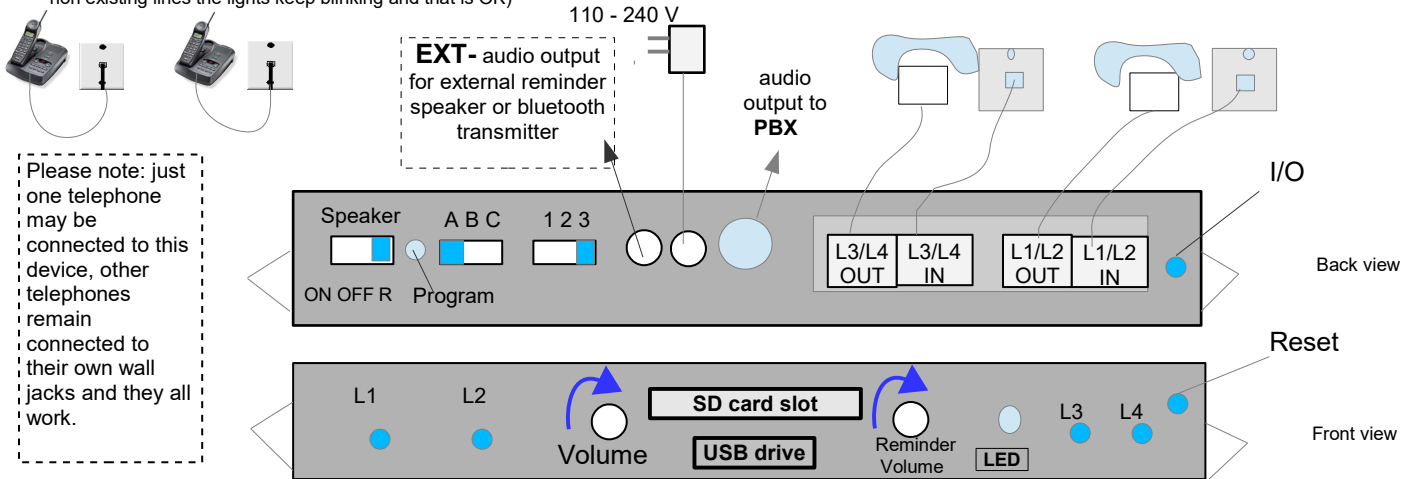


- Ensure USB Flash drive is inserted then plug the included AC adapter (110- 240 V AC to 5V DC) be sure not to use a different power adapter or the unit will be damaged
- Confirm that white LED lights in front of unit are double blinking– *for regular phones continue, for PBX phones go to page P8*
- Using one of your phones unplug the cord for L1/L2 from it and connect it to L1/L2 IN jack on this box, now connect the L1/L2 OUT to your phone using the provided cord, check for dial tone on lines 1 & 2 (see P8 if you have split lines on 2 cords)
- If applicable unplug the cord for L3/L4 from telephone and connect it to L3/L4 IN jack on Call Queue Box, now connect the L3/L4 OUT jack to your telephone using the provided cord, check for dial tone on lines 3 & 4
- Wait till LED lights turn OFF - observe that after you connect the lines the blinking 1st stops then turns OFF after 20 seconds (on non existing lines the lights keep blinking and that is OK)



- Turn the speaker **ON** to confirm audio is playing and adjust the volume to mid level (if device is not activated yet or it has stopped LED goes RED and there would be no audio playback – if so refer to Quick Start & activation sheet or P7)

Switch setting: Please Read the Operation instructions for each setting carefully

There is a pair of 3 position switches on the device that controls the operation, A B C switch controls the mode of operations, 1 2 3 switch controls the activation method for music on hold

You may pick up any line any time for immediate connection to the caller. No need to wait for greeting or on hold to be heard by caller and no need to wait to hear the reminder alerts.

A B C C: Music On Hold only - No Auto Answer (music and message on hold operation only)

 Auto Answer OFF
 Call Handler Pro does not answer the ringing lines
 You may answer a ringing line at any time and place it on music/message on hold

A B C B: Auto Answer - Manual You must press I/O to put device to sleep

 Auto answer is ON see page 4
 Call Handler Pro answers the ringing lines, plays the "Greeting" 1st and then the "music/message on hold"
 Call Handler Pro plays alert tones or verbal announcements periodically to remind you caller is waiting
 Call Handler Pro lights will be blinking fast to indicate caller is waiting
 You may answer a ringing line or a line waiting at any time and place it on music/message on hold

A B C A: Auto Answer - Automatic Recommended Default setting

 Auto answer turns ON see page 4
 device answers the ringing lines, plays the "Greeting" 1st and then the "music/message on hold"
 device plays alert tones or verbal announcements periodically to remind you caller is waiting
 device lights will be blinking fast to indicate caller is waiting
 you may answer a ringing line or a line waiting at any time and place it on music/message on hold
 device times out and goes to sleep automatically after a preset hours of no activity on Line 1 (see page P4)

1 2 3

Switch set to 1: Hold button activation

Use this setting when all phones are corded (not cordless type like corded base station + portables) and all are same model (for example all are ATT 993, or ML17939)

Operation: make or receive a real call, the LED on the Call Queue Box 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 Call Handler Pro device starts 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 you are setting the device If it did not work hang up and try it again 2 or 3 times.

If music on hold does not work in this setting (for example you have non-compatible phones like ATT 1040,1070,1080), hang up and change switch to setting 2 or 3

1 2 3

Switch set to 2: Flash activation

This setting utilizes **Flash then Hold** activation method, this setting supports any phone or any mix of brands with instant activation by pressing Flash then Hold

Operation: make or receive a real call, the LED on the Call Queue Box turns ON solid, then simply press the **FLASH** then **HOLD** button on your telephone, the Music will be heard to the caller and the LED on the Call Handler Pro device starts to BLINK , to return to the call just re-select that line and speak into the audio to stop it for example say : “Hi I am Back” (Be sure the call has been on Hold at least 4 seconds before you try to voice deactivate the audio)

You may also re-select the line that has been on Hold and press **FLASH** to stop the audio

If for some reason you are not able to voice -deactivate, try speaking a little louder or more direct into the microphone, if that does not work hang up and set the switch to 3. 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 this case.

If you have “**Call Waiting**” service, please note: 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 for 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.

Press **FLASH** **FLASH** to answer or switch a call waiting call

To make a **3 way** or **conference call** press **FLASH** **FLASH** you will get a dial-tone now dial the desired phone number then press **FLASH** **FLASH** to join the two calls together.

Do not make the volume too loud in this setting or the audio could sound flickering when heard on Hold

1 2 3

Switch set to 3: Flash activation **Default setting**

This setting utilizes **Flash then Hold** activation method, this setting supports any phone or any mix of brands with instant activation by pressing Flash then Hold

Operation: make or receive a real call, the LED on the Call Queue Box turns ON solid, then simply press the **FLASH** then **HOLD** button on your telephone, the Music will be heard to the caller and the LED on the Call Handler Pro device starts to BLINK , to return to the call just re-select that line and press **FLASH**

There is no voice deactivation in this setting and can not use **FLASH** **FLASH** for call waiting etc.

The **Flash** button could be **Call Wait** or **Link** or **TALK** on some telephones

LED lights: The front 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 the phone line does not exist.

Connecting to a Computer: (Note: to make audio file changes use the USB stick, the SD card content is not to be changed)
Remove the USB drive and insert it into USB port normally found on most windows based PC/ laptops (do not use Apple devices), this will be detected as “Removable Disk” , when you open “My Computer” or “Windows Explorer”

Transferring files into USB drive:
Select the file you want to transfer and drag-and-drop it into the “Removable Disk” that represents this device (right click on the file, copy, move the mouse to the “Removable Disk” , right click there and paste)

The Call Handler Pro plays all .mp3 files one by one before it auto repeats from the 1st file, you may silence the files you do not want by renaming them to “filename” or just delete the extra files you do not want to play from the USB stick, after the file is transferred wait 15 seconds for it to finish before removing the USB drive.

*Be sure to read the **README.txt** file on the USB flash drive for more info and Free Custom production software.*

Disconnecting from Computer:

⇒ Double click on the green arrow in the task-bar located on the lower -right side of the computer screen (Safely Remove Hardware)



⇒ Select “USB Mass Storage Device” from the list that appears then click “Stop” then press “OK”

⇒ When the “Safe to Remove Hardware” appears click OK and remove the USB Flash drive

Audio OUTPUT: This Call Handler Pro has a RCA connector for Automatic 8 Ω, 600 Ω Output connection to a PBX or KSU telephone system “MOH” jack. you can monitor the audio from the speaker.

Modes of playback: 1 to 99 tracks, device plays all the tracks one by one and re-loops automatically, silence any track by renaming it to **filename** instead of filename.mp3 or just delete it.

Single track

Multi track -----

Call Handler Pro can accept 128MB to 8GB USB drive available on the market, up to 256 hours of continuously playing audio time can be obtained using 4GB. To remove the USB drive remove power 1st, update it from your PC/Laptop then insert it back; re-power the Call Handler Pro and the playback automatically resumes in a few seconds.

Volume: Turn clockwise for Volume UP (maximum 4 o'clock), turn counter clock-wise for Volume DOWN (minimum 8 o'clock) *do not turn volume knob past these levels*

Reminder Volume: The Call Handler Pro has a feature that tells you which line you need to pickup periodically when callers are waiting to be connected. To use this feature flip the speaker switch to **R** from now on while any line is waiting a periodic “caller waiting Line 1” ... “caller waiting line 4” announcement is heard from the device depending on which lines are still waiting to be picked up (this requires the reminder announcement was inserted into the mp3 file such as the samples provided- some sample files use a ring pattern instead of announcing the line number for more information refer to the README.doc file in the USB flash drive) adjust the Reminder Volume to desired level.

SPEAKER: Flip switch to ON position to hear audio from a speaker inside. This is only for monitoring or testing the audio, the volume levels heard at this time are not the actual audio volume levels available to the MOH port for On Hold, be sure to re-adjust the volume again after Speaker is turned OFF to ensure the proper and desired audio volume levels.

STATUS LED light: The Status LED will remain ON while device is powered ON and working.

EXT: If the internal speaker volume is not loud enough in your office to hear the reminder messages, connect an amplified speaker to EXT jack - adjust the reminder Volume lower and adjust the volume on the external speaker higher, for even more ringer volume connect a more powerful (100W or more) amplified speaker to EXT Jack.
You may connect this jack to your PA system or to a Bluetooth Transmitter for Wire-less operation to Bluetooth speakers

The internal speaker switch can be set to OFF (instead of R) when you use external speaker for reminder tones

NOTE Be sure the status LED is **Blue** for any programmings to work,
if it is **Red+Blue** click IN/OUT to awake the device into IN mode (**Blue** LED) prior to do any programming

Programming: You can program various functions of the device using the (**Prog**) push button:

Got over-powered lines? (too strong lines like your lines are very close to central office) this could make hold activation unstable, to make device less sensitive: Set switches to **A2** then click the Prog button (then set switch back to 1)

Normal lines : this is the default setting, set switches to **A1** then click the Prog button (then set switch back to 1) this will set the device back to default for Hold Button activation

Set number of rings to 1: set switches to **B1**, click the Prog button then set switches back to the way they were (default setting)

Set number of rings to 2: set switches to **B2**, click the Prog button then set switches back to the way they were

Set number of rings to 3: set switches to **B3**, click the Prog button then set switches back to the way they were

Set number of rings to 4: set switches to **C1**, click the Prog button then set switches back to the way they were

Set number of rings to 5: set switches to **C2**, click the Prog button then set switches back to the way they were

Set Time out hours: In **A** setting you can set the number of hours device times out to go to sleep - default is 4 hours, it means after 4 hours of no activity on L1 (Line 1 was not used to make or receive a call) device goes to sleep and does not answer calls, it will wake up once you use L1 again

Instructions: select your desired time out hours from table below then set switches and press the program button continuously for 5 seconds then release the Prog button and set switches back to the way they were.

Time out Hrs	switches
1 hours	A1
2 hours	A2
4 hours	A3
5 hours	B1
7 hours	B2
12 hours	B3

Example1- Your call volume is very heavy, so temporary change switches to A1 (*as per table above*), press the Prog button but do not release it for 5 seconds, now set switches back to the way they were. -device goes to sleep in 1 hours of no L1 activity

Example2- your call volume is very low so temporary change switches to B2 (*as per table above*), press the Prog button but do not release it for 5 seconds, now set switches back to the way they were. Device goes to sleep in 7 hours so even if you used L1 one time when you arrived and device woke up it stays active for 7 hours

Start time - Wake up the device

Just select L1 on any phone wait 7 seconds, hangup, status LED turns **Blue** for example *if you start at 9AM then do this at 9AM*

End of day Office - Sleep the device there are 2 ways to do that

- 1) Manual - click **I/O** button when you leave
- 2) Automatic - in **A** setting this is done automatically device just times out and goes to sleep after the preset hours

Low power location? (This means your location may be too far away from central office) having problem with flash button not activating music on hold? or Auto Answer modes A or B do not answer lines? check your telephone manual for flash duration setting and set it to maximum

Always Awake mode if you require this product to always stay awake and not go to sleep contact without In/Out tech support to program the device for "always Awake" mode

Notes: all programmings work when lines are not engaged, to program some lines differently than others engage those lines. for example you want to set lines 1& 2 for 2 rings but lines 3&4 for 5 rings to do this 1st program all lines to 5 rings then engage lines 3&4 (put lines 3& 4 off the hook) and program all lines to 2 rings. (lines 3&4 that were engaged do not get re-programmed to 2 rings) you can use this tip to program other features differently on any line as well

Restore default settings: unsure about settings you have made? Set switches to **C3** then click the Prog button This will restore all factory defaults. Now you can program again as you need.

Please note all programming changes remain intact and do not get effected by power loss

Call center connection This device needs to be in contact with its call center - do not remove power after hours

In **A** or **B** setting the device answers any ringing line thus the ringing stops it then takes the calls to "Greeting" 1st then to "on Hold" (the call is kept on hold until you are able to take the call)

Visual Reminder: during this time the corresponding white LED lights for that line blink fast to indicate the caller is waiting for you to take the call.

Audio Reminder: during this time device also plays "reminder announcements or rings" from the internal speaker periodically the speaker switch must be in **R** position (or plays from EXT speaker if you have connected one)

You can tell which line is waiting from the announcement or from the ring pattern, for example it says "**caller waiting Line 2**" or "double rings" this information is inserted in the .mp3 file and you can fully customize this section when you make your custom on hold messages. If you see fast blinking white LED or hear any reminder announcements or alerts rings you may select the corresponding line on the phone to take care of that call, later when you place that call on Hold, your telephones LED lights will indicate the Hold condition and the Call Handler Pro white LED lights will blink at normal slow blink rate and reminder tones stop.

What is B setting ? Manual operation

in this setting you manually control the device Sleep function night mode (night mode means it does not auto answer calls so your answering machine or voice mail can take a message)

when you leave just click In/Out button to get status LED showing **Blue+Red** meaning you are **Out**

when you arrive just click In/Out button to get status LED showing **Blue** meaning you are **In**

or it automatically wakes up after you use line 1 for about 7 seconds

What is A setting ? **Default Setting** automatic operation

In this setting device goes to sleep automatically at end of your day and it automatically figures out your hours

For example: lets say you operate from 9AM to 5PM

(Note:device will not answer calls until you actually arrive and use L1 for 7 seconds - this will let you be more flexible in your arriving time)

when you arrive select L1 on any phone wait about 7 seconds then hang up or just use L1 normally to answer a call this wakes up the device and starts to auto answer calls and status LED goes **Blue** and when you leave it times out and goes to sleep and status LED goes to RED+Blue

Click **I/O** button in case you need to temporary stop auto answering and want your answering machine or voice mail take a message (like during lunch breaks)

What happens when device goes to sleep at end of day? auto answer functions stop, status LED goes Blue+Red , phones are in full operation - *music on hold functions continue to work too, device just does not answer the calls if you want to resume auto answer at this time just click IN/OUT button (LED goes Blue) just remember to click it again when you leave (LED goes Blue+RED) to allow your voice mail/answering machines function*

What happens in weekends when no one in office ? auto answer just stays off (assuming you do not come to office and use line 1 to wake up the device)

LED status summary:

Blue	device in full operation with auto answer	(indicates IN mode or awake in auto answer)
Blue+RED solid	MOH only operation with no auto answer	(indicates OUT mode or sleep in auto answer)
Blue+RED blinking	MOH only mode - phone lines are not connected	
Red	All functions stopped (see P7 for trouble shooting)	

I/O button: one click "**Out of office**" or "**IN office**" Ideal for lunch breaks or for end of day. Just click the **I/O** button located on the back corner when you need to leave, the status LED will turn Blue+Red and auto answer functions stops when you return just click it again and full operation resumes the status LED will turn Blue.

Power Loss: if power is removed or fails (like power outage) device wakes up when power is restored, all programming remain intact and do not get effected by power loss

Note: This device needs to be in contact with its call center so do not remove power after hours

Other Modes of operations this device can be configured into 2 additional modes: “**info announce**” or “**call conference**”

Info announce mode: device answers calls, plays a greeting message (from beginning of it) then hangs up

There are no reminder tones in this mode. To configure device for this mode operation do as follows:

Set switches to **C2**, if LED is RED+Blue click In/Out button to get LED status Blue only now press Prog for 15 sec continuously then set ABC witch to A or B and 123 switch to 1

Change the USB file content for “info announce” file type (no soft spots in the audio – all loud and non-silence the last 5 seconds of this kind of file must be silence) -remove other files from USB stick then re-power the device, wait til L1 LED goes off click IN/Out if needed to get LED status **Blue**

You can customize the info announce file to say any thing that you want to announce and for any duration- refer to readme file on the USB for details on file requirements

Call Conference mode: device answers calls and allows callers join a presentation or audio already in progress, device does not restart the audio for each caller and does not hangup an example of this would be Church prayers line.

There are no reminder tones in this case, device does not hangup the callers at the end of message, callers are free to join in any time and hang up any time they wish

To set the device for this mode of operation: Set switches to **C1** click In/Out button if needed to get LED status Blue only now press Prog for 15 sec continuously then set ABC switch to A or B and 123 switch to 1 then re-power the device, wait till L1 LED goes off, click IN/Out if needed to get LED status **Blue**

You can customize the all conference file to say any thing that you want to announce and any duration

To set the device back to default mode of operation do as follows: set switches to **C3**, click In/Out button if needed to get LED status Blue only , click the Prog button then set switches to your desired setting -reload the USB to normal files and re-power the device

Configuration / plan Changes:

You can change your configuration of the device such as select how many lines you want to use

To make any changes you may call us or do as follows:

simply go to www.iholdmusic.com click on PRODUCTS, then click on Call Handler Pro re-configurations or call the support number 1-310-853-3966

select the new configuration desired and check out (you will need to Sign in to your account if not done already)
this will create a new plan in your account

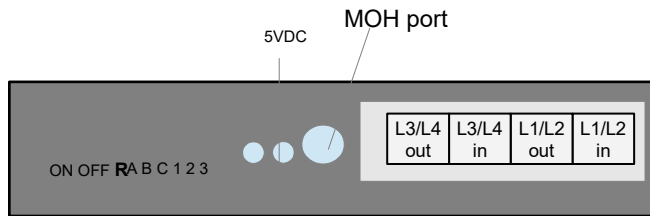
while you are signed in select subscriptions in your account and cancel the older plan

You will receive an email confirming your canceled subscription and also receive an email about the new subscription.
Please note to order the new subscription before canceling the old one so that device does not stop operating

You will receive an email when changes takes place please allow 24 hours for system to apply the changes

Problems	Possible Cause / Solution
Device not working or stopped working	unplug the 5VDC 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.
MOH does not activate or stopped activating	telephone was changed or power failure - <u>do as above</u> , then select lines , making sure that dial tones are present
LED double blinks OFF then turns ON on some lines	Some phone Lines are removed from device 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.
No Audio on hold	Make sure audio is still playing by turning speaker ON to hear it. unplug USB then re-insert if that does not work re-power the device, Ensure flash drive is compatible in size (128MB to 8GB) -Insert flash drive to windows PC(not mac), copy all files to a folder in PC, then delete all files on the USB flash drive then right click & select FORMAT (use FAT only) hit Start then copy all files you want back to the USB drive and try it.
Audio not Loud	Adjust the volume, use a louder produced .mp3 file
Hum on the audio Buzz on the audio	When connecting to some PBX phones you may need to add “isolator noise filter” or “Ground Loop Isolator” between the connector and the cord or use a “isolated audio cord “ (contact tech support or search online for more info)
Audio does not stop when returning to caller (setting 1)	Wire distance to device is too long, centralize the location of device to be as close as possible to all the phones. Try the setting 2 or 3 with Flash then Hold. If you are re-wiring “daisy chain” wiring works better than ” star” / “home run” or Independent wiring
Some phones work some do not (setting 1)	All your phones need to be same model and also compatible for activation in 1setting. use switch setting 2 or 3
Randomly hold music starts to play by itself or does not activate (setting 1)	The call needs to be on Hold at least 2 seconds before you may pick it up. When you hang up, wait a second before selecting the same line again. Check for extra devices sharing that line like message indicator, answering machine, alarm system, credit card machine, 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 not your voice lines. Excessive wiring- Total wire length per line must be under 300 feet (for example if you have 9 wall jacks -no matter a phone plugged in or not- and each jack is connected via a 100 foot wire to a common point then your total wire length is 9 x 100=900 feet)
Audio shuts off or flickers	Extensive audio volume. Lower the volume to proper level.
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 Conference calls can be done a better way: Press FLASH, you will get a dial-tone now dial the phone number of the 2 nd party then press FLASH to join the two calls together.
Daily operation not working or stopped working in A setting (device does not go Blue when selecting L1)	Power glitch may have caused this before your arrival (status LED is Blue+ Red) Remove power wait 10 seconds, reconnect power wait for L1 LED to go off then try selecting L1 on phone 7 sec to resume operation (Blue LED) or press I/O button
Status LED RED	All device functions including playback are stopped. Verify if USB is inserted properly, re-power & try activating it again See quick start & activation sheet on how to activate a new device Verify device is connected to line 1, verify line 1 has dial tone and calls can be received and made, verify your account payment method is valid, verify your account contact telephone number is correct (if you have re-located device to another location you must update the new phone number in your account), check to see if you have received any emails about a declined payment. To check account settings go to link iholdmusic.com and click on Sign In or contact customer service.
Status LED BLUE + RED Blinking	Phone lines not connected yet, USB not present or empty or no audio file in mp3 format
Lines are busy or Stuck	Click the RESET button or re-power the device

Connection to PBX or KSU phone systems



PBX phones have a **control box** in the phone room with a MOH jack - regular phones do not have a control box or MOH jack (if you have a regular phone with MOH jack in base station you may still connect it as per page P1)

For connection to a PBX just for MOH application, connect the device audio output jack to the PBX "MOH" port with correct audio cord, set switches to **C3**

For Call handling connect the PBX lines to L1/L2 and L3/L4 input jacks (you may leave the output jacks empty), set switches accordingly to **A3** or **B3**, for reminder rings set switch to **R** position for external speaker set to **OFF** and connect a cord to **EXT** jack but run a twisted pair (mono) wire to desired location and connect it to an external amplified speaker

Normally 1 cord has 2 lines, **do you have 2 cords each just carrying 1 Line?**

Connect L2 cord directly to your phone "L 2", Connect L1 cord to L1/L2 in on this device, then connect L1/L2 out to your phone jack L1/L2 (must use the cord provided which has 4 prongs) check for dial tone on your phone L1 and L2

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

IMPORTANT NOTE: On regular landline phones (not PBX phones) 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, defective telephones, other devices on the line (such as credit card machines or alarm systems) or "Hot Lines"

If that ever happens just press the **FLASH** button to stop the audio and continue your conversation.

Package Content:

Call Handler Pro Interface Box
Power adapter 110/240v AC to 5v DC 2A
RJ-14 phone cords 2 pcs
USB flash Drive and SD card
Wall mount screws 2pcs
User's Manual

Available Options: Speaker system with Filter, External Timer, Bluetooth wireless

If you have received a USB flash with new content simply remove the old one and insert the new one, the playback automatically starts within 15 seconds. If it did not re-power the device.

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

Warranty

Unless otherwise specified on your order this interface box is warranted against defects for a period of "Life Time", we will repair/replace the interface box with no charge for parts or labor as long as your service plan is current. To obtain service the interface box needs to be returned freight prepaid by the customer. 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.

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 LLC BE LIABLE FOR LOSS OF PROFITS OR BENEFITS, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHERWISE ARISING FROM ANY BREACH OF THIS WARRANTY OR OTHERWISE.

AudiImage™

Innovative Telecom
1112 Montana Ave Suite 250 Santa Monica, CA 90403 USA
<http://www.iholdmusic.com> Phone: 310-853-3966