

Problems	Possible Cause / Solution
1. Player not working or stopped working	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Be sure MX9000 card is inserted all the way into it's slot securely</li> </ul>
2. No audio on hold	<ul style="list-style-type: none"> <li>• 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, Be sure MX9000 card is inserted all the way in. Try BANK 1</li> </ul>
3. Audio quality is poor	<ul style="list-style-type: none"> <li>• Verify that the audio cord is plugged in securely Make sure the audio volume is not too loud, adjust the volume control counter clockwise to correct the problem.</li> <li>• Set Volume to Medium. Adjust the TONE. Try the other RCA jack</li> </ul>
4. Cannot hear the monitor speaker	<ul style="list-style-type: none"> <li>• Set SPEAKER to ON, BANK 1, VOLUME max, confirm you can hear it. Be sure to re-adjust the VOLUME back to correct level for on hold</li> </ul>



**User Manual**  
**AudiImage™ SX9200** Rev 01  
**Digital Audio System Player**

- Insert the MX9000 “True Audio Card” into the slot as shown (be sure to insert the card all the way into the blue connector)
- Plug one end of the RCA audio cable into the 8 Ω Red RCA connector of Player, Plug the other end of the audio cable into your PBX phone system RCA connector usually labeled as “MOH”.  
 (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 by rotating the Volume control on the Player clock wise as shown.
- Set the BANK switch to 1
- Plug the included AC adapter. (110V AC to 9V AC)

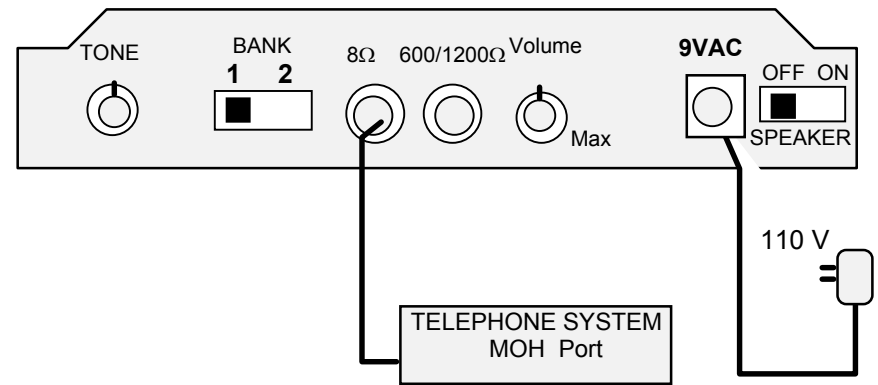
**Warranty**

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.



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Audio playback starts automatically as soon as the power is connected, the LED lights dance ON to indicate the device is ON and is playing.

### Advanced Features:

Tone control for supper BASS  
Dual BANKs  
Dual Outputs 8Ω , 600Ω/ 1200Ω (new)  
Built-in SPEAKER Transducer  
Visual playback indicator with dancing multi-color LEDs  
1000 mili Watt amplifier

### Package Content:

SX9200 Digital Player Unit  
Power Adapter 110v AC to 9V AC 100 ma  
RCA to RCA audio cord 6 feet long  
User's Manual  
MX9000 True Audio Card (optional)

### MX9000 “True Audio Card”

The MX9000 card is a Flash card that has been 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 MX9000 card.

Make sure the power is OFF prior to inserting this card into the slot.  
If you need to re-install the MX9000 card or install another MX9000 card be sure to remove the power by un plugging the 9V from the player, then Install the new MX9000 card

*Unlike other Flash based cards that compress the audio, voice and audio signals are recorded directly into solid state memory in the MX9000 card in their natural, uncompressed form, providing superior quality voice and music reproduction. MX9000 card has 100 -year retention time at zero power and can be re-recorded 100,000 times.*

### BANK Selection

If your MX9000 card was pre-recorded with another audio file in BANK 2, you may flip the switch to BANK 2 for immediate play back of BANK 2  
Examples are recordings for “Holidays”, special events, weekend special sales, promotions, etc.

### Adjusting Output VOLUME

Use the VOLUME control to adjust the 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.

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

### Adjusting Output TONE

You may 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 counterclockwise increases the low frequencies and provides supper BASS.

### Dual Output RCA 8Ω & 1200Ω

There are 2 RCA output jacks on SX9200 the 8 Ω and 1200 Ω, you can use either output that works better for your phone system. The 8Ω RCA has an amplified 1000 mili-watt direct audio output, the 1200Ω RCA provides automatic 600Ω/1200Ω transformer isolated output.

### SPEAKER

The SPEAKER switch allows you to hear the audio being played by the SX9200 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 all sound file format such as Windows .wav, MP3, WMA etc.

**Frequency response** 20Hz to 20 KHz.

**Sampling rate** supports both 8-bit and 16-bit uncompressed PCM sampled at 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 (MX9000 card)** 1 to 16 minutes

Maximum audio storage 8 minutes 40 seconds @ full 188 KB/s sample rate.

**Memory Type (MX9000 card)** Multi-level Flash, 100 years retention time at no power, 100K re-recordable

**Playback** auto-repeat

**Message loading** card load, direct via MX9000 card

**Power supply** 110VAC 60 Hz. To 9VAC 100ma

**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) **MX9000** 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)