



BroadSoft Partner Configuration Guide

Captivate On Hold

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BroadWorks® Guide

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Document Revision History

Version	Reason for Change
1.1	Introduced document for Captivate On Hold version 1.0.
1.2	Edited and published document.
1.3	Revised company name and configuration steps.
1.4	Edited changes and published document.

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1 Overview

This document describes the configuration procedures required for the Captivate On Hold, managed Music on Hold (MoH) service to be interoperable with BroadWorks.

Captivate On Hold provides an MoH service that requires no external device and uses the Session Initiation Protocol (SIP) to communicate with BroadWorks for call control.

This guide describes the specific configuration items that are needed for use with BroadWorks. For those details, see the *Captivate On Hold Music on Hold Device Administration Guide* [\[1\]](#).

2 Interoperability Status

This section provides the known interoperability status of the Captivate On Hold service with BroadWorks. This includes the version(s) tested, the capabilities supported, and known issues.

Interoperability testing validates that the device interfaces properly with BroadWorks via the SIP interface. Qualitative aspects of the device or device capabilities not affecting the SIP interface such as display features, performance, and audio qualities are not covered by interoperability testing. Requests for information and/or issues regarding these aspects should be directed to Captivate On Hold.

2.1 Verified Versions

The following table identifies the verified Captivate On Hold and BroadWorks versions and the month/year the testing occurred. If the device has undergone more than one test cycle, versions for each test cycle are listed, with the most recent listed first.

Compatible Versions in the following table identify specific Captivate On Hold versions, which the partner has identified as compatible and the versions should interface properly with BroadWorks. Generally, maintenance releases of the validated version are considered compatible and may not be specifically listed here. For any questions concerning maintenance and compatible releases, contact Captivate On Hold.

NOTE: Interoperability testing is usually performed with the latest generally available (GA) device firmware/software and the latest GA BroadWorks release and service pack at the time the testing occurs. If there is a need to use a non-verified mix of BroadWorks and device software versions, customers can mitigate their risk by self-testing the combination using the *Music/Video On Hold Server Interoperability Test Plan* [4].

Verified Versions Table

Date (mm/yyyy)	BroadWorks Release	Captivate On Hold Verified Version	Captivate On Hold Compatible Versions
07/2010	Release 17.0	1.0	None identified.

2.2 Interface Capabilities Supported

This section identifies interface capabilities that have been verified through testing as supported by the Captivate On Hold service.

The *Supported* column in the tables in this section identifies the Captivate On Hold service's support for each of the items covered in the test plan, with the following designations:

- Yes Test item is supported.
- No Test item is not supported.
- NA Test item is not applicable to the device type.
- NT Test item was not tested.

Caveats and clarifications are identified in the *Comments* column.

Note that *DUT* in the following table refers to the *Device Under Test* which in this case is the Captivate On Hold service.

BroadWorks Music/Video On Hold Server Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
Basic	Call Hold with Music On Hold	Yes	
	Call Hold with Music On Hold – G722	NT	
	Call Park with Music On Hold	Yes	
	Session Audit	Yes	
	Session Timer	Yes	
	Call Hold with Video On Hold	Yes	
	Call Hold with Video On Hold – HD	NT	
	Call Park with Video On Hold	Yes	
BroadWorks Services	Network Conference with Music On Hold	NT	
	Call Center with Music On Hold	NT	
	Busy Camp-On with Music On Hold	NT	
	Network Conference with Video On Hold	NT	
	Call Center with Video On Hold	NT	
	Busy Camp-On with Music On Hold	NT	
Registration and Authentication	Register Authentication	Yes	
	Maximum Registration	Yes	
	Minimum Registration	Yes	
	Device Authenticating BroadWorks	No	
SBC	Register	Yes	
	SBC with Music On Hold	Yes	
TCP	Register	No	
	TCP with Music On Hold	No	
IPV6	Register Authentication	No	
	Call Hold with Music On Hold	No	
	Call Hold with Video On Hold	No	
	SBC – Register Authentication	No	
	SBC – Call Hold with Music On Hold	No	

BroadWorks Music/Video On Hold Server Interoperability Test Plan Support Table			
Test Plan Package	Test Plan Package Items	Supported	Comments
	SBC – Call Hold with Video On Hold	No	

2.3 Known Issues

This section lists the known interoperability issues between BroadWorks and specific partner release(s). Issues identified during interoperability testing and known issues identified in the field are listed.

The following table provides a description of each issue and, where possible, identifies a workaround. The verified partner device versions are listed with an “X” indicating that the issue occurs in the specific release. The issues identified are device deficiencies or bugs, and are typically not BroadWorks release dependent.

If the testing was performed by BroadSoft, then the *Issue Number* is a BroadSoft ExtraView partner issue number. If the testing was performed by the partner or a third party, then the partner may or may not supply a tracking number.

For more information on any issues related to the particular partner device release, see the partner release notes.

Issue Number	Issue Description	Partner Version			
		1.0			
	No issues identified.				

3 BroadWorks Configuration

This section identifies the required BroadWorks device profile type for the Captivate On Hold service as well as any other unique BroadWorks configuration required for interoperability with Captivate On Hold.

3.1 BroadWorks Device Profile Type Configuration

This section identifies the device profile type settings to use when deploying the Captivate On Hold service with BroadWorks.

Use the Generic SIP Music On Hold device profile type as shown in *Figure 1*. This device profile type is a default type supplied with the installed BroadWorks server. The settings shown are recommended for use when deploying the Captivate On Hold service with BroadWorks. For an explanation of the profile parameters, see the *BroadWorks Device Management Configuration Guide* [2].

The screenshot displays the 'Identity/Device Profile Type Modify' web page in the BroadWorks administration interface. The page title is 'Identity/Device Profile Type Modify' and it includes a 'Welcome Default Administrator' message. The left sidebar shows 'Options' with 'Identity/Device Profile Type' selected. The main content area is titled 'Modify an existing identity/device profile type.' and contains several configuration sections:

- Standard Options:**
 - Number of Ports: ☒ Unlimited ☐ Limited To
 - Ringback Tone/Early Media Support: ☒ RTP - Session ☐ RTP - Early Session ☐ Local Ringback - No Early Media
 - Authentication: ☒ Enabled ☐ Disabled ☐ Enabled With Web Portal Credentials
 - Hold Normalization: ☒ Unspecified Address ☐ Inactive ☐ RFC3264
 - ☒ Registration Capable ☒ Authenticate REFER
 - ☒ Static Registration Capable ☐ Video Capable
 - ☐ E164 Capable ☐ Use History Info Header
 - ☐ Trusted
- Advanced Options:**
 - ☐ Route Advance
 - ☐ Wireless Integration
 - ☐ PBX Integration
 - ☐ Add P-Called-Party-ID
 - ☐ Auto Configuration Soft Client
 - ☐ Requires BroadWorks Call Waiting Tone
 - ☐ Advice of Charge Capable
 - ☐ Support Emergency Disconnect Control
 - ☐ Enable Monitoring
 - ☐ Static Line/Port Ordering
 - ☐ Support Call Info Conference Subscription URI
 - ☐ Support Visual Device Management
 - ☐ Forwarding Override
 - ☐ Conference Device
 - ☐ Mobility Manager Device
 - ☒ Music On Hold Device
 - ☐ Requires BroadWorks Digit Collection
 - ☐ Requires MMI Subscription
 - ☐ Support Call Center MIME Type
 - ☐ Support Identity In UPDATE and Re-INVITE
 - ☐ Support RFC 3398
 - ☐ Support Client Session Info
 - ☐ Support Remote Party Info
 - ☐ Bypass Media Treatment
- Reset Event:** ☐ reSync ☐ checkSync ☒ Not Supported
- Trunk Mode:** ☒ User ☐ Pilot ☐ Proxy
- Hold Announcement Method:** ☒ Inactive ☐ Bandwidth Attributes
- Unscreened Presentation Identity Policy:** ☒ Profile Presentation Identity ☐ Unscreened Presentation Identity ☐ Unscreened Presentation Identity With Profile Domain
- Web Based Configuration URL Extension:**
- Device Configuration Options:** ☒ Not Supported ☐ Device Management ☐ Legacy

Buttons at the bottom include OK, Apply, Delete, Export, and Cancel.

Figure 1 Music On Hold Device Profile Type

3.2 BroadWorks Configuration Steps

This section provides BroadWorks configuration steps for identifying the Captivate On Hold service as an MoH device.

3.2.1 Create Captivate On Hold Device Profile Instance

Log in at the appropriate administration level (system, service provider, enterprise, or group) and create a device profile instance to be used by the group, enterprise, and so on as shown in *Figure 2*.

It is recommended to use *CaptivateOnHold* as the Identity/Device Profile Name to make the device profile easy to locate. The single device profile instance can be used for all clients or users within the BroadWorks organizational level under which the instance was created.

Figure 2 BroadWorks Device Profile Instance for Captivate On Hold

3.2.2 Configure Group Music on Hold

Log in as an administrator and browse to *(group) → Services → Music/Video on Hold* to configure the Music on Hold service for each group to be enabled with the Captivate On Hold service. Configure the service:

- Select *Enable Music/Video* during Call Hold.
- Select *Enable Music/Video* during Call Park.
- Select *External Source* and then select *Identity/Device Profile*.
 - From the *Identity/Device Profile Name* drop-down menu, select the device profile instance created in section [3.2.1 Create Captivate On Hold Device Profile Instance](#).
 - Configure the *line/port* with a unique identifier. This is the SIP address the Captivate On Hold service will use to register with BroadWorks. Provide this address to Captivate On Hold by sending an e-mail to MoHLink@captivateonhold.com. (In the following figure, this is shown as testing@as.iop1.broadworks.net.)

The screenshot shows the 'Music/Video On Hold Modify' configuration page. On the left is a navigation menu with 'Options' (Profile, Resources), 'Services' (Account Codes, Call Center, Meet-Me Conferencing, Utilities), and 'Group'. The main content area has a title bar with 'Help', 'Home', 'Welcome', and 'Logout'. Below the title bar is a 'Saved' status bar and buttons for 'OK', 'Apply', and 'Cancel'. The configuration is divided into two tabs: 'General Settings' (active) and 'Internet Calls Settings'. Under 'General Settings', there are three checkboxes: 'Enable music/video during Call Hold' (checked), 'Enable music/video during Call Park' (checked), and 'Enable music/video during Busy Camp On' (unchecked). Below these is the 'Music/Video On Hold message:' section with a 'Preferred Audio Codec:' dropdown set to 'None'. There are radio buttons for 'System Defined Music/Video' and 'External Source' (selected). Under 'External Source', there are radio buttons for 'Identity/Device Profile' (selected) and 'None'. A 'Configure Identity/Device Profile' link is present. Below this is a form with 'Identity/Device Profile Name' (dropdown set to 'Captivateonhold (Group)'), 'Line/Port' (text field with 'Testing'), and 'Contact sip' (text field with '@as.lsp1.broadworks.net'). At the bottom, there is a 'Registrations (Also saves current screen data)' section with a 'Custom Music/Video File' checkbox and an 'Audio' dropdown set to 'None'. 'OK', 'Apply', and 'Cancel' buttons are at the very bottom.

Figure 3 BroadWorks Group Music on Hold Configuration

4 Captivate On Hold Configuration

The Captivate On hold services does not support end user configuration.

The service is enabled by Captivate On Hold using the SIP address furnished by the BroadWorks service provider reseller. For more information, see section [3.2.2 Configure Group Music on Hold](#).

References

- [1] Captivate On Hold Ltd. 2010. *Captivate On Hold Music on Hold Device Administration Guide, Revision 1.0*. Available from Captivate On Hold at www.captivateonhold.com/sa/.
- [2] BroadSoft, Inc. 2014. *BroadWorks Device Management Configuration Guide, Release 20.0*. Available from BroadSoft at xchange.broadsoft.com.
- [3] BroadSoft, Inc. 2013. *BroadWorks Redundancy Guide, Release 20.0*. Available from BroadSoft at xchange.broadsoft.com.
- [4] BroadSoft, Inc. 2014. *BroadWorks Music/Video On Hold Server Interoperability Test Plan, Release 20.0*. Available from BroadSoft at xchange.broadsoft.com.