Problems	Possible Cause / Solution
6. MOH works but audio does not stop when call is picked up in <u>Default</u> setting	• Wire distance to adapter is too long, Centralize the location of device to be as close as possible to all the phones. • If you are rewiring "daisy chain" wiring works better than " star" or "home run" Independent wiring • Press FLASH button to stop the music.
7. Some Phones work, some do not	• All your phones need to be similar model for activation in default setting. If you mix different phone models, you may need to use one of the ALT settings and follow the operation in ALT settings.
8. Some times audio starts to play by it self or does not activate	• The call needs to be on Hold min. 2 sec. before you may pick it up. • When you hang up, wait 2 seconds before selecting the same line. • Check for extra devices sharing that line like Message indicator, Answering machine, Alarm system, Modem etc. Use a "privacy module" between the line and that extra device to keep them off the line when line is being used by your phone. • Set your Alarm system and/or your DSL line to share FAX line. • <u>Excessive</u> <u>wiring</u>- Total wire length per line must be under 400 feet (Ex: if you have 9 wall jacks -no matter spare or a phone plugged in- each connected via a 50 foot wire to a common point then your total wire length is 9 x 50=450 feet) • Use FLASH button to deactivate music.
9. Audio shuts off or flickers	• Extensive audio volume. Lower the volume to proper level.
10. Hold Music activates in a conference call or when two phones pick up at same time	• If for any reason the hold music is activated inadvertently, it can always be deactivated by pressing the FLASH button in any setting. • Conference calls can be done a better way: Press FLASH, you will get a dial-tone now dial the phone number of the 2nd party then press FLASH to join the two calls together

invotel

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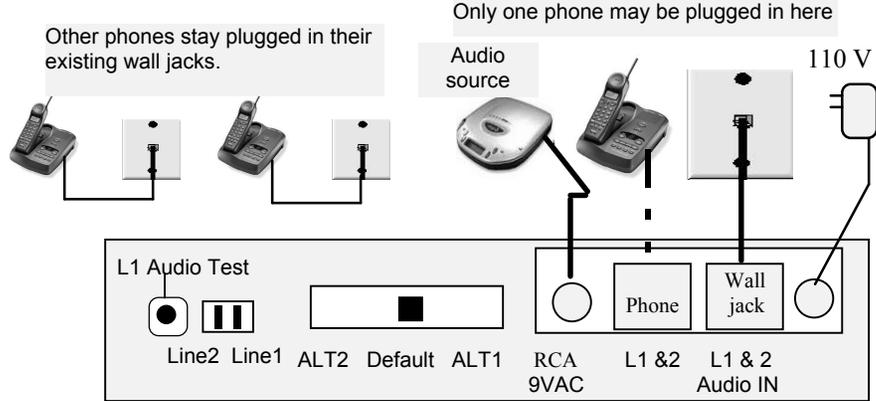
Music-On-Hold Adapter Installation
AudioImage™ 2LPRO
Model # SX2100EZ Rev 22 T

- Plug the included AC adapter. (110V AC to 9V AC)
- Confirm that both LED lights on this unit are **BLINKING**
- Connect "WALL" jack to your "Wall" Jack using the provided cord .
- Observe that as you connect the wall jack The Blinking lights turn OFF
  (it is OK on non existing lines for the lights to keep blinking)
- This device monitors up to 16 telephones through the lines. You may use a splitter (T adapter) at the Wall jack to connect both this device and a telephone. If you do not have a splitter use the "PHONE" jack on this device to plug the telephone (use "L1/L2 PHONE" to plug your phone in). **Please note that just one phone may be optionally connected to this device, other telephones remain connected to their own wall jacks.**

Plug the Audio cable into Audio IN jack on the AudioImage™ Music On Hold controller, Plug the other end of audio cable into the "Headphone" jack of your audio source such as Digital player (8 ohm or 600 ohm-preferred), Radio, CD Player, PC CD ROM headphone, PC sound card, speakers output etc. We recommend to set the volume on your audio source to <u>mid level</u>.

(please note :music titles may be royalty based , so use the royalty-free music titles to avoid annual licensing payments to ASCAP and BMI for playing those titles on-hold)

Only one phone may be plugged in here

Other phones stay plugged in their existing wall jacks.

Audio source

110 V

L1 Audio Test

| ● | ❚❚ | | ■ | | ○ | Phone | Wall jack | ○ |

Line2 Line1 ALT2 Default ALT1 RCA 9VAC L1 &2 L1 & 2 Audio IN

Audio Test: select L1 on your phone and press the **Audio Test** switch located in front of the SX2100EZ., you should be able to hear the audio. Adjust the volume to proper level or check the audio cord if needed to hear the audio. (Note: you can not perform audio test on line 2)

Important Note: Loud volume may flicker or shut off the on-hold audio.

IMPORTANT NOTE: The audio may activate in the middle of a call due to factors like excessive wiring (see page 8 item 8), bad or old wiring , existing unstable lines, sparks, too many wall jacks , other equipment sharing the lines, other extensions picking up on same line, Noisy phone lines, bad telephones etc.

*If that ever happens, press the **FLASH** button to stop the audio!*

FLASH button is found on every telephone, it could be labeled as **CALL WAIT / FLASH** or **LINK**

Note: Do not use a Cell phone to setup or test the device. Use Fax, etc.

Switch setting:

There is a 3 position switch in front of the unit that controls the activation method for the SX2100EZ. you need to select the proper setting based on your type of phones:

Default: Use the Default setting when all phones are corded and are same model.
(For example all phones are ATT 952)

ALT1: The **ALT1** setting utilizes **"Flash then Hold"** activation method, this setting supports any phone and any mix of brands with instant activation time after you press the Flash then Hold. You need to use ALT1 setting if:

- If there is any cordless phone involved (even when the base station is corded)

- If you have mixed cordless type phones with corded type phones

- If you have corded type phones that are not all the same model. e.g. ATT and GE phones are both used in your office

- If you have non compatible corded phones e.g. ATT 962 , ATT 972

ALT2: The ALT2 setting is just like ALT1, but it is more sensitive in voice deactivation. This switch position alternatively is used in voice activation mode (see page P5)

Please read the operation instructions for each setting carefully.

Trouble Shooting

Problems	Possible Cause / Solution
1. Adapter not working or stopped working	• Unplug the 9VAC plug from the back of the Invotel adapter and unplug the phone lines; Wait 60 seconds then plug them back in, make sure the AC adapter is plugged in securely.
2. Adapter does not activate or stopped activating	• Telephone was changed or Power Failure - do as above, then select L1, L2 making sure that dial tone is there. • If Special setting was used, be sure to re-program it again.
3. Red LED blinks ON and OFF on L1 or on L2	• Phone wire is removed from this device. • The wall jack only has one co line on it (RJ11) • This device requires both co lines 1 & 2 on the same wall jack (RJ14) to work on both lines. • Use a "2 line coupler" to combine two wall jacks into one wall jack that has both co lines on it. • Un-plug phone lines for 5 seconds and plug them back in . If special setting was used, be sure to re-program it again.
4. No Audio or Audio not loud enough	• Select the line 1 on the phone and push the L1 Audio Test button located next to LED lights to hear the Audio, adjust the volume on your audio source if needed to hear it. Check the audio cord, Unplug -Plug back. • Use CD player "head phone" jack - not "line out"
5. Audio Test is OK but no audio when Hold is pressed in Default setting.	• This model (SX2100EZ) is not guaranteed to activate a 3 or 4 line capable phone via Hold button activation even with only two lines being connected. The Proper adapter model would be SX4400EZ. • If answering a call allow 1 Seconds before placing the call on Hold. • Make sure you have your "Local service" with the dominant phone company in your area (not 3rd party local service providers) • Is your location within city limits? are all your phone numbers DSL qualified? your location needs to be within 3 miles from the phone company central office to guarantee for Hold button activation. • Some telephones work better in Special setting via Hold (see page 6). • Try the unit in ALT2 setting.

Special settings:

If audio activates suddenly in Default switch setting , your lines may be "too Hot"   try this one time programming:

Confirm switch is in <u>Default</u> , select L1, while dial tone is being heard, wait about 8 seconds till you hear a BEEP now press ⊛ then (FLASH) You will get continues BEEPS and blinking audio as confirmation. Hang up and repeat for L2 if needed.

If your lines are "too weak" the Hold audio may not activate when you press Hold button in Default setting try this one time programming to make the default setting more responsive:

Confirm switch is in <u>Default</u> , select L1, while dial tone is being heard, wait about 12 seconds till you hear a double BEEP now press ⊛ then (FLASH)   You will get continues BEEPS and blinking audio as confirmation. Hang up and repeat for L2 if needed.

This device can be programmed to activate compatible corded phones via just Hold button and cordless phones etc. via Flash then Hold for example: say you have ATT 952 corded phones and Uniden cordless phones, try this:

Set switch to <u>Default</u> , select L1, wait about 12 seconds till you hear a double BEEP now press ⊛ then (FLASH)   You will get confirmation via continues BEEPS and blinking audio. Hang up and repeat for L2 if applicable; Now set the switch to <u>ALT1</u>

In each one of above cases the device stays in that special setting there after. Unless you get a long power outage or you remove the phone lines from the device.

To remove special settings: UN-plug the 9VAC power for a minute or remove the corresponding wires from Wall Jacks for 10 seconds

Warranty

This product is warranted against defects for a period of one (1) year from the date of original invoice. We will repair/replace the Product with no charge for parts or labor within this time. To obtain warranty service the Product needs to be returned fright prepaid by the customer with a copy of original invoice. This warranty does not apply if in the sole opinion of Innovative Telecommunication Technology, the product has been tampered with or damaged by lightning or any other acts of nature, misuse, neglect or unauthorized service.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR OTHERWISE,INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR MERCHANTILITES OR FITNESS FOR A SPECIAL PURPOSE. IN NO EVENT SHALL INNOVATIVE TELECOMMUNICATION TECHNOLOGY (INVOTEL) BE LIABLE FOR LOSS OF PROFITS OR BENEFITS, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHERWISE ARRISING FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.

Operation in Default setting:

ALT2 **Default** ALT1

Hang up and set switch to Middle position

To place a call on Music-On-Hold, simply press the (HOLD) button on your telephone, the Music will be heard on the line and the red HOLD Light indicator for that line turns ON **,** to return to the call just re-select that line.
Be sure to allow 2 seconds before putting a call on HOLD.

Deactivating hold music manually If for any reason the hold music is activated inadvertently, it can be deactivated by pressing the (FLASH) button

The following are examples of phones that work in ALT1 or ALT2 settings: Casio, American Venture, ATT 962, ATT 972, Panasonic KX-TG 2000B, KX-TG4000B, KXTG2000, KX-TG2720, KX-TG2730, KX-TG2740, KXTG4000, KX-TGA200, KXTGA400, KX-TGA420, SBC 410

List of compatible corded phones supported via Default setting:

Please note: This is a partial list, there are other factors relevant to activation via Hold button in Default setting-see-the trouble shooting section or special setting, If your phone is not on this list , although you can try the default setting, use the ALT1 setting. ALT1 works on all phones.

Also note that 4 line capable phones in this list work in ALT1 setting (Flash then Hold) If you have a 4 line capable phone with only 2 lines being used and still require activation via just hold button then the proper adapter model is SX4400EZ

AT&T: 21070, 262, 272, 412, 422, 4952, 612, 622, 712, 722, 732, 742, 752, 812, 822, 830, 832, 842, 843, 853, 854, 874, 902, 912,922, 944, 952, 953, 954, 955, 964, 974, SIGNATURE, FT483
Brother Quatro: 412
Bell: 223, 232, 259, 261, 268, 367, 470, 52905, Sonecor 412, 412CID, 4900, BE5200, BE5300, Techline 420
GE: 187, 2-9315-A, 2-9318, 2-9435-A -B -C, 2-9436-A, 2-9438-A, 2-9450-A -B -C -D -E -F, 2-9439-A to -EGL, 2-9451A, 2-9481, 2-9487GE2-A, 2-9488, 2-9638-A, 2-9975, 2-9488GE2-A   **RCA** 25403 RCA
IBM: 412, 412CID, 4900
Northern Telecom: Unity
Phonemate: PMG-4600
Panasonic: KX-T3110 3120 3122 3135 3145 3155 3160 3165 3170 3175 3280 3980-H 3980-R7 3981, KX-TC930, KX-TS20, KX-TS21, KX-TS25, KX-TS27, KX-TS208, VA-8400
Radio Shack: 206, 208, 209, 210, 212, 411, 412, 612, 43-373D, 43-430, 43-642, ET-180, 43-470, ET-184, ET-192, ET-193, 43-622, 43-469 , 1710, 1753
Sony: IT-M804
SBC: 2105, 4000
Southwestern Bell: FT325, FT360, FT365BL FT383, FT412, FT483, FT484
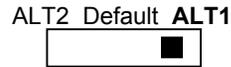**Sprint/Radio Shack**: SP-702 / 43-5702, SP-705
TT Systems: 4012, 412, 412CID, 4900, 4300, 5100, 5200, 5300, 7993
Vtech: 4121

Tip: If you have audio flicker problem , Reduce the Volume on your audio source

Operation in ALT1 setting:

Hang up and set switch to right position

ALT2 Default **ALT1**

To activate: press [FLASH] then [HOLD]

To deactivate just re-select that line and press [FLASH]

Voice Deactivation: if the call has been on Hold at least a few seconds, it can also be deactivated by just **speaking** over the Music for example say : "Hi I am Back" , Note: if hold music is too loud you may need to speak louder in order to voice deactivate.   If for some reason you are not able to voice deactivate properly try **ALT2** setting, you may also adjust the sensitivity level to make it more responsive in ALT1 as follows:

Adjusting Voice De-activation Level:

To gain more sensitivity: select L1, you get dial tone, wait about 8 seconds till you hear a BEEP now press [∗] then press [FLASH] , hang up and try the voice deactivation again. You may repeat above for more sensitivity again(up to 4 times) if needed. Repeat for line L2, if desired.

To reduce the sensitivity level: select L1, you get dial tone, wait about 12 seconds till you hear a double BEEP now press [∗] then press [FLASH] , hang up and repeat again if needed. Repeat for L2 if desired

Want to use just one button ?   Press [FLASH] to activate MOH and when ready to go back to caller just speak over the audio!.   Note: this does not hold the line. So the other party can still hear you .

In **ALT1, or ALT2** (if not programmed), the Flash button is used to activate the audio so if you have: **Call waiting , 3 way calling, Centrex Call Transfer**

then use [FLASH] [FLASH] to access an out side line or to answer a call waiting call etc.

Example 1 (ALT1 setting) to take a call waiting call press [FLASH] [FLASH]

Example 2 (ALT1 setting) to make a 3 way or conference call press [FLASH] [FLASH] you will get a dial-tone now dial the desired phone number then press [FLASH] [FLASH] to join the two calls together.

NOTE: If you have "Call Waiting" service, only the current call may be placed on Music-On-Hold, the other call is put on hold in the phone company central office in silence not in your office.

Operation in ALT2 setting:

Hang up and set switch to left position

ALT2 Default ALT1
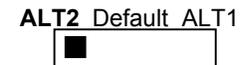
This setting is just like ALT1 e.g. Flash then Hold, however the voice deactivation is more responsive to your voice, use this setting only if you prefer to voice de-activate instead of Flash button de-activation and only if ALT1 does not voice deactivate properly. Remember the call needs to be ON hold at least 4 seconds so before you conclude that ALT1 is not sensitive enough make sure the call has been on hold at least a few seconds before you go back to the call and try to voice -deactivate.

Operation via "Voice activation"

The ALT2 switch position can be used for "voice activation" method if a one time programming is done, in this mode any phone can be used by just using the Hold button with slightly longer activation time (about 6 to 9 seconds after hold is pressed)

One time programming: Set switch to Default , select L1, wait about 12 seconds till you hear a double BEEP now press [∗] then [FLASH] You will get confirmation via continues BEEPS and blinking audio. Hang up and repeat for L2 if applicable;   Now set switch back to ALT2

In **"Voice activation"** mode, the device needs to hear you well therefore speak as close as possible to the microphone, If you are on a speakerphone or using a headset speak clearly and louder into the microphone.

To **activate**: after you receive or make a call, you need to speak and say something before you may press the [HOLD] button. Audio activates about 10 seconds later, the corresponding L1 or L2 light on this device will then turn ON.

To **deactivate** hold music Just re-select that line and **Speak Over** the audio, for example say : *"Hi I am Back"* , the moment the device hears it will stop the hold-music.   Note: if hold music is too loud you may need to speak louder in order to voice deactivate so do not make your Hold music too loud. You may also deactivate the hold-music by pressing the [FLASH] button.

NOTE1: If you hear a **BEEP BEEP,** say something to prevent further Hold music activation

NOTE2: If for any reason the hold music is playing, do not panic, simply speak over the audio to stop it or press FLASH to stop it.

If for some reason you are not able to voice activate or voice -deactivate you may adjust the sensitivity level to make it more responsive as follows:

Adjusting Voice Activation/ De-activation Level:

Keep the switch In **ALT2** an refer to "To gain more sensitivity" in Page 4