

Problems

Possible Cause / Solution

1. Adapter not working or stopped working
 - Unplug the 9VAC plug from the back of the Invotel Adapter and unplug the phone line; 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. If ALT1 was set to be more responsive, be sure to re-program it again if needed.
3. Red LED Blinks ON and OFF
 - Phone Lines are removed from adapter or a Line does not exist.
 - UN-Plug phone line for 5 seconds and plug it back in. Be sure to re-program for ALT1 setting again if it was set to be more responsive.
4. No Audio
 - Select the line 1 on the telephone and push the L1 Audio Test button located in the front of unit to hear the Audio, adjust the volume on your audio source if needed to hear it. Or check the audio cord.
5. Audio Test is OK but no audio when Hold is pressed in Default setting.
 - This model (SX2100EZ) is not guaranteed to activate a 3 or 4 line capable phone via Hold button activation even with only two lines being connected. The Proper adapter model would be SX4400EZ.
 - If answering a call allow **2 Seconds** before placing the call on Hold.
 - Make sure you have your "Local service" with the dominant phone company in your area (not 3rd party discount local service providers)
 - Is your location within city limits? are all your phone numbers DSL qualified? your location needs to be within 3 miles from the phone company central office to guarantee for Hold button activation.
 - Some telephones work better in ALT1 setting via Hold.
 - Try the unit in ALT2 setting.
6. MOH works but audio does not stop when call is picked up in default setting
 - Wire distance to adapter is too long, Centralize the location of device to be as close as possible to all the phones.
 - If you are rewiring "daisy chain" wiring works better than "star"
 - 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 default setting. If you mix different phone models, you may need to use one of the ALT settings and follow the operation in ALT settings.
8. Some times audio starts to play by it self or does not activate
 - 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.
 - Check for other devices sharing that line like Message indicator, Answering machine, Alarm system, Modem etc. Use a privacy module between the line and that 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 100 feet (if you have 5 wall jacks each wired by a 40 foot long wire to a common point your total wire length is 5x40=200 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.

INVO Tel

INNOVATIVE TELECOMMUNICATION TECHNOLOGY

Music-On-Hold Adapter Installation

Audiolmage™ 2LPRO

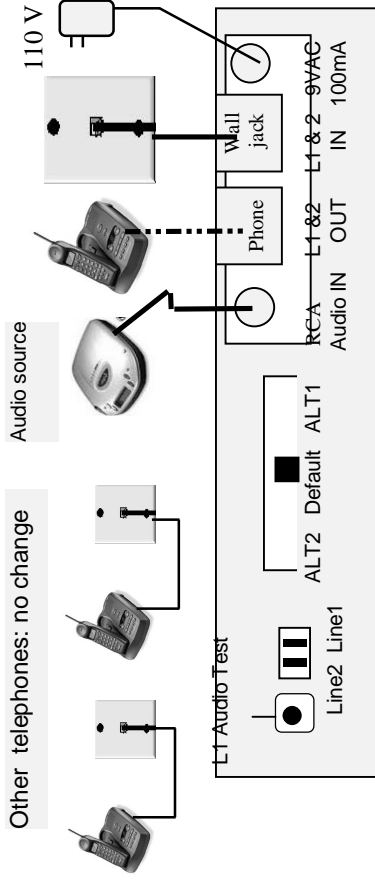
Model # SX2100EZ Rev 21E

- Plug the included AC adapter. (110V AC to 9V AC)
- Confirm that both LED lights on this unit are **BLINKING**
- Connect "WALL" jack to your "Wall" Jack using the provided cord.
- Observe that as you connect the wall jack The Blinking lights turn OFF
- This device monitors up to 16 telephones through the lines. You may use a splitter (T adapter) at the Wall jack to connect both this device and a telephone. If you do not have a splitter use the "PHONE" jack on this device to plug the telephone (use "L1/L2 PHONE" to plug your phone in). **Please note that just one phone may be optionally connected to this device, other telephones remain connected to their own wall jacks.**

Plug the Audio cable into Audio IN jack on the Audiolmage™ Music On Hold controller, Plug the other end of audio cable into the "Headphone" jack of your audio source such as Digital player (8 ohm or 600 ohm), Radio, CD Player, PC

CD ROM headphone, PC sound card, speakers output etc. We recommend you to set the volume on your Audio Source to medium.

(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)



Audio Test: select L1 on your phone and press the **Audio Test** switch located in front of the SX2100EZ., you should be able to hear the audio. Adjust the volume to proper level or check the audio cord if needed to hear the audio.

Important Note: extensive volume will shut off or flicker the on-hold audio.

IMPORTANT NOTE: The audio may activate in the middle of a call due to factors like excessive wiring (see page 4 item 8), bad or old wiring, existing unstable lines, sparks, too many wall jacks, other equipment sharing the lines, other extensions picking up on same line etc. If that ever happens DO NOT PANIC, press the FLASH button to stop the audio!
This button is found on every telephone, it could be labeled as CALL WAIT / FLASH or LINK

Start with Default setting, if you had trouble you may try the device in ALT1 or ALT2 settings. It is recommended to use the default setting when all phones are corded compatible and are similar models. For cordless telephones (including corded base station) & non-compatible corded phones or mixed cases try ALT1 setting. If you prefer you can use the ALT2 setting, this setting supports any phone and any mix of brands with slightly longer activation time after you press the Hold.

The following are examples of phones that work in ALT1 or ALT2 settings: Casio, American Venture, ATT 962, Panasonic KX-TG 2000B, KX-TG4000B, KX-TS400 or models with Built-in Answering machine

Operation in Default setting:

Hang up and set switch to Middle position

ALT2 Default ALT1

To place a call on Music-On-Hold, simply press the HOLD button on your telephone, the Music will be heard on the line and the red HOLD Light indicator for that line turns ON, to return to the call just re-select that line.
Be sure to allow 2 seconds before putting a call on HOLD.

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 ALT1 setting:

Hang up and set switch to right position

To activate Music-on-hold, press FLASH then HOLD then ALT1 ALT2 Default ALT1

Deactivating hold music

Just re-select that line and press FLASH if the call has been on Hold at least 4 seconds, it can also be deactivated by just speaking over the Music or pressing any touch tone keys (1..9)*00#)

Note: In ALT1 setting, on some telephone models you only need to press HOLD to activate the hold music and just re-selecting that line to deactivate.

ALT1: Want to use just one button ?

Press FLASH to activate MOH and when ready to go back to caller just speak over the audio! Note: this does not hold the line. So the other party can still hear you.

ALT1: Call waiting, 3 way calling, Centrex Call Transfer

Use 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 phone number then press FLASH FLASH two calls together.

NOTE: If you have "Call Waiting" service, only the current 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.

When you re-select a line the hold music should deactivate from the sound of your voice for example when you say "Hi I am back", the Hold music should stop; if it does not you can press FLASH, or you can make the ALT1 setting more responsive to voice deactivation. This is done as follows:

One time programming: Hang up and Select line 1 then press 0 to stop the dial tone then within 5 seconds press FLASH 3 times, You will get confirmation via fast LED blinking, BEEPS and blinking audio. Hang up and repeat for line 2 if needed. The device stays in this setting there after unless the power is removed for a minute or the phone jack wires are removed for 10 seconds then plugged back in.

Tip:if you make ALT1 more responsive, Lower audio volume to avoid audio flicker

Operation in ALT2 setting:

Tip: Lower audio volume to avoid audio flicker

ALT2 Default ALT1

This setting uses "Voice activation" technology. Hang up and set switch to left position

To activate: say any thing then press the HOLD button. Audio activates 6 to 10 seconds later. To deactivate hold music Just re-select that line and **Speak Over** the audio, for example "Hi I am Back"
You may also deactivate audio by pressing any touch tone keys (1..9)*00#) or press the FLASH button.

NOTE1: If in your conversation with your party you hear a BEEP BEEP, speak up to prevent Hold music activation.

NOTE2: In ALT2 setting, The audio may activate if there is a long PAUSE in your conversation; If that ever happens and hold music is playing, do not panic, simply speak over the audio to stop it or press FLASH to stop it.