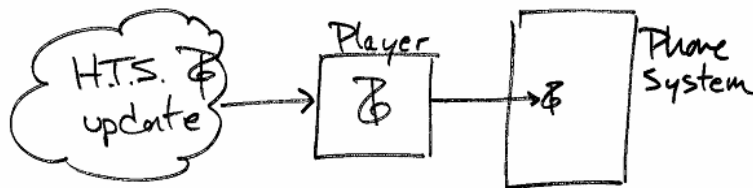**Internal Training Seminar, 06-10-05**

Transmitting Productions

With the exception of HOSTED and VOIP systems, most standard business-grade systems do not have an internal playback capability, thereby requiring a 24/7 MOH feed in to the physical unit.

Most clients will want to update their production from time to time. Although HTS's average rate is 3x/yr, customers with a seasonal emphasis (ie. weather-dependent services) or timely services (like interest rates %'s) will go higher – up to 12x/yr.
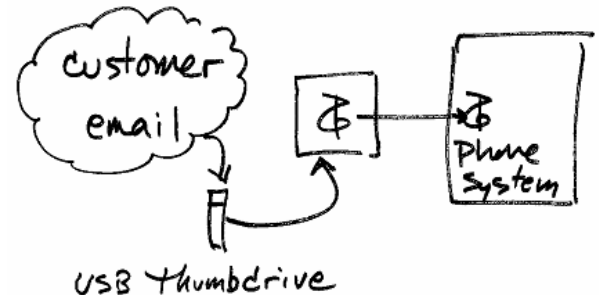

There are many options for equipment, but HTS uses two that strike the balance between ease-of-service, and reliability.

USB THUMBDRIVE

A simple .mp3 plug n' play device.   MP3's can be sent to the client via their email.

 - Cut n' Paste the .mp3 to the thumbdrive.
 - Plug the thumbdrive into the player.
 - The player plays whatever .mp3's are on the thumbdrive.
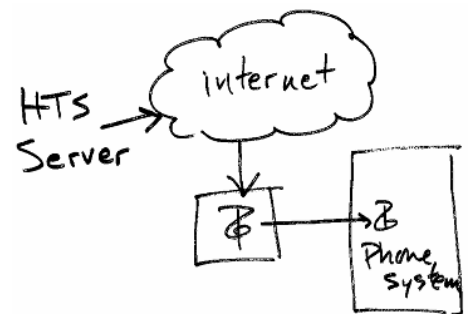   Note: There is a file naming protocol here.

This application is preferred when the client needs updates less than 2x /yr, or just once.

INTERNET LOAD

For customers that
  - Have an internet connection in the same room as the phone system PBX.
  - Have multiple locations.
  - Or, want HTS to manage their productions on a calendar basis…

The internet load player is seamless for the customer, and highly reliable for HTS.

  1. Music updates are posted to the HTS server
  2. The Internet Load player "pulls" the production into the player via the internet connection.
  3. The Internet Load player plays the production 24/7 into the phone system.

This application is preferred when the client wants HTS to manage their on-hold marketing with "no fuss".