Problems	Possible Cause / Solution
1. Adapter not working or stopped working	• Unplug the phone lines; Wait 60 seconds then Plug them back IN. make sure the phone line is plugged in securely. • Select Line 1 on the phone & make sure that there is dial tone. Repeat for Line 2, 3, 4
2. No Audio	• check audio cord; try inserting it half way, adjust the volume on your audio source if needed to hear it.
3. Audio source is OK but no audio when device is activated as per ALT1 or ALT2 setting.	• Verify that the audio source is playing by itself, listen to it. Use the Headphone jack on a CD player not the "line out" • Set Volume to Medium. • If answering a call allow a second before placing the call on HOLD. • Check to see if L1, L2, L3 or L4 lights on this device has turned ON • model SX4020 does not activate by pressing Hold button • you need to press Flash button 1st then Hold button. On some phones wait a second after pressing Flash then press Hold.
4. MOH works but audio does not stop when call is picked up in any setting	• Press FLASH button to stop the audio • Wire distance to adapter may be too long(more than 200 feet), Centralize the location of device to be as close as possible to the phones.
5. Some Phones work , some do not in ALT1 setting	• Try changing the setting to ALT2 setting and follow the Operation in ALT2 settings. • Try installing the device before DSL filter (if any)
6. Some times audio starts to play by it self or does not deactivate by voice	• Press FLASH button to stop it. • The call needs to be on Hold at least 4 seconds before it can be voice deactivated, use Flash to deactivate. • When you hang up, wait 2 seconds before selecting the same line. • Check for other devices sharing that line like Message indicator, Answering machine, Alarm system, Modem etc. Use a privacy module between the line and that 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. • Excessive wiring- Total wire length per line must be under 200 feet. • Try putting the call back on Hold, wait 3-4 seconds then pick up.
7. Audio shuts off or flickers	• Extensive audio volume. Adjust the volume to proper level.

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Innovative Telecommunication Technology
1112 Montana Ave Suite 250 Santa Monica, CA 90403 USA
Toll-Free: 800-747-0708 Tel: 310-899-0078 Fax: 310-899-0227 http://www.invotel.com ®

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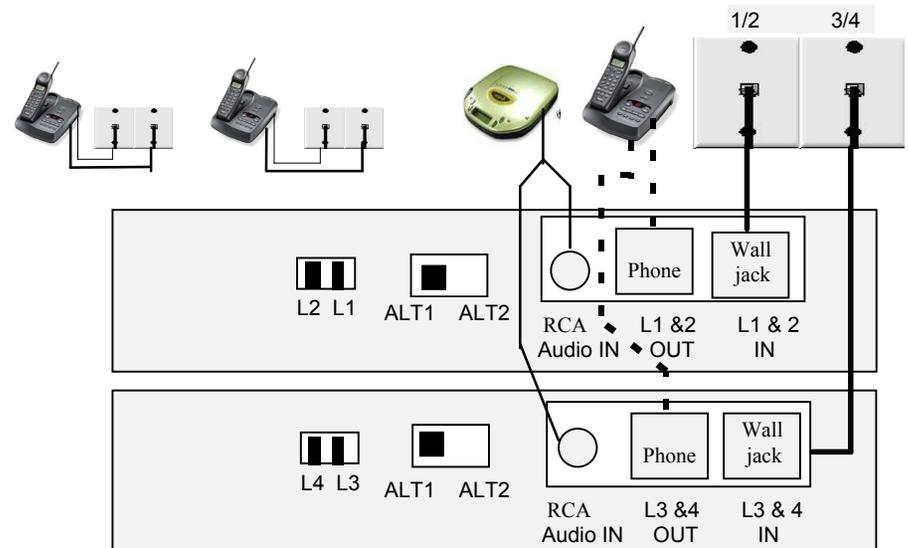
Music-On-Hold Adapter Installation
AudioImage™
Model # SX4020 Rev 22X

• Connect "WALL jack" to your "Wall" Jacks using the provided cord .

• This device monitors all the 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. *Please note a telephone is not required to be connected to this device if you need to connect a telephone, just one phone may be connected to this device, other telephones remain connected to their own wall jacks.*

• If you have two wall jacks each with one phone number, then you need to use a "2 line coupler" to combine the 2 phone numbers into one jack for this device. Or contact your phone installer and tell them you want to convert a wall jack from RJ11 to RJ14

Plug the Audio cable into the two audio IN jacks on the SX4000 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), Radio, CD Player, PC CD ROM headphone, PC sound card, speakers output etc.

We recommend you to set the volume on your audio source to mid level
Note: extensive volume can shut off the on-hold audio.

L2 L1   ALT1   ALT2   RCA Audio IN ↘ L1 &2 OUT   L1 & 2 IN   Phone   Wall jack   1/2   3/4

L4 L3   ALT1   ALT2   RCA Audio IN   L3 &4 OUT   L3 & 4 IN   Phone   Wall jack

IMPORTANT NOTE: The audio may activate in the middle of a call due to factors like <u>excessive wiring</u> (see page 4 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 etc. If that ever happens DO NOT PANIC, press the FLASH button to stop the audio!

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

This device uses voice deactivation technology, e.g. it stops the hold music when you start talking (assuming the call has been on hold at least 4 seconds).
We recommend you to start with ALT1 setting, if the device does not voice de-activate properly try the device in ALT2 setting.   ALT2 setting is more sensitive in voice de-activation, you can always de-activate the hold music manually.

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

Operation in ALT1 setting:

ALT1   ALT2

Hang up and set switch to left position

To activate: press (FLASH)   then (HOLD)

To deactivate just re-select that line and press   (FLASH)

If the call has been on Hold at least 4 seconds, it can also be voice 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.

Note that L1 or L2 light on this device turns ON when Music-On-Hold is activated on that line.

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.

Call waiting , 3 way calling, Centrex Call Transfer
Use (FLASH) (FLASH) to access an out side line or to answer a call waiting call etc.

Example 1 to take a call waiting call press (FLASH) (FLASH)
Example 2 to make a 3 way or conference call press (FLASH) (FLASH) you will get a dial-tone now dial the phone number then press (FLASH) (FLASH) to join the two calls together.

NOTE: If you have "Call Waiting" service and you press "Flash Flash" to put the current call on hold to take the other call , you are putting the call on Hold in the phone company central office and not in your office. So you can not provide music on hold when you are answering a "call waiting" call. if you want to provide music on hold in a call waiting you need to contact your phone company and remove the call waiting and add "call rotary" or call hunting service to a 2nd real line. Therefore if you have call waiting only one call may be placed on Music-On-Hold, the other call is held in the phone company central office in <u>silence,</u>

Operation in ALT2 setting:

ALT1 **ALT2**

Hang up and set switch to right position

To activate: press (FLASH)   then (HOLD)

To deactivate just re-select that line and press   (FLASH)

If the call has been on Hold at least 4 seconds, it can also be voice 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

This setting is just like ALT1 but voice deactivation is more sensitive 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.

Tip: If you get ON/OFF flickering in audio, Lower audio volume to avoid audio flicker

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.

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(please note some music titles are not royalty-free and you may want to use the royalty-free music titles to avoid annual licensing payments to ASCAP and BMI for playing those titles on-hold)