User Manual
MOH 500e

DIGITAL
FLASH MEMORY

Multi-Line
Music-On-Hold Adapter

FCC Information

FCC Part 15

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. The unit may malfunction when there is radio interference appeared on the power line/signal line. The unit will revert to normal operation when the interference stops. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

FCC Part 68

This equipment complies with part 68 of the FCC Rules. On the bottom of the back of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.
The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5).
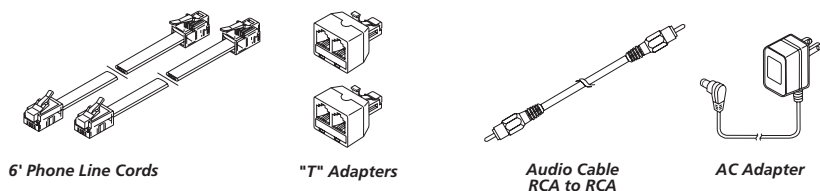Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.
If you experience trouble with this telephone equipment, the telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure the equipment is not malfunctioning. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to site tariffs.

Before using this unit, please read these operating instructions carefully. Afterwards, keep them handy for future reference.

Supplied Accessories

6' Phone Line Cords   *"T" Adapters*   *Audio Cable RCA to RCA*   *AC Adapter*
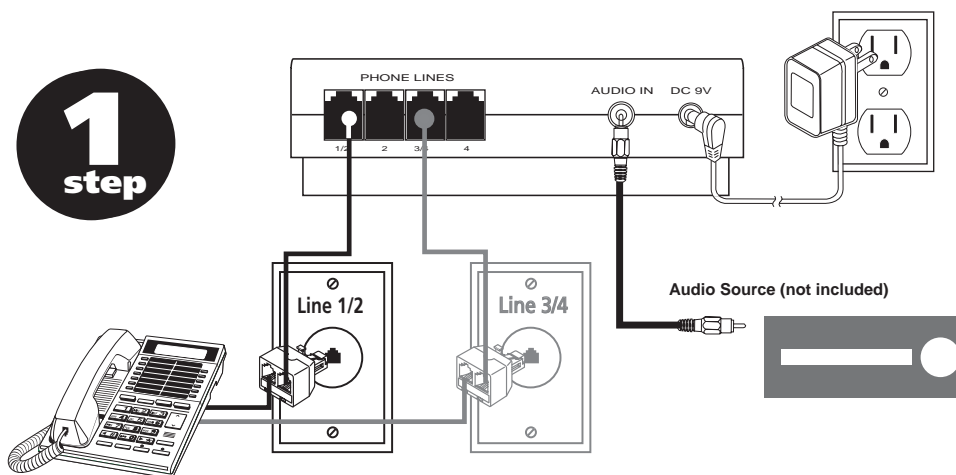
Connection/Set-Up

▶ *Connection to analog phone lines*

Combined Line Connection

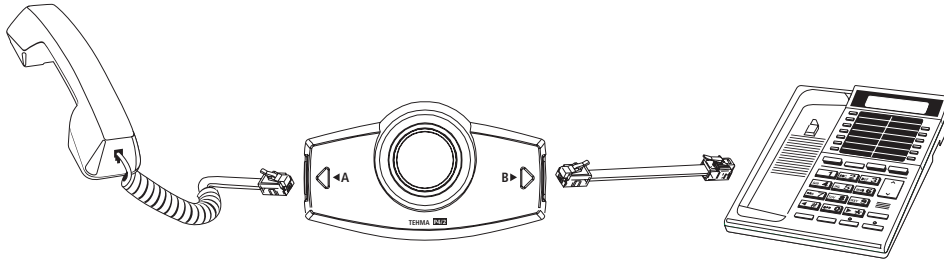Lines 1 & 2 are combined in one wall jack and lines 3 & 4 are combined in another wall jack

1 Plug the supplied "T adapter" into any modular phone jack which services line 1 and 2.
(This will allow you to share the phone jack with any phone extension which you have plugged in to the wall jack.)

2 Plug the provided phone cord into the jack marked "1/2" on the back of the player.

3 Plug the other end of the phone cord into the "T" adapter which is servicing line 1 and 2.

4 REPEAT ABOVE IF LINE 3 and/or 4 ARE PRESENT.

5 Plug the provided audio cable into the jack marked "AUDIO IN" on Adapter
Plug other end of the audio cable jack into the external audio source.

Corded Phone Set-up

▶ *Telephone Extension Hold Music Activators (TEHMA)*

For true "hold button activation" of on-hold audio, each phone extension requires a "hold music activator". Activators must be purchased individually. Most phones without activators are able to engage the hold music feature by pressing ✳ ✳ (star key twice) on the telephone keypad and then (optionally) immediately pressing the HOLD button on the phone.

2 step

corded phones

NOTE
GE 2-9450 & 2-9460 Phones
The wiring in the handsets of GE 9450 and GE 9460 phones is reversed and your TEHMAs will require a special crossover cable to work.
Please contact your dealer for these special cables.

▶ *Corded telephone connection*

❶ Remove coiled handset cord from base of phone.

❷ Plug short phone cord (supplied) into the "hold music activator" (side marked "B") and other end to phone base.

❸ Plug end of coiled cord (connected to handset) into jack on the hold music activator (side marked "A").

NOTE: After connecting, if you can not hear the dial tone (handset sounds "dead"), unplug the TEHMA and reconnect it in the opposite direction.

▶ *System test (if test fails, see troubleshooting guide)*

❶ From any phone in the office with a "hold music activator" attached, dial an outside phone number (a cell phone works fine).

❷ Place the call on-hold using the HOLD button on the telephone.

❸ Return to call and confirm that the on-hold audio was present on the line while on-hold.

❹ Using the volume control on audio source, adjust the volume to proper level.
IMPORTANT: Excessive volume may cause the on-hold audio to shut off during playback.

▶ *Deactivating hold music manually*

If, for any reason, the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

▶ *Phones with "speakerphone" or "mute" functions*

Telephones with "speaker phone" or "mute" function can fool the unit into thinking that the line is on hold. If this occurs press any key on your phone's dial pad to deactivate the music. Pressing a key will deactivate the feature for the remainder of the call.
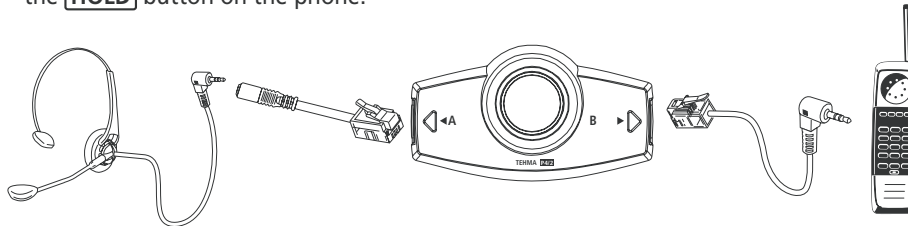
Cordless Phone Set-up

▶ *Telephone Extension Hold Music Activators (TEHMA)*

For true "hold button activation" of on-hold audio, each cordless phone requires the use of a telephone headset (not included) in conjunction with a "hold music activator".

Two hold music activators and headset adapter cables have been included in your package. If you require additional activators for other phones, contact your reseller or visit www.onholdplus.com to purchase them on-line. Most phones without activators are able to engage the hold music feature by pressing the ⊛ ⊛ (star key twice) on the telephone keypad and then (optionally) immediately pressing the HOLD button on the phone.

2
step

cordless phones

▶ *Cordless telephone connection*

❶ Using the "cordless phone adapter cable (male)," plug the end of the cable with the phone connector into the jack on the hold music activator marked ìBî.

❷ Connect the headphone jack side of the cable to the cordless phoneís headset jack.

❸ Using the "cordless phone adapter cable (female)" plug the phone connector side of the cable to the end of the hold music activator marked "A" and then plug the headset to the other side of the connector cable.

▶ *System test* (if test fails, see troubleshooting guide)

❶ From any phone in the office with a "hold music activator" and a headset attached, dial the phone number of another phone (a cell phone works well).

❷ Place the call on-hold using the HOLD button on the telephone.

❸ Return to call and confirm that the on-hold audio was present on the line while on-hold.

❹ Using the volume control on the rear of the unit, adjust the volume to proper level. **IMPORTANT:** Excessive volume will cause the on-hold audio to shut off during playback.

▶ *Deactivating hold music manually*

If for any reason the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

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