Music-On-Hold
Controller /Adapter
Model: AudioImage 2L Rev 30

INVOTel
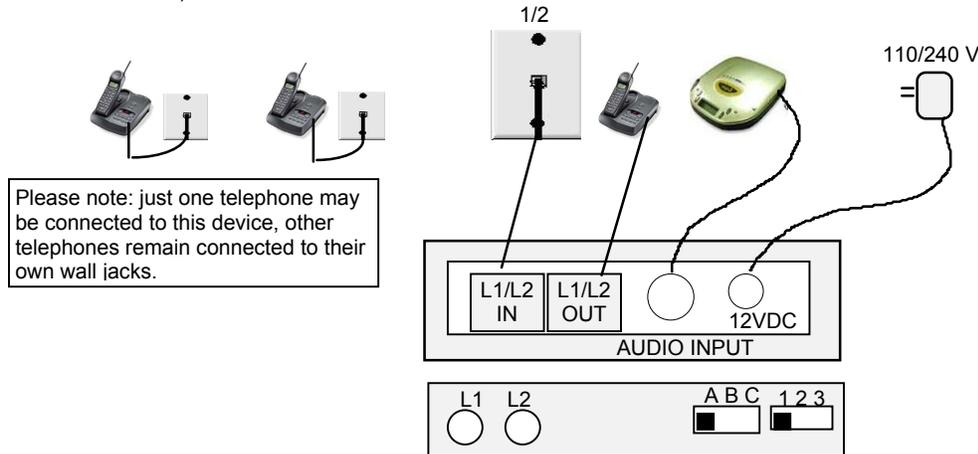INNOVATIVE TELECOMMUNICATION TECHNOLOGY

- Plug the included AC adapter. (110/240 V AC to 12V DC)
- Confirm that both Red LED lights in front of this unit are double blinking
- Use one of your telephones and unplug the cord for L1/L2 from it and connect it to one jack on AUDIOIMAGE 2L, now connect the other jack to your telephone using the provided phone cord, make sure you have dial tone on your lines 1 and 2
- Observe that as you connect the lines the blinking lights turn OFF. (on non existing lines the lights keep blinking and that is OK)

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

Connection Test: To confirm that you have connected everything correctly:
Connect the Audio Input to a source for audio such as a digital player, Radio, CD Player, PC (use the isolated output on your PC to avoid hum) etc. set the ABC switches in front to C position and the 123 switches to 3 position,
select line 1 on the phone, L1 LED on AUDIOIMAGE 2L must turn ON and you should hear audio from the phone Line 1   select line 2 on the phone, L2 LED on AUDIOIMAGE 2L must turn ON and you should hear audio from the phone Line 2   ---   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:

A1, A2, A3: Hold button activation
Use one of these settings when all phones are corded & are same model (for example all are ATT 992) and are compatible with Hold button activation (see the list in page 3)

B1, B2: These two 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 B1 or B2 settings 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 1040,1070,1080)

**B3: Hold button activation** or **Flash** See page P2 for full details.

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.

IMPORTANT NOTE: The audio may activate in the middle of a call due to factors like excessive, bad or old wiring , existing unstable lines, sparks, too many wall jacks , Noisy phone lines, Bad telephones, "Hot Lines"

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

Operation in Hold activation:

A B C   1 2 3   Hang up and set switches in front to A position
and to 1 position
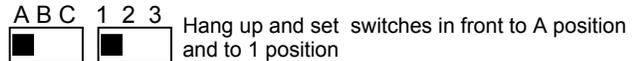
Start with A1, make or receive a real call, the LED on the AUDIOIMAGE 2L turns ON solid, then simply press the HOLD button on your telephone, the Music will be heard to the caller and the LED on the AUDIOIMAGE 2L will start to BLINK , to return to the call just re-select that line. (Be sure to allow 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.

A2: if after 2 -3 times it is not working hang up and change the switch to A2 and try it 2-3 times.
A3: this setting works better on smaller offices with just a few phones, it is not as powerful as A1 or A2, if your phones work fine in A3 just leave it in A3.

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 B1, B2 settings:

A B C   1 2 3   Hang up and set switches in front to B and to 1 position
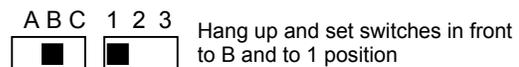
To activate: press FLASH then HOLD

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, if that does not work hang up and set the switches to **B2**. 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 **B1** or **B2** or **B3** 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 (B1/B2/B3 settings) to take a call waiting call press FLASH FLASH

Example 2 (B1/B2/B3) 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 on "Call Waiting": 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.
What does that mean? It means it is impossible with any device to have music on hold during "call waiting"
What can be done about it? contact your phone service provider, remove the call waiting and add "call rotary" or call hunting service.

Tip: If you have audio flicker problem in B2 , Reduce the Volume

B3: In this switch setting to **activate** the Hold music press
FLASH then Hold or just press the hold button (if you have a phone which is compatible to hold button activation -see page P3). 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.

To **deactivate** hold music re-select that line and press the FLASH button. If it is a compatible phone it will automatically deactivate hold music. In B3 mode of operation the flash button is being used, so be sure to read the examples above if you have call waiting service or need to make 3 way callings etc.

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

Package Content:
AUDIOIMAGE 2L unit
Power adapter 110/240v AC to 12v DC 200-500 ma
1 RJ-14 phone cord
1 RCA to 3.5v mm audio cord
User's Manual

LED lights:
The L1/L2 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.

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

Adapter Trouble Shooting:

Problems	Possible Cause / Solution
1. Adapter not working or stopped working	Unplug the 12VDC from the back 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, 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	Do the steps in "connection test" in page 2 to hear the Audio,
Audio not Loud	Adjust the volume if needed to hear it. Reconnect Power.
Hum on the audio	Try another audio device (some audio jacks like a PC "speaker out" are not isolated and may create a hum/buzz)
Buzz on the audio	
5. Connection Test is OK but no audio when Hold is pressed in A1 A2 or A3 settings.	• If answering a call allow 1 second before pressing Hold. • Try the unit in B1,B2, B3 settings (Flash then Hold).

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 this unit

Problems	Possible Cause / Solution

6. MOH works but audio does not stop when call is picked up in A1 A2 or 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 A1...A3 settings. If you mix different phone models, Use the B1, B2, B3 settings

8. Randomly Hold music starts to play by it self or does not activate in A1, A2 or A3 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 300 feet (Example: 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 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 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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