

MoH Options and Settings

Overview

This application manages incoming and outgoing voice calls on a single phone line while being connected to the Internet. It puts the Internet connection on hold and answers/ignores an incoming voice call or places an outgoing voice call and returns back to the Internet without losing the connection. To use the full capability of the application, the user needs a telephone line that supports the Call Waiting with type 2 Caller ID feature and an Internet Service Provider that supports V.92 connections. The application can disconnect the Internet call and accept the incoming voice call if the connection is not V.92. The application runs in the system tray on the desktop. It pops up and displays call events when they occur. It has options for configuration and to view a log of incoming calls.

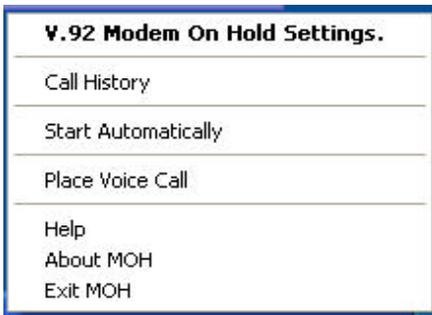


Figure 1. MOH Options Menu

MOH Options and Settings

Right-clicking the application icon in the system tray of the desktop displays the options menu. It presents the user with the options shown in figure 1:

V.92 Modem on Hold Settings

This option configures the application to customize call interactions. The default options are set to screen all incoming calls and display them with the Caller ID information for the call. The user can then decide to answer or ignore the call.

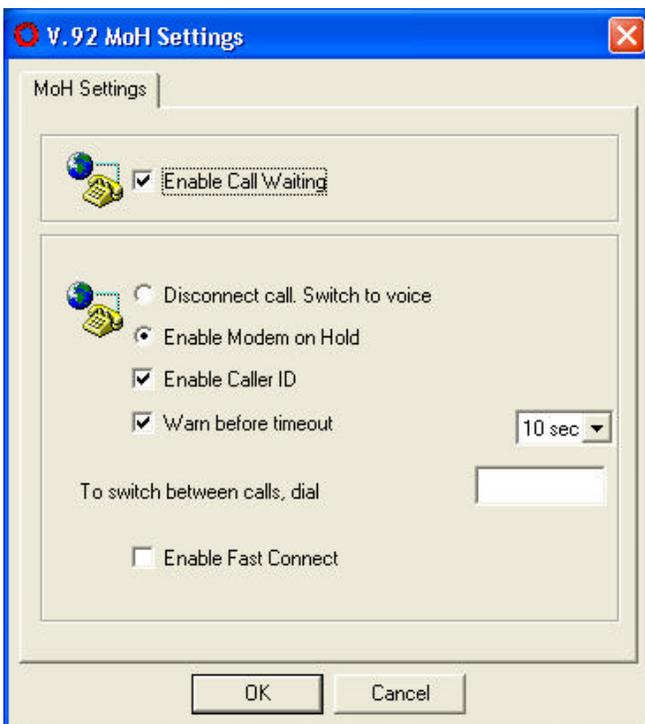


Figure 2. V.92 MOH Setting Screen

Enable Call Waiting

The user will be notified of incoming calls when this box is checked. Incoming calls are ignored if the box is not checked. No other options are accessible if the box is not checked. This option is checked by default.

Disconnect Call. Switch to Voice

The incoming call is answered and the Internet connection is disconnected automatically if this button is enabled. This button is disabled by default.

Enable Modem on Hold

The user is notified of incoming calls and can then decide to answer or ignore the call if this button is enabled. This button is enabled by default.

Enable Caller ID

Caller ID information for the incoming call is displayed if this box is checked. This option is checked by default.

Warn Before Timeout

A warning message is displayed before the Internet hold times out. This gives the user an early warning that the Internet connection will be disconnected if the voice call is not terminated. This option is enabled by default.

Warning Value

Time in seconds, when the warning message is displayed

To Switch Between Calls/Dial

This allows the user to specify digits to be dialed to switch the call from the Internet connection to the incoming voice call. These digits will also be used to switch the call back from voice to data. This feature is used for lines that require DTMF digits to be dialed after the hook-flash to switch the call from voice to data and back.

The user can specify different digits for the call to be switched from the Internet call to voice and back if required. This feature is used for lines that require different DTMF digits to be dialed after the hook-flash to switch the call from voice to data and back. The dial digits can be specified as one string delimited by a comma.

If the user needs to use a sequence of hookflash+1 to switch from data to voice and hookflash+2 to switch from voice to data, then the dial string will be entered as 1, 2.

Enable Fast Connect

The "Fast Connect" feature is enabled if this box is checked. This results in shorter connect times due to faster modem negotiation. The modem stores connection information from previous calls and uses it to shorten the time to connect in subsequent connections. (Option is not included on controller-based modems.)

Call History

This option displays an incoming call log, showing the last ten incoming calls with date, time, number, and Caller ID. The Caller ID information will be available only if the phone-line supports the Caller ID on Call Waiting feature.

Start Automatically

When enabled, this option launches the application automatically during Windows startup. This is the default configuration of the application. Turning off the option disables the automatic start.

Place Voice Call Feature

This feature allows the user to place an outgoing voice call while connected to a V92 server. This requires the user to have a line with the three-way calling service. The user selects the "Place Voice Call" option. This puts the Internet connection on hold and gives the user the option to place a voice call or to go back to the Internet connection. After selecting voice call option, the user is prompted to pick up the local phone and to dial the voice call. When the voice call is complete the user switches back to the Internet connection

User Scenarios

Incoming Call when Connected to a V.92 Server - Answer



After an incoming call is identified, the Modem on Hold application displays the status window with Caller ID information (if available).

To Answer the Call

Select the **Answer** button.

The call is switched from the Internet connection to the voice call. The user can talk to the calling party by using a local phone. The call status window is updated to reflect an active Modem on Hold session (See Figure 4).

Figure 3. Call Status: After an Incoming Voice Call Is Received



The duration of the Internet hold is displayed on the call status window. Continuing the voice call after the Internet hold duration is over will cause the Internet connection to be disconnected.

Figure 4. Call Status: During an Active Modem on Hold Session

To Resume the Data Call

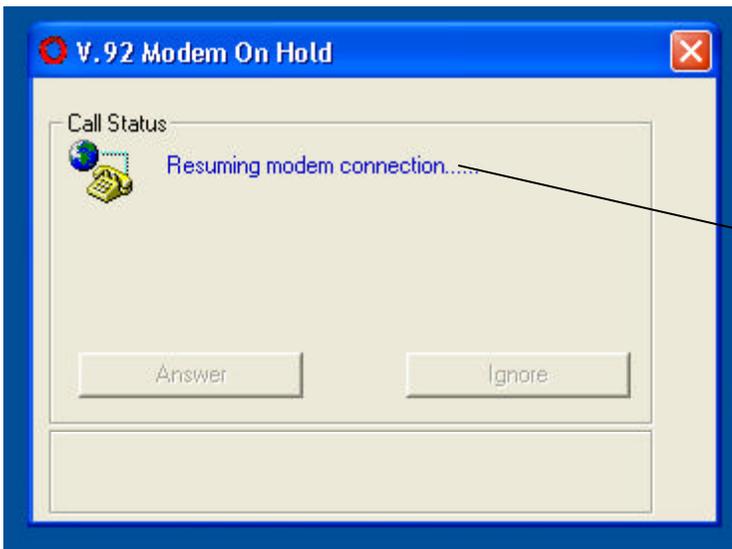


Select the Resume Data Call button (See Figure 4).

The Modem on Hold applications confirms that it should end the current Modem on Hold session.

Click the **OK** button. The application reestablishes the data connection.

Figure 5. Call Status: Requesting confirmation to end the Modem on Hold Session



Reconnecting may take up to 30 seconds.

Figure 6. Call Status: Reconnecting the Data or Internet Connection

Incoming Call when Connected to a V.92 Server - Ignore



After an incoming call is identified, the Modem on Hold application displays the status window with Caller ID information (if available).

To Ignore the Incoming Voice Call

Click the **Ignore** button. The Internet connection resumes after the Call Waiting signal ends. The Call Waiting signal may cause the modem to retrain or disconnect the data call.

Figure 7. Call Status: After an Incoming Voice Call Is Received



The Call Status window closes once the Internet connection resumes.

Figure 8. Call Status: Reestablishing Data Connection after Call Is Ignored

Incoming Call when Connected to a V.90 Server



The call status window appears with the Caller ID information (if available).

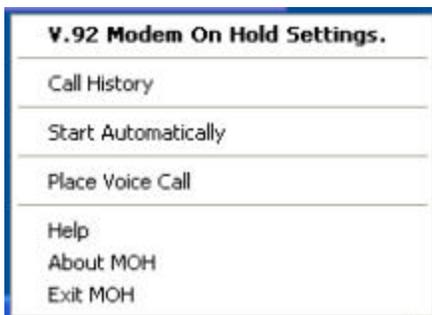
Do Nothing to Ignore the incoming voice call.

Figure 9. Call Status: After Receiving an Incoming Call when Connected to a V.90 Server

V90 connections do not support the Modem on Hold feature so the user can disconnect the Internet call and answer the voice call.

Click the **Disconnect** button to disconnect the Internet connection. The local phone will then ring, and the user can pick up to answer the incoming call. When the call is finished, hang up the phone, and then use the modem to redial the Internet connection.

Place Voice Call



This option will work if connected to a V.92 server.

Right click the application icon in the system tray of the desktop to display the options menu.

Select **Place Voice Call**.

Figure 10: MOH Options Screen

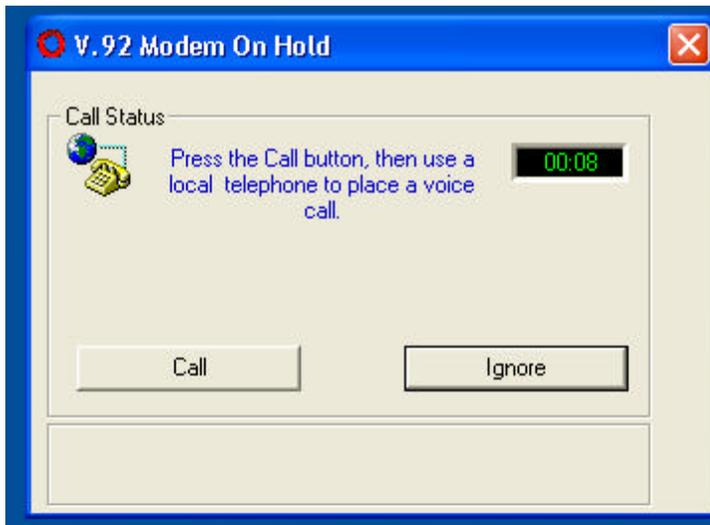


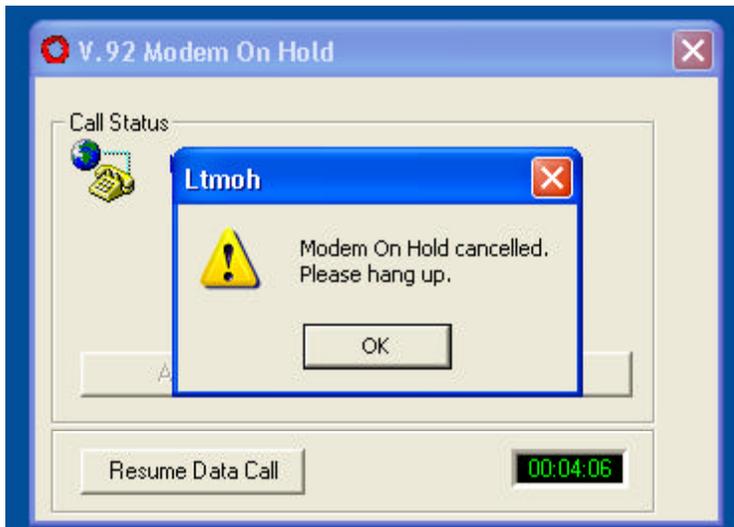
Figure 11. Call Status: After User Requests to Make a Call

The call status window will be displayed as below.

Click the Call button. The application places the Internet connection on hold and updates the Call Status window as follows:



Figure 12. Call Status: During an Active Modem on Hold Session



To Resume the Data Call

Select the Resume Data Call button.

The Modem on Hold applications confirms that it should end the current Modem on Hold session.

Figure 13. Call Status: Requesting confirmation to end the Modem on Hold Session



Reconnecting may take up to 30 seconds.

Figure 14. Call Status: Reconnecting the Data or Internet Connection