

iQueue Digital Media Player

Installation and Operation Guide



✉ 4091 AMTC Center Drive • Clearwater, FL 33764-6976
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SAFETY INSTRUCTIONS Please read before opening your player!

The iQueue player was designed and manufactured by AMTC to meet strict quality and safety standards. There are, however, some precautions that you should be particularly aware of:

1. Read Instructions - This guide should be read thoroughly prior to operating the unit.
2. Retain Instructions - This guide should be retained in a safe place for future reference.
3. Heed Warnings - All warnings on the player and in this guide should be adhered to.
4. Follow Instructions - All operating and use instructions should be followed.
5. Water and Moisture - The unit should not be used near water for example, washtubs, sinks, in a wet basement, or near a swimming pool, etc.
6. Ventilation - Overheating caused by improper ventilation is one of the primary causes of premature failure of electronics! The unit should be situated so that its location or position does not interfere with its proper ventilation. For example, the unit should never be situated on a bed, sofa, rug or similar surface that may block ventilation openings; or placed in a built-in installation, such as a bookcase or cabinet, that may impede the flow of air through the ventilation openings.
7. Heat - The unit should be situated away from heat sources such as radiators, heat registers, stoves, or other appliances (including amplifiers) that produce heat.
8. Dust - The unit should not be situated in any excessively dusty area.
9. Power Cord Protection - Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them.
10. Object and Liquid Entry - Care should be taken so that objects do not fall onto, and liquids are not spilled onto, the unit enclosure.
11. Damage Requiring Service - The unit should be returned to AMTC when:
 - a. The power supply cord or the plug is damaged;
 - b. Objects have fallen onto, or liquid has spilled onto the unit;
 - c. The unit has been exposed to rain;
 - d. The unit does not appear to operate normally or exhibits a marked change in performance;
 - e. The unit has been dropped or the enclosure has been damaged.
12. Servicing -The user should never attempt to service the unit except as described in the manual. All other servicing should be referred to AMTC.

Specifications

Power Requirements: 120VAC
Operating Temperature: -20°C to +60°C (-4°F to +140°F)
Dimensions: 181 mm (width) x 200 mm (length) x 28.5 mm (height)
7.12 in (width) x 7.875 in (length) x 1.12 in (height)
Weight: 312 g (11 oz)
Audio Connectors: 3.5mm mono female
Power Connector: 2.5mm female
Power Adapter: Input / Output: 110-120VAC / 9VDC, 500mA

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Limited Warranty

Applied Media Technologies Corporation (AMTC) warrants this product against defective material and workmanship for a period of three years from the date of purchase. Except as specified below, the warranty covers parts and labor. The following are not covered by the warranty:

1. Damage, deterioration, malfunction or failure to meet performance specifications resulting from:
 - A. Accident, acts of nature, misuse, abuse, neglect or unauthorized product modification.
 - B. Improper installation, removal or maintenance, or failure to follow the instructions contained in this guide.
 - C. Use or attempted use of audio files not supplied by AMTC.
 - D. Repair or attempted repair by anyone other than AMTC.
 - E. Any shipment of this product (claims must be presented to the carrier).
 - F. Any cause other than a product defect.
2. Cleaning, initial setup, check-ups with no defects found, or charges incurred for installation, removal or reinstallation of the product.
3. Any product on which the serial number has been defaced, modified or removed.
4. Any product purchased outside the U.S.A., its possessions or territories.
5. Compatibility of this product with any particular interface.

This warranty may be enforced only by the original purchaser. In the event this product needs service, contact AMTC at 1.800.741.AMTC (2682). We will advise you of proper procedure. Please do not return the product to AMTC without prior authorization. Whenever warranty service is required, you may be required to present original proof of purchase.

All implied warranties, including warranties of merchantability and fitness for a particular purpose, are limited in duration to the length of this warranty. Liability for any defect is limited to repair or replacement of this product at the option of AMTC. AMTC shall not be liable for damage to other products caused by defects in this product, damages based on inconvenience or loss of use of this product, or any other damages, whether incidental, consequential or otherwise.

Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This warranty is enforceable only inside the U.S.A., its possessions and territories.

Contents

iQueue Digital Media Player
Power adapter (120VAC input/9VDC 500mA output)
Audio cable – 6 ft. 3.5mm mono male to RCA male
Audio adapter 1 - RCA female to ¼" mono male

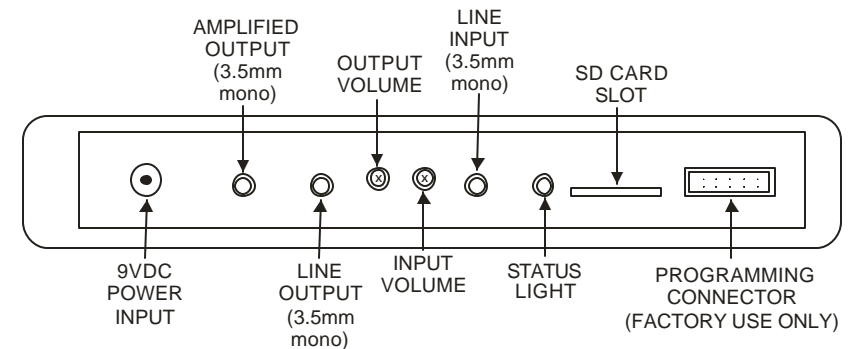


Audio adapter 2 - RCA female to 3.5mm mono male



SD memory card
USB SD memory card reader/writer
Rubber mounting feet
Mini Philips screwdriver (for adjusting volume controls)
Earphones (for testing audio output)

Controls/Connections



Installation

1. Attach provided rubber feet over screw holes on bottom of player case and place player in desired location.
2. Connect power adapter to wall outlet and 9VDC POWER INPUT. Avoid using any circuit that is also powering any heavy equipment or appliances, particularly air conditioners or refrigeration equipment. We highly recommend that you use a quality surge protection device to protect your player. The STATUS LIGHT will light red. NOTE: No action is required in the event of a power failure. The SD card will not lose its contents. When power is restored, the player will resume its operation.
2. Insert provided SD memory card into SD CARD SLOT. The STATUS LIGHT will turn green. The card is preloaded with a generic audio file to allow you to confirm that your player is operational and connected properly. NOTE: Your player may come with the card already inserted.
3. Connect audio output:
 - A. To a phone system:

In order to connect the audio output to a phone system, the phone system must be capable of playing messaging on hold (MOH). Nearly every business telephone system made in the past 20 years has this capability. The method for connecting the player to the phone system varies by manufacturer and model. **IMPORTANT!** If your phones are not connected to a central "control box" (a.k.a. KSU, or Key Service Unit), you will need a special adapter to give you MOH capability. Call AMTC Customer Service for information about this adapter.

IF YOU ALREADY HAVE MESSAGING ON HOLD (MOH)

Take the path of least resistance! Your iQueue player connects to your phone system exactly the same way as any other music on hold source. If you currently have a radio, CD/tape player playing on hold, it's probably connected with a cable plugged into its headphone connection. This cable probably has a 3.5mm mono male connector on the end, which is the type of output connectors used on the iQueue player. Simply remove this connector from the radio or CD/tape player headphone connection and plug it into the LINE OUTPUT connector of the iQueue. If the cable from the phone system is plugged into an RCA female connector on the radio or CD/tape player, you will need an audio adapter to convert the RCA male connector of the existing cable to a 3.5mm mono male con-

Troubleshooting:

Player does not power on
The power adapter is not properly connected to the input connector, or not plugged into a live wall outlet.

The Status Light flashed red/green.
The SD card is corrupt or not properly formatted.

Status Light green, but audio files will not play.
If you have multiple players, ensure that you have selected the correct player on the website. Audio files are encrypted to the serial number of the player, and will not play on other iQueue players.

No audio/Intermittent audio/Scratchy audio
Check connections between the audio cables/adapters, the player and the phone system/PA amplifier.

Distorted audio
The player's audio output level may be overloading the input of the phone system/PA amplifier. Reduce output level of player.

Audio level too low
The player's audio output level may be insufficient for the phone system/PA amplifier. Increase output level of player or switch from LINE OUTPUT to AMPLIFIED OUTPUT.

For assistance call AMTC Technical Support:
(800)741-AMTC(2682) ext. 8

the external music source to its previous level. The player will repeat this process using all of the files on the SD memory card. The player will then return to the “top of the list” and repeat the process. The order in which the files on the SD memory card are played is determined as specified in the previous paragraph. The interval of external music played between files is set via the website. By default, the player will play the files from the card with no interval, and the external music source will not be heard.

IMPORTANT NOTE: Most businesses must pay music royalties if they play music over a sound system on their premises. AMTC can provide an inexpensive commercial-free music service with all royalties included. Please contact us for information.

Adjusting Volume

If your iQueue is connected to your phone system, call from one line to another and have someone place you on hold. Adjust the OUTPUT VOLUME (clockwise to increase) to the desired level using the provided screwdriver. If the volume remains too low, minimize the volume, and then switch the audio cable to the AMPLIFIED OUTPUT connector. Then, increase the OUTPUT VOLUME to the desired level.

If your iQueue is connected to a PA amplifier, volume should be controlled using the PA amplifier.

If an external music source is connected, its volume should be adjusted to match the volume of the files played by the iQueue. While a message is playing, adjust the INPUT VOLUME so that the external audio source cannot be heard. After the message has finished playing, the music’s volume should increase and the message source will become inaudible. This may require several adjustments before the appropriate volume levels are reached.

connector. Contact AMTC Technical Support for assistance. If you are not sure what kind of connectors you have or require, see illustrations below.

IF YOU DO NOT HAVE MOH CONNECTED TO YOUR PHONE SYSTEM:

Connect the 3.5mm mono male connector of the provided 6 ft. audio cable to the player’s LINE OUTPUT connection. The other end of the audio cable must be connected to the phone system MOH input, which is typically located on the KSU. The cable comes with an RCA male connector, because RCA female is the most common type of MOH input connector found on phone systems. If your phone system has a 3.5mm mono female connector, use audio adapter 2 to convert the RCA male connector of the provided audio cable to a 3.5mm mono male connector. Other possible connection types you may encounter:

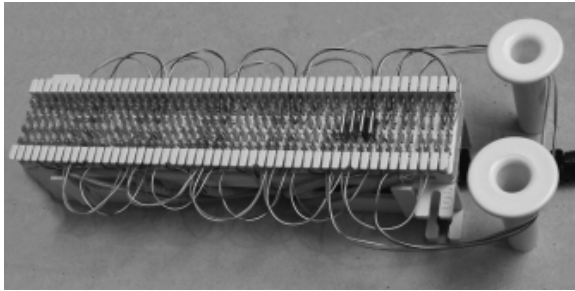
Screw Terminals

Occasionally, you will find a pair of screws as the phone system’s MOH input:



Cut the RCA male connector off of the provided audio cable. Carefully strip back approximately 1.5” of the vinyl outer jacket of the cable. Inside you will see fine strands of copper wire surrounding an inner vinyl-jacketed wire. Pull these strands away from the inner vinyl-coated wire and twist them together to form a larger single wire. Then, strip approximately 1” of the vinyl jacket from the inner wire, and twist the strands of copper wire found inside together to form another larger, single wire. Loosen the screws on the phone system, loop each wire over a screw, and then tighten the screws again. It is not important which wire goes to which screw.

Terminal Strips (a.k.a. 66 blocks or punch-down strips)



These are not actually part of the KSU, but are rectangular plastic bars approximately 2" x 10" with rows of metal prongs, by which the phone lines and extensions connect to the phone system. Some phone systems receive their MOH input by attaching (punching down) to two rows on these terminal strips. Unless the original phone system installer was thoughtful enough to clearly label the proper rows "MOH" or "MUSIC," you probably cannot tell where to connect. Even if clearly labeled, proper attachment requires a special tool. A professional telephone system technician will probably be required to connect your player.

B. To a sound system:

Connect the 3.5mm mono male connector of the provided 6-ft. audio cable into the output LINE OUTPUT on the player, and the RCA male connector into an auxiliary input of the sound system amplifier. If the auxiliary input is a 3.5mm female connector, use audio adapter 2 to convert the RCA male connector of the provided audio cable to a 3.5mm mono male connector. If the auxiliary input is a 1/4" (6.3mm) mono female connector, use audio adapter 1 to convert the RCA male connector of the provided audio cable to a 1/4" (6.3mm) mono male connector. If you are not sure what kind of connectors you have or require, see illustrations below.

Connectors:



RCA Male



RCA Female



3.5mm Mono Female

Operation

Downloading/Playing Audio Files

Additional audio files may be downloaded via your account at www.amtc.com. Use of the website to select/download the audio files you desire is outside the scope of this guide. If you have difficulty, consult the website Support section or call AMTC Technical Support.

Once you have completed the download procedure, your selected audio files will be contained in a "zip" (compressed) file located in the folder you designated in the download procedure. Clicking this file in any versions of Windows XP or newer will result in automatic "unzipping" (extraction) of your audio files. If you are using a version of Windows older than XP, you will need an "unzip" utility. Several are available via the Web at no cost.

Once the audio files are unzipped into a folder on your computer, you simply move or copy them to your player's SD card using the provided SD memory card reader/writer (SDCRW) connected to a USB port on your computer (many newer computers have a built-in SD card slot, eliminating the need for the SDCRW). If you are using Windows XP or newer, the SDCRW should be immediately recognized as an additional drive. Older versions of Windows may require installation of a driver and are not supported by AMTC.

You may move or copy audio files to the SD card as you would any other drive. The average 30-second message is approximately 150kB, allowing the provided SD memory card to hold a virtually unlimited number of messages. If you move or copy a group of files together, they will play in alphabetical order by file name. If you move or copy files individually, they will play in the order of transfer. You may also delete individual files you no longer want to play. When you are happy with the contents of the card, simply remove it from the SDCRW and place it into the iQueue SD CARD SLOT. Playback begins automatically.

NOTE: Audio files are encrypted and will not play using software such as Windows Media Player, Winamp, etc.

Using an External Music Source

The iQueue may be used in conjunction with an external music source. Used in this mode, the iQueue periodically mutes the external music source, plays an audio file from the SD memory card, and then restores