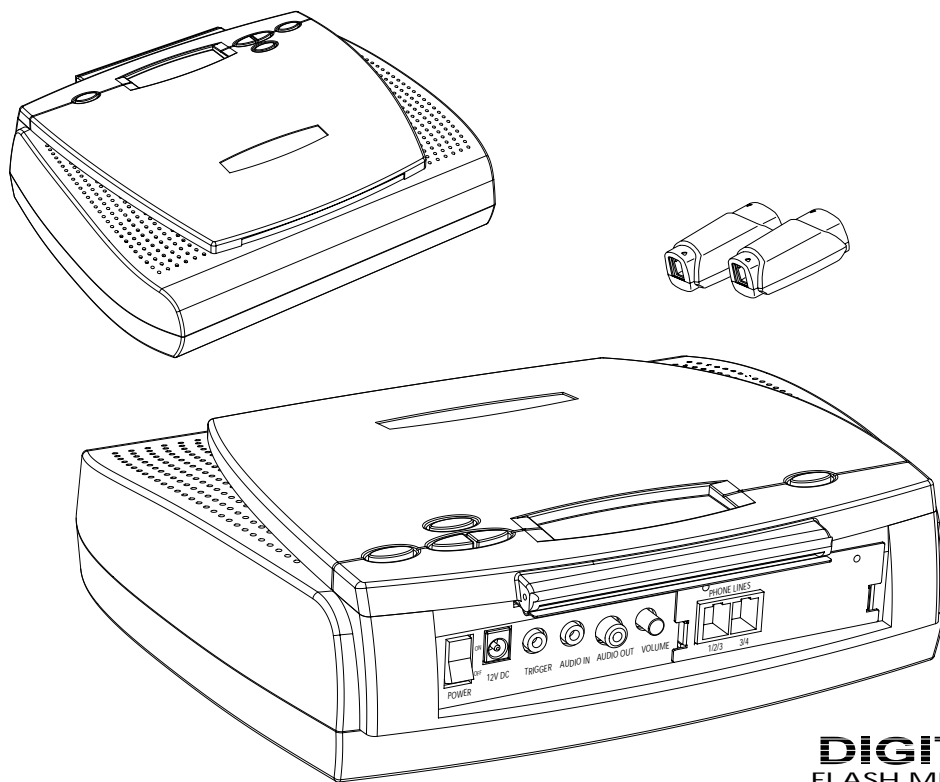


User Manual

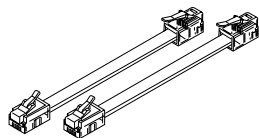


DIGITAL
FLASH MEMORY

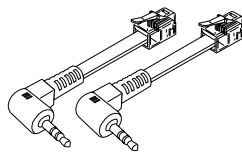
On-Hold Audio Player/Recorder CD Autoload System with analog line capability

Before using this unit, please read these operating instructions carefully.
Afterwards, keep them handy for future reference.

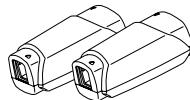
Supplied Accessories



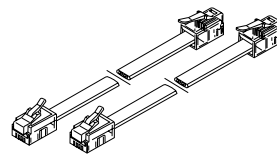
4" handset cords



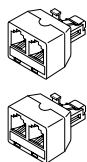
Cordless phone adapter cable



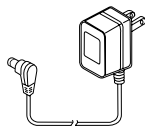
Telephone Extension Hold Music Activators



6' Phone Line Cords



"T" Adapters



AC Adapter

Player Features

Digital flash memory - design retains music/message content even during power loss...unit ships with preloaded audio.

Integrated CD mechanism - quickly and easily record high quality audio. CD media is easy and inexpensive to duplicate and distribute.

CD Autoload - drop in a CD with a single track, close the lid, and the unit automatically records the content.

Multi-Track Programmable - drop in a multi-track CD and choose which tracks and in what order to record.

LCD Control Panel - displays program length, time remaining in unit's memory, and unit's status.

Trigger switch - unit can be triggered to start program content from the beginning with an external trigger switch.

External Recording Capability - audio input allows user to record from any external audio source.

Built-In Monitor Speaker - allows user to monitor sound with the flip of a switch.

Analog Line Capability - provides on-hold audio capability to ordinary analog and KSU-less phones.

Telephone Extension Hold Music Activators - connects to phone extensions for true "hold button activation" of the on-hold audio function.

Wall Mountable - unit can be mounted, played, and recorded in a vertical position.

3-year warranty

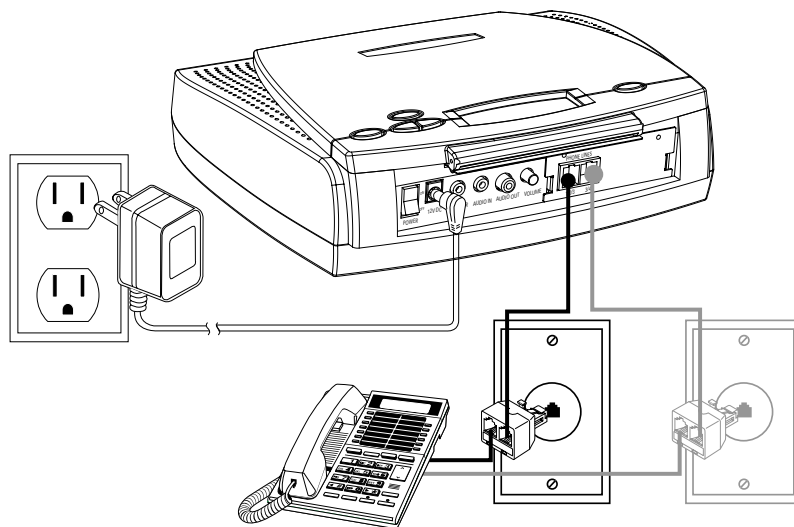
Player Set-up

1
step

► *Connection to analog phone lines*

Combined Line Connection

Lines 1 & 2 are combined in one wall jack and lines 3 & 4 are combined in another wall jack



- 1** Plug the supplied "T adapter" into any modular phone jack which services line 1 and 2.
(This will allow you to share the phone jack with any phone extension which you have plugged in to the wall jack.)
- 2** Plug the provided phone cord into the jack marked "Line 1/2/3" on the back of the player.
- 3** Plug the other end of the phone cord into the "T" adapter which is servicing line 1 and 2.

REPEAT ABOVE IF LINE 3 and/or 4 ARE PRESENT.



NOTE: One OHP 4500 will provide on-hold audio capability to all phone extensions in your office.

► **IMPORTANT! - Player volume adjustment**

Adjust the player's volume control to the half way point before proceeding to the next step. Excessive volume will cause the on-hold audio to shut off during playback.

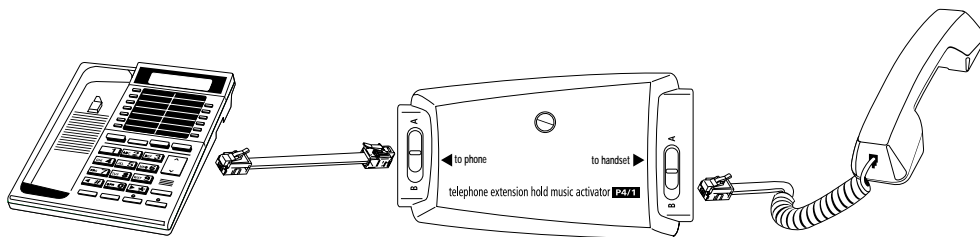
Corded Phone Set-up

► Telephone Extension Hold Music Activators (TEHMA)

For true "hold button activation" of on-hold audio, each phone extension requires a "hold music activator". Two activators have been included in your package. If you require additional activators for other phones, contact your dealer. Many phones without activators are able to engage the hold music feature by pressing the   (star key twice) on the telephone keypad and then immediately pressing the **HOLD** button on the phone.



corded phones

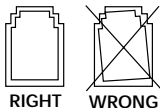


► Corded telephone connection

- 1 Remove coiled handset cord from base of phone.
- 2 Plug short phone cord (supplied) into the "hold music activator" (side marked "to phone") and other end to phone base. **IMPORTANT:** both switches on the activator should be in position "A".
- 3 Plug end of coiled cord (connected to handset) into jack on the hold music activator (side marked "to handset").

IMPORTANT!

Hold Music Activator will not function if the handset cord is not plugged in straight



► System test

- 1 From any phone in the office with a "hold music activator" attached, dial the phone number of another phone (2nd phone in office or outside line).
- 2 From office phone, place the call on-hold using the **HOLD** button on the telephone.
- 3 Return to call and confirm that the on-hold audio was present on the line while on-hold. **NOTE:** If no on-hold audio is heard on the phone, disconnect all cables to the hold music activator and change "A/B" switch position to the "B" position. Reconnect cables and repeat test as detailed above.
- 4 Using the volume control on the rear of the unit, adjust the volume to proper level. **IMPORTANT:** Excessive volume will cause the on-hold audio to shut off during playback.

► Deactivating hold music manually

If for any reason the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

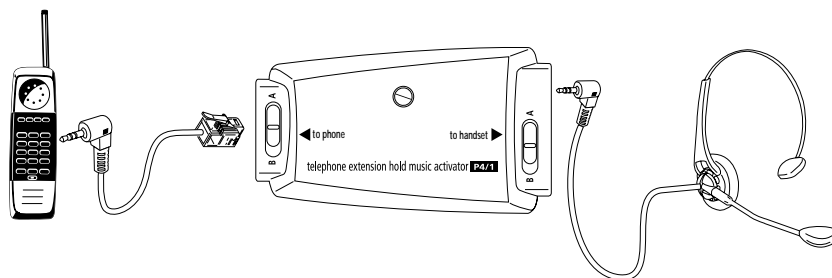
NOTE: Use of your phone's "speaker phone" and possibly the "mute" function on the phone can fool the unit into thinking that the line is on hold. If this occurs press any key on your phone's dial pad to deactivate the music.

Cordless Phone Set-up

► Telephone Extension Hold Music Activators (TEHMA)

For true "hold button activation" of on-hold audio, each cordless phone requires the use of a telephone headset (not included) in conjunction with a "hold music activator".

Two hold music activators have been included in your package. If you require additional activators for other phones, contact your dealer. Many phones without activators may engage the hold music feature by pressing the *** *** (star key twice) on the telephone keypad and then immediately pressing the **HOLD** button on the phone.

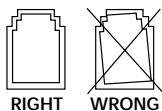


► Cordless telephone connection

- 1 Using the "cordless phone adapter cable," plug the end of the cable with the phone connector into the jack on the hold music activator marked "to phone".
NOTE: switch should be in the "A" position.
- 2 Connect the headphone jack side of the cable to the cordless phone's headset jack.
- 3 Connect headset to jack marked "to handset".

IMPORTANT!

Hold Music Activator will not function if the headset cord is not plugged in straight



► System test

- 1 From any phone in the office with a "hold music activator" attached, dial the phone number of another phone (2nd phone in office or outside line).
- 2 From office phone, place the call on-hold using the **HOLD** button on the telephone.
- 3 Return to call and confirm that the on-hold audio was present on the line while on-hold. **NOTE:** If no on-hold audio is heard on the phone, disconnect all cables to the hold music activator and change "A/B" switch position to the "B" position. Reconnect cables and repeat test as detailed above.

Using the volume control on the rear of the unit, adjust the volume to proper level.

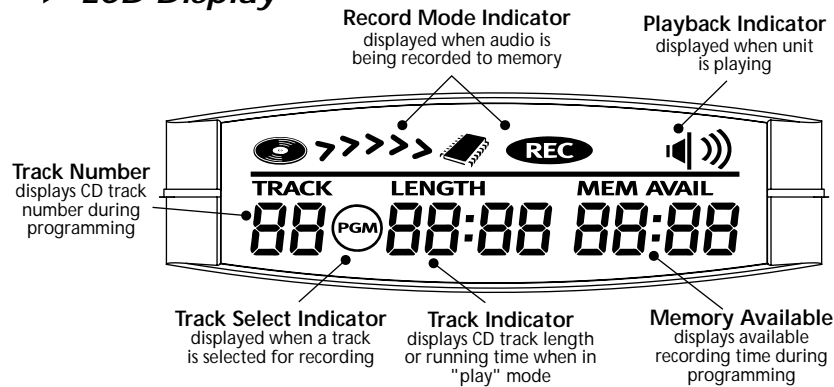
- 4 **IMPORTANT:** Excessive volume will cause the on-hold audio to shut off during playback.

► Deactivating hold music manually

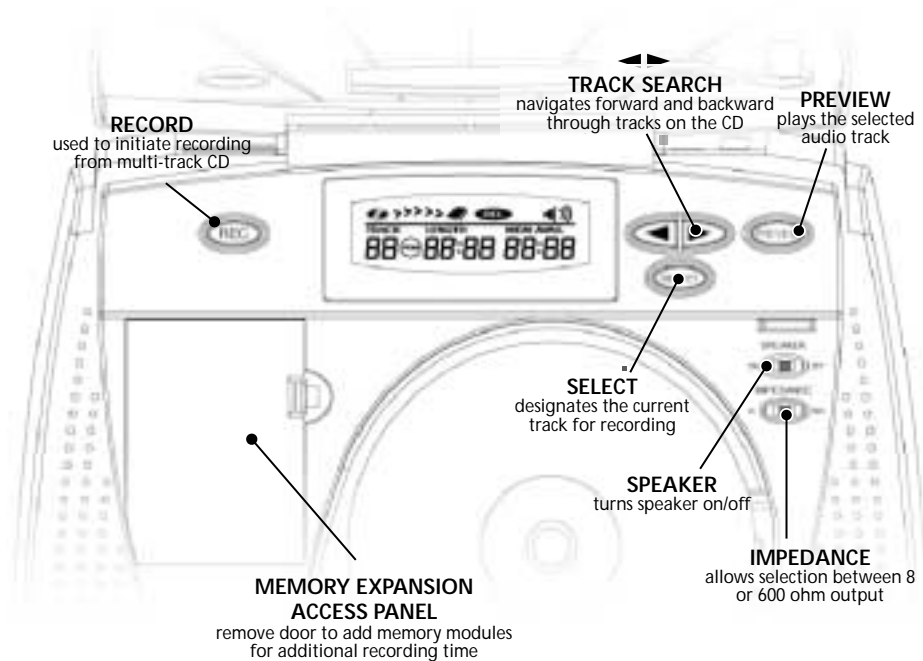
If for any reason the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad

Controls & Functions

► LCD Display



► Player Controls



Operation

► **Playback**

Playing Audio Stored in Memory

By default, the unit is always in "playback" mode. When unit is playing, the LCD will display a running time and the segments on the speaker icon will move.

Playback After Power Loss

If power to the unit is lost, the unit will resume playback as soon as power is reapplied. The unit retains its recorded content after power loss.

► **Recording**

Recording Single-Track CDs

1. Open cover
2. Insert CD
3. Close cover

OPERATION - Once cover is closed, the unit will automatically begin recording the content of the track into the unit's digital memory. During the recording process, the contents of what is being recorded to memory will be heard through the speaker. Unit automatically switches over to "playback" mode when recording is complete.

Recording Multi-Track CDs

1. Open cover
2. Insert CD
3. Close cover
4. Use the "track search" buttons to navigate to the desired track.
5. Press the SELECT button (to deselect a track, press SELECT button again)
6. Repeat steps 4 and 5 until you have selected all desired tracks or have used the unit's available memory.
7. Press the REC button to begin recording.

OPERATION - Once "record" button is pressed, the unit will begin recording the selected tracks into the unit's digital memory. During the recording process, the audio being recorded to memory will be heard through the speaker. Unit automatically switches over to "playback" mode when recording is complete.

Previewing a track on a CD

1. Use ◀▶ buttons to navigate to a track
2. Press "PREVIEW" button to start preview
3. Press "PREVIEW" button again to stop preview

Settings

► ***Impedance Switch***

Location -- under cover, right side of unit below SPEAKER switch

Operation -- Most telephone systems prefer an 8 ohm output. If you are working with an older phone system, the 600 ohm setting may be preferable.

► ***Speaker Switch***

Location -- under cover, right side of unit above IMPEDANCE switch

Operation -- turn to "ON" position to listen to program playing from digital memory. Audio being recorded plays through speaker, regardless of speaker switch position. Speaker switch position has no effect on AUDIO OUT playback.

► ***Volume Control***

Location -- rear panel

Operation -- controls output level of AUDIO OUT jack. To adjust, turn control knob clockwise to increase volume. Set proper volume level by calling in from a phone close to the unit (or cell phone) and having your call placed on hold.

► ***Power Switch***

Location -- rear panel

Operation -- turns power on or off. When power is on, LCD is illuminated

Other Functions

► ***Remote Trigger***

Location -- rear panel

Connection -- 2.5 mm mini jack

Operation -- By connecting a momentary switch to this jack, the unit will play audio content from memory when triggered. Content will play through once and then reset, ready for next trigger sequence.

► ***AUX In***

Location -- rear panel next to "TRIGGER" jack

Connection -- 3.5 mm mini jack

Operation -- Connect audio cable from the "LINE OUT" or "headphone out" jack of any external audio source to the "AUX IN" jack.

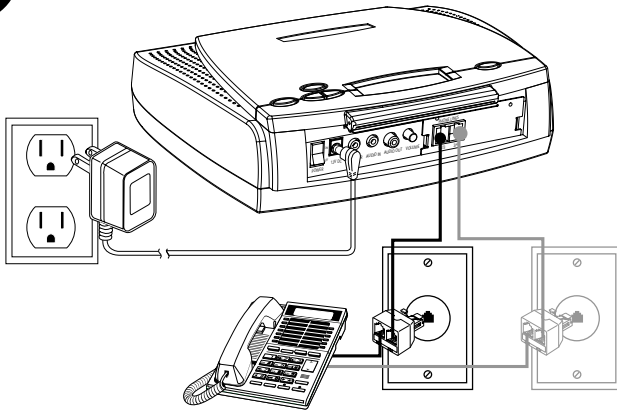
► ***Additional Memory***

The unit comes standard with 8 minutes of flash memory which can be expanded to 16, 24 or 32 minutes. Memory modules can be placed into 3 available memory expansion slots that can be accessed by removing the memory panel cover door located to the left of the CD drive.

Quick Connect Guide

1
step

Connect to Analog Phone Lines



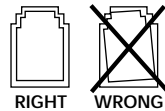
- 1 Plug the supplied "T adapter" into any modular phone jack which services line 1 and 2.
(This will allow you to share the phone jack with any phone extension which you have plugged into the wall jack.)
- 2 Plug the provided phone cord into the jack marked "Line 1/2/3" on the back of the player.
- 3 Plug the other end of the phone cord into the "T" adapter which is servicing line 1 and 2.
REPEAT ABOVE IF LINE 3 and/or 4 ARE PRESENT.

NOTE: One unit will provide on-hold audio capability to all phone extensions in your office.

IMPORTANT! Set volume control at half-way point. Excessive volume will cause the on-hold audio to shut off during playback.

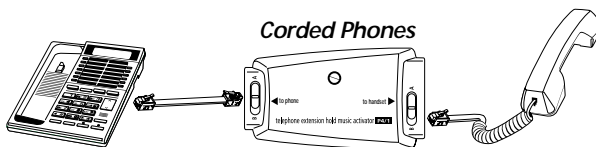
IMPORTANT!

TEHMA will not function if the handset cord is not plugged in straight



2
step

Connect TEHMA to Phones



Corded Phones

- 1 Remove coiled handset cord from base of phone.
- 2 Plug short phone cord (supplied) into the "hold music activator" (side marked "to phone") and other end to phone base. **IMPORTANT:** both switches on the activator should be in position "A".
- 3 Plug end of coiled cord (connected to handset) into jack on the hold music activator (side marked "to handset").



Cordless Phones

- 1 Using the "cordless phone adapter cable," plug the end of the cable with the phone connector into the jack on the hold music activator marked "to phone".
NOTE: switch should be in the "A" position.
- 2 Connect the headphone jack side of the cable to the cordless phone's headset jack.
- 3 Connect headset to jack marked "to handset"

3
step

System Test

- 1 From any phone in the office with a "hold music activator" attached, dial the phone number of another phone (2nd phone in office or outside line).
- 2 From office phone, place the call on-hold using the **HOLD** button on the telephone.
- 3 Return to call and confirm that the on-hold audio was present on the line while on-hold. **NOTE:** If no on-hold audio is heard on the phone, change "A/B" switch position on the hold music activator and repeat test as detailed above.
- 4 Using the volume control on the rear of the player, adjust the volume to proper level. **NOTE:** Excessive volume will cause the on-hold audio to shut off during playback.

Deactivating hold music manually

If for any reason the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

Activating hold without a TEHMA

Most phones without activators are able to engage the hold music feature by pressing the *** *** (star key twice) on the telephone keypad and then immediately pressing the **HOLD** button on the phone.

Troubleshooting Guide

SYMPTOM

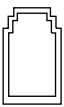
CAUSE

SOLUTION

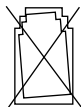
Telephone HOLD button will not activate hold music

IMPORTANT!

TEHMA will not function if the handset cord is not plugged in straight



RIGHT



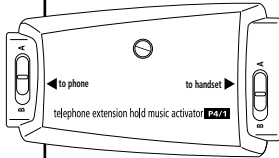
WRONG

Connection

1. Recheck all connections to phone cords and handset. Review connections as shown on page 2, 3 and 4 of the manual
2. Disconnect TEHMA (telephone extension hold music activator) from handset or headset connection. Reconnect handset/headset
3. Press **⌘** (star key twice) on telephone keypad.
Music Activates-- continue to next step.
Music Does Not Activate -- recheck connections

TEHMA

A/B Switch Position



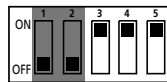
The majority of all phones require "A" position (GE 9450 requires "B")

1. Confirm that both slide switches in the TEHMA are in the iAi position and reconnect to phone base and handset.
2. Make call and press phone's HOLD button.
Music Activates-- problem is fixed
Music Does Not Activate -- continue to next step

1. Disconnect TEHMA and change switch positions to i Bi position and reconnect to phone base and handset.
2. Make call and press phone's HOLD button.
Music Activates-- problem is fixed.
Music Does Not Activate -- continue to next step.

TEHMA

Not Enough Signal Strength



maximum signal

1. Disconnect TEHMA and remove the screw from the bottom side.
2. Lift top half of the plastic off to expose DIP switches on circuit board.
3. Move switches 3, 4 and 5 to the i ONi position (maximum signal strength).
4. Reassemble TEHMA.
5. Confirm that both slide switches in the TEHMA are in the i Ai position and reconnect to phone base and handset.
6. Make call and press phone's HOLD button

Music Activates-- problem is fixed

Music Does Not Activate -- change switch positions on TEHMA to i Bi position as detailed above.

If music still will not active by pressing phone's hold button, call for tech support at 858-457-3300.

Hold music shuts off after a few seconds

Volume too high

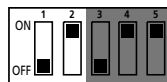
1. Reduce the volume by turning the VOLUME control on the back of the unit counterclockwise.

High-pitched tone heard while on the line

Tone can also be eliminated by adjusting signal strength settings. Try 3 "ON" 4 "OFF" 5 "ON" (level 6) or 3 "OFF" 4 "OFF" 5 "ON" (level 5) or 3 "ON" 4 "ON" 5 "OFF" (level 4) After adjusting Signal Strength, test hold function again.

TEHMA

Not Enough Signal Filtering



maximum filtering

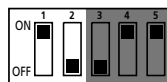
1. Disconnect TEHMA and remove the screw from the bottom side.
2. Lift top half of the plastic off to expose DIP switches on circuit board.
3. Move switch 1 to the i OFFi position and switch 2 to "ON" position (max filtering).
4. Reassemble TEHMA.
5. Confirm that both slide switches in the TEHMA are in the i Ai or "B" position and reconnect to phone base and handset.
6. Make call and press phone's HOLD button

Phone audio sounds muffled

TEHMA ships in medium filtering mode -- switches 1 & 2 "OFF"

TEHMA

To Much Signal Filtering



minimum filtering

1. Disconnect TEHMA and remove the screw from the bottom side.
2. Lift top half of the plastic off to expose DIP switches on circuit board.
3. Move switch 1 to the "ON" position and switch 2 to "OFF" position
4. Reassemble TEHMA
5. Confirm that both slide switches in the TEHMA are in the i Ai or "B" position and reconnect to phone base and handset.
6. Make call and press phone's HOLD button.