

## Problems

## Possible Cause / Solution

1. Player not working or stopped working
  - Unplug the power connector wait 30 seconds then plug it back in. make sure the connector is plugged in securely. Be sure to observe the LED lights are dancing with volume up.
  - Be sure MX9008/MX9017 flash card is inserted all the way into it's slot securely, remove the power & reinsert the flash card
2. No audio on hold
  - Check audio cord; try re-inserting it again, adjust the volume on player clockwise to hear it. Try testing player by SPEAKER set to ON. Try MODE A setting.
3. Audio quality is poor
  - Verify that the audio cord is plugged in securely Make sure the audio volume is not too loud, adjust the volume control counter clock wise to correct the problem.
  - Set Volume to Medium. Adjust the TONE. Try the other RCA jack
  - Be sure the recording volume is correct adjust your audio source volume.
4. Cannot hear the monitor speaker
  - Set SPEAKER to ON, MODE A, VOLUME max, confirm you can hear it. Be sure to re-adjust the VOLUME back to correct level for on hold-

## Warranty

This product is warranted against defects for a period of five (5) years 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 freight 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 MERCHANTABILITY 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 ARISING FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.

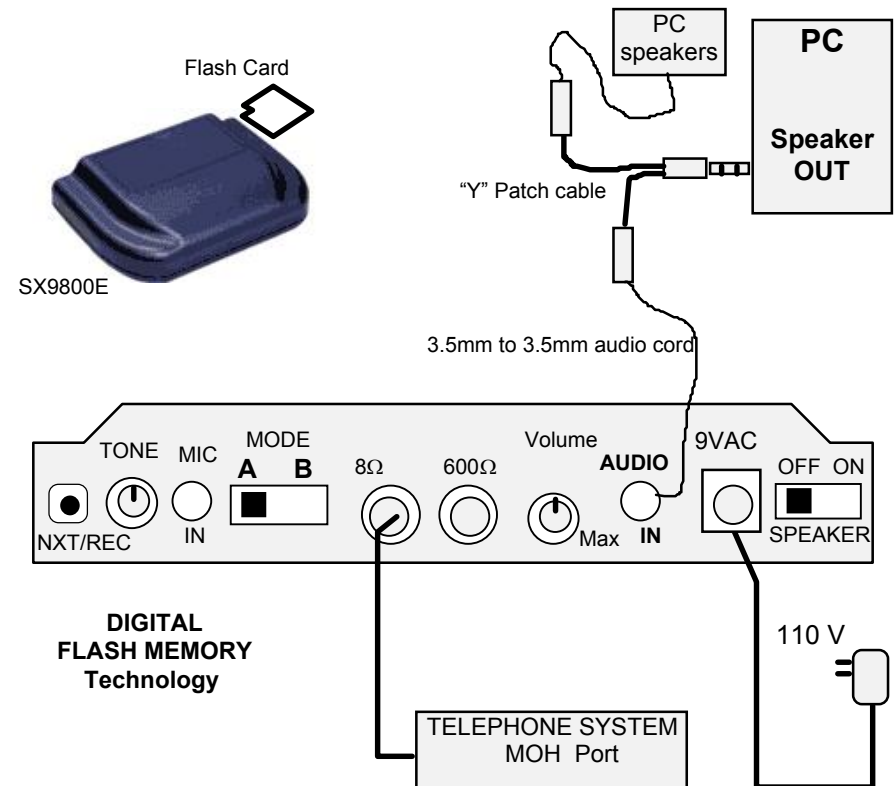
# invotel

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## User Manual Invotel SX9800E Rev 02 Digital Audio System Player/Recorder

- Insert the MX9008 or MX9017 Flash card into the slot as shown (be sure to insert the card all the way into the blue connector)
- If you need to record into SX9800E connect your "audio source" to the "Audio IN" jack of the SX9800E using the provided 3.5mm to 3.5mm audio cord & the "Y" patch cable.
- Plug one end of the RCA audio cable into the 8Ω Red RCA connector and the other end into your PBX phone system "MOH" RCA connector. (If you have regular Non-PBX telephones, plug the other end into the Music-On-Hold adapter "Audio In" RCA connector instead)
- Set the Volume to mid level on the player as shown.
- Set the MODE switch to A or B
- Plug the included AC adapter. (110V AC to 9-12VDC)



If the MX9008/Mx9017 Flash card is already pre-recorded, audio playback starts automatically as soon as power is connected, the LED lights dance ON.

### Advanced Features:

Email Auto Load  
Tone control for supper BASS  
Dual Banks  
Dual Outputs 8Ω , 600Ω  
Built-in SPEAKER Transducer  
Visual playback indicator with dancing multi-color LEDs  
1000 mili Watt amplifier

### Package Content:

SX9800E Digital Player/Recorder Unit  
Power Adapter 110v AC to 9-12V DC/AC 100-200 ma  
RCA to RCA audio cord 6 feet long  
3.5mm Male to 3.5mm Male audio cord 12 feet long  
User's Manual

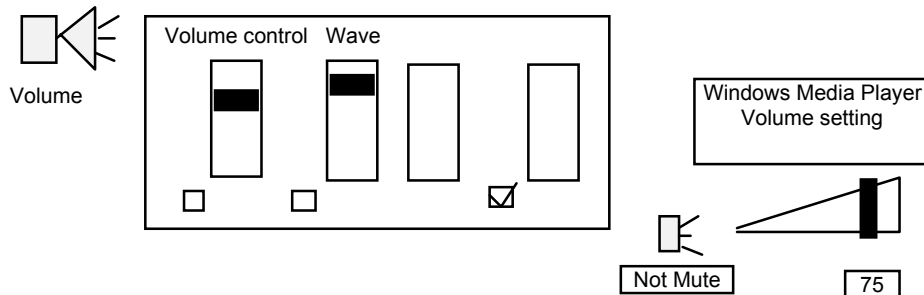
### Email Auto Load:

SX9800E is the 1<sup>st</sup> device in the world with an exclusive feature: *"It can be automatically recorded by playing an email"*. The production audio emailed to you from your dealer contains a "coded noise file" that automatically activates & then stops the recording process (The RED LED light indicates recording is in progress, the noise codes themselves will not be recorded), all other audio that you play on your PC will not effect the SX9800E.

### Volume setting for Email Auto Load

The recording volume is directly effected by the volume setting on your PC, we recommend you set the volume to about 75% level. Please note your PC volumes is adjusted as follows:

Double click on Speaker symbol (located on lower right hand side of your screen)



**Note on PC audio connection:** You may use a male to female extension audio cord to extend the audio cord to 24 feet, use as many extensions as needed to reach your PC. (Maximum tested audio cord length 2000 feet)

### CD Auto Load:

SX9800E can automatically be recorded from a PC CD ROM drive or a CD player, Just insert the CD you received from your dealer into the CD ROM drive of your PC or insert it into your CD player (volume mid level ), press the play button on the CD player and walk away. The CD contains a code that starts the recorder in SX9800E (RED LED turns ON) and then stops the recorder, the LEDs dance back ON and play back resumes. The CD player stops on its own.

**BANK Selection** Flipping the Mode switch to B(Bank 2), the SX9800E will begin immediate playback of bank2. Normally Mode A(Bank1) holds your Holiday production and Mode B (bank2) holds your regular production. If you are updating your regular production make sure switch is set to Mode B (BANK 2)

**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.

**Adjusting Output TONE** Use the TONE control to adjust the output frequency. This is a very important function and it could make the audio sound much better. Turning the TONE control clockwise amplifies the high frequencies while turning it counter clockwise increases the low frequencies and provides supper BASS.

**Dual Output RCA 8Ω & 600Ω** There are 2 output jacks, the 8 Ω and 600 Ω, use either output that works better for your phone system. The 8Ω RCA has an amplified 1000 mili-watt direct audio output, the 600Ω provides transformer isolated output.

**SPEAKER** The SPEAKER switch allows you to hear the audio being played by the SX9800E built-in speaker transducer. Turn SPEAKER ON to hear the audio for your testing confirmation purposes, turn it OFF other times. **Note:** Do not adjust VOLUME too loud to hear the speaker better, this could make your On Hold audio very loud. Use this switch to confirm that player is playing then set the VOLUME back to the acceptable level required for your phone system.

### Specifications

**File Formats** supports any sound file format such as Windows .wav, MP3, WMA, etc.  
**Frequency response** 20Hz to 20 KHz.  
**Sampling rate** 8-bit/16-bit uncompressed PCM @ 8, 11, 12, 16, 22, 24, 32, 44 & 48 KHz  
**Distortion** less than 0.1% THD  
**Audio Quality** supports better than CD Quality at 188 KB/s  
**Special effects:** supports Windows Media Files and SRS WOW Effects  
**Memory Capacity** 1 to 32 minutes (17 minutes @ full 188 KB/s sample rate).  
**Memory Type** Multi-level Flash, 100 years retention time at no power, 100K re-recordable  
**Playback** auto-repeat  
**Message loading** Email load, automatic via playing the email; CD load automatic  
**Power supply** 110VAC 60 Hz. To 9-12VAC/DC 100-200ma  
**Audio output** 1000 mili watts, Mono RCA , 2V p-p @ 8Ω 4V p-p @ 600Ω, 8V p-p @1200Ω  
**Size** 5.5" x 4" x 1.5" (L x W x H) **Color** Black  
**Weight** 0.5 pounds (1.00 pounds with power supply).

please note: use the royalty-free music titles to avoid annual licensing payments to ASCAP and BMI for playing those titles on-hold