User Manual
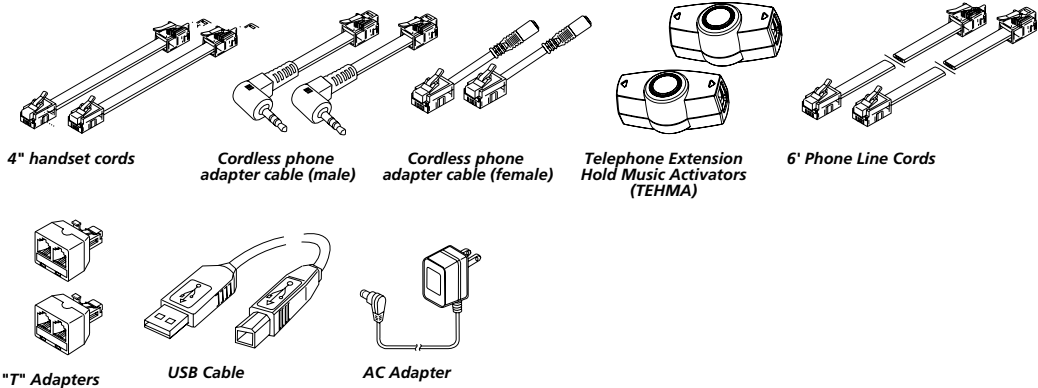
Digital On-Hold Audio System
with analog line capability

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

Supplied Accessories

4" handset cords   *Cordless phone adapter cable (male)*   *Cordless phone adapter cable (female)*   *Telephone Extension Hold Music Activators (TEHMA)*   *6' Phone Line Cords*

"T" Adapters   *USB Cable*   *AC Adapter*

MP3 On-Hold Audio System Features

Analog Line Capability - provides on-hold audio capability to ordinary analog and KSU-less phones.

Telephone Extension Hold Music Activators - connects to phone extensions for true "hold button activation" of the on-hold audio function.

MP3/WMA file playback - Plays ordinary MP3 and WMA files.

USB connectivity - Update content by connecting the MP3 On-Hold Audio System to a PC and transferring MP3 or WMA files to its on-board flash memory.

On-Board Memory - unit comes with 16MB of on-board memory

Digital flash memory - on-board memory retains music/message content even during power loss...unit ships with preloaded audio. Unit automatically starts in playback mode and retains track and volume settings after power loss.

SD memory card slot - upgrade the MP3 On-Hold Audio System's memory to up to 1GB (over 70 hours) by adding a Secure Digital Card (SD). Update content by transferring files from the PC to the SD card via a USB card reader (not supplied).

High Quality Playback - Player supports best CD quality playback up to 44kHz sampling rate at up to 192KBPS bit rate.

3 Repeat Options- unit supports *repeat all, repeat all-shuffle* and *repeat one track* functions.

Backlit LCD Control Panel - 6-line backlit LCD panel displays ID3 tags with descriptive names of tracks for easy identification and selection. Display also shows a variety of important information so user can choose playback preferences and easily determine unit's operational status.

Built-In Monitor Speaker - allows user to monitor sound with the flip of a switch.

Wall Mountable - unit can play while mounted in a vertical position.
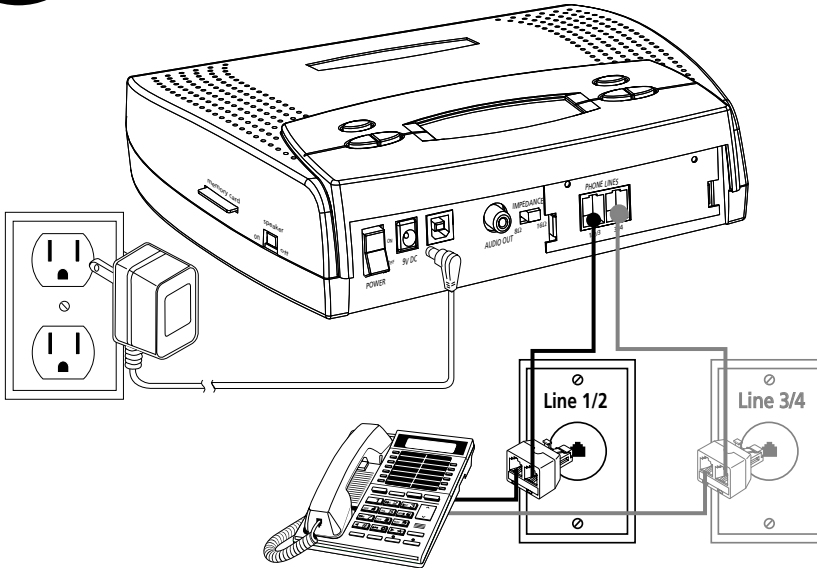
3-Year Warranty

Player Set-up

1 step

▶ *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

Line 1/2

Line 3/4

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 "Line 1/2/3" 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.

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

NOTE: One MP3 On-Hold Audio System will provide on-hold audio capability to all phone extensions in your office.

▶

IMPORTANT! - Player volume adjustment

Adjust the player's volume control to the half way point before proceeding to the next step.
Excessive volume will cause the on-hold audio to shut off during playback.

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". Two activators 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
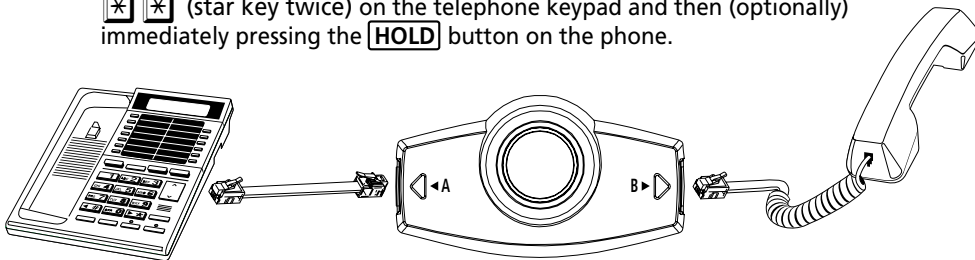
corded phones

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.

Using the volume control on the rear of the unit, adjust the volume to proper level.

❹ **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. Pressing a key will deactivate the feature for the remainder of the call.

▶ *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.

❸

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
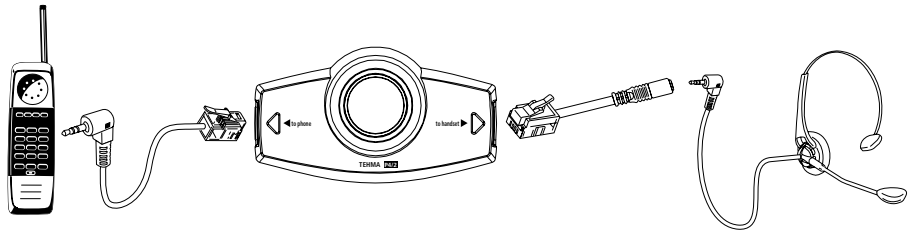
cordless phones

▶ *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 "to phone".

❷ Connect the headphone jack side of the cable to the cordless phone's 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 "to headset" 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

Set-up

▶ *Connection to PC*

PC
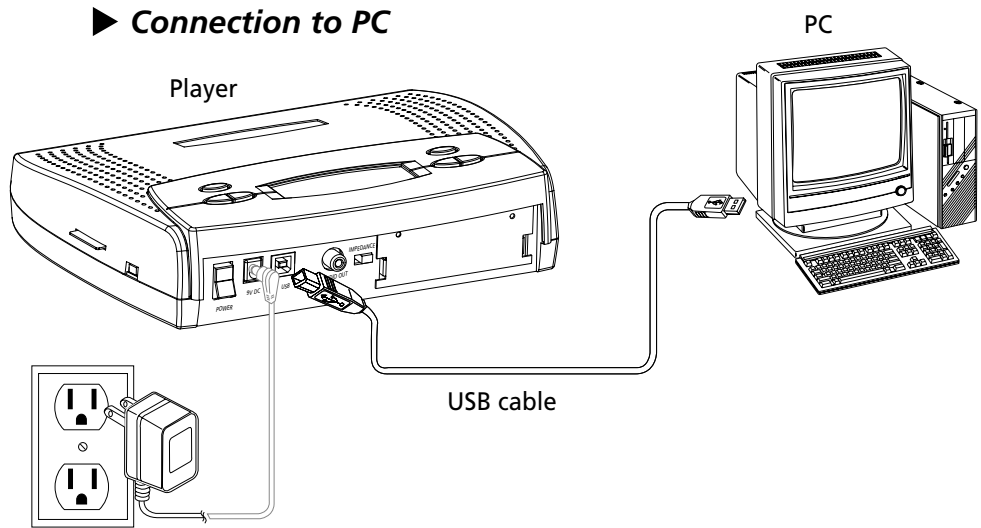
Player

USB cable

IMPORTANT: Before connecting the USB cable from the PC to the unit, please make sure the power swith on the player is in the OFF position.

1 Plug USB cable (square socket) into the USB jack on the back panel of the player.

2 Plug the other end of the USB cable (rectangular) into the USB port on the back of the PC.

3 Connect the power supply to the 9VDC jack on the player.

4 Switch the power to the ON position.
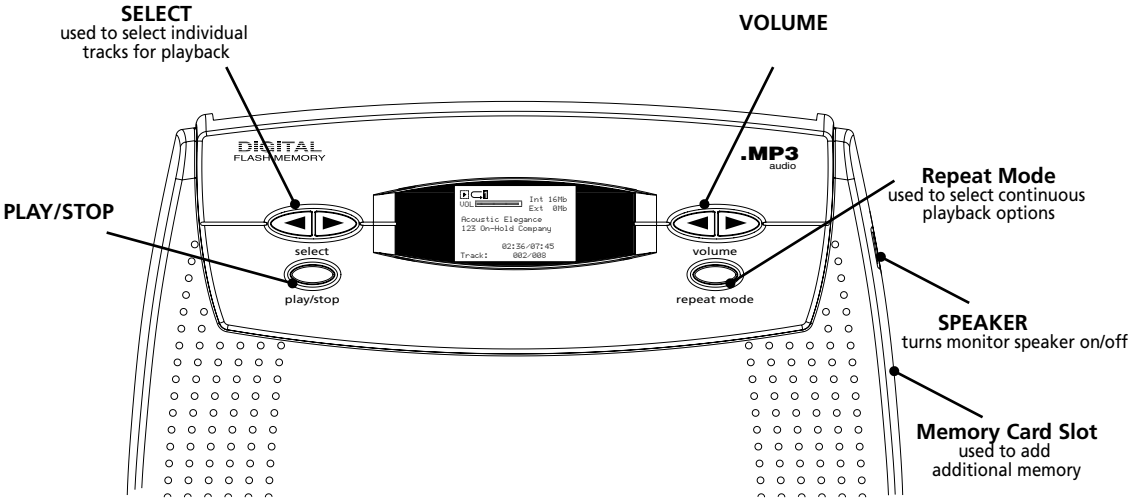
▶ *Installing Drivers*

Computers running Windows 98 and 2000 and Mac OS 9.0 require drivers in order to connect to the player. Drivers for these operating systems are available from the dealer that supplied your system.
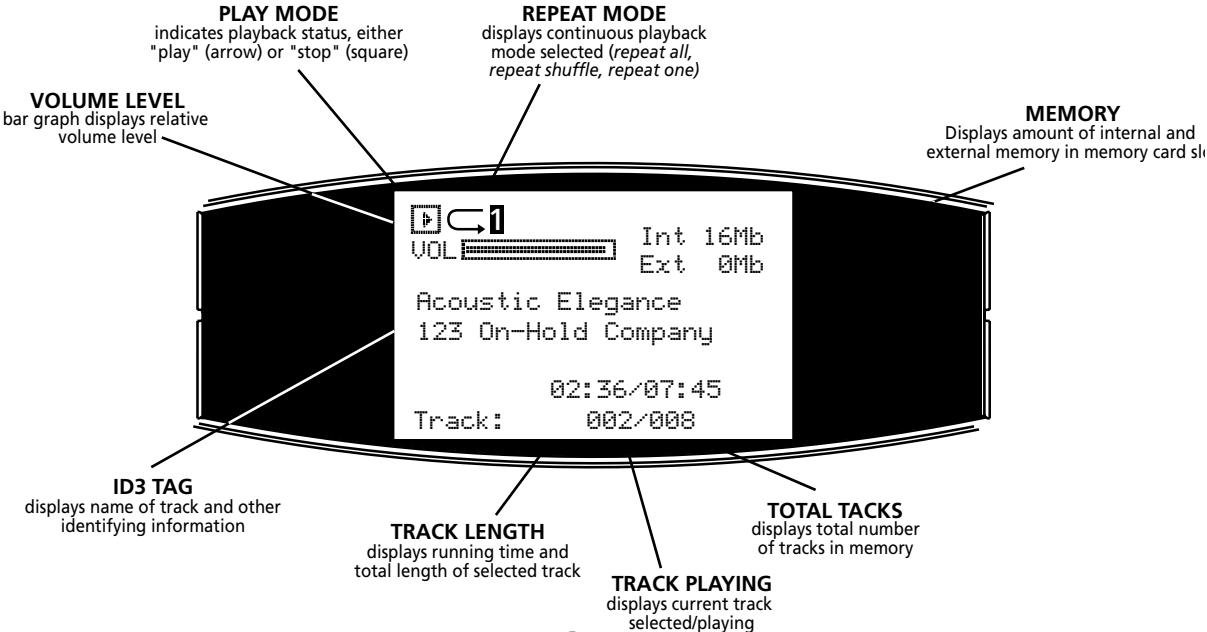
Computers running Windows XP and Mac OS X do not require drivers to connect to the unit.

Controls & Functions

▶ *Player Controls*

SELECT
used to select individual
tracks for playback

VOLUME

PLAY/STOP

Repeat Mode
used to select continuous
playback options

SPEAKER
turns monitor speaker on/off

Memory Card Slot
used to add
additional memory

select

volume

play/stop

repeat mode

DIGITAL
FLASH MEMORY

.MP3
audio

VOL▮ Int 16Mb
Ext 0Mb
Acoustic Elegance
123 On-Hold Company
02:36/07:45
Track: 002/008

▶ *LCD Display*

PLAY MODE
indicates playback status, either
"play" (arrow) or "stop" (square)

REPEAT MODE
displays continuous playback
mode selected (*repeat all,
repeat shuffle, repeat one*)

VOLUME LEVEL
bar graph displays relative
volume level

MEMORY
Displays amount of internal and
external memory in memory card slot

▶⊂1
VOL▮▮▮▮▮▮▮▮▮▮ Int 16Mb
Ext 0Mb

Acoustic Elegance
123 On-Hold Company

02:36/07:45
Track: 002/008

ID3 TAG
displays name of track and other
identifying information

TRACK LENGTH
displays running time and
total length of selected track

TRACK PLAYING
displays current track
selected/playing

TOTAL TACKS
displays total number
of tracks in memory

Operation

▶ *Playback*

Playing Audio Stored in Memory

By default, the unit is always in "playback" mode. When unit is playing, the LCD will display a running time.

Playback After Power Loss

If power to the unit is lost, the unit will resume playback as soon as power is reapplied.

Playback Modes

The player is set to the PLAY mode as a default. You may stop playback by pressing the PLAY/STOP button. Using the "REPEAT MODE" button, you can select from one of three modes. The "repeat" icon in the LCD will show which mode you are in:

⟳   Repeat all tracks in order

⟳S Repeat all tracks in a random order

⟳1 Repeat the current track only

Saving Your Settings

After setting your volume level, repeat function, and if desired a specific track to playback, press the "PLAY/STOP" button once. Then press the "PLAY/STOP" again to resume playback. Doing this allows your settings to be recalled automatically after the unit loses power and then has the power reapplied.

▶ *Copying New Tracks to the Player*

Once connected, the player will show up as two removable drives (i.e. Drive E & Drive F) in the MY COMPUTER window on your PC. The first drive will represent the on-board memory (8 MB). The second drive represents the built-in Smart Media Card reader (slot located on right side of unit, only available if a card is inserted). The MY COMPUTER window is where you can manage the content on your player. From this window you can add or delete files that are stored on your player.

Operation (cont'd)

▶ *USB Connection*

1 Turn the POWER switch on the back of player to the OFF position.

2 Plug the USB cable into the USB port on the back of your player

3 Plug the other end of the cable into the USB port on your computer.

4 Turn the POWER switch to the ON position (LCD will show an icon of a computer and a memory card with the word "READY.")

5 Locate and select any MP3 or WMA audio file(s) or file(s) created and saved with the MessageStudio software.

6 Copy the files.

7 Go to "My Computer" and double click on the player (shown as "Removable Media"on your PC.)

8 Paste the files to the player.

9 Turn the POWER switch on the back of player to the OFF position.

10 Remove the USB cable and turn the player back to the ON position.

External SD Flash Card

The player is also equipped with a slot for a Secure Digital (SD) flash card. Files can be copied to the card by putting it into the unit and connecting the USB cable to a PC. Alternatley, files can be copied to the card by connecting a smart media card reader to the PC's USB port and copying files directly to the card. Note: Turn the players power off whenever connecting a USB cable or inserting or removing an SDcard.

Using a SD Flash Card

The player has an SD card slot located on the right side of the player. Before inserting the card, power down the unit. Insert the flash card, gold foil side up, with the notch on the leading edge.

NOTE: When a SD card is inserted, files stored on the on-board memory canot be played or viewed. Powering down the unit and removing the card will allow you to playback content stored on the on-board memory.

Information

▶ FCC Information

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. 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.

▶ Precautions

Safety
As the laser beam used in this compact disc player is harmful to the eyes, do not attempt to disassemble the casing. Refer servicing to qualified personnel only. Do not put any foreign objects in the safety slot inside the disc compartment. If you do so, the laser beam may come out when the lid is opened. Do not put any foreign objects in the DC IN 6V (external power input) jack. Should any solid objects or liquid fall into the unit, disconnect the power supply and have the unit checked by qualified personnel before operating it any further.

Operation
Since the CD system offers a wide dynamic range, the peaks of the high level inputs are recorded with high fidelity, and the noise level is very low. Do not turn up the volume while listening to a part of the disc with no audio signals or very low level inputs. If you do so, the speakers may be damaged when the peak level of the sound is played. The lens on the disc table should be kept clean. Do not touch the lens or poke at it. If you do so, the lens may be damaged and the unit will not operate properly.

Installation
Never install the unit where it would be subjected to:
- heat sources such as radiators or air ducts.
- direct sunlight.
- excessive dust.
- moisture or rain.
- mechanical vibration or shock.
- unleveled surface.

• When the unit is used with an AC power adapter, do not wrap the unit in a cloth, blanket, etc. If you do so, the temperature inside and outside the unit may rise considerably, resulting in malfunctioning of the unit or serious accidents.

• If the unit is brought directly from a cold to a warm location, or is placed in a very damp room, moisture may condense on the lens inside the unit. Should this occur, the unit will not operate. In this case, remove the disc and leave the unit in a warm place for several hours until the moisture evaporates.

• For the unit to operate at its best, it should not be subjected to temperatures below 5˚C (41˚F) or above 35˚C (95˚F).

▶ Warnings

• Before operating the unit, please read this manual thoroughly and retain it for future reference.

• To prevent fire or shock hazard, do not expose the unit to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.

• The use of optical instruments with this product will increase eye hazard.

▶ Care & Maintenance

Cleaning -- Do not use volatile chemicals on this unit. Clean by lightly wiping with a soft cloth.

Cleaning the CD -- If the CD skips or will not play, the disc may need to be cleaned. Before playing, wipe the disc from the center out with a cleaning cloth. After recording CD into memory, store the CD in its sleeve.

Handling the Disc -- Only touch the CD on the edges to avoid fingerprints on its surface.

CD Player Lens -- Do not touch the CD lens with your finger or any other material. If there is dust on the lens, blow lightly or use a camera lens blower brush.