Image Audio SXPlus Professional Music On Hold Player   rev 70
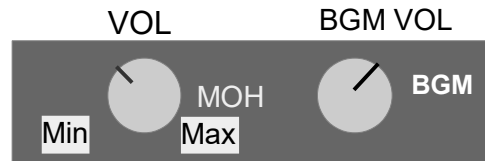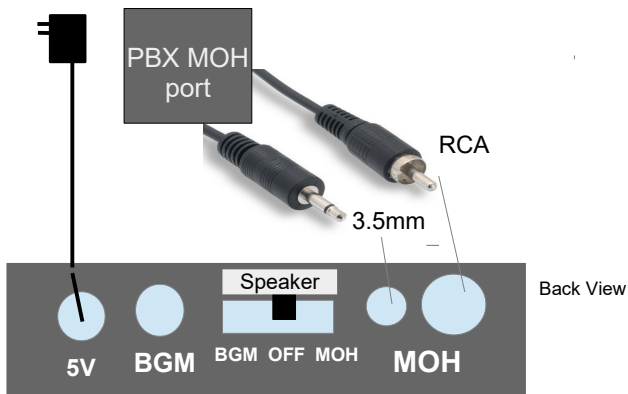
►Do Not Install to PBX until you test device playing 1st. Simply insert USB, connect power, set speaker switch to MOH (Music On Hold), VOL volume knob to max; after you confirmed audio is playing turn speaker OFF and connect audio cord between the device and phone system MOH jack, you may change USB drive or its content at this time (notch is the top side, If it does not insert, simply turn it around then try inserting as shown)

▪After audio is heard playing from device, you may connect to PBX (or change USB flash content)
 To adjust the MOH volume use VOL (call into your line1 from line 2 or line 3 NOT from 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

PBX MOH port

RCA

3.5mm

Speaker

5V   BGM   BGM OFF MOH   MOH

Back View

VOL   BGM VOL

Min   MOH   BGM
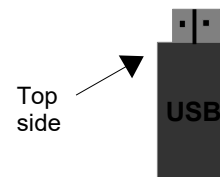   Max

TF

USB   LED

Front View

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 (music and Messages on hold) or out of BGM (Back Ground Music or Music Only) jack

LED : The front LEDs blinks Blue to indicate audio is playing but stays ON when there is no audio (i.e. no USB or no file or incorrect audio file type)

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

Top side   USB

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 then play and keep the files you like.

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**   or just delete the file

to make a file playable again use "rename" and add .mp3 at the end (for example if you kept a Holiday file in the USB during Holiday period rename **Holiday-Style1** to **Holiday-Style1.mp3** so it can be played on the device)

1st USB contains music and messages files playing into MOH jacks plus Music only files (playing into the black BGM jack) ready to go.
The 2nd USB also ready to go contains mostly music only files including classical or holidays files (the holiday files are not playable until you add .mp3 via a rename)

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 10up you may need to unhide "Hide extensions for known file types" in "Folder Options" View Tab*

after all file transfers are done you must wait 15 seconds before removing the USB drive.
<u>*Do not immediately remove the USB*</u>

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

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)
Please note: This device plays all .mp3 files on the USB stick from <u>all folders</u> 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 and BGM jacks are audio outputs - not Input so do not connect it to any other output such as another player or amplifier output or it will damage the device)

BGM audio connector: connect your PBX to this jack for "Music Only" use

If PBX is very old (20+ years) you must use a GLI (Ground Loop Isolator $5 to $10 on-line) audio cable adapter to avoid damage to this device, on newer PBX if you hear any "hum" "GLI" is recommended (contact tech support or search online for Ground Loop Isolator)

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 .mp3 tracks in any folder one by one and re-loops automatically

Notes: when playing the provided files on your PC you will hear both the MOH song and the BGM song but device plays them separately to MOH jacks or to BGM jack, Please refer to Readme.txt file on the USB for more info

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 1st , 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 or BGM 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) **Please Note:** Volume may seem less responsive between 10 o'clock to 5 o'clock for internal 8 ohm speaker or for   8 ohm PBX MOH jack but it is more linear range when connecting to a 600 ohm PBX MOH jack

SPEAKER:
Turn Speaker switch to **MOH** or to BGM (Back Ground Music) 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 ports or BGM ports, 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, 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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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.