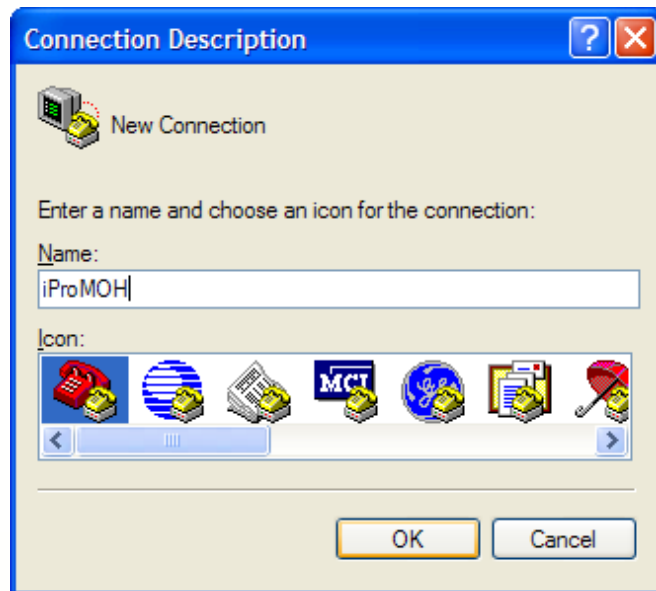
▶ **The iProMOH has 3 Menu Selections: File, Configure and Help:**

▶ **File:**

- Add: Use to add Music or Message audio files.
- Delete: Use to delete selected Music or Message audio files.
- Exit: To exit the application. The iProMOH will continue to run.

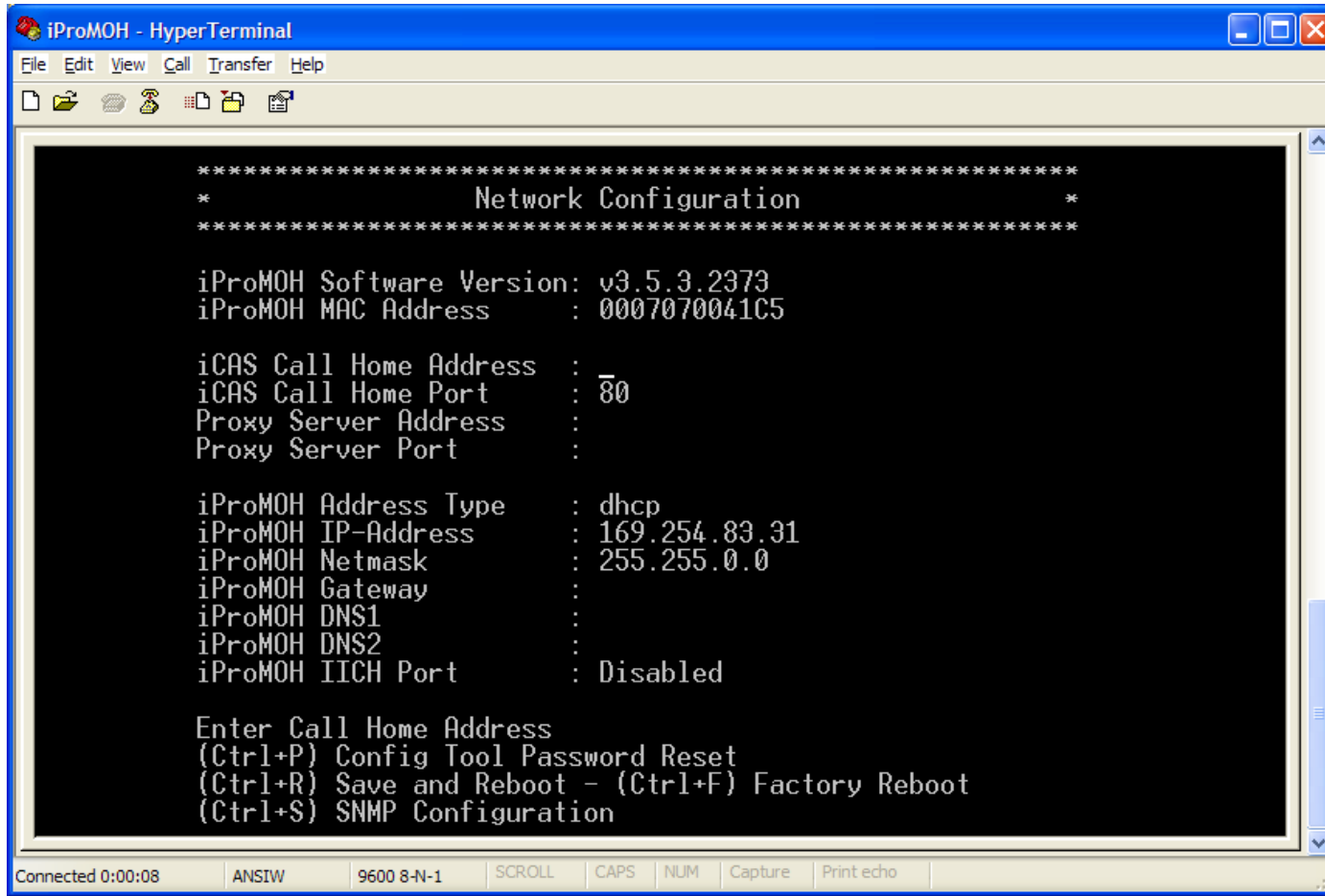
▶ **Configure:**

- Network Settings:
- ▶ The iProMOH requires an IP address to work on your network. By default the iProMOH automatically requests an IP address from your DHCP server, and no further configuration is required. If your network is not configured as a DHCP Host, or you need to configure a static IP address, connect to the iProMOH via the serial connector and manually configure the settings using a Hyper Terminal connection.



Serial Connection

- ▶ Once connected hit the enter key to access the programming



```
iProMOH - HyperTerminal
File Edit View Call Transfer Help
*****
*                               Network Configuration                               *
*****

iProMOH Software Version: v3.5.3.2373
iProMOH MAC Address      : 0007070041C5

iCAS Call Home Address  :
iCAS Call Home Port    : 80
Proxy Server Address    :
Proxy Server Port      :

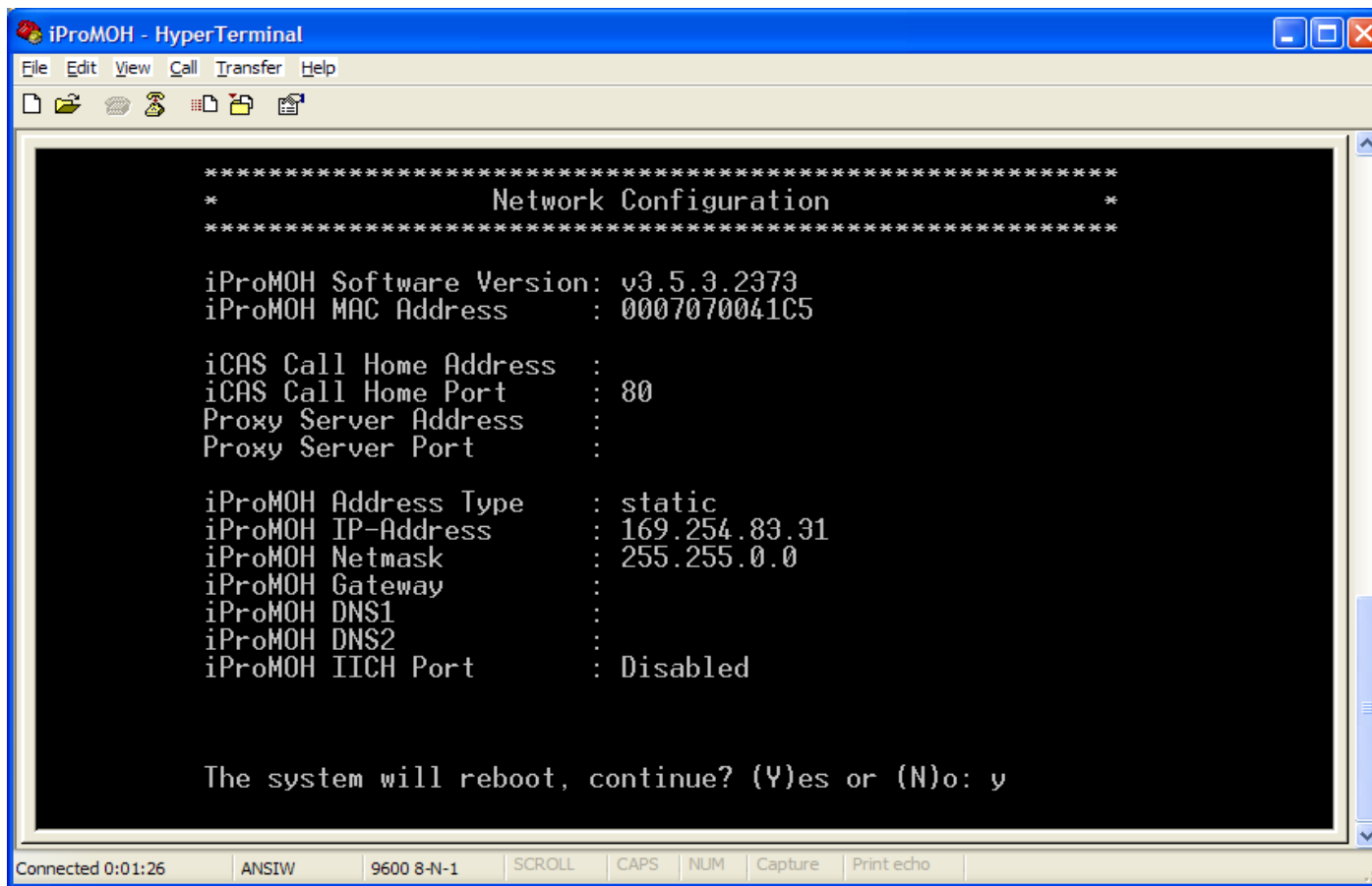
iProMOH Address Type   : dhcp
iProMOH IP-Address     : 169.254.83.31
iProMOH Netmask        : 255.255.0.0
iProMOH Gateway        :
iProMOH DNS1           :
iProMOH DNS2           :
iProMOH IICH Port      : Disabled

Enter Call Home Address
(Ctrl+P) Config Tool Password Reset
(Ctrl+R) Save and Reboot - (Ctrl+F) Factory Reboot
(Ctrl+S) SNMP Configuration

Connected 0:00:08  ANSIW  9600 8-N-1  SCROLL  CAPS  NUM  Capture  Print echo
```

Serial Connection

- ▶ Tab down to the iProMOH Address Type and change to “Static” and enter your IP address information “Ctrl+R” to exit and save.



The screenshot shows a HyperTerminal window titled "iProMOH - HyperTerminal". The window contains a terminal session with the following text:

```
*****  
*                               *  
*               Network Configuration               *  
*                               *  
*****  
  
iProMOH Software Version: v3.5.3.2373  
iProMOH MAC Address      : 0007070041C5  
  
iCAS Call Home Address  :  
iCAS Call Home Port     : 80  
Proxy Server Address    :  
Proxy Server Port       :  
  
iProMOH Address Type    : static  
iProMOH IP-Address      : 169.254.83.31  
iProMOH Netmask         : 255.255.0.0  
iProMOH Gateway         :  
iProMOH DNS1            :  
iProMOH DNS2            :  
iProMOH IICH Port       : Disabled  
  
The system will reboot, continue? (Y)es or (N)o: y
```

At the bottom of the window, there is a status bar with the following information: Connected 0:01:26, ANSIW, 9600 8-N-1, SCROLL, CAPS, NUM, Capture, Print echo.

Configure Menu

▶ **Disable Local Volume Controls**

- On the iProMOH unit are buttons to control the output volume. Check this option to disable the buttons' ability to change the volume.

▶ **Show Hints**

- Enable or disable mouse roll-over hints.

▶ **Show Warnings: Enable or disable warnings when deleting files etc.**

▶ **Update Firmware: If a new firmware load is available for your iProMOH, use this option to install it.**

▶ **Perform Factory Reset:**

- Use this option to return your iProMOH to its original factory settings. Warning! All your music and message files will be deleted. All your settings will be returned to default. The default music file will be restored.

Technical Specifications

- ▶ **Memory**
 - Models available in 180 minutes
- ▶ **Number of Messages**
 - 10,000 (100 files x 100 Playlists) or until memory limit is reached
- ▶ **Audio Storage**
 - Audio Encoding/Decoding format: .ogg
 - Encoding/Decoding Data rate: 64 Kbps
 - Decoded Audio Sampling Frequency: 48 KHz
 - Storage Medium – non-volatile Flash memory (no back-up battery required)
- ▶ **Audio Inputs**
 - One RCA input for cross fading background music with stored messages
 - 10K nominal input impedance / 1V RMS nominal input level
 - The Input port is not transformer coupled and is not intended for connections to telecom equipment ports that will source DC Voltage and current. However, the unit will tolerate accidental connections to such ports.
- ▶ **Audio Outputs**
 - **Connectors: RCA Jacks**
 - **Impedance / level:**
 - First Channel: 600 Ohm only (+5dBm) or 8 ohm (1 Watt, RMS)
 - Second Channel: 600 Ohm only (+5dBm)
 - DC Characteristics:
 - The 600 Ohm ports are tolerant to telecom line voltages and currents of +/- 56.5 VDC and 120 mA. These ports are not to be directly connected to the Public Switched Telephone Network (PSTN) without additional approved in-line devices that provide isolation and protection.
 - The 8 Ohm port is not transformer coupled and is not intended for connections to telecom equipment ports that will source DC Voltage and current. However, the unit will tolerate accidental connections to such ports.
- ▶ **Controls**
 - Output Volume: Adjusts volume level of the audio output (can also be adjusted remotely.)
 - Treble: Adjusted remotely
 - Bass: Adjusted remotely
- ▶ **Power Supply (AC to DC Adapter)**
 - Input: 100-240VAC 50/60Hz, 0.3A
 - Output: 9-12VDC @600mA
 - Switch mode power adapter uses interchangeable input clips with locking button.
- ▶ **Dimensions**
 - 44mm H x 190mm W x 127mm D (1.75" H x 7.5" W x 5" D)
- ▶ **Weight**
 - 344 grams (0.76 lbs.)

Specifications are approximate and subject to change without notice





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