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(54) **INTELLIGENT INTEGRATED ON-HOLD MESSAGING SYSTEM FOR USE WITH BUSINESS TELEPHONE SYSTEMS**

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(57) **ABSTRACT**

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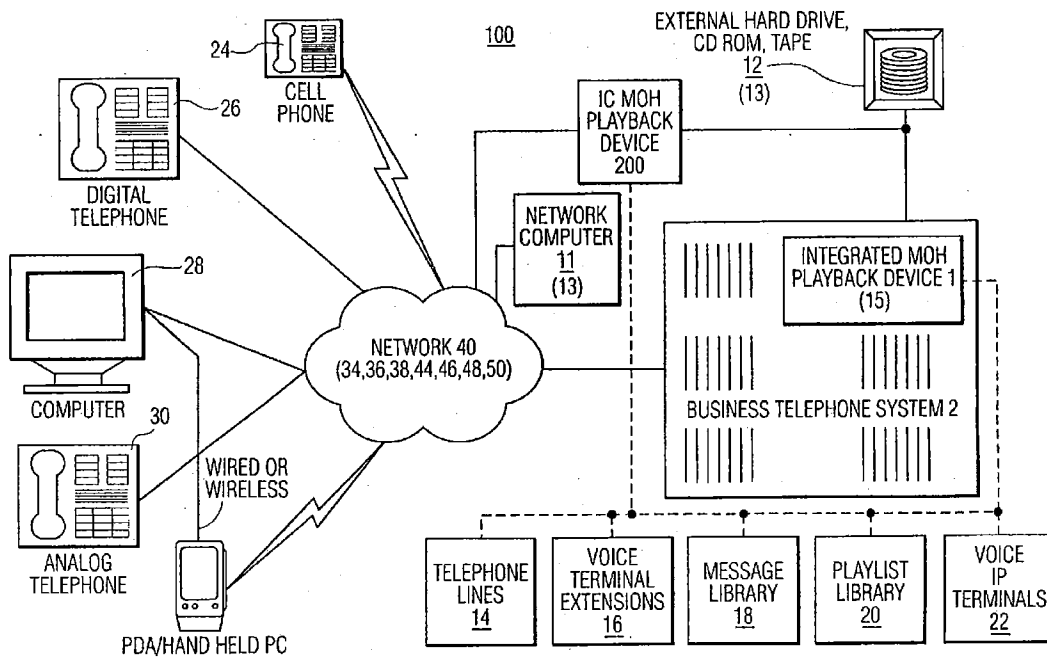
A programmable in-the-skin or intelligently connected message on hold delivery system is disclosed which comprises a message storage system and a processor for generating prompts which are transmitted to a control device. The prompts are received at the control device and allow an operator to select from a number of options in order to select, among other things, certain ones of the messages stored on said message storage system for playback, as well as the sequence in which said messages are to be played back. The message playback devices are each provided with one or more libraries of messages, and comprise at least one or more audio and/or visual advertising messages. Said system enables the user to start a pre-recorded audio or visual message at the beginning each time a caller is placed on hold in the telephone system.

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**Related U.S. Application Data**

(60) **Provisional application No. 60/349,236, filed on Jan. 18, 2002.**



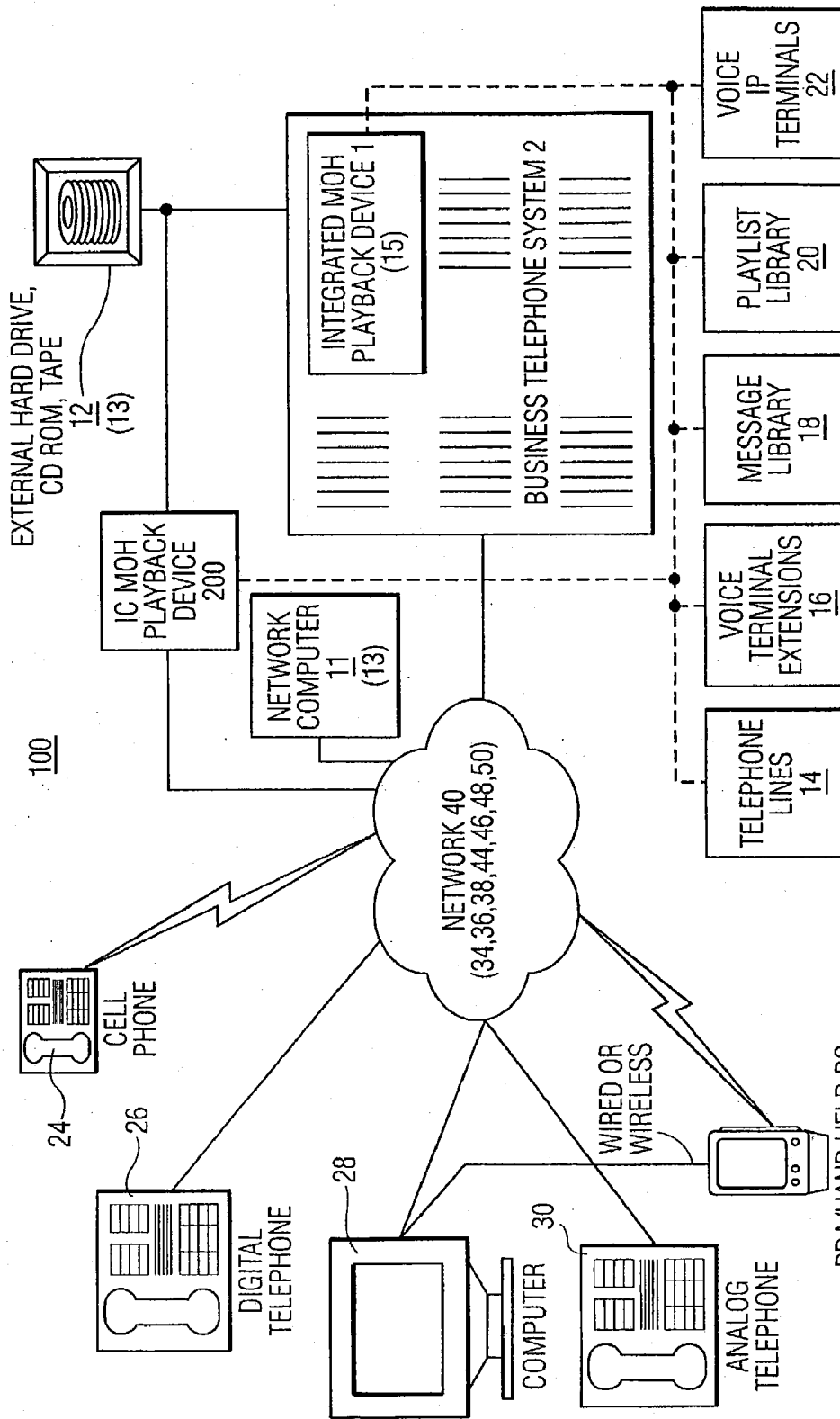


FIG. 1A PDA/HAND HELD PC

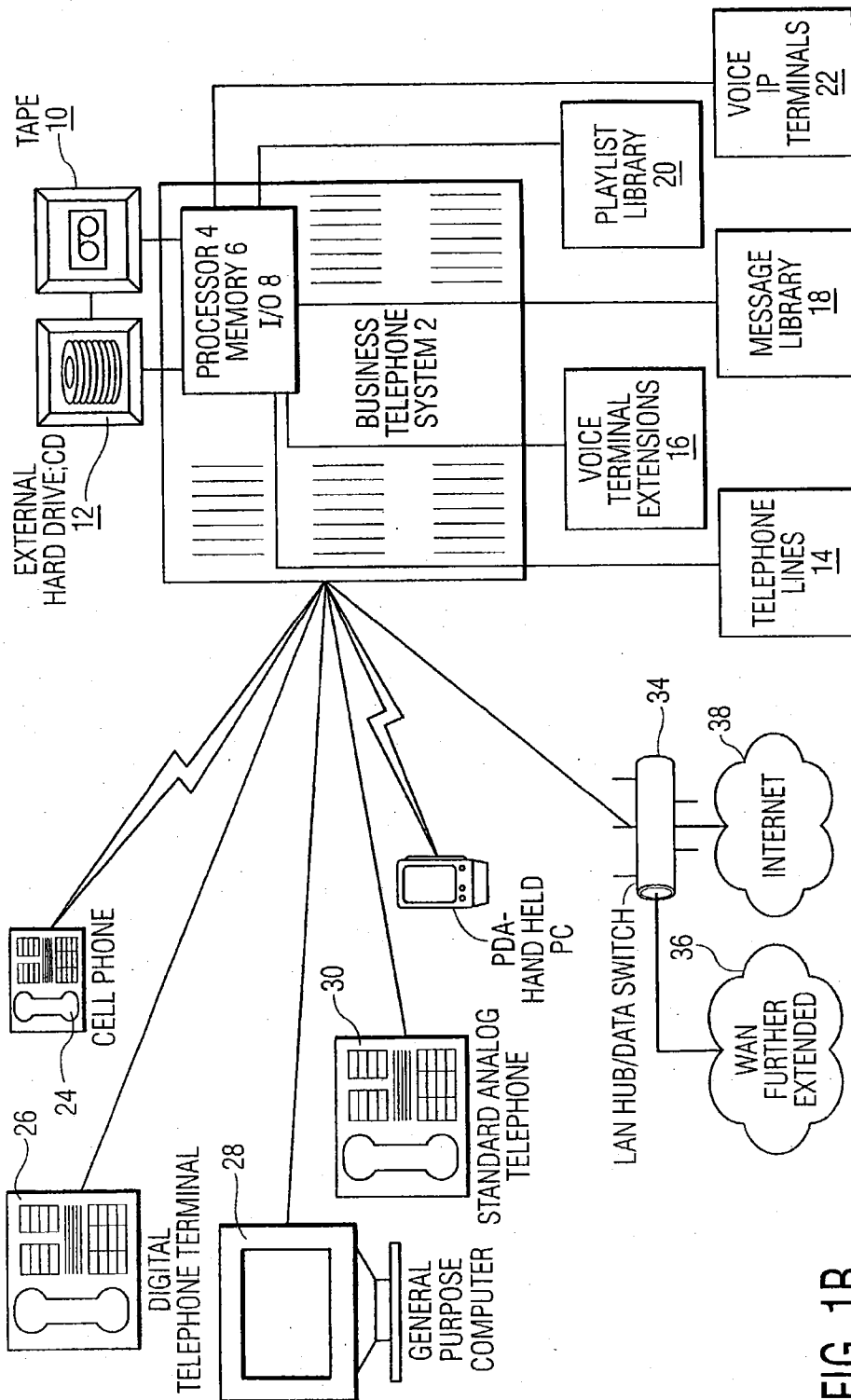


FIG. 1B

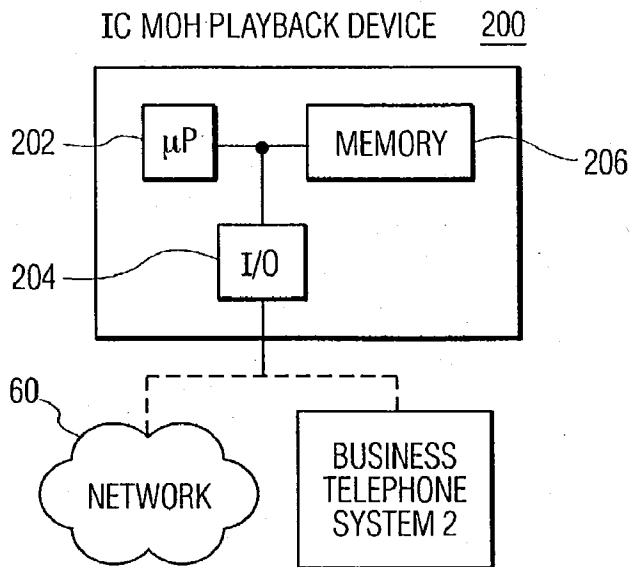


FIG. 2

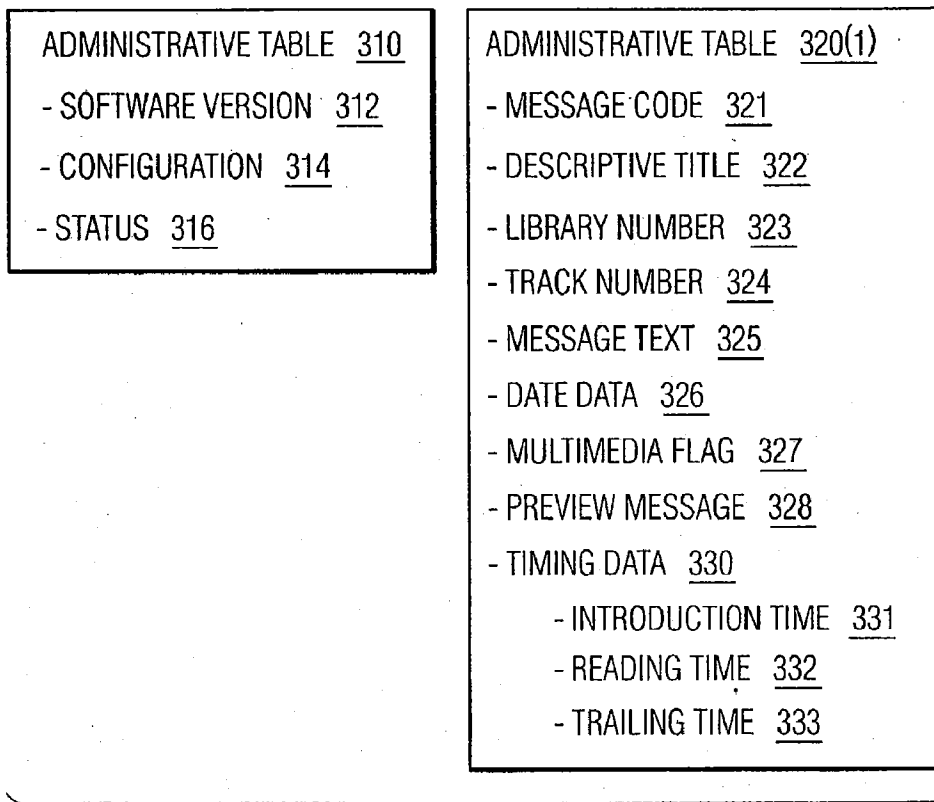


FIG. 3

