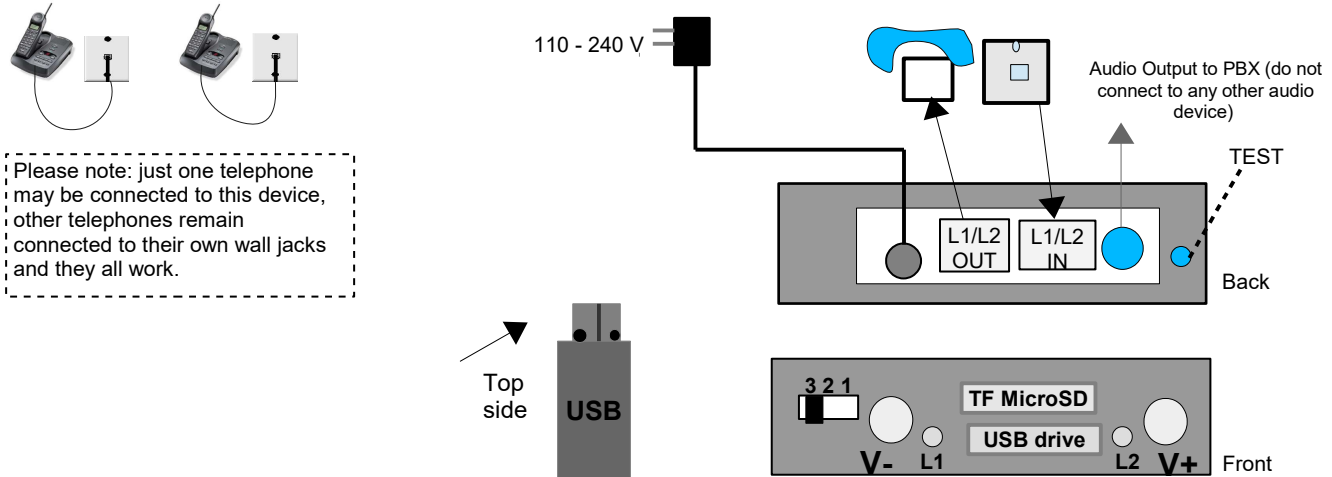




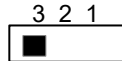
SX2LPS 2-Line Music On Hold System

Rev 75

- Insert the USB flash drive (or SD card) 1st then connect the included AC adapter (110- 240 V AC to 5V DC) do not to use a different power adapter to avoid any damage – within a few seconds playback starts with Blue LED blinking – You may press TEST button to hear audio from device
- Confirm the 2 white LED lights in front are double blinking – for Landline phones continue, for PBX phones go to page P4
- Use one of your telephones or the base station and unplug the L1/L2 cord and connect it to L1/L2 IN jack on SX2LP device, now connect the L1/L2 OUT jack to your telephone using the provided cord, check for dial tone on lines 1 & 2
- Wait till white LED lights turn OFF - after lines are connected the white LEDs **stay ON for 20 seconds** then turn OFF (if there is no line 2, the L2 LED keeps blinking and that is OK)
- Press & hold TEST to confirm audio is playing and adjust the volume as desired (release TEST button when done)



You must hang up 1st to make a switch change
Switch set to 3: Flash activation



“Default setting” Recommended

This setting utilizes Flash then Hold activation method (with no voice deactivation) this setting supports any phone or any mix of brands with instant activation by pressing Flash then Hold

Operation: make or receive a call (the LED on the SX2LP turns ON solid) then simply press **FLASH** then **HOLD** button on your telephone, the music will be heard to the caller and the LED on the SX2LP device starts to blink, to return to the call just re-select the line on-hold and press **FLASH**

There is no voice deactivation in this setting and can not use **FLASH FLASH** to switch calls if you have “call waiting” service

Switch set to 2: Flash activation



You must hang up 1st to make a switch change

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 call (the LED on the device turns ON solid) then simply press **FLASH** then **HOLD** button on your phone, the music will be heard to the caller and the LED on the device starts to blink, to return to the call just re-select the line on hold and speak into the audio to stop it for example say : **“Hi I am Back”**

if voice deactivation does not work on your brand of phone try speaking louder or more direct into the microphone or just press **FLASH** to stop the audio (be sure the call has been on hold at least 5 seconds before you try to voice deactivate)

In setting 2 do not make the volume too loud or the audio could sound flickering when heard on Hold
The FLASH button could be labeled as **Call Wait** or **LINK** or **ON** or **TALK** button on some telephones

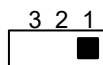
Want to use just one button? Press **FLASH** to activate MOH and when ready to go back to caller just speak over the audio or press Flash. Note: it does not hold the line so the other party may still hear you, set the volume louder to mask it in this case.

Setting 2 allows call waiting (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)

How to take that call waiting call? Press **FLASH** **FLASH** to switch a 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.

Switch set to 1:



You must hang up 1st to make a switch change

This setting allows Flash button on your phone to be used as a normal flash button if phone cords are connected, The device will be a Music On Hold player for PBX phones only, it will not work on regular phones to provide music on hold, use this setting if connecting this device audio jack to a PBX or other phone system which has MOH audio input jack.

Note: The Audio Jack on this device is Output only - **Do not connect this device to any other audio producing device like radio, another player, amplifier output etc. in switch setting 1 , 2 or 3 or it will damage this device and/or your other audio device.**

Package Content:

SXP2LPS device
Power adapter 110/240v AC to 5v DC 2000 ma
RJ-14 phone cord
USB flash Drive or micro-SD card
User's Manual

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

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: Remove the USB drive or SD card 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"

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)

This device plays only **.mp3** files, files in the folder "Music & Messages are **.mp3** 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) copy and paste all files from USB to a folder in your PC then delete all files you do not want to play or silence them using "rename" and removing **.mp3** at the end of its name for example:

to silence 3-min GENERIC Mix Down.**.mp3**
rename it to 3-min GENERIC Mix Down (after any file change wait 15 seconds for it to finish before removing the USB drive / SD card)

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: 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 rename files in windows 10+ unhide "Hide extensions for known file types" in "Folder Options" View Tab

Disconnecting from Computer:

⇒ Double click on the green arrow in the Task-bar 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.

If you have a new USB/SD card with new production in it, simply replace it, the playback automatically starts within 15 seconds. If it did not re-power the device.

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

Modes of playback: 1 to 99 tracks, device plays all the tracks one by one and re-loops automatically

Single track

Multi track

USB drive / SD CARD:

SX2LP can accept 128MB to 64GB USB drive or SD cards available on the market, Up to 256 hours of continuously playing audio time can be obtained using 4GB. To remove the USB drive / SD card, remove power 1st, update it from your PC/Laptop then insert it back; re-power the device and the playback automatically resumes in a few seconds.

Volume:

Click V+ for Volume UP, Click V- to turn Volume DOWN (all settings are stored in case of a power loss)

SPEAKER:

Press the "Test" button 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 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: 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)

Trouble Shooting:

Problems	Possible Cause / Solution
Device not working or stopped working	Unplug the 5VDC and unplug the phone lines; Wait 60 seconds then plug them back in, make sure the AC adapter is plugged in securely. Wait 30 seconds for white LED to turn OFF
Device does not activate or stopped activating	telephone was changed or power failure - <u>do as above</u> , then select lines, make sure that dial tone is there.
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 then wait 20 seconds.
No Audio	Make sure your audio is still playing by TESTING speaker ON to hear it. Remove USB then re-insert it, if that does not work remove power, remove USB/SD and re-insert then re-power the device. it may take up to 30 seconds for playback starts with USB Led blinking Ensure flash drive is compatible in size (128MB to 64GB) -Insert flash drive to PC (can not use Apple or MAC to edit files), copy all files to a new folder in PC, then delete all files on the USB flash drive then Right click & select FORMAT (Fat only) hit Start then copy all files you want back to the USB drive and try it.
Audio not Loud	Adjust the volume on device, use a louder produced .mp3 file
Hum on the audio Buzz on the audio	If connecting to a PBX be sure to use "ground isolated" audio cord

IMPORTANT NOTE: 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, bad telephones, other devices, credit card machines, alarms or "Hot Lines" If that ever happens press the **FLASH** button to stop the audio and continue your conversation.

Problems	Possible Cause / Solution
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Flash does not de-activate	The call must be on Hold at least 1 seconds before flash can be used Just wait a second then hit flash
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Audio flickers in setting 2	Extensive audio volume. Lower the volume to proper level.
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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.
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PBX / KSU phone system does not give Hold music	Connect the SX2LP Audio Output jack to the PBX "MOH" port with correct audio cord and connect the power , do not connect phone cords, set switch to 1
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DSL: If you have DSL line, this device needs to be installed after the DSL filter (otherwise internet may not work properly)

VOIP lines: on some VOIP boxes you must use single line phone cords to connect it to this unit

Warranty

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.

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.