



Are You Considering Store-Bought (Consumer Grade) Equipment for Message-On-Hold (MOH)?

Consider This:

- Store-bought players are not created to run 24/7 – in fact, many run from batteries that need to be replaced or recharged – and this will greatly reduce their lifespan. Our MOH equipment is made to run 24/7 even in the rigorous conditions often found in a phone room environment.
- Store-bought players are generally tested & approved for household or consumer use. Our equipment is FCC tested & approved for a commercial environment. We also use energy-efficient power supplies, ecologically conscious packaging & efficient design.
- In the case of store-bought CD players, CDs are in constant rotation but are only designed to be played 50-70 times before wearing out. This could cause CD and/or equipment failure very early on, resulting in additional replacement and/or installation costs.
- Store-bought players are made to drive high-impedance headphones, which could damage the telephone system's MOH port, while our MOH equipment is created specifically for phone-system compatibility.
- Store-bought players typically include a 1-year (or less) warranty – and that only if operated under the conditions of personal use. Our MOH equipment includes a 5-year parts & labor warranty.
- Store-bought players often require special software to load audio – our local download MOH equipment is “drag ‘n drop” with no special software necessary.
- Store-bought players are made for, and marketed to, consumers & are easily recognized and, as a result, induce theft.
- Store-bought players will typically need to be restarted after a power loss while our MOH equipment will begin playing when power is restored.