

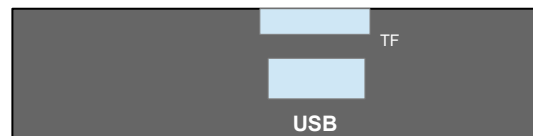
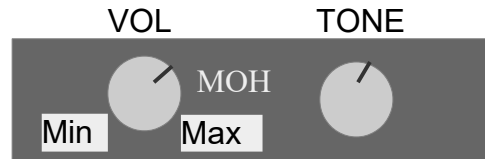
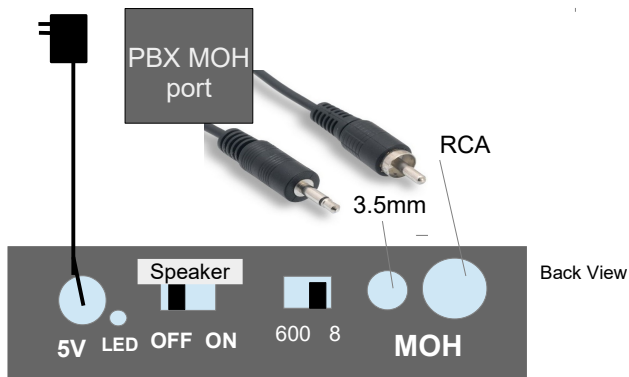
# Image Audio SXPlus Advanced Music On Hold Player rev75

► **Do Not connect to PBX or change USB content.** simply insert the supplied USB, connect power, set speaker to ON, volume to max, hear the audio playing from device 1st, then turn speaker OFF, connect audio cord between the device and phone system MOH jack (you should use a GLI with old phone systems or device may get damaged and audio may stop – see page 2 for details), you may make changes to USB now

After audio is heard playing from device, you may connect to PBX (or change USB flash content )

To adjust the MOH volume, call into your line1 from line 2 or line 3 .. **do not use your cell phone** and place yourself on hold then rotate VOL clockwise for volume up or counter clock-wise for volume down to adjust volume

110 - 240 V



Turn speaker OFF after you confirm audio is playing, this switch is just to test audio for internal speaker, audio is always playing out of MOH jacks

**LED :** The back LED turns ON to indicate power  
The top LED turns ON when playing starts

## Package Content:

Image Audio SXPlus MOH device  
Power adapter 110/240v AC to 5V DC 1A/2A  
USB flash Drive  
RCA-3.5mm audio cable 6ft  
2 x wall-mount screws  
User's Manual



**Connecting to a Computer :** be sure to test the device playing by itself with unchanged files on the USB flash drive 1st then remove the USB /SD and insert it into USB port or the SD slot normally found on most PC/ laptops, This will be detected as "Removable Disk" , when you open "My Computer" or "Windows Explorer"

**Preparation:** 1st copy all files to a new folder in your computer and make sure all 4 folders are saved, then play and keep the files you like. Files in the folder "Music & Messages are .mp3 file so they play on this device. Files in other folders are just files so they will not play on this device but will play on your windows based PC (playable via windows media player)

to silence any file use "rename" and remove .mp3 at the end of it for example:

to silence **3-min GENERIC Mix Down.mp3**  
rename it to **3-min GENERIC Mix Down**

to make a file playable use "rename" and add .mp3 at the end

(for example during Holiday period rename **Holiday-Style1** to **Holiday-Style1.mp3** so it can be played on the device)

**Note:** You should use a Windows based PC (this is because the USB stick was created on a windows based PC, for Mac you may need to format the drive before you can copy /paste files) also in order to be able to rename files in windows 10+ you may need to un-hide "Hide extensions for known file types" in "Folder Options" View Tab

**Transferring other 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)

*after all file transfers are done you must wait 15 seconds before removing the USB drive.*

Do not immediately remove the USB

Please read the README.txt file on the USB flash drive for more info on file changes and for software utilities.

**Please note:** This device plays all .mp3 files on the USB stick from all folders one by one before it auto repeats from the 1st file so make sure you have silenced or deleted other files you do not want to play

### 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 or the SD card.

**MOH audio connectors:** This device has both a 3.5mm (1/8 inch) and RCA connector for automatic 8 Ω, 600 Ω output connection to a PBX / KSU telephone system “MOH” jack. Insert one end of supplied audio cable that matches with your PBX MOH port then insert the other end to either the 3.5mm or to the RCA connector (**Note:** MOH jacks are audio output - not Input so do not connect it to any other output such as another player or amplifier output or it will damage the device)

If your PBX is very old (over 20 years) you should connect a **GLI (Ground Loop Isolator)** to the audio cord 1<sup>st</sup> to avoid damage to this device, on newer PBX if you noticed any “hum” the “GLI” is recommended (contact tech support or search online for more info)

**Wall Mount:** There are two wall mount holes on the exterior of device about 3.5” apart – 2 screws are provided

**Modes of playback:** device plays all the tracks one by one and re-loops automatically, to silence any track just delete it.

### Single track

xxx.mp3

### Multi track

xxx1.mp3 xxx2.mp3 -----xxx99.mp3

**Note:** If you are using your songs and musics they need to be “royalty-free” type to be legal for playing on hold, to avoid annual licensing payments to ASCAP and BMI for playing those titles on-hold you may contact us about a custom production created with “royalty-free” music for your business.

### USB drive / TF SD CARD:

This device accepts 128MB to 16GB USB drive or TF cards available on the market, up to 256 hours of continuously playing audio time can be obtained using a 4GB Flash drive. To remove the USB drive / SD card, remove power 1<sup>st</sup>, update it from your PC/Laptop (for Apple or Mac PCs you may need to save all files to your Mac, format the USB/SD card then paste the files back) then insert it back; re-power the device and the playback automatically resumes in a few seconds.

**Volume:** Rotate VOL clockwise for Volume UP or counter-clockwise for Volume DOWN (Min 7 o'clock Max 5 o'clock do not turn beyond these limits) **Tone:** if your PBX requires a 600 ohm impedance or sounds better that way, set the switch to 600 ohm position and adjust the Tone as desired – please note: Tone control does not work in 8 ohm position

### SPEAKER:

Turn Speaker switch **ON** 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.

**Trouble Shooting:** verify hearing audio from device itself, verify USB flash drive file(s) are there and the folder is not empty - check every file playing OK on your computer from the USB not from your hard drive folder, delete any bad files which has distortion (device playing corrupt files can stop), if needed Format USB flash drive (use FAT only, not FAT32 or eFat etc.) then paste files back. Try a different USB flash drive, make sure files are mp3 format, Amplify files with provided utility if volume is not loud enough, if your audio file/ music cuts out for a cell phone caller on hold try “readme” file on the USB or contact support team to order “cell phone optimization file service

### Warranty

Unless otherwise specified 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 shipping 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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