

MUSIC ON HOLD SYSTEM (HOM-I)

Introduction

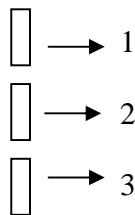
Hold on Messaging Systems allows you to provide high quality customized information or music of your own choice when your EPABX / KTS puts you on hold. This message is non-volatile in nature i.e. it will not be erased by power failure. The state-of-art digital technology used ensures that there are no moving or mechanical parts, thereby making it more reliable and easy to use. It can be easily integrated with virtually any type of PBX/KTS.

The HOM unit is supplied with

1. 15 V AC adapter.
2. Audio cable to connect the HOM to PBX/KTS or to record messages from CD players/computer (Optional).
3. Aligner for volume adjusts.
4. This Operating Manual.

Installation

1. Plug in the AC adapter into the 'Power' socket. On Power up the Record and PLAY LEDs (in front of the unit) will blink twice and prerecorded message will start automatically in cyclic manner. Now only POWER and PLAY LEDs will glow.
2. Connect the cable supplied to 'AUDIO OUT' socket of the HOM. The other end of this cable will connect to the external music socket of the PBX/KTS or extension of PBX, which is defined as the external music port.
3. Put the jumper in the position 1 for the 1st bank's output or in position 2 for the 2nd bank's output.



MESSAGE SELECT

4. For 4 minutes continues output, the jumper should be placed in position 3. When jumper is in position 3, HOM in default mode will play the music/message of 1st bank.

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Note:- If you want to change music/message from bank 1 to bank 2 please reset the system by switching the power after placing the jumper in position 2.

TESTING

To ensure the proper functioning of the HOM, make an external call to the PBX/KTS and see if you are getting music during hold. You can also adjust the volume with a continuously variable volume control with the help of the aligner provided with the system. The volume control potentiometer is provided on the rear side of the unit, which can be adjusted when required.

RECORDING

In case you want to change the recording on your HOM, you can do it yourself, by following the steps below:

1. Connect your audio source to 'AUDIO IN' socket of the unit through the audio cable supplied.
2. Press 'RECORD' button two times, and simultaneously start playing the music source. 'RECORD' light glows up, and recording starts. After the full storage time is used the device comes back to 'Play' mode automatically.
3. To stop recording before 2 or 4 minutes, press 'RECORD' switch once and the device will stop recording and come back to play mode.
4. Put the jumper to the appropriate position 1,2 or 3, e.g. like if you wish to change recording of Bank 1, put the jumper in position 1 and so on.

NOTE: Bank 1 & 2 are of 2 minutes duration each and Bank 3 is of 4 minutes duration.

PRECUATIONS

- 1 Do not use mono jack at the HOM end (at 'AUDIO IN' or 'AUDIO OUT') for recording or playback. Use only stereo jack.
- 2 Do not record into HOM-I too high or too low volume level of your input music source. Due to high volume setting it may cause distortion in you recording and due to low volume setting the playback may not be loud enough to be audible.

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TECHNICAL SPECIFICATIONS

Power Supply	: <i>15 V AC Adapter @ 150mA typical</i>
Message length	: <i>2 minutes cycle of bank 1 & 2 and 4 minutes cycle of bank 3.</i>
Audio input During Recording	: <i>350-450mV nominal</i>
Audio output	: <i>0.4 watts typical</i>
LED indication	: <i>POWER, PLAY and RECORD</i>
Message Selection	: <i>Message selection in three steps (1, 2 & 3).</i>
Switch	: <i>Record</i>
Volume Control	: <i>Continues variable Potentiometer.</i>

TROUBLESHOOTING STEPS

1. Check if POWER LED on the HOM is glowing. If not, the HOM may not be getting the required supply. Check the input power socket of the HOM adapter, and also the output of the HOM adapter. The adapter output should be 15V at 220 V AC input.
2. Check if the HOM is performing initialization sequence properly at power –on. The PLAY and RECORD LEDs should glow on and off twice before PLAY LED glows again.
3. Check if PLAY LED is glowing on the HOM.

Non-compliance of points 1-3 could be due to some hardware fault. Please get in touch with you authorized dealer for rectification.

4. Check if the audio cable is plugged properly at both the EPABX and the HOM AUDIO OUT ends.
5. Disconnect the audio cable from the AUDIO OUT end of MOH and connect a normal speaker or headphone to AUDIO OUT and listen to the recorded music/message.
6. If you get music from HOM it could be a problem of the EPABX external music socket/ interface. Please get in touch with your authorized EPABX service personal for rectification.

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CUSTOMER SUPPORT :

If you encounter any technical or operational problems with your HOM, contact your nearest authorized dealer / service center. Hold on messaging system comes with termed warranty of parts and labour, subject to Vendor's standard warranty clauses.

Power Supply is not covered under warranty.

Warranty stands void if the serial number /company sticker on the rear side of the unit is tampered with.