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- Insert the SD card into the SD card slot and make sure it snaps IN fully
- Plug the included AC adapter. (110/240 V AC to 12V DC)
- Confirm that all 4 Red LED lights in front of this unit are double blinking
- Confirm that STATUS LED light turns ON

- Use one of your telephones and unplug the cord for L1/L2 from it and connect it to L1/L2 IN jack on SX8800, now connect L1/L2 OUT jack to your telephone using the provided phone cord, make sure you have dial tone on your lines 1 and 2
- Now unplug the cord for L3/L4 from your phone and connect it to L3/L4 IN jack on SX8800 (the rightmost jack) and connect L3/L4 OUT jack on SX8800 (2nd jack from right) to your telephone using the provided phone cord, make sure you have dial tone on your lines 3 and 4
- Observe that as you connect the lines the blinking lights turn OFF. (on non existing lines the lights keep blinking and that is OK)
- Alternatively you may use a splitter (T adapter) at the Wall jack to connect both this device and a telephone (in that case the L1/L2 OUT and L3/L4 OUT jacks are not connected)
- Turn the Speaker ON and Adjust the volume to mid level.

Please note: just one telephone may be connected to this device, other telephones remain connected to their own wall jacks.
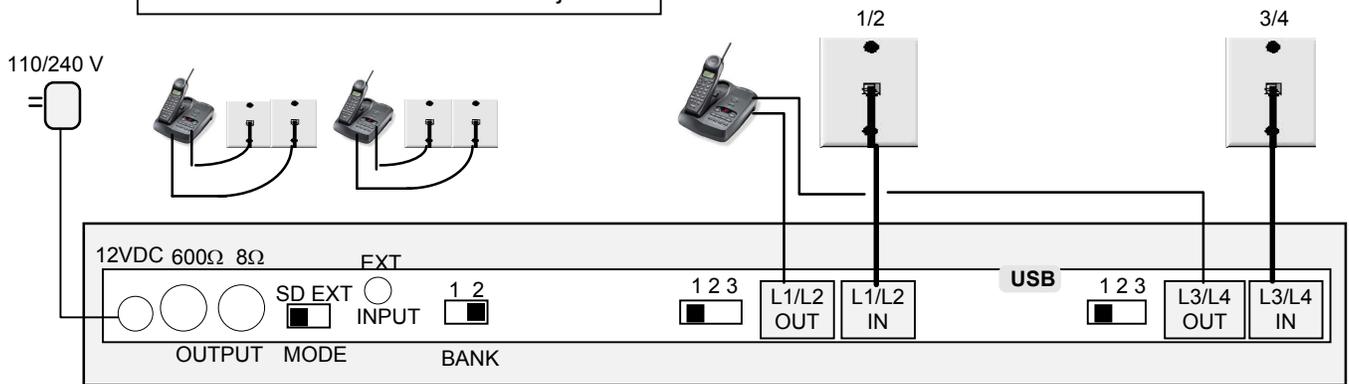
Back of SX8800

Front of SX8800

SD Card
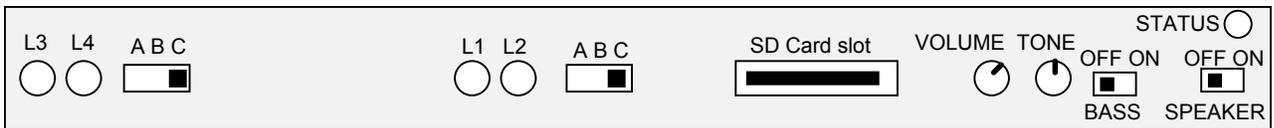
Connection Test: To confirm that you have connected everything correctly:
Set Mode switch to SD, Turn Speaker ON, make sure you can hear the audio from the SX8800, adjust the volume up (clockwise) if needed., set two ABC switches in front to C position

select line 1 on the phone, L1 LED on SX8800 must turn ON
select line 2 on the phone, L2 LED on SX8800 must turn ON
select line 3 on the phone, L3 LED on SX8800 must turn ON
select line 4 on the phone, L4 LED on SX8800 must turn ON

Double check your connections or adjust the volume if needed.
This completes the test you should change the ABC and 123 switches now to proper setting as follows:

Switch setting: *Please Read the Operation instructions for each setting carefully*
There are two pair of 3 position switches on the SX8800 that control the operation of device, A B C switches controls the mode of operations, 1 2 3 switches controls the activation method for music on hold.

A B C

A: Auto Answer ON
   usable on Verizon or Vonage service only
   SX8800 answers the ringing lines, then takes the calls to "Greeting" 1 st then to "music/message on hold"
   SX8800 then re-rings the telephones every minute to remind you caller is waiting
   SX8800 lights will be blinking fast to indicate caller is waiting
   You may answer a ringing line or a line waiting at any time
    SX8800 provides "music on Hold" if you place any call on hold

A B C

B: Auto Answer ON
   usable on any service provider AT & T, Verizon, Vonage, etc....
   SX8800 answers the ringing lines, then takes the calls to "Greeting" 1 st then to "music/message on hold"
   SX8800 does not re-rings the lines every minute instead it rings itself periodically to remind you caller is waiting
   SX8800 lights will be blinking fast to indicate caller is waiting
   You may answer a ringing line or a line waiting at any time
   SX8800 provides "music on Hold" if you place any call on hold

A B C

C: Auto Answer OFF
   SX8800 does not answer the ringing lines
   SX8800 provides "music on Hold" if you place any call on hold

1 2 3

1: Hold Button activation   see page P3 for details

1 2 3

2: Flash Button activation   see page P4 for details

   This settings utilize **Flash then Hold** activation method, this setting
      supports any phone and any mix of brands with instant activation
      by pressing Flash then Hold

   - Use this setting if your phones are Cordless type (including corded base station + portables)
   - If you have mixed cordless type phones with corded type phones
   - If you have corded type phones that are not all the same model for example ATT brand and Panasonic brand are both used in your office
   - If you have any phone that does not activate by pressing Hold (for example ATT 1040)

1 2 3

3: Hold or Flash button activation See page P4 for full details.

   IMPORTANT NOTE: The audio may activate in the middle of a call due to factors like excessive wiring (see page 12 item 8), bad or old wiring , existing unstable lines, sparks, too many wall jacks , Noisy phone lines, Bad telephones, "Hot Lines" (see P6 special cases)

   If that ever happens, press the **FLASH** button to stop the audio! and continue your conversation. The **FLASH** button is found on every telephone, it could be labeled as **CALL WAIT / FLASH** or **LINK** or **ON** or **TALK** button

Note: Do not set the volume too loud it may flicker or shut off the on-hold audio.
Note: Do not use a Cell phone near the device to setup or test the device. Use a fax line, etc.

Operation in Hold activation:

1 2 3 Hang up and set both switches in the back to 1 position

Start with position 1, make or receive a real call, the LED on the SX8800 turns ON solid, then simply press the ⟮HOLD⟯ button on your telephone, the Music will be heard to the caller and the LED on the SX8800 will start to BLINK **,** to return to the call just re-select that line. (Be sure to allow 1 or 2 seconds before putting a call on HOLD).
The 1st time your are setting the device If it did not work hang up and try it again 2 or 3 times.

Position 3: if after few tries it is not working hang up and change the switch to position 3 and try it 2-3 times.
The 1st time your are setting the device in position 3 , it will need to make a few clicks to set itself up, let it do that.

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 position 2 or 3 via Flash then Hold: American Venture, ATT 962, ATT 972, Casio any model , Airway 2 line, Airway 4 line, Panasonic KX-TG 2000B, KX-TG4000B, KXTG2000, KX-TG2720, KX-TG2730, KX-TG2740, KXTG4000, KX-TGA200, KXTGA400, KX-TGA420, SBC 410,

List of corded phones compatible via Hold Button activation:

Please note: This is just a partial list, there are other factors relevant to activation via Hold button in these settings-see-the trouble shooting section or special setting, If your phone is not on this list try it any way or use the setting 2 or 3 that works on all phones (via flash then Hold).

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, 945, 952, 953, 954, 955, 964, 982, 992, SIGNATURE, FT483, 974*, 984*
 [* only older version prior to 2007 ,newer version works via Flash -Hold]
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

IBM: 412, 412CID, 4900

 ITL-4LT These phones are the most compatible and are available at http://www.invotel.com

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

RCA 25403 RCA, 25413 RCA-2, all other models.

Sony: IT-M804

SBC: 2105, 4000, 225, 420

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

Operation in positions 2 or 3
via Flash then hold

1 2 3

Hang up and set both switches in
the back to 2 position

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 Audio for example say : **"Hi I am Back"** .

If for some reason you are not able to voice -deactivate, try speaking a little louder and more direct into
the microphone. Remember you can always use the Flash button to deactivate the audio as well.

Want to use just one button ?   Press (FLASH)   to activate MOH and when ready to go back to caller
just speak over the audio!. Or press Flash again. Note: this does not hold the line so the other party
may still hear you, set the volume louder to mask it.

In position 2 device works only via flash then hold, in position 3 device works via Flash then Hold or
just Hold (if you have a compatible phone) This mode is useful when you have Mix of phones that
some are compatible with Hold only activation and some activate via Flash then Hold settings

The Flash button is used in order to activate the audio so if you have any service such as: 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
desired phone number & press (FLASH) (FLASH) to join the two calls together.

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

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

Programming number of rings, ring through times and reminder rings:

Operations	Switches set to	Result
# of Rings to answer the call initially	**B1** **B2** **B3**	**1 Ring** **2 Ring** ← factory preset value **4 Ring**
# of Minutes to hold the call then ring through.	**A1** **A2** **A3**	**3 minutes** ←factory preset value **8 minutes** **30 minutes**
Reminder rings setting for operation in B Auto Answer	**C1** **C2** **C3**	**Reminder rings every 15 seconds hang up after 8 minutes**←factory preset value **Reminder rings every 3 seconds, no time limit** **Reminder rings every 15 seconds, no time limit**

You can program each line on your phone for the number of rings, the duration or reminder rings independently, you may do this from any phone even if it is not connected to the SX8800

To program:
- Set the switches for the desired operation from the table in page P4
- select L1 on your phone to get a dial tone
- wait about 10 seconds to hear the Hold music or a beep then dial 12, you will get confirmation via Hold music turning ON and OFF twice
- Hang up and repeat for lines L2...L4 if desired

Be sure to change the switches back to the way they were prior to programming.

Example: to change the number of rings to answer the calls from the factory preset value of **2 rings to 4 rings** do as follows:
set the switches to B3, select L1(dial tone), wait about 10 seconds into dial tone till you hear a beep, dial 12, you will get double beep to confirm the operation was done. Do this for L2, L3,L4 if you need changes to apply for those lines as well. Remember there are two sets of switches one for lines 1 &2 and one for lines 3 & 4. When you are done set switches back to the way they were.

Example: You want to be able to Hold the calls up to **8 minutes** instead of the factory default of **3 minutes**, set the switches to A2, select L1(get dial tone), wait about 10 seconds when you hear the quick beep, dial 12, you will get confirmation via beeps turning On-Off. Do this for L2...L4 as needed, then set switches back to the they were.

Example: You are using the Auto Answer B setting in which the device itself rings to remind you there are calls waiting to be answered, you want to change the default setting of "reminder rings every 15 seconds with 8 minute time out" to "reminder rings every 3 seconds with no time out"   Then set switches to **C2** select L1(get dial tone), wait about 10 seconds when you hear the quick beep dial 12, you will get confirmation via beeps turning On-Off. Do this for L2...L4 as needed, then set switches back to the way they were.

Note: your changes remains intact even if power is lost or you remove the SX8800 entirely. To restore the factory settings you need to re-program the device to factory settings as per page P4.

> You may pick up any line any time for immediate connection to the caller. If you later place the call on Hold the music on hold function continues to operate until the call is hanged up.

Auto Answer Notes:

In **B** setting the device answers any ringing line thus the ringing stops, it then takes the call to "Greeting" 1 [st] then to "on Hold" (the call is kept on hold for up to 30 minutes), during this time the corresponding LED lights for that line blink fast to indicate the caller is waiting for you to take the call, device also rings from the internal speaker periodically (**Speaker must be in OFF position**) 1 ring for L1 --- 2 rings means L2 --- 3 rings means L3 --- W ring means L4 refer to page P8 for full details and external speaker connections.

If you see fast blinking LED or hear any reminder rings you may select the corresponding line on the phone to take care of that call, later when you place that call on Hold, your telephones LED lights will indicate the Hold condition and the SX8800 LED lights will blink at normal slow blink rate.

In **A** setting (works in Verizon or Vonage lines) the device answers any ringing line and the ringing stops, it then takes the call to "Greeting" 1st and then to "On Hold", blinking the LED lights on the unit fast to indicate the call is on Hold waiting for you to take it.
it then re-rings the same line on the telephone again every minute to see if you want to take it or not, if you did not, it takes the caller back to "On hold" automatically playing the on hold messages, at any time you may pick up the line to talk to the caller. (the call is kept on hold for up to 30 minutes) at the end if you still did not take the call it will ring it through that line continuously until the call is answered; you may place the call on Hold for Music On hold at any time thereafter.

To Turn OFF "Auto Answer":   Flip the desired switch to C

To ensure answering machine or Voice mail operation:
1) you may just flip the switch to C when you leave, for example just flip the switch for L1-L2 to C and the answering machine or voice mail kicks in as normal when you leave the office
2) plug the device AC adapter to a power strip and just flip it off when you leave and turn it back ON when you arrive in the morning.

v

Special Cases:

Some phones like **GE 2-9487GE2-A** , **GE 2-9488GE2-A** and all **RCA** phones beep every few seconds when the calls are placed on Hold and may not work properly in position 3 settings (the beep may turn off the Hold Music in some cases)
in that case use the position 2 setting or use the 1 position settings and increase the volume a bit so that the beeps are less noticeable to the callers.

If audio activates suddenly in position 3 settings , your lines may be "too powerful"   Try position 1 or 2 settings.

Digital Player Advanced Features:

USB Mp3 Player /repeater
Dual Banks
Single or multi tracks up to 99 tracks
External audio input
Tone Control, Bass Boost
Wall mount capability via two Keyholes

Package Content:

SX8800 unit
Power adapter 110/240v AC to 12v DC 200-500 ma
2 RJ-14 phone cords
User's Manual
SD card 256 MB or Higher capacity

Adjusting Output VOLUME

If the On Hold audio volume is too low turn the VOLUME control clockwise; If it is too loud turn the VOLUME control counter clockwise to desired level.

Connecting to a Computer:

Remove the SD card and insert it into an "SD card slot" normally found on most PC or laptops (use a USB adapter in case the PC only has a USB port but not a SD card slot) or connect the player itself to a PC USB port to access/update the SD card (the AC power adapter is not required in this case).

After you make the connection it will be detected as "Removable Disk" , when you open "My Computer" or "Windows Explorer"

Transferring files into SD card:

Select the file you want to transfer to the SD card and drag-and-drop it into the "Removable Disk" that represents this device (right click on the file, copy, move the mouse to the "Removable Disk" , right click there and paste)

The player will play all the .mp3 files one by one before it auto repeats from the 2nd file (typically the 1st file is the Greeting file and the 2nd file is the On-Hold file-see page P8 for details) You may silence the .mp3 files you do not want to play by renaming them to "**file.ip3**" or just keep the .mp3 files that you need in the SD card, i.e. move or delete the extra files you do not want to play from the SD card.

When the file is being transferred to SD card allow several seconds for it to finish transferring before removing the SD card.

> **If you have a new SD card with new production in it, Remove the Power 1st then "press in" the old SD card so it snaps out, insert the new SD card and make sure it snaps in, Reconnect the power and the playback automatically starts.**

Disconnecting from Computer:

You may let USB Adapter (if any) remain connected to PC for future updates, just remove the SD card and insert it into the player. The playback automatically starts. If you want to remove the USB adapter or the player from the PC then do as follows

⇒ Double click on the green arrow in the Taskbar located on the lower -right side of the computer screen (Safely Remove Hardware)

⇒ Select "USB Mass Storage Device" from the list that appears then click "Stop" then press "OK"

⇒ When the "Safe to Remove Hardware" appears click OK and disconnect the USB adapter or player from your PC. (be sure to keep the USB adapter for future updates via PC)

If you are updating he SD card via a USB adapter on a PC, just unplug the SD card from the USB adapter and insert it into the player, The USB adapter may remain connected to PC.

> **To test the audio:** Turn the speaker ON
> the built-in speaker can be used to hear the audio playback any time,

OUTPUT:
SX8800 has a dual output RCA connectors in case you want to connect it to a PBX phone system MOH port, use the 8 ohm out put for louder, more power or when you need to connect external speakers, use the 600 ohm output in some phone systems where a "hi-impedance" output works better. You may also connect both.
In that case for example you connect the 600 ohm output to your MOH port and the 8 ohm to speaker systems in the business. The 8 ohm output can drive up to 20 Watts of power into multiple speakers.

Live Streaming Audio Input:
SX8800 has a 3.5mm stereo input jack labeled as EXT
you may connect this jack to output of a XM satellite receiver
or any other external audio source such as a CD player, another digital player, iPOD, Radio, etc. for a live streaming audio.

OUTPUT MODE:
Use the SD-EXT switch to select between the internal SD card playback
or the external audio connected to "EXT" jack. You can flip the switch at any time to simply switch the output jacks to the other source. The SX8800 will amplify the external audio to the same level of up to 20 watts, adjust the output volume on the external source if needed in order to provide an equal level of output power. This switch needs to be in SD position for EXT INPUT to be connected to external speakers for reminder rings in B setting (see page P8 for more details)

Modes of playback:
Two playback modes are automatically supported "Standard mode" and "Dual mode"

Standard Mode: 1 to 99 tracks, device plays all the tracks one by one and re-loops automatically, Silence any track by renaming it to **filename.ip3** instead of filename.mp3
(tracks should not contain excessive silence) Switch is set to Bank1

Dual mode: This is the default mode, **Set the switch to Bank 2**, there are 2 special tracks, device plays track1 (Greeting) followed by track 2 (normal on hold file)

BANK1 BANK2:
This switch lets you select which bank or "track" to be played.
Please note: when power is just connected you need to wait until all tracks are played before this switch can select between tracks.

Flip the switch to BANK1- device will play the "Greeting" file
Flip the switch to BANK2- device will play the "On Hold File" (Greeting may play an extra time, before you hear On Hold)

Leave the switch in **Bank2** so device plays the greeting when a ringing line is answered .

MODE:	**files in the SD card**	
Single track	audio1.mp3	set switch to Bank1
Multi track	audio1.mp3 audio1.mp3 Audio2.mp3 ------ Audio99.mp3	set switch to Bank1
Dual track	GreetingFile.mp3 OnHoldFile.mp3	set switch to Bank2

The default is the dual track production, the "GreetingFile.mp3" needs to have 1 sec of silence at the end of it for proper operation. This file needs to be the 1st file you paste into SD card, the OnHold.mp3 is the 2nd file you paste into the SD card (when you are making changes or updates & are not sure which one is 1st, try copying all files in the SD card to another directory, then delete all files on the SD card, then move the "Greeting.mp3" file 1st into the SD card followed by the "OnHold.mp3" file)

SD (Secure Digital) CARD:
SX8800 can accept 16MB to 4GB SD cards available on the market.
Up to 256 hours of continuously playing audio time can be obtained using a 4GB SD card.

Most SD cards have a lock that needs to be in unlock position (toward the edge)
When in lock position(toward the bottom edge) the card will play but will not be accessible by PC to be written into, this can provide protection against unwanted or accidental content change.

To remove the SD card, **remove the power 1st** update it from your PC/Laptop then insert it back in or insert a new SD card. Re-connect the power and the playback automatically resumes in a few seconds.

Volume:
Turn the Volume control clock wise to increase the volume or counter clock wise to lower the volume.

TONE:
Very important on some phone systems, SX8800 provides the important Tone control to further enhance the audio quality, turn the Tone control clockwise to increase the output frequency level
or counter clockwise to lower the frequency level.

BASS BOOST:
Use the switch BASS to add the low frequency dynamic range to the output level. Turn the switch ON for BASS boost if desired.

SPEAKER:
Turn the speaker switch ON to hear audio currently playing from a speaker inside (turn it OFF to be able to hear the Reminder Rings in B setting) The speaker switch is to let you hear the audio from an internal speaker inside the SX8800, this is only for monitoring or testing the audio, the volume levels heard at this time are not the actual audio levels available to the MOH port.
If you are adjusting audio volumes at this time be sure to readjust it again when the calls are placed on Hold to ensure the proper and desired audio volume levels.

Reminder Rings:
In B setting the device answers the ringing lines and then it periodically rings the internal speaker **(speaker switch needs to be in OFF position)**   1 ring means L1 -- 2 rings means L2 -- 3 rings means L3 --   W ring means L4

You can adjust the reminder rings settings (see page P4). To adjust the reminder rings volume and/or to make it much louder connect the provided amplified speakers to EXT INPUT jack and adjust the volume on the external speakers clockwise, for even more ringer volume connect a more powerful (25W or more) amplified speaker to EXT INPUT.

STATUS LED light and other LEDS:

The Status LED will turn ON **RED** solid when the device is powered ON and working. It blinks one time when the last track is played and it-re-loops.

In addition the LED lights located just below the SD card will be blinking **yellow** to indicate normal playback operation in progress or blink Red when a track or Bank change is being performed.

The L1/L2 and L3/L4 LEDs turn ON solid when corresponding line is in use, and will blink ON/OFF when Music On Hold is activated for that line and double blinks OFF when line does not exists .

Player Specifications:

File Formats: MP3, WMA, MAC, etc.
Frequency response: 20Hz to 20 KHz. less than 0.1% THD
Sampling rate: >64kbps Mono ,128kbps recommended
PC Interface: USB 2.0 Hi-Speed(MSC) compatible with USB 1.0
Memory Capacity : SD card 16MB to 4GB
                           up to 8 hours on 256MB SD card and
                           up to 128 hours on 4GB SD card
Playback: auto-repeat
Banks: 1 or 2
Tracks: up to 99
External Audio: 3.5mm stereo jack input
Output Power: 20 watts maximum, **Volume**, **Tone** and **BASS Boost** support
Output: RCA 8 ohm and 600 ohm jacks
Power supply: 110VAC/240VAC 50-60 Hz. To 12 VDC/ 200-1000 ma
Size: 9 " x 5 " x 1.5" (L x W x H)
Color: Black
Weight: 0.85 pounds (1.5 pounds with power supply and all other parts)

(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**)**

Player Problems	Possible Cause / Solution
Player not working or stopped working	• Unplug the power connector, press on SD card so that it snaps out, wait 30 seconds then re-insert the SD card and make sure it snaps IN then re-connect the power securely., observe the STATUS LED is turning ON solid • Some lower capacity SD cards are not compatible, in that case RED STATUS LED turns ON but the player does not play, use the provided SD card or another correct type SD card. • Adjust the volume on unit • make sure Mode switch is set to SD not EXT (External Audio Input)
Cannot Transfer files to SD card	• If you use Windows 98 SE, ensure to use USB driver is installed properly in your system. • Ensure the USB adapter or player is connected securely to your PC USB port, or to the supplied USB cable, try another USB port directly. Make sure SD card is not locked.
Audio Volume is too low	• Turn the Volume control clock wise • Adjust the tone control
Audio is distorted	• Volume level may be too high, turn the volume counterclockwise, Adjust the Tone control,
No Reminder Rings in B setting	Set speaker to OFF position or connect external speakers to EXT INPUT
No Greeting in A or B setting	Set Bank switch to Bank 2 position

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Adapter Trouble Shooting:

Problems	Possible Cause / Solution
1. Adapter not working or stopped working	Unplug the 12VDC plug from the back of the SX8800 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, L3, L4 making sure that dial tone is there.
3. Red LED double blinks ON then turns OFF on some lines	Some phone Lines are removed from MOH adapter or do not exist. on non existing lines the lights keep blinking and that is OK) UN-plug phone lines for 5 seconds and plug it back in .
4. No Audio or Audio not Loud enough	Do the steps in "connection test" in page 2 to hear the Audio, adjust the volume if needed to hear it. Check the SD card, Remove Power Unplug SD card -Plug back IN. Reconnect Power.
5. Connection Test is OK but no audio when Hold is pressed in 1 or 3 settings.	• If answering a call allow 1 second before pressing Hold. • You may need your "Local service" to be with the dominant phone company in your area (not 3 rd party local service) • Is your location within city limits? are all your phone numbers DSL qualified? your location may need to be close enough to your phone company's central office to guarantee for Hold button activation. That is why some discount phone companies service does not work even though you have compatible phones for Hold activation. If so you need to use the device in 2 or 3 setting via Flash then Hold. • Some telephones have special cases (see page 6). • Try the unit in 2, or 3 settings.

DSL: If you have DSL line, this device needs to be installed after the DSL filter (otherwise internet may not work properly)

VOIP/Vonage: if you have D-Link VTA-VD phone adapter, you must use single line phone cords to connect it to SX8800

In A setting calls are answered then hangs up? Use B setting.
Verizon and Verizon Fios and Vonage work properly in A setting:
SX8800 requires the 3 way calling service pre-enabled from your phone company in order for re-ring to work properly, also make sure "1st person cutoff ring back protection" is working on your 3 way call service, some phone companies like ATT may not provide this service, so use the B setting instead.

In **B setting** you will hear the initial rings when the calls are answered then ringed again periodically via built in speaker or via external speakers connected to EXT INPUT(see page P8 reminder rings for full details and ring patterns)
You can also monitor the fast blinking lights on the SX8800 to answer the corresponding lines that are waiting to be connected.

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Problems	Possible Cause / Solution

6. MOH works but audio does not stop when call is picked up in A1 or A3 settings.
- Wire distance to adapter is too long, Centralize the location of device to be as close as possible to all the phones. Try the A2 setting.
- If you are re-wiring "daisy chain" wiring works better than " star" or "home run" or 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 1 or 3 settings. If you mix different phone models, Use the 2, or 3 settings. Refer to pages 4 or 5 for more details.

8. Randomly Hold music starts to play by it self or does not activate in 1, or 3 settings
- 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 again.
- 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.
- Excessive wiring- Total wire length per line must be under 500 feet (Ex: if you have 9 wall jacks -no matter spare or a phone plugged in- each connected via a 100 foot wire to a common point then your total wire length is 9 x 100=900 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.

Warranty

This product is warranted against defects for a period of five (5) 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 LLC, 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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