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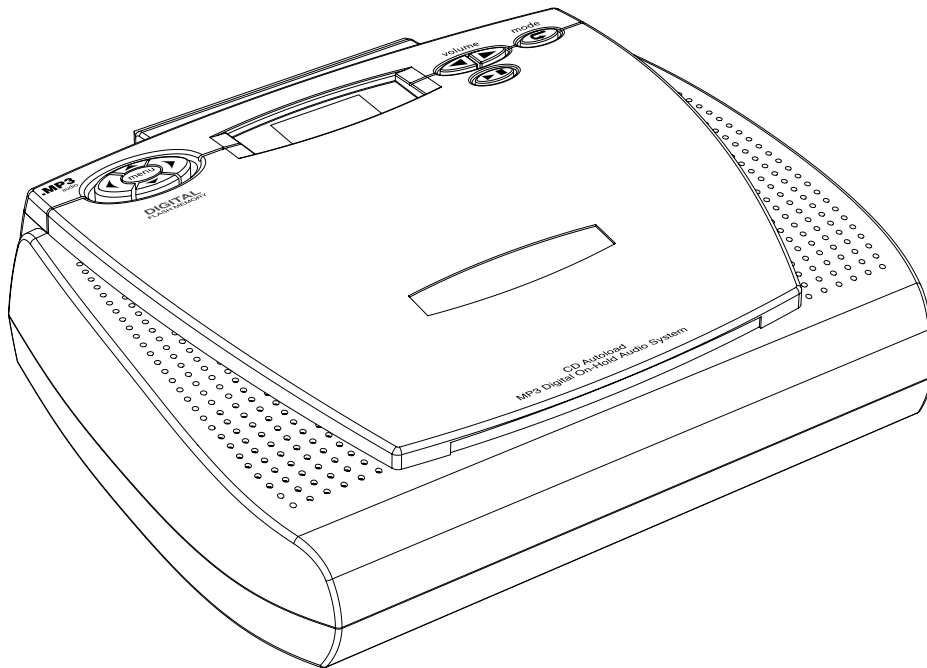
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ON-HOLD PLUS – Music-On-Hold for Use with PBX/Phone Systems

MP3 Digital On-Hold Audio Systems

User Manual

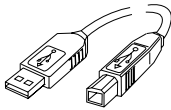


On-Hold Plus 7000 Digital MP3 CD Autoload System

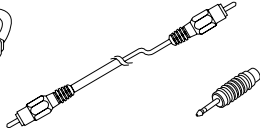


Before using this unit, please read these operating instructions carefully.
Afterwards, keep them handy for future reference.

Supplied Accessories

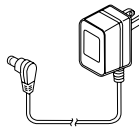


USB Cable



Audio Cable

RCA to Mini
Adapter



AC Adapter



HoldTracks MP3 CD



MessageStudio CD

OHP 7000 Features

Integrated CD Autoload - drop in a CD, close the lid, and the unit automatically records the audio content from the CD to built-in memory or SD card.

HoldTracks Audio CD - a collection of nearly 3 hours of music in a variety of formats combined with professionally voiced "thanks for holding" messages.

USB Connectivity - transfer MP3 or WMA files directly to built-in flash or SD card.

On-Board Memory - unit comes with 128MB of on-board memory and is preloaded with nearly 3 hours of music content in a variety of styles. Choose to repeat one or all tracks.

Autostart After Power interrupt - unit starts back into play mode when power is reapplied.

Save Settings Function - save track, playback mode and volume settings. Settings are retained even after power loss.

Digital Flash Memory - on-board memory retains music/message content even during power loss...unit ships with preloaded audio. Unit automatically starts in playback mode and retains track and volume settings after power loss.

SD Memory Card Slot - upgrade the 7000's memory up to 1GB (over 70 hours) by adding a Secure Digital Card (SD).

3 Repeat Options- unit supports *repeat all*, *repeat all-shuffle* & *repeat one track* functions.

MessageStudio Software - allows user to create fully customized on-hold audio content on a PC and then save the file as an MP3 (analog with ID3 tag identification) for transfer to the 7000 or an SD flash memory card.

Backlit LCD Control Panel - 6-line backlit LCD panel displays ID3 tags with descriptive track names for easy identification and selection. Display also shows a variety of important information so user can choose playback preferences and easily determine unit's operational status.

Firmware Upgradeable - Update the player's firmware from a PC via USB to the newest version by going to www.onholdplus.com/firmware

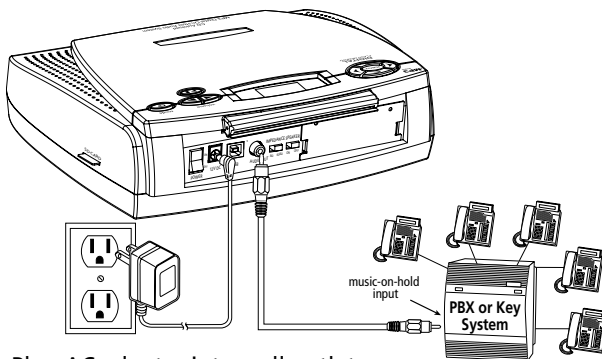
Built-In Monitor Speaker - allows user to monitor sound with the flip of a switch.

Wall-Wountable - unit can play while mounted in a vertical position.

3-Year Warranty

Set-up

► Audio Connection to PBX or KEY phone systems

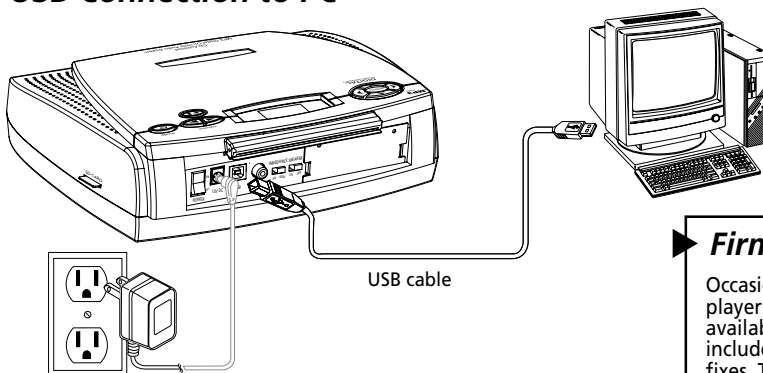


- 1** Plug AC adapter into wall outlet.
- 2** Plug AC adapter cable into jack marked "DC9V."
- 3** Plug "Connector Cable*" to "AUDIO OUT" jack.
- 4** Plug other end of "Connector Cable" into phone system's music-on-hold (MOH) input jack. NOTE: If the jack cannot be located, contact your phone vendor for assistance.

► Analog Phones

Connection to ordinary multi-line analog and KSU-less phones requires use of model number OHP 7500. For more info on the OHP 7500 and connection to analog and KSU-less phones, visit our website at: onholdplus.com/products/5500_info.html

► USB Connection to PC



- 1** Connect AC adapter to wall power outlet and plug power plug to the jack marked 12VDC.
- 2** Plug USB cable (square socket) into the USB jack on the back panel of the player.
- 3** Plug the other end of the USB cable (rectangular) into the USB port on the back of the PC.

NOTE - To copy files to the player from your PC, see "Copying New Tracks to the Player" on page 5.

► Firmware Updates

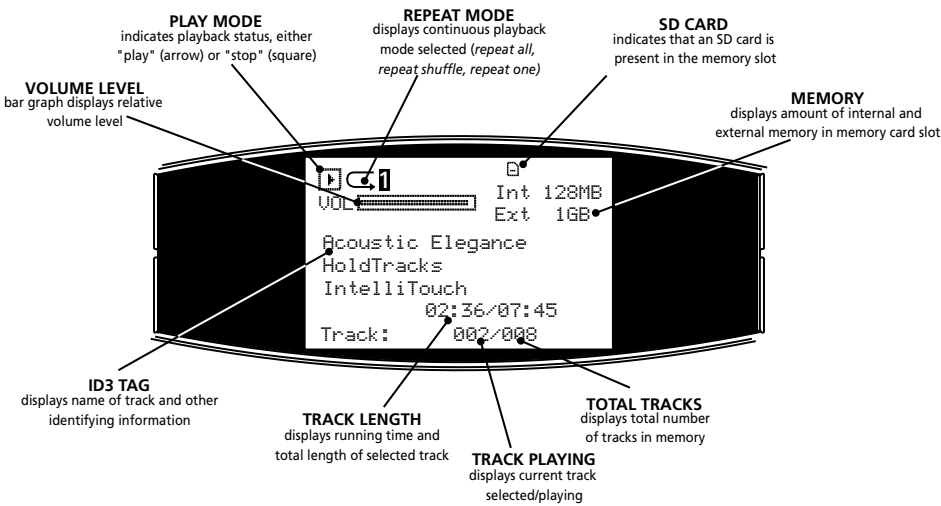
Occasionally updates to the player's firmware are made available. These changes can include new features or bug fixes. The latest firmware updates are available at www.onholdplus.com/firmware.

Your player's firmware version is displayed on the LCD when the player is powered on.

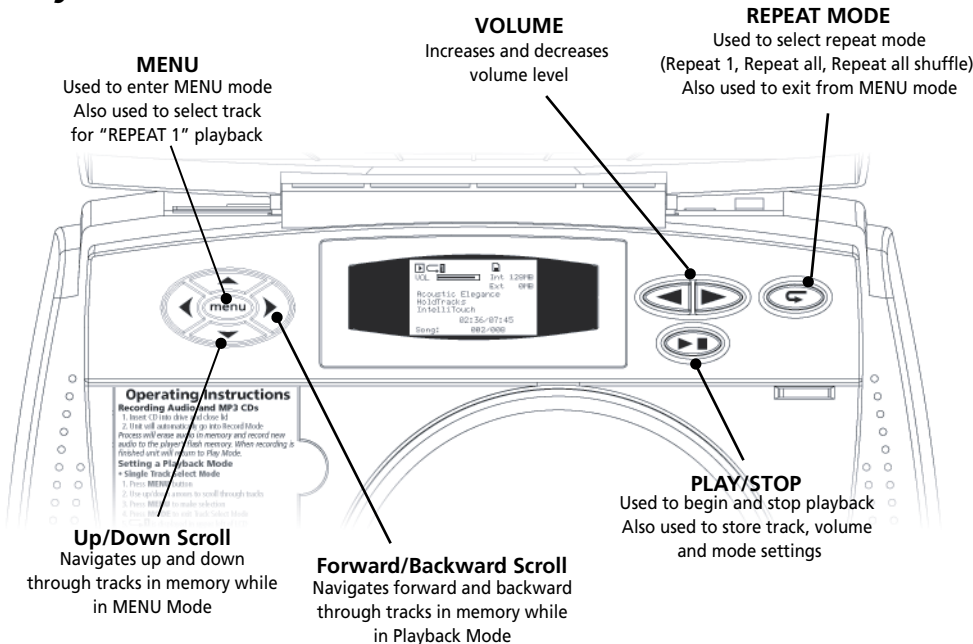
Updating firmware is a simple procedure that involves downloading a file from the site and connecting the player from the PC to the player via the provided USB cable.

Controls & Functions

LCD Display



Player Controls



Operation

► ***Adding New Audio Using the CD Drive***

The OHP 7000 will read ordinary Audio CDs and MP3 encoded CDs. Each time you record a new CD, the audio content stored on the on-board memory will be erased and replaced with the new audio from the CD.

Recording a CD

- 1** Place CD in the drive and close the lid.
- 2** LCD will show "**CD READING**" followed by "**ERASING FILES.**"
- 3** Recording will begin in real-time regardless of disc format (MP3 or Audio CD). Files recorded to memory will automatically be named Track01.mp3, Track02.mp3, etc..
- 4** When recording is completed, unit will automatically return to playback mode.

NOTE: Audio recorded via the CD drive is sampled at 96kbps. At this rate the player can record 2 hours and 54 minutes of audio to the built-in 128 MB memory.

► ***Recording a CD onto an SD Card***

To record to an SD card, insert an SD card into the card slot on the right side of the unit, place CD in drive, and close the lid. When an SD card is recorded, the entire contents previously contained on the SD card is erased. After recording to the SD card, the unit will automatically go into playback mode.

NOTE: When recording to an SD card, the program content stored on the built-in memory is not erased. To play from the on-board memory, remove the SD card and press the **PLAY** button to resume playback.

► ***Recording Time***

Recording time via the CD drive is limited to around 2 hours and 54 minutes. This is more than enough to record an entire audio CD to built-in memory. If an MP3 CD containing over 2 hours and 54 minutes is inserted, the player will record as much of the CD as memory permits (2hr. 54 min. for built-in 128MB and up to 23 hrs. and 40 min. on a 1GB SD card).

► ***Erasing Memory***

The time that it takes to erase the memory varies from a few seconds to several minutes. The erase time is based on the number of tracks and the length of the tracks being erased. A row of diamond icons will show the progress of the erasure.



WARNING:

Recording a CD onto an SD card will overwrite the contents of the SD card. Make sure any important files are backed up!



IMPORTANT

To prevent accidental recording of a CD, please remember to remove the CD from the drive once recording is completed. The player is designed to automatically record any CD in the drive to memory when the lid is opened and closed, or when power is turned off to the unit and then reapplied.

Operation (cont'd)



► ***Adding New Tracks to the Player via USB (Win)***

Once connected via USB, the player will show up as two removable drives (i.e. Drive E & Drive F) in the MY COMPUTER window. The first drive will represent the on-board memory (128 MB). The second drive represents the built-in SD Card reader (only available if a card is inserted). The MY COMPUTER window is where you can manage the content on your player. From this window you can add/copy or delete files that are stored on your player.

► ***Copying New Tracks to Your Player (Win)***

- 1** Using the power switch on the back of the unit, turn the player off.
- 2** Plug the USB cable into the USB port on the back of your player.
- 3** Plug the other end of the cable into the USB port on your computer.
- 4** Turn the POWER switch to the ON position (LCD will show an icon of a computer and a memory card with the word "READY").
- 5** Locate and select any MP3 or WMA audio file(s) or file(s).
- 6** Copy the files.
- 7** Go to "My Computer" and double click on Drive E or F.
- 8** Paste the files to the selected drive.
- 9** Turn the POWER switch on the back of player to the OFF position.
- 10** Remove the USB cable and turn the player back to the ON position.



► ***Adding New Tracks to the Player via USB (Mac)***

Once connected via USB, the player (and SD Card, if inserted) will show up as a disc on your desktop. Copy, drag, or save the files to the drive. When completed, drag the drive(s) to the trash to unmount.

► ***External SD Flash Card***

The player is also equipped with a slot for a Secure Digital (SD) flash card. Files can be copied to the card by putting it into the unit and connecting the USB cable to a PC. Alternately, files can be copied to the card by connecting a smart media card reader to the PC's USB port and copying files directly to the card.

Using an SD Flash Card

The player has an SD card slot located on the right side of the player. Insert the flash card, label side up. When you insert an SD card, the files on the card will override the built-in memory. While the card is in the unit, you will not be able to see the tracks stored on the on-board memory.

► ***About MP3 "ID-3 Tags"***

MP3 files contain information "tags" that are displayed on the LCD (title, artist & album). Audio files transferred via USB or played via an SD card retain their tags. MP3 files put on a CD and recorded through the integrated CD drive will lose their tag information.



Playback Operation

► **Playback**

Playing Audio Stored in On-Board Memory or on SD Card

By default, the unit is always in "playback" mode. When unit is playing, the LCD will display a running time and the ► icon will be shown on the LCD. Playback can be stopped by pressing the **PLAY/STOP** button.

► **Moving Between Tracks**

While in Playback mode, you can move between tracks by pressing the ◀ ▶ buttons on the unit.

Fast Scanning Through Tracks

While in playback mode, you can fast forward or rewind through a track by holding the ◀ or ▶ button. When in Fast Scan Mode ◀◀ or ▶▶ will be displayed in the upper left of the LCD window.

► **Playback Modes**

The player is set to the PLAY mode as a default. You may stop playback by pressing **PLAY/STOP**. Using the ⏮ button, you can select from one of three modes. The "repeat" icon in the LCD will show which mode you are in:

- ⏮ Repeat all tracks in order
- ⏮ S Repeat all tracks in a random order
- ⏮ 1 Repeat the current track only

► **Selecting a Single Track for Playback**

- 1 Press the **MENU** button (LCD will display track names)
- 2 Use the up/down arrows to navigate to the desired track.
- 3 Press the **MENU** button to select the track (a ♦ will appear next to the selected track).
- 4 Press the ⏮ button to return to playback -- the display will show ⏮ 1

► **Saving Your Playback Settings**

The unit can save volume level, repeat function, and track selection settings. To save settings follow these steps:

- 1 Press **PLAY/STOP** button once to stop playback.
- 2 Press and hold **PLAY/STOP** again until the LCD shows "SETTING SAVED."
- 3 Press **PLAY/STOP** again to resume playback.

► **Playback After Power Loss**

If power to the unit is lost, the unit will automatically resume playback as soon as power is reapplied. If saved, volume level, repeat function and track selection settings are recalled as soon as power is reapplied and playback begins.

MessageStudio™ Player Software



► **Creating Custom On-Hold Audio**

With MessageStudio software, creating professional sounding custom on-hold audio is simple, quick and easy. MessageStudio will run on any Windows-based PC with a sound card. Mac users can run MessageStudio by using Virtual PC version 3.0 or greater.

This easy-to-use software allows you to simply and easily create new on-hold message productions any time you wish. You may record new messages in your own voice (using a mic hooked up to your PC sound card) or have messages professionally produced by On-Hold Plus or any other professional voice talent (see MessageStudio Writer on the previous page). When your production is finished, click the "EXPORT AS MP3" button and copy to either the on-board memory (via the USB port) or to an SD CARD (via a flash card reader connected to your PC's USB port).

MessageStudio works with any .WAV or .MP3 audio files. There are 20 different music files as well as a choice of professionally voiced "thank you for holding..." messages included with the MessageStudio software.

► **Recording Messages in Your Own Voice**

Using the MessageStudio Player Software and a mic hooked up to your PC's sound card, you can record professional sounding messages in your own voice. To record, click the "RECORD MSG" button in the MessageStudio Player window.

NOTE: Confirm that your "MICROPHONE" is selected as a recording input in your sound card controls and that the volume is turned up.

► **MessageStudio Player Main Window**



Add your choice of background music files from the MessageStudio CD-ROM (choose from 20 music selections)

Add your choice of "thank you for holding" message files from the MessageStudio CD-ROM or...add a custom message about your company!

MessageStudio Writer Software

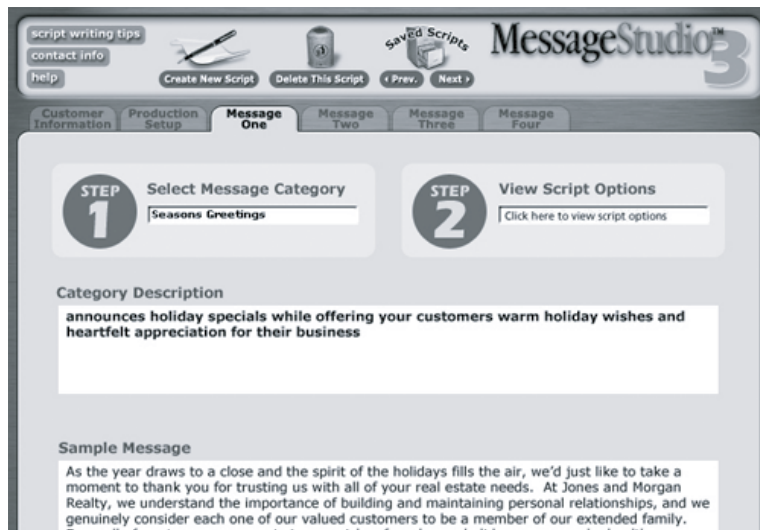


► **Creating an On-Hold Audio Script**

To assist you in writing your on-hold audio script, the MessageStudio software includes a fun and easy scriptwriter utility called MessageStudio Writer. This utility may be accessed from the main screen of the software by clicking on the "Write Msg." button (located at the bottom right of the screen). Even if you're not a Madison Avenue copywriter, you'll find the process quick, easy and fun. Just by asking a few questions, the intuitive software will create several choices of beginning and ending sentences for you. Simply click on your choices, add a sentence or two of your own, and you're done...it's that easy.

Your finished script can either be read by you or submitted to On-Hold Plus for professional voiceover of your custom messages by one of our certified production partners.

MessageStudio Writer Main Window



► **Professional Production Services from On-Hold Plus**

IntelliTouch's certified production partners offer complete, professional production services featuring "national broadcast quality voice talent." Your finished on-hold messages can be sent as a fully mixed production, or the voice files can be emailed individually for use with the MessageStudio Software. With MessageStudio you can add these professionally voiced message files to the program for playback with your choice of background music. It's simple, quick and easy!

For information on getting a professionally produced custom on-hold audio message for your company or organization, call us at 800-839-7277 or visit our web site at www.onholdplus.com.

Specifications

General

- On-board memory - 128MB
- Maximum memory supported (SD) – 1GB
- Supported bit rates – 32–320kbps
- External memory slot – Secure Digital (SD) Memory Card
- Interface – USB 1.1
- Playback modes – repeat one, repeat all, repeat all-shuffle
- Audio output mode – mono (analog)
- ID-3 tag support
- Firmware upgradeable via USB
- LCD - 6-line backlit display
- Built-in monitor speaker
- Interface devices - USB port, RCA audio output
- Minimum operating system (player - USB connection)
 - Windows - 98, 98 ME & SE, 2000, XP
 - Mac - OS 9.0.4 or later, OS X 10.1 or later
- Warranty – 3 years

Analog Audio Output

- 8 Ω - 4 volts peak to peak
- 600 Ω - 8 volts peak to peak

Power

- 12VDC @500mA
- Source -110VAC, 60Hz UL/CSA power pack

Playback Capacity

- Audio CD - 80 minutes
- MP3 CD – 480 minutes
- Internal memory – up to 128 MB (480 minutes at 32 kbps @ 32K rate)
- SD Card – up to 1 GB (4000 minutes at 32 kbps @ 32K rate)

Supported Audio Standards

Integrated CD Drive

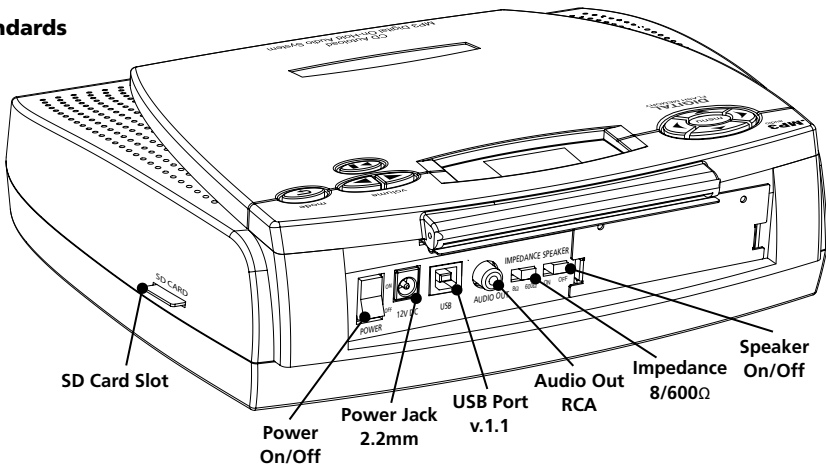
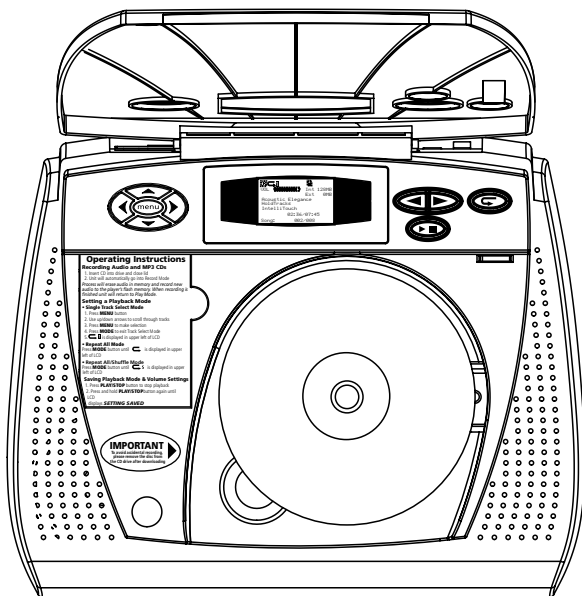
- Audio CD
- MP3 Encoded CD
- USB or SD Card
- MP3
- WMA

CD Sampling Rate

- 96kbps @ 32K -mono

CD Media Supported

- CD
- CD/R
- CD/RW



Warranty

► *Limited Warranty*

IntelliTouch warrants this product to be free from manufacturing defects in material and workmanship under normal use and conditions for a period of 3 years from date of original purchase in the United States.

Should service be necessary under this warranty for any reason due to manufacturing defect during this 3-year period from date of original purchase, IntelliTouch will either repair the unit or replace it with a reconditioned unit at no charge.

You may return the unit to IntelliTouch, 5160 Carroll Canyon Road, San Diego, CA 92121

- Pack the unit in a well-padded, heavy, corrugated box.
- Enclose proof of purchase.
- Enclose your check or money order payable to IntelliTouch in the amount of \$10.00 to cover shipping and handling costs.
- Ship the unit prepaid via UPS or parcel post (insured).

Note: This warranty is void if the product is:

- (a) Damaged through negligence, misuse, abuse, or accident.
- (b) Modified in any way.
- (c) Damaged because it is improperly connected to the equipment of other manufacturers.

This warranty does not cover:

- (a) Damage to equipment not properly connected to the product.
- (b) Costs incurred in the shipping of the product to IntelliTouch.
- (c) Damage or improper operation of unit caused by customer abuse, misuse, negligence, or failure to follow operating instructions provided with the product.
- (d) Ordinary adjustments to the product which can be performed by customer as outlined in the owner's manual.
- (e) Damage to compact discs.

THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER AND DOES NOT EXTEND TO SUBSEQUENT OWNERS OF THE PRODUCT. ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED IN DURATION TO A PERIOD OF THE EXPRESS WARRANTY AS PROVIDED HEREIN BEGINNING WITH THE DATE OF ORIGINAL PURCHASE AT RETAIL AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, SHALL APPLY TO THIS PRODUCT THEREAFTER. IntelliTouch MAKES NO WARRANTY AS TO THE FITNESS OF THE PRODUCT FOR ANY PARTICULAR PURPOSE OR USE.

UNDER NO CIRCUMSTANCES SHALL IntelliTouch BE LIABLE FOR ANY LOSS, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

THIS WARRANTY IS VALID ONLY IN THE UNITED STATES OF AMERICA. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. HOWEVER, YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATION ON IMPLIED WARRANTIES OR EXCLUSION OF CONSEQUENTIAL DAMAGE. THEREFORE THESE RESTRICTIONS MAY NOT APPLY TO YOU.

Information

► **FCC Information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. The unit may malfunction when there is radio interference apparent on the power line/signal line. The unit will revert to normal operation when the interference stops. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment using an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

► **Precautions**

Installation

Never install the unit where it would be subjected to:

- heat sources such as radiators or air ducts
- direct sunlight
- excessive dust
- moisture or rain
- mechanical vibration or shock
- electromagnetic radiation

- When the unit is used with an AC power adapter, do not wrap the unit in a cloth, blanket, etc. If you do so, the temperature inside and outside the unit may rise considerably, resulting in malfunctioning of the unit or serious accidents.
- For the unit to operate at its best, it should not be subjected to temperatures below 5°C (41°F) or above 35°C (95°F).

► **Warnings**

- Before operating the unit, please read this manual thoroughly and retain it for future reference.
- To prevent fire or shock hazard, do not expose the unit to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.

► **Care & Maintenance**

Cleaning -- Do not use volatile chemicals on this unit. Clean by lightly wiping with a soft cloth.

Electrostatic Discharge - If the unit is subject to electrostatic discharge, the unit may malfunction and require user to reset the unit by turning the power off and then back on again.

► **Customer Support**

Toll-free customer support is available from 8AM to 5PM (PST), Monday thru Friday, by calling 800-839-7277.

Music Content License

Your purchase includes a perpetual license for unlimited use, on a single telephone system, of the music content provided with this system, as well as the content which was recorded into the playback unit at the factory.

NO ADDITIONAL ROYALTIES ARE DUE TO ON-HOLD PLUS OR ANY OTHER THIRD-PARTY MUSIC LICENSING AGENCY.

For a complete copy of the licensing agreement go to
www.onholdplus.com/music_license.html

IntelliTouch
on-hold audio that means business

800-839-7277
www.intellitouch.com