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 card is inserted all the way into it's slot securely
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

invotel®
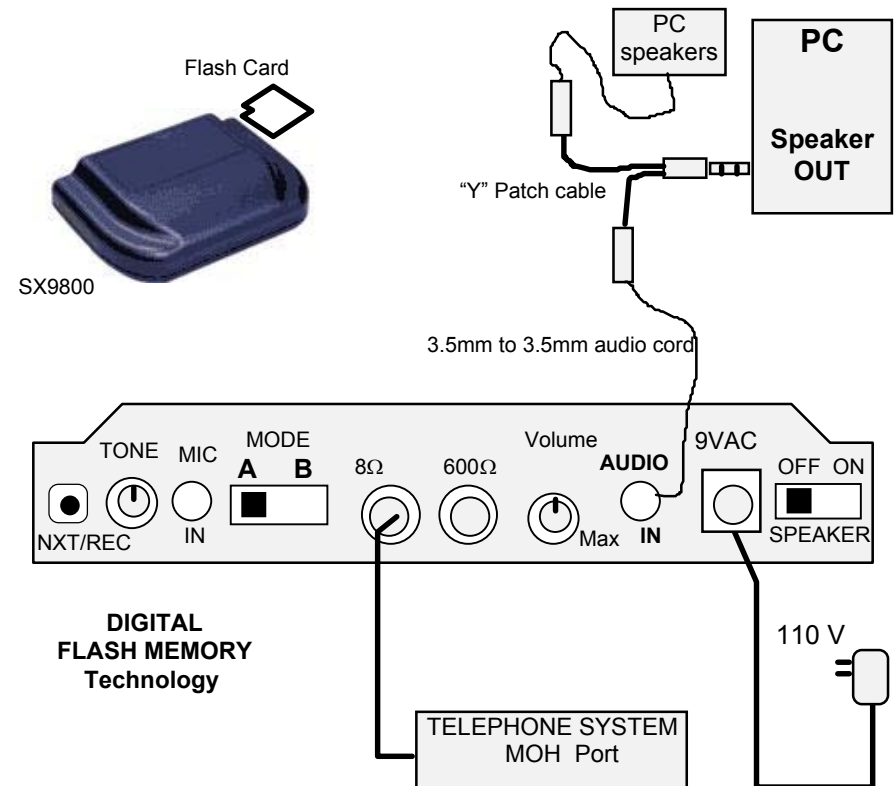
Test Equipment Depot
1-800-517-8431

99 Washington Street
Melrose, MA 02176
Fax 781-665-0780
TestEquipmentDepot.com

INVOTel
INNOVATIVE TELECOMMUNICATION TECHNOLOGY

User Manual
Invotel SX9800 Rev 01
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 SX9800 connect your "audio source" to the "Audio IN" jack of the SX9800 using the provided 3.5mm to 3.5mm audio cord & the "Y" patch cable.

• Plug one end of the RCA audio cable into the 8 Ω 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 5-12V)

Flash Card

SX9800

PC speakers

PC

Speaker OUT

"Y" Patch cable

3.5mm to 3.5mm audio cord

TONE   MIC   MODE   8Ω   600Ω   Volume   AUDIO   9VAC   OFF ON
        A B   Max IN   SPEAKER
NXT/REC   IN

DIGITAL FLASH MEMORY Technology

110 V

TELEPHONE SYSTEM MOH Port

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

Advanced Features:
Player /repeater with full recording capability
Tone control for supper BASS
Dual Banks
Dual Outputs 8Ω , 600Ω/ 1200Ω
Built-in SPEAKER Transducer
Visual playback indicator with dancing multi-color LEDs
1000 mili Watt amplifier

Package Content:
SX9800 Digital Player/Recorder Unit
Power adapter 110v AC to 9-12v AC/DC 100-600 ma
RCA to RCA audio cord 6 feet long
3.5mm male to 3.5mm male audio cord 6'
User's Manual
MX9008/MX9017 Flash Card (optional)

MX9008/ MX9017 Flash Cards "True Audio Card"
The MX9008/MX9017 card is a Flash card that is usually pre-recorded with the audio prior to your installation and it holds the audio all the time even if power is removed. When the power is restored the play back automatically resumes from the MX9008/MX9017 card.

You may remove the power prior to inserting the card into the slot.
If you need to re-install the MX9008/MX9017 card or install another MX9008/MX9017 just remove it and then plug the new one IN. If you had any problem remove the power by un plugging the AC adapter from the player, Install the new MX9008/MX9017 card, then apply the power.

Unlike other Flash based cards that compress the audio, voice and audio signals are recorded directly into solid state memory in the MX9008/MX9017 card in their natural, un-compressed form, providing superior quality voice and music reproduction. MX9008/MX9017 card has 100 -year retention time at zero power and can be re-recorded 100,000 times.

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   (direct internal A to D 16 bit 8KHZ)
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 34 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: card load (MX9008/MX9017)

Recording: Automatic or manual push button

Power supply 110VAC 60 Hz. To 9-12 VAC or DC 100 to 600 ma

Audio output 1000 mili watts, Mono RCA jack, adjustable volume, 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)
Size
(MX9008/MX9017): 1.5" x 1.5" x 0.37" (L x W x H)

Color: Black

Weight: 0.5 pounds (0.80 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

Message Duration: There is a total of 8 minutes 30 seconds available for recordings of Bank1 and Bank2 with MX9008 and 17 minutes with MX9017 Flash card

BANK Selection
There are 2 Banks in SX9800, MODE A & MODE B - one Bank holds the primary audio file, the other BANK holds the extra audio file(optional) such as "Holidays", special events, weekend special sales, promotions, etc. You can switch from MODE A to MODE B or vise versa any time via the MODE selection switch.

Adjusting Output VOLUME
Use the VOLUME control to adjust the play back output level. 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 will make the audio sound much better on some phone systems. Turning the TONE control clockwise amplifies the high frequencies while turning it counter clockwise increases the low frequencies and provides supper BASS.

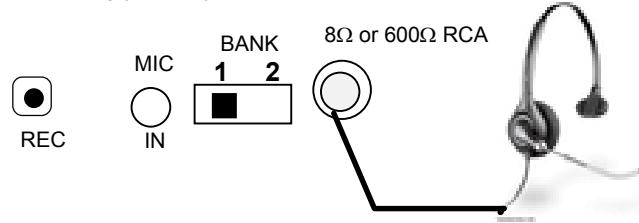## Dual Output RCA 8Ω & 600/1200Ω
There are 2 output jacks, the 8 Ω and 600 Ω, use either output that works better for your phone system. The 8Ω RCA has an amplified 1000 mili-watt direct audio output, the 600Ω RCA provides automatic 600Ω/1200Ω transformer isolated output.

SPEAKER
The SPEAKER switch allows you to hear the audio being played by the SX9800 built-in speaker transducer. Turn SPEAKER ON to hear the audio for your testing confirmation purposes, turn it OFF any other time. **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.
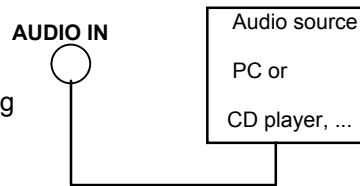
Recording: (for SX9800 model only, SX9800E records via email code only)

You may monitor the recording using the built-in speaker turning the speaker switch ON, for a better monitoring you may use an external headset connecting it as shown:

Connecting the external audio source:

Connect the Audio IN jack to your
audio source speaker or headphone jack using
the provided 3.5mm to 3.5 mm audio cord.

AUDIO IN

Audio source

PC or

CD player, ...

1. Press REC to stop the playback, GREEN/ RED STATUS LEDs Blink ON/OFF continuously.

2. Start your music/audio, email MP3 file etc. Recording starts **automatically** (or you may press REC to start recording manually if you prefer)

3. RED STATUS LED light turns ON solid to indicate recording in progress.

4. Recording stops automatically after 15 seconds of silence in the end of recording, the unit then removes the silences and resumes playback operation. (You may also press REC to stop recording if you prefer to control it manually). RED Status light turns OFF and Green Status will turn ON.

This   **Automatic Start / Stop:**. Feature on SX9800 allows you to just **start the audio and walk away**, **no need to watch the unit for end of recording.**   If you need to re-record repeat the above steps.

Advanced recording options:
Please refer to your manual for "advanced recording options" for more information on microphone recording and user instant messages.

BANK2 Recording:

The SX9800 model has dual banks and a MODE A / MODE B switch for immediate playback of bank1/bank2 by just flipping the bank switch, the total default recording time on the MX9008 is 8 minutes 30 seconds and 17 minutes on the MX9017 flash card. you must 1st record bank1 before recording in bank2 so if for example you have a MX9008 flash card and your Bank1 recording is 3 minutes long then Bank2 can be used for a second production of up to 5 minutes 30 seconds duration.
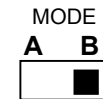
Flexible duration: Bank2 addressing is not fixed, you can record any duration in BANK1 and any duration in BANK2 as long as the total is 8 minutes 30 seconds or less (or 17 minutes or less on MX9017)

Examples of recording for the extra bank are "Holidays", special events, sale promotions, etc. The SX9800 automatically calculates the Bank2 start point when you finish recording MODE A.

> **You need to record MODE A 1st Before you can record MODE B**
> after you finish recording MODE A, the SX9800 automatically calculates
> the MODE B starting point

To record into Bank2:

MODE
A   B

set switch to MODE B

and do the same 4 steps
as recording in MODE A

The device automatically starts it's normal playback, and will play what you just recorded and will keep repeating it. If you need to re-record just repeat the 4 steps. During the playback you may flip the switch to MODE A (Bank1) or MODE B (bank 2) at any time and device will play back that bank repeatedly.

Frequent production recording tip: since If you re-record the Bank1, then you need to re-record the Bank2, therefore we suggest to keep the production that is not changed frequently in bank1 like "holidays recording" and the main production in bank2, so you only record bank2 each time you need to change your production.