

MOH 2000

Quick Install Manual



MOH 2000 Quick Install Manual

Edition: September 2008

All specifications, information contained herein, hardware and software of the product are subject to change without prior notice.

Caution:

- Please read this manual thoroughly before operating the unit and retain it for future reference.
- To prevent fire or shock hazard, do not expose this unit to rain or moisture.
- To avoid electrical shock refer servicing of this product to the dealer from whom the purchase was made.
- No user serviceable parts inside.

Static Discharge Warning:

The discharge of electrostatic energy that accumulates on the surface of human body or other surfaces can disrupt the working of the unit or damage the electronic components inside the unit. Observe static safe procedures while handling, installing and maintaining the unit.

Safety:

This product has been tested to comply with the International Safety standards as per IEC60950 and the relevant Australian/New Zealand standards

Specifications

Power supply	Through wall adaptor; 9V A.C. 5W
Storage Memory	32 MB (Flash)—stores 32+ minutes of .mp3 data @44 Khz, 128 kbps
Volume Control	Provided on right side of the unit
Voice Monitoring	By using a standard telephone handset
Content Updating	Through broadband internet connection
Music Output	Both 8Ω and 600Ω available
Mounting	Desktop or wall mounting
Indicators	Play, Link and Active lamps (LEDs)

MOH 2000

Welcome to your MOH2000 – an internet enabled music on hold player which can play on hold content recorded in .mp3 format to callers put on hold in your business. The unit connects to the external music on hold port of any phone system. Updating the audio content is done via a broadband internet connection. The unit has an internal memory of 32 MB (Flash Memory) which can hold up to 32 MP3 files (depending on file size). Audio content can be pushed in to the unit directly from the studio; alternatively the unit may also be programmed to access any FTP server to periodically download fresh content when available. The management of the installed units may be easily accomplished using the Content Management Software (CMS) installed at the studio.

Both Low ($8\ \Omega$) and High impedance ($600\ \Omega$) outputs are available on the unit making it compatible with most phone systems.

Operation:

The MOH 2000 can be configured to operate in two ways:

1. Manual (Push): This method requires the unit to be installed on a fixed or static IP address. Once configured the audio content may be directly downloaded into the unit using the Content Management Software (CMS)

2. Automatic (Pull): Here, the unit may be installed on a static or dynamic IP address. In this method the unit is configured to contact a remote FTP server once a day to check for fresh content. On finding new content or a change in its configuration, the unit downloads the files and self updates itself.

Installation

Unpack the unit from its shipping carton and check that all the materials have been received in good condition. Any damages or shortfalls must be reported immediately to the supplier from whom the purchase was made. Your MOH 2000 shipping carton must contain the following:

The MOH 2000 Unit
Power Adaptor
Quick Install Manual
Ethernet Cable
Audio Output Cable
Quick Installation software (CD)

The **MOH2000** may be wall mounted or kept on the tabletop. A suitable location should have a power socket and an Ethernet connection close by and should be easily accessible for any service or maintenance work. If you plan to mount the unit on the wall please follow the wall mounting instructions given below:

If you plan to mount the unit on the wall, use the paper template provided with the unit and secure two wood screws (Size 5 or 6) into the wall where you want to mount the unit. The distance between the center points of the mounting screws should be 6-1/8 inches. Ensure that the wall on which the unit is to be mounted is strong enough to support the weight of the unit and also make sure that the screws are driven securely into the wall. Hang the unit onto the screws.

Precautions:

Please do not install the MOH1200 where it would be subjected to:

1. Direct sunlight, moisture or rain
2. Heat sources, Radiators, Air Ducts etc.
3. Draft from an air conditioner
4. Excessive dust or corrosive fumes
5. Mechanical shock or vibration
6. In the vicinity of a communication tower

Connect the appropriate 'Music Out' of the MOH 2000 to the 'Music In' of your phone system (refer your PBX manual for connection)

Note: The 8Ω and the 600Ω "Music Out" terminals should only be connected to the "Music in" terminals of a PABX that has isolation from TNV circuits.

Insert the Ethernet cable into the socket on the unit and insert the other end into the wall socket of your LAN. Insert the power adaptor into the power socket and insert the other end (Plug) into the power connector of the MOH 2000.

Note : At this time please keep the unit switched off.

Installing the unit on the Network (LAN):

The CD accompanying the unit contains the Quick Install software which is to be used for installing the unit on the local area network and configuring the MOH 2000 for content updating via a broadband internet connection. When this CD is inserted into the CD-ROM drive, the installation application will be launched automatically. Click on the 'Install' button and follow the instructions displayed to install the software.

IMPORTANT!

Install the software on a PC or a Laptop/Notebook that is in the same network in which the unit is to be installed. Also ensure that the PC or the Laptop/Notebook has access to the internet.

Launch the Quick Install application. The following screen will be displayed:

The screenshot shows a window titled "MOH2000 Quick Install" with a sub-header "MOH2000 IP Settings". On the left, there is a vertical list of steps: 1. Receive Settings, 2. Edit IP Settings, 3. Date and Time, 4. FTP Settings, 5. Initiate FTP download, and 6. Export Content. The main area contains five input fields: "MOH2000 IP address:", "Subnet mask:", "Command port:", "Data port:", and "DHCP:". Below these fields are two buttons: "Next" and "Close". At the bottom of the window, a status bar displays the text "Waiting to receive IP Settings".

Power up : Switch ON the power to the unit and wait for the IP address to appear in the boxes provided above (it takes approximately 30 to 45 seconds before the application receives the settings). Click on '**Next**' button to go to the Edit IP Settings screen.

Edit IP Settings: Use this screen to set your desired IP address, subnet mask and ports. *Please note that this is to be done only if you desire to install the unit on a **Fixed** or **Static IP** address.* Otherwise skip this portion by clicking on the '**Skip/Next**' button and proceed to the Date and Time screen.

Note: *At this time the application communicates with the unit. Allow a few seconds for the unit to complete the communication with the software.*

Date and Time: This screen is to be used to change the date and time of the unit and to set the time zone in which the unit is installed.

MOH2000 Quick Install : (MOH 2000-192.168.0.104)

Update Unit's Date/Time

1. Receive Settings
2. Edit IP Settings
3. Date and Time
4. FTP Settings
5. Initiate FTP download
6. Export Content

The current date and time of the unit is:
Wednesday, 4 March 2009 6:26:41 PM

Day: 4 Month: March Year: 2009 Time: 6:26:01 PM ±

Time Zone: (GMT-08:00) Pacific Time (US & Canada)

Automatically adjust for day light saving changes

It is important to set the correct time zone for the unit corresponding to the location where the unit is installed. Select the correct time zone from the drop down options and if DST adjustment is required, check the box to have the unit "Automatically adjust for DST changes". You may also set the time in the unit directly by selecting the correct date and time.

Click the "**Update**" button to send the changes to the unit.

The MOH2000 checks time servers for the correct time every day at 4AM and adjusts the time as given by the Time server and the time zone specified here. If the MOH2000 unit does not have access to the Internet, the time adjustment with the Time servers and the DST adjustment will not work.

Click on the **“Next”** button to proceed to the FTP Server settings.

Note: At this time the application communicates with the unit. Allow a few seconds for the unit to complete the communication with the software.

FTP Settings (DHCP):

MOH2000 Quick Install: (MOH 2000-192.168.1.35)

Unit FTP Settings

1. Receive Settings
2. Edit IP Settings
3. Date and Time
4. FTP Settings
5. Initiate FTP download
6. Export Content

FTP Server Name: moh2000.com
Client Port Number: 21
Gateway:
User Name: moh2000
Password:
Directory: test
Scheduled Time: 14:43

Test Enable FTP Disable FTP

Previous Update Skip/Next Close

If you have setup the MOH 2000 unit on a dynamic IP address using DHCP, then this screen assists you in setting up the MOH 2000 to periodically connect to a FTP server to download fresh audio content.

Type in the FTP Server Name, Client Port Number (usually 21) Gateway (not required if DHCP selected) User Name, Password and the Directory where the files will be stored. Also please schedule the time when the unit should access the FTP server daily (usually after business hours).

Note:

1. Please type in the exact server name, user name and password, also use correct case and without any extra spaces or special characters.
2. If the Gateway is changed then the unit has to be restarted for the changes to take effect.

Click on the '**Update**' button to update the unit with the FTP settings. Please note that the unit needs to be updated for the parameters to be correctly programmed into the unit.

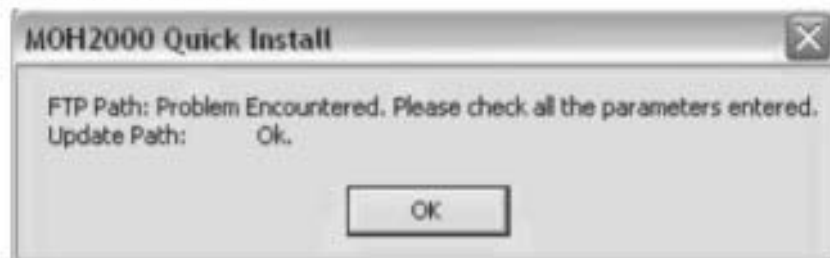
Test: Click on this button to initiate a basic FTP check to ascertain whether the unit is able to access the FTP server. The unit conducts basic communications with the FTP server and returns the status.

1. If the unit reports:



Then the basic communications between the MOH 2000 and the FTP server and the parameters entered are O.K.

2. If the unit reports:



Then it shows that some or all parameters entered are not correct. More specifically, there could be an error in entering either the Client Port Number or the User Name or the Password. This test does not check for the directory or for the existence of file/s.

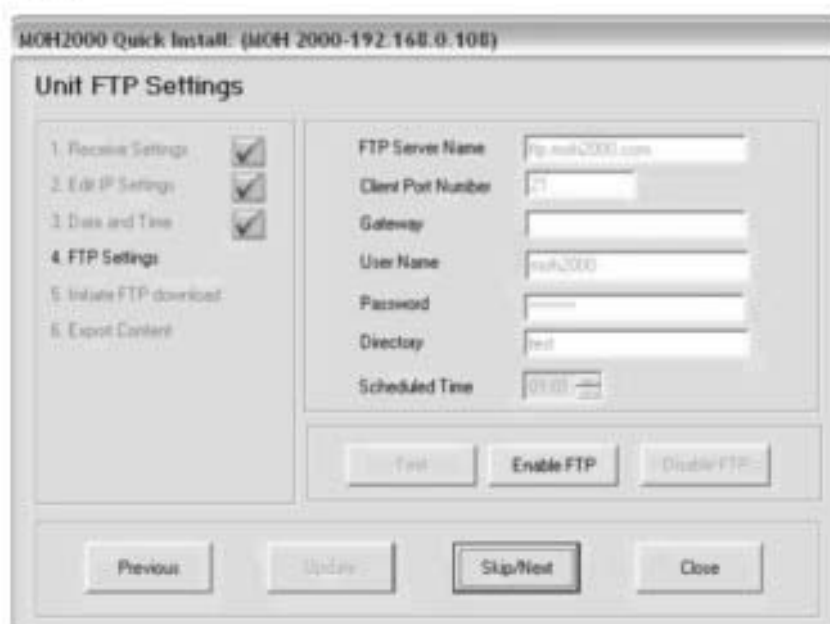
3. If the unit reports:



Then please contact the Network Administrator as the unit is unable to communicate with the FTP server. There could also be errors in the entered parameters.

FTP Settings (Static IP):

If you had set up the MOH 2000 unit with a Static IP address, the screen will appear as shown below:



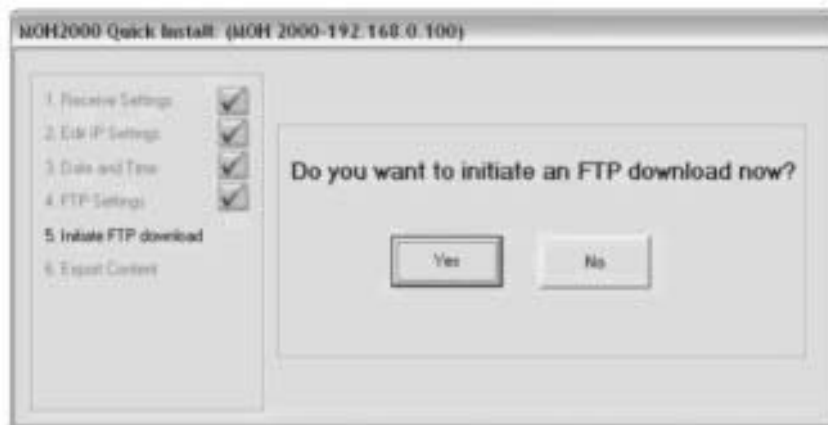
The FTP feature is **disabled** by default when the unit is installed on a Static IP address and you may not be able to enter any FTP parameters. Click on the '**Skip/Next**' button to go to Export Content screen.

If the MOH 2000 is required to contact a FTP server for periodic content updates whilst installed on a Static IP address, click on the '**Enable FTP**' button. You will now be able to specify the FTP details and Test the FTP as described in the previous section.

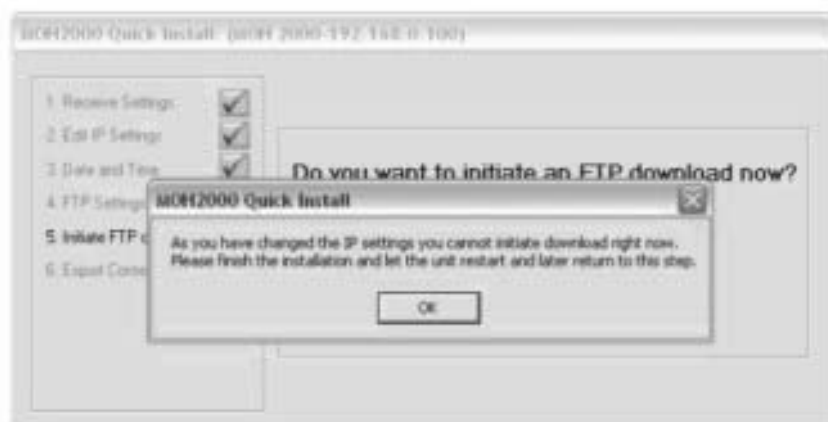
Initiate FTP Download– Now:

The unit is now ready to contact the programmed FTP Server to download fresh content if available. Click on the '**Yes**' button to initiate FTP download now or '**No**' to go to the next screen.

Note: Please ensure that a config file has been assigned to this unit and uploaded using the CMS and the content file specified in the config file has been uploaded to the FTP server before initiating the FTP download to the unit.



In case you have set up the unit on a Static IP then the following screen would appear:



Click **OK**. If you want to initiate an FTP download, go to the next screen to close the application the unit now restarts and comes back to the 1st screen. Now run through the entire sequence to initiate a FTP download.

Export Content:

Use this screen if you require to download new content into the unit before exiting installation.



Finish:

Click on the 'Finish' button to exit and complete the installation.



MOH 2000 MAC Address:	
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Statutory Information

FCC Information:

This equipment has been tested and found to comply with the limits for a Class A 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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and the receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced 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.

This Class A digital apparatus meets all the requirements of the Canadian Interference causing Equipment Regulation.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.



This product complies with the requirements of the following European Directives: The EMC Directive 89/336/EEC; the Low Voltage Directive 73/23/EEC, both amended by the Directive 93/68/EEC.

Limited Warranty:

See the Limited Warranty Card supplied along with this unit for details.

Shipping the unit for repairs/replacement during or after the warranty period:

Before shipping ensure that the product is packed in either the original shipping carton or in a well-padded, heavy duty corrugated box to prevent damage to the unit in transit. Enclose a copy of your sales invoice (proof of purchase) and ship the unit freight prepaid and insured for a replacement value.