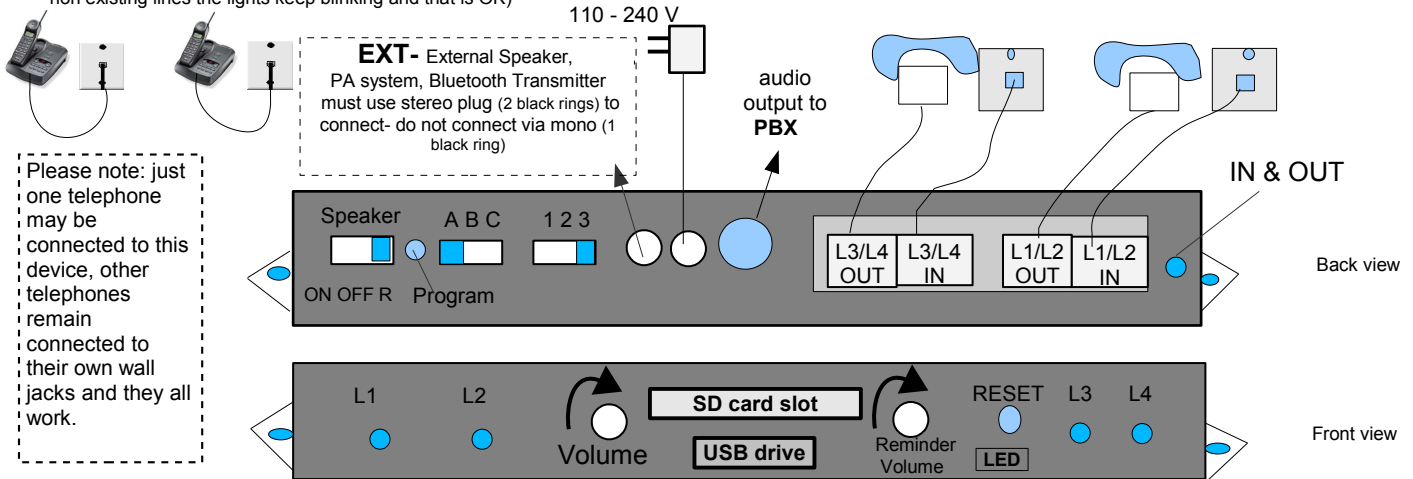


- Ensure USB Flash drive and SD card are both inserted then plug the included AC adapter (110- 240 V AC to 5V DC) be sure not to use a different power adapter or the unit will be damaged
- Confirm that white LED lights in front of unit are double blinking– *for regular phones continue, for PBX phones 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 + On Hold (IN/OUT button controls auto answer function)

Auto answer is ON
iGreet 2LPro/4LPro answers the ringing lines, plays the “Greeting” 1st and then the “music/message on hold”
iGreet 2LPro/4LPro plays alert tones or verbal announcements periodically to remind you caller is waiting
iGreet 2LPro/4LPro 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 + On Hold (pre programmed operation hours or IN/OUT button control auto answer function)

Auto answer is ON after you arrive (select L1 on your phone wait 5 seconds then hangup see page 4)
iGreet 2LPro/4LPro 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
iGreet 2LPro/4LPro 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
One time “set operation hours” setting is required in this mode (default operation hours is 9 hours see page P4 for more info)

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 iGreet 2LPro/4LPro 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 iGreet 2LPro/4LPro 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

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 iGreet 2LPro/4LPro 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.mpx” 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.ipx 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 operation hours: In A: Auto Answer + On Hold setting you can set the number of hours you are "IN Office" for example if you start your day at 8AM and end at 5PM that is 9 hours.

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

Operation Hours	switches set to	press Prog for	operation hours	switches set to	press Prog for
4 hours	A1	5 sec	10 hours	A1	15 sec
5 hours	A2	5 sec	11 hours	A2	15 sec
6 hours	A3	5 sec	12 hours	A3	15 sec
7 hours	B1	5 sec	13 hours	B1	15 sec
8 hours	B2	5 sec	14 hours	B2	15 sec
9 hours	B3	5 sec (default setting)	15 hours	B3	15 sec

Example1- you start at 7AM and leave at 7PM which is 12 hours, so temporary change switches to A3 (as per table above), press the Prog button but do not release it for 15 seconds, now set switches back to the way they were.

Example2- your hours are 9 to 5 that is 8 operation hours 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.

Start time - Wake up the device (works in setting A or B)

Just select L1 on any phone wait a few seconds, hangup (white LED at L1 blinks to confirm your action & 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 **In/Out** button when you leave
- 2) Automatic - in A setting this is done automatically (please note: when installing device for the 1st time or after any re-power it could take up to 24hours for device to re-adjust itself)

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 In auto answer modes this product goes to sleep after a power fail or after hours in A setting, if you require this product to always stay awake and not go to sleep contact 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.

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

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

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 ?

This setting lets you manually control the device ON /OFF or Wake/ Sleep or day mode / 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**

What is A setting ? this setting allows fully automatic operation:

In A setting "auto answering functions stop automatically at end of day so your voice mail /answering machine can take a message, auto answering operation will resume next day when you are back in the office and use line 1"

For example: lets assume number of hours is set to 9 (default value) for 8AM to 5PM (or 9-6 10-7 9:30-6:30, etc...)
you arrive at 8:15 AM (Note:device will not answer calls until you arrive - this will let you be more flexible in your arriving time)
when you arrive select L1 on any phone wait 5 seconds then hang up this wakes up the device
now the device starts to auto answer & status LED goes **Blue**
device stops at 5:15PM automatically & status LED goes **Blue+Red** (or 6:15 if you arrived at 9:15 etc.)

Daily Operation in A setting any day when you arrive select L1 on any phone wait about 5 seconds then Hang up. This will wake up the device to auto answer and LED goes Blue - if this stopped working see page P7 for trouble shooting

If you are using A setting but need to leave office before your normal closing time or just want to control things manually click the IN/OUT button when you leave to sleep the device (otherwise it will just stop auto answering at its pre programmed time)

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* during after hours device ignores that you are in office for a grace period of 1 hour and does not check if you use line 1

What happens in Weekends? 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 in auto answer)
Blue+RED	MOH only in operation with no auto answer (indicates OUT mode in auto answer)
Blue+RED blinking	USB or SD card not present or content incorrect format (must be .mp3)
Red	All functions stopped (see P7 for trouble shooting)

IN/OUT button: one click "**Out of office**" or "**IN office**" Ideal for lunch breaks or for end of day. Just click the **IN/OUT** 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.

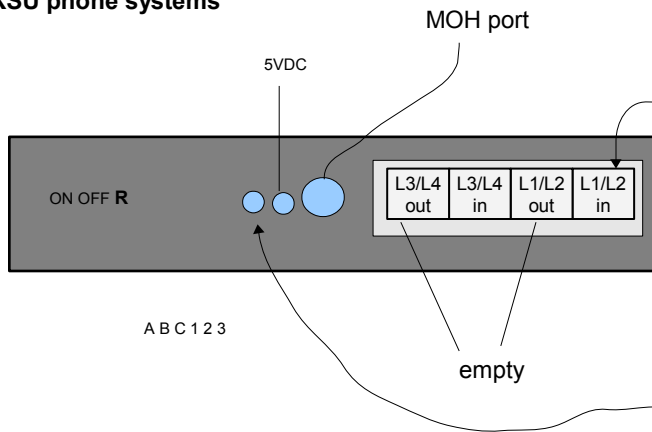
Power Loss: if power is removed or fails (power outage) device stops answering calls upon power being restored & the status LED will show Blue+Red (Sleep/out mode) this is to prevent calls being answered at wrong times, to resume answering calls see P4 for start time or click In/Out button to place device in awake/IN mode. You can also program the device to stay in awake /IN mode regardless of any power loss - contact tech support for this programming.

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

This Page is Blank

Problems	Possible Cause / Solution
Device not working or stopped working	<p>Click the RESET button Alternatively 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.</p>
MOH does not activate or stopped activating	<p>telephone was changed or power failure - <u>do as above</u>, then select lines , making sure that dial tones are present</p>
LED double blinks OFF then turns ON on some lines	<p>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.</p>
No Audio on hold	<p>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 (256MB 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 hit Start then copy all files you want back to the USB drive and try it.</p>
Audio not Loud	<p>Adjust the volume, use a louder produced .mp3 file</p>
Hum on the audio Buzz on the audio	<p>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)</p>
Audio does not stop when returning to caller (setting 1)	<p>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</p>
Some phones work some do not (setting 1)	<p>All your phones need to be similar model for activation in 1 setting. If you mix different phone models use switch setting 2 or 3</p>
Randomly hold music starts to play by it self or does not activate in 1 setting	<p>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)</p>
Audio shuts off or flickers	<p>Extensive audio volume. Lower the volume to proper level.</p>
Hold Music activates in a conference call or when two phones pick up at same time	<p>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 2nd party then press FLASH to join the two calls together.</p>
Daily operation not working or stopped working in A setting (device does not go Blue when selecting L1)	<p>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 to resume operation (Blue LED) or press IN/OUT button be sure to refer to “setting your start time” in P4 for more details</p>
Status LED RED	<p>All device functions including playback are stopped. Verify if SD card 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.</p>
Status LED BLUE + RED Blinking	<p>USB or SD card not present or empty or no audio file in mp3 format</p>
Lines are busy or Stuck	<p>Click the RESET button</p>

Connection to PBX or KSU phone systems



PBX phones have a **control box** with a MOH jack with telephones at each desk all connected to that control box,

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 regular phone 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, at least 1 line must be connected to L1/L2 IN jack for device activation and its continued operation, you may leave the L1/L2 out jack empty, set switches to C1

For auto answering / greetings connect your PBX analog phone lines to L1/L2 and L3/L4 input jacks (you may leave the output jacks empty), set switches accordingly to A1 or B1, for reminder rings use the built in speaker with switch set to R position or set to OFF and connect a stereo plug to EXT jack but run a twisted pair (mono) wire to desired location and connect it to an external amplified speaker

Note: your PBX activates MOH when you use the Hold button on your phones and audio is heard to callers.

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 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, credit card machines, 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 or SD card
Wall mount screws 2pcs
User's Manual

Options: Speaker system with Filter, External Timer

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 "1 year", we will repair/replace the interface box with no charge for parts or labor within this period. 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.

AudiolImage™

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