

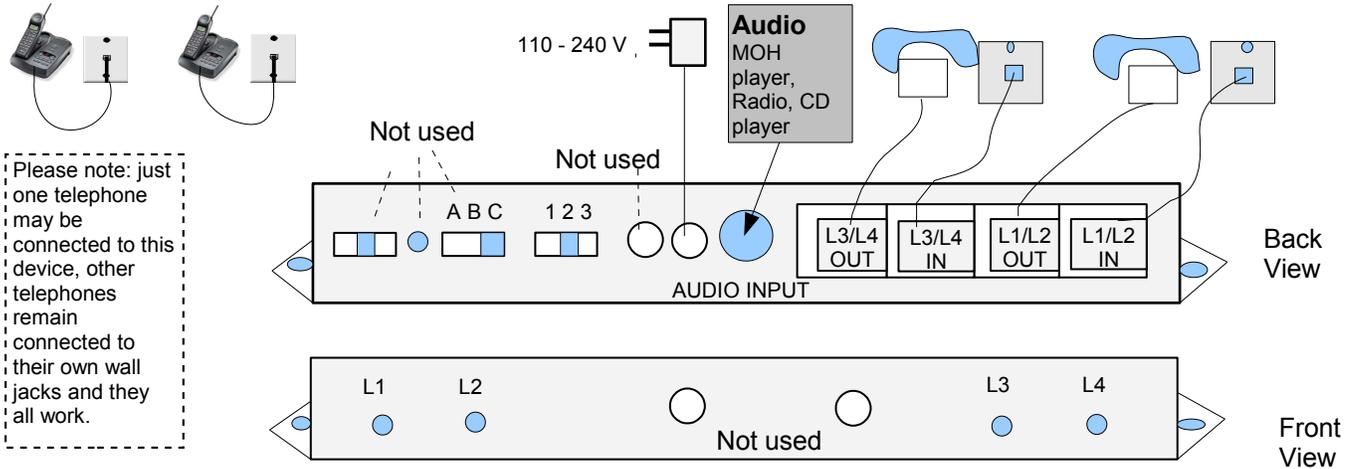


iHold 2LA, iHold 4LA

Advanced Music On Hold Adapter

Rev 34

- 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
- 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
- Observe that as you connect the lines the blinking lights turn OFF (on non existing lines the lights keep blinking and that is OK)



- Now connect the Audio Input to a source for audio such as a digital player, Radio, CD Player, PC

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)

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

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 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”** (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.

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 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, 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, 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**

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

Package Content:

- iHOLD 2LA or IHOLD 4LA unit
- Power adapter 110/240v AC to 5v DC 1500 ma
- RJ-14 phone cords
- 1 RCA to 3.5v mm audio cord
- 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 exists.

Adapter Trouble Shooting:

Problems	Possible Cause / Solution
Adapter not working or stopped working	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.
Adapter 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 MOH adapter 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.
No Audio	Make sure your audio is still playing by unplugging it and listening to it directly, make sure audio cord is OK and connected firmly
Audio not Loud	Adjust the volume on your player if needed to hear it. Use a different more powerful audio, use a louder produced .mp3 file
Hum on the audio	Try another audio device (some audio jacks like a PC “speaker out” are not isolated and may create a hum/buzz)
Buzz on the audio	

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.

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

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 2 or 3 settings
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 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 extra 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)
Audio shuts off or flickers	Extensive audio volume. Lower the volume to proper level.
In setting 1 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.

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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