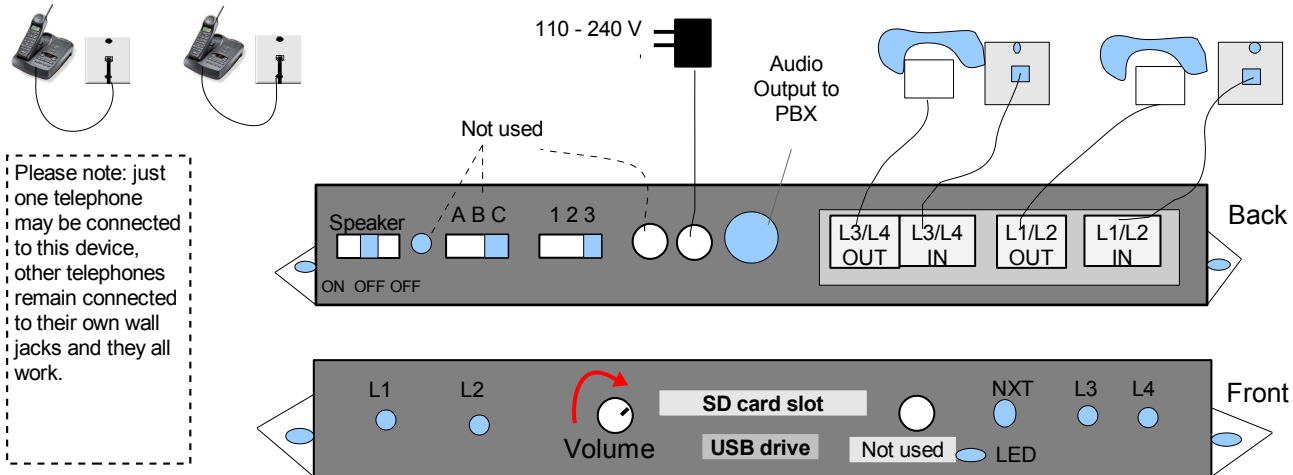




iHold 2LP, iHold 4LP Advanced All-In-One Music On Hold device

Rev 36

- 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 or the unit will be damaged – it may take up to 60 seconds before playback starts with USB flash drive blinking
- Confirm that white LED lights in front of unit are double blinking – for regular phones continue, *for PBX phones go to page P4*
- Use one of your telephones and unplug the cord for L1/L2 from it and connect it to L1/L2 IN jack on iHold device , now connect the L1/L2 OUT jack to your telephone using the provided cord, check for dial tone on lines 1 & 2
- If applicable unplug the cord for L3/L4 from telephone and connect it to L3/L4 IN jack on iHold device, 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 lights 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 (you can Turn it OFF any time)



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 and are compatible for hold button activation (for example all are ATT 993, At&t ML 17929)

Operation: make or receive a real call, the LED on the iHold 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 iHold 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 ATT 1040,1070,1080), hang up and change switch to setting 2 or 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 iHold 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 iHold 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”**

Alternatively you may 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 or Flash to stop the audio)

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

If for some reason you are not able to voice -deactivate, try speaking louder or more direct into the microphone or use the Flash button to deactivate audio.

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 with 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.

Switch set to 3: Flash activation

This setting utilizes Flash then Hold activation method (with no voice de activation), 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 iHold 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 iHold device starts to blink, to return to the call just re-select that line and press **FLASH** (Be sure the call has been on Hold at least **5 seconds** before you use Flash to stop the audio)

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

Package Content:

iHold 2LP or IHOLD 4LP unit
Power adapter 110/240v AC to 5v DC 1500 ma
RJ-14 phone cords
USB flash Drive or 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)

The iHold plays all .mp3 files one by one before it auto repeats from the 1st file, some files may be Holiday files, copy and paste all files from USB to a folder in your PC then delete all files you do not want to play from the USB stick (after the file is transferred allow 15 seconds for it to finish before removing the USB drive / SD card)

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

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.

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.

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

Single track

Multi track -----

click **NXT** to go to next track
 Note: this just changes track for playing you must delete the unwanted files from USB stick so it wont play again

USB drive / SD CARD:

iHold can accept 128MB to 8GB 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 iHold and the playback automatically resumes in a few seconds.

Volume:

Turn Volume Clockwise for Volume UP, Turn it counter clock-wise to turn Volume DOWN

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.

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, making 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 turning 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 60 seconds for playback starts with USB Led blinking Ensure flash drive is compatible in size (256MB to 8GB) -Insert flash drive to PC (can not use Apple or MAC to edit files), 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.
Audio not Loud	Adjust the volume on iHold, use a louder produced .mp3 file
Hum on the audio Buzz on the audio	If connection 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 and you are using setting 2 or 3, press the **FLASH** button to stop the audio and continue your conversation.

Problems	Possible Cause / Solution
MOH works but audio does not stop when call is picked up in 1 setting	Wire distance to adapter 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" or "home run" or Independent wiring
Some phones work some do not	All your phones need to be similar model for activation in 1setting. If you mix different phone models, Use setting 2 or 3
Randomly Hold music starts to play by it self or does not activate in 1 setting	The call needs to be on Hold at least 3 seconds before you may pick it up. When you hang up, wait a second before selecting the same line again. Move other devices sharing that line like message indicator, alarm system, credit card machine if possible to a different number such as Fax line
Flash does not deactivate	Reduce 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)
Flash does not deactivate	The call must be on Hold at least 5 seconds before flash can be used Just wait 5 seconds then hit flash
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	In setting 2 or 3 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.
PBX or KSU phone system does not give Hold music	Connect the iHold Audio Output jack to the PBX "MOH" port with correct audio cord and connect the power only , do not connect phone cords, set switches in this case to C2

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 freight 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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