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Hazenfield

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(54) **ON-HOLD MESSAGING SYSTEM AND METHOD**

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

This patent is subject to a terminal disclaimer.

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(22) Filed: **Jun. 14, 1999**

Related U.S. Application Data

(60) Continuation of application No. 08/893,296, filed on Jul. 15, 1997, now Pat. No. 5,920,616, which is a division of application No. 07/999,592, filed on Dec. 31, 1992, now abandoned.

(51) **Int. Cl.**[7] **H04M 1/00**
(52) **U.S. Cl.** **379/162**; 379/90.01
(58) **Field of Search** 379/67.1, 88.07, 379/88.16, 88.22, 88.25, 88.28, 201, 157, 162, 90.01; 369/16, 18, 19, 273, 275.1, 275.2, 275.3, 276

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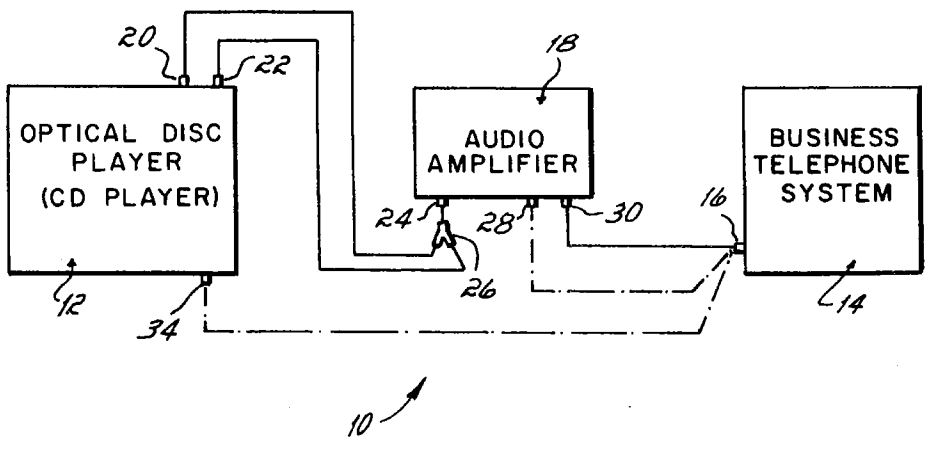
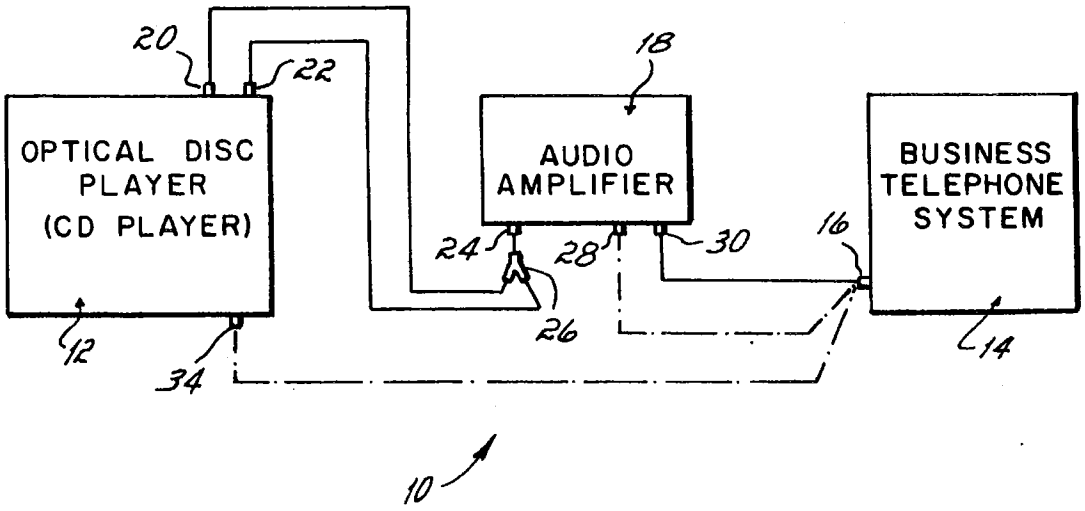
(57) **ABSTRACT**

An on-hold messaging system is provided for use with a business telephone system having an on-hold audio input. The system includes an optical disc having one or more messages recorded thereon, an optical disc player having an audio output, and a connection or interface between the audio output of the optical disc player and the on-hold input of the business telephone system. The optical disc player is enabled to continuously play the message or messages through the business telephone system, so that at least a portion of a message can be heard by an outside party when a telephone call between the outside party and a user of the business telephone system has been completed and the outside party is placed on-hold by a user of the business telephone system. Optionally, an audio amplifier may be used as an interface between the optical disc player and the on-hold input of the business telephone system, so that the sound quality of the message as heard by the outside party is satisfactory. The optical disc preferably comprises a table of contents defining a plurality of tracks on the disc for containing messages, with the table of contents having been recorded on the disc before any messages were recorded thereon. This allows different messages to be recorded onto the optical disc during separate recording operations, so that the capacity of the on-hold messaging system can be changed without having to re-record old messages as in prior endless-loop tape systems. Methods for on-hold messaging, and methods for servicing on-hold messaging systems by recording new messages onto previously-recorded optical discs, are also disclosed.

12 Claims, 1 Drawing Sheet

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OPTICAL DISC PLAYER (CD PLAYER)
AUDIO AMPLIFIER
BUSINESS TELEPHONE SYSTEM
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