

# μWARP

## Music On Hold



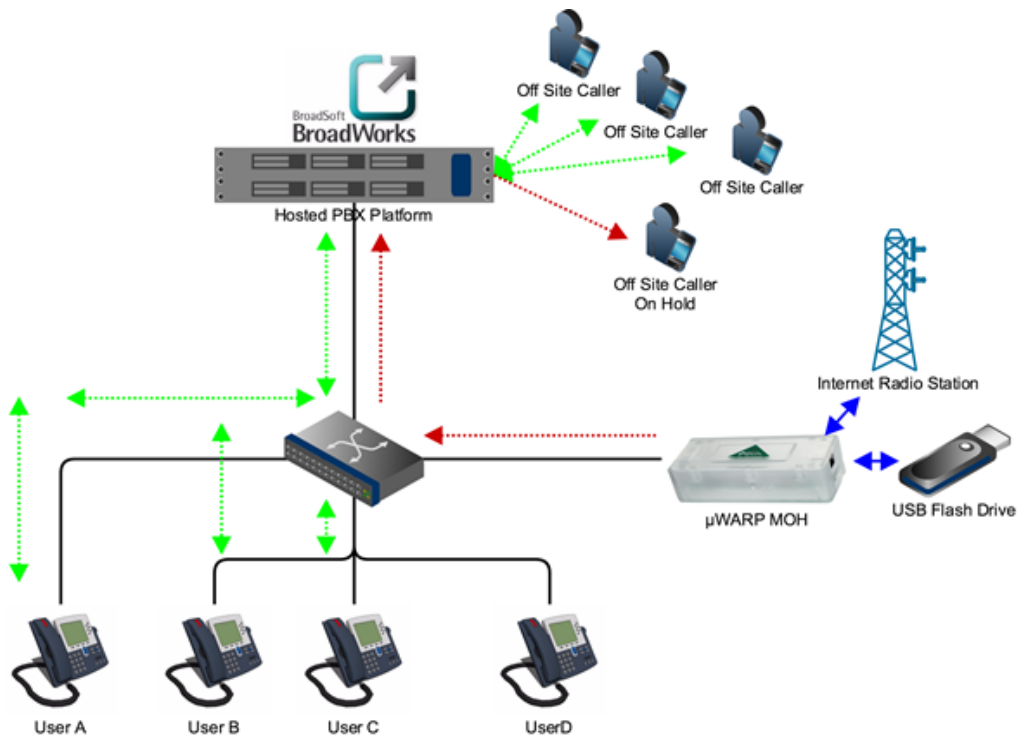
PIKA Technologies Inc. is an original equipment manufacturer of telephony enabling technology. Headquartered in Ottawa, Canada, the company has been in business since 1987.



PIKA Technologies is one of the few BroadSoft® partners to offer CPE hardware solutions to complement BroadWorks®. μWARP MOH provides customizable MOH function that come standard with most on-premise PBX systems and is compatible with the Device Manager from BroadWorks®. A web-based configuration GUI greatly simplifies installation and deployment.

In regular operation with Broadsoft®, when a caller is placed on hold, the system starts playing the audio file(s) from the beginning. Because of this, the callers are hearing the same content every times they are placed on hold.

μWARP MOH provides a very convenient way for customers to easily play customized audio content when placing callers on hold. The callers are simply tuned-in to Audio file(s) or stream that is currently played by the device. In comparison to an ATA or software running on a server, installation is simplified and reliability is greatly enhanced. You can manage your playlist from a variety of DRM-free internet radios or files located on a USB Flash drive.



# Features & Benefits



$\mu$ WARP MOH comes from PIKA's 20+ years of developing telephony solutions. It's built on the commercial grade  $\mu$ WARP Appliance and benefits from an attractive, brandable appearance in a small form factor. It is eco-friendly, consuming low power and the solid-state design insures reliable operation.

## General

- Simple solution, allowing service providers to solve their customer premise needs
- BroadSoft® BroadWorks® compatible
- Easily adaptable to other hosted PBX platforms
- easily brandable – promote your business or product brand
- Isolated from hosted system: can be installed or removed without disruption to live system

## Software

- Simple and rapid configuration is accomplished thru a web based configuration GUI
- Customer can install themselves when preconfigured by the service provider

## Hardware

- 2 Full duplex Ethernet ports 10/100Mbps operating in bridge mode
- Ethernet LEDs and status LEDs
- Reset button
- Hardware watchdog reset
- Unit dimensions: 98mm x 38mm x 27mm (~ 3.8" x 1.5" x 1.1")
- Box dimensions: 250mm x 170mm x 60mm (~9.75" x 6.75" x 2.4")
- External power supply with USB type A plug (AC 110-240V, 50-60Hz)
- Power consumption: 4W
- Operating temperature: 0°C to 45°C
- Storage temperature: -20°C to +85°C
- Humidity, non-condensing: 5% – 95%

## Q&A

### What's the difference between WARP Plus and $\mu$ WARP MOH ?

WARP Plus is for customers that need more than one feature for their hosted PBX service.  $\mu$ WARP MOH is a single feature, low cost box . It's not upgradeable or expandable.

### How can I configure the unit?

You can configure the unit using the web based GUI or you can provision the unit by TFTP or HTTPS.

### What are the supported audio sources in $\mu$ WARP MOH?

You can connect a USB Flash Drive with FAT file system and containing the DRM-free audio files to one of the USB ports. System will play all files located in the drive as a playlist. Also you can configure the system to play a DRM-free Internet Radio Stream as the source for MOH.

### What are the supported formats for $\mu$ WARP MOH?

System supports only 8Khz 16 Bit mono wave files.

### Which versions of Broadworks do you support?

The solution is using Generic features so technically it does not depend on the version of the Broadworks® platform.