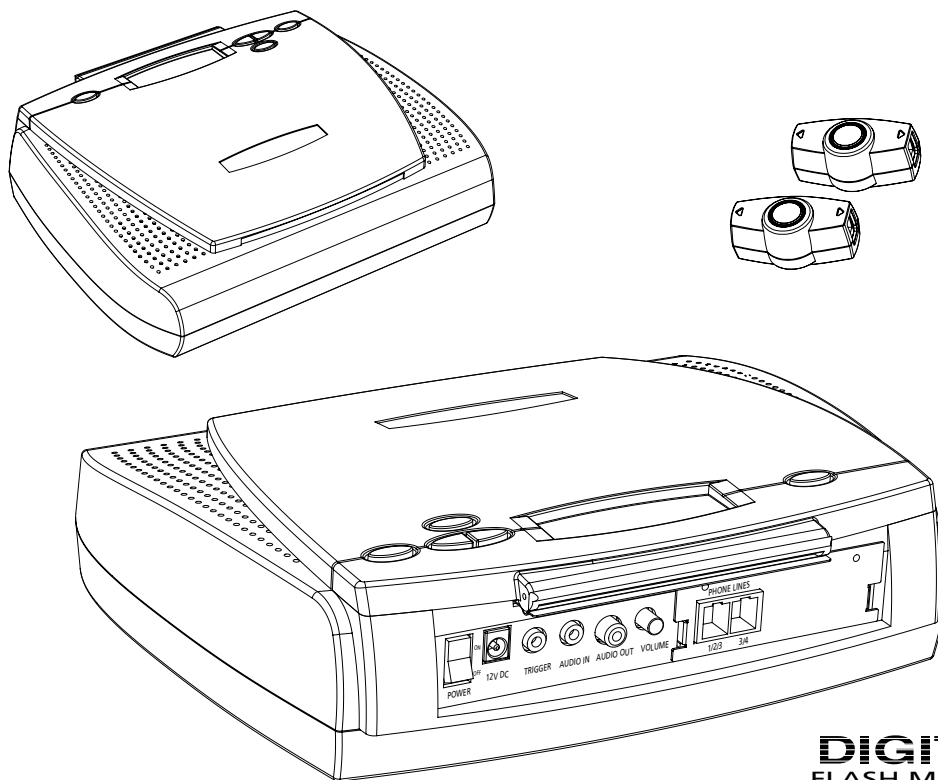




800-336-4864

www.tele-movers.com

User Manual

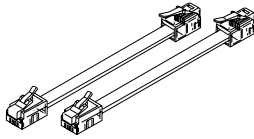


DIGITAL
FLASH MEMORY

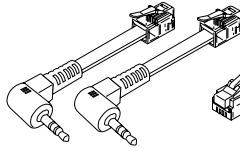
On-Hold Plus 5500 **On-Hold Audio Player/Recorder** **CD Autoload System with** **analog line capability**

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

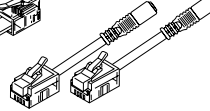
Supplied Accessories



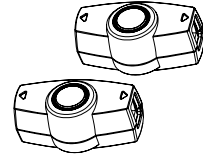
4" handset cords



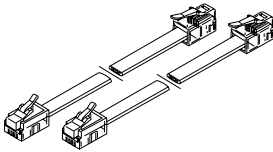
Cordless phone adapter cable (male)



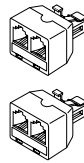
Cordless phone adapter cable (female)



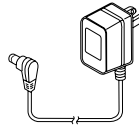
Telephone Extension Hold Music Activators (TEHMA)



6' Phone Line Cords



"T" Adapters



AC Adapter



HoldTracks™ Audio CD

OHP 5500 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.

HoldTracks Audio CD - choose new, royalty-free music from a prerecorded audio CD featuring a variety of music styles.

MessageStudio Software Compatible - works with award-winning MessageStudio software (available separately) which allows user to create new on-hold audio content on a PC and record directly into OHP 5500's digital memory.

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

3-year warranty

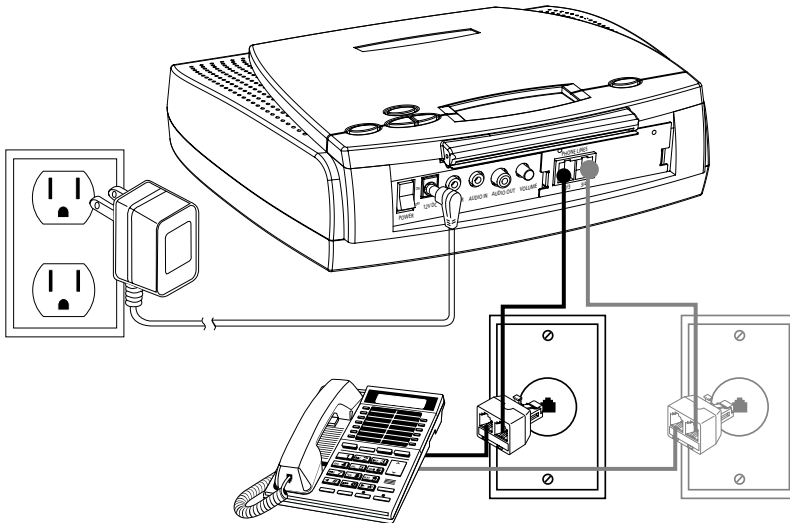
Player Set-up

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.

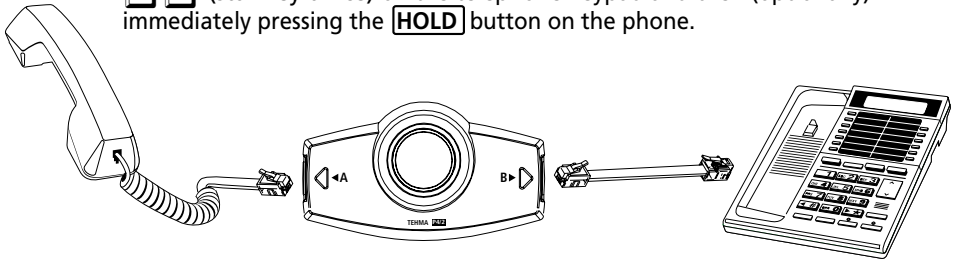
► **IMPORTANT! - Player volume adjustment**

Adjust the player's volume control to the half way point before proceeding to the next step. Excessive volume could 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 reseller or visit www.onholdplus.com to purchase them on-line. Most phones without activators are able to engage the hold music feature by pressing   (star key twice) on the telephone keypad and then (optionally) immediately pressing the **HOLD** button on the phone.



corded phones

NOTE

GE 2-9450 & 2-9460 Phones

The wiring in the handsets of GE 9450 and GE 9460 phones is reversed and your TEHMAs will require a special crossover cable to work.

Please contact IntelliTouch at **800-839-7277** and these cables will be rushed to you at no charge.

► Corded telephone connection

- ❶ Remove coiled handset cord from base of phone.
- ❷ Plug short phone cord (supplied) into the "hold music activator" (side marked "B") and other end to phone base.
- ❸ Plug end of coiled cord (connected to handset) into jack on the hold music activator (side marked "A").

NOTE: After connecting, if you can not hear the dial tone (handset sounds "dead"), unplug the TEHMA and reconnect it in the opposite direction.

► System test (if test fails, see troubleshooting guide)

- ❶ From any phone in the office with a "hold music activator" attached, dial an outside phone number (a cell phone works fine).
- ❷ Place the call on-hold using the **HOLD** button on the telephone.
- ❸ Return to call and confirm that the on-hold audio was present on the line while on-hold. Using the volume control on the rear of the unit, adjust the volume to proper level.
- ❹ **IMPORTANT:** Excessive volume may 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.

► Phones with "speakerphone" or "mute" functions

Telephones with "speaker phone" or "mute" function 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. Pressing a key will deactivate the feature for the remainder of the call.

Cordless Phone Set-up

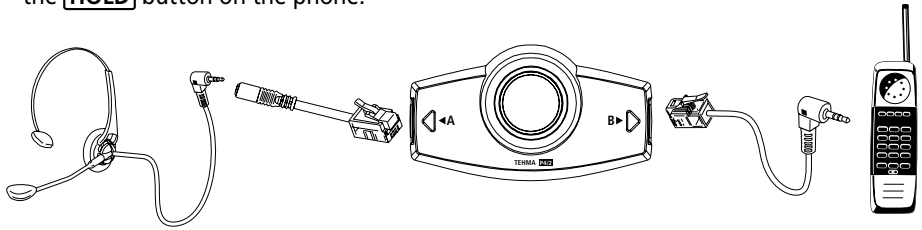
► Telephone Extension Hold Music Activators (TEHMA)

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 and headset adapter cables have been included in your package. If you require additional activators for other phones, contact your reseller or visit www.onholdplus.com to purchase them on-line. Most phones without activators are able to engage the hold music feature by pressing the * * (star key twice) on the telephone keypad and then (optionally) immediately pressing the **HOLD** button on the phone.



cordless phones



► Cordless telephone connection

- ❶ Using the "cordless phone adapter cable (male)," plug the end of the cable with the phone connector into the jack on the hold music activator marked "B".
- ❷ Connect the headphone jack side of the cable to the cordless phone's headset jack.
- ❸ Using the "cordless phone adapter cable (female)" plug the phone connector side of the cable to the end of the hold music activator marked "A" and then plug the headset to the other side of the connector cable.

► System test (if test fails, see troubleshooting guide)

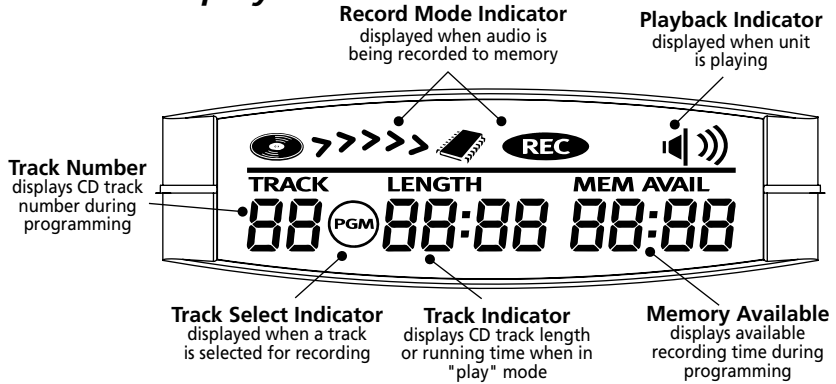
- ❶ From any phone in the office with a "hold music activator" and a headset attached, dial the phone number of another phone (a cell phone works well).
- ❷ Place the call on-hold using the **HOLD** button on the telephone.
- ❸ Return to call and confirm that the on-hold audio was present on the line while on-hold.
- ❹ 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

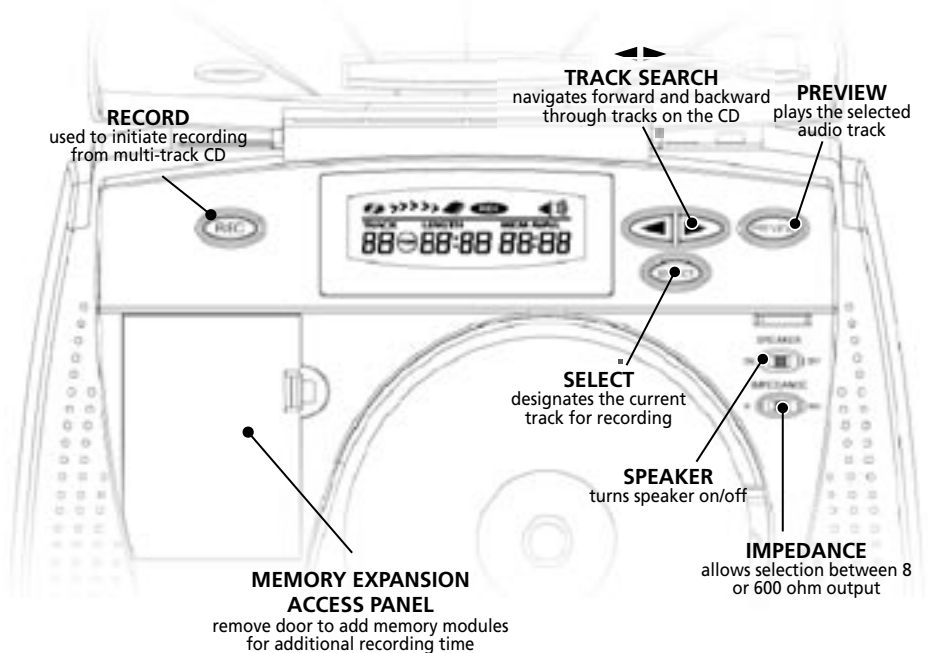
If for any reason the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

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

Operation (cont'd)

▶ **External Recording**

1. Insert 3.5 mini plug into the jack marked AUX IN.
2. Press the REC button to begin recording.
3. Begin playback of your external source.
4. When finished, press REC button again to stop recording.

OPERATION -- Once REC button is pressed, the unit will begin recording the content of external source audio into the unit's digital memory. During the recording process, the audio being recorded to memory will be heard through the speaker.

NOTE: You will not be able to record audio from the CD autoloader with the cable plugged into the AUX IN jack.

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.

▶ **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.

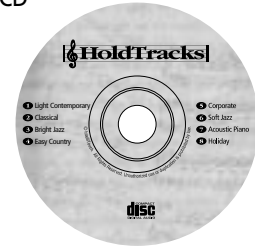
▶ **Additional Memory**

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.

HoldTracks Audio CD

► **Restoring or Updating Player's Original Audio Content**

Included with your OHP 5500 unit is a multi-track audio CD with a choice of eight different styles. By using this audio CD you can change or restore the original audio that came prerecorded with the unit. Each track is approximately 7 minutes and 30 seconds in length.



Music Choices

1. Light Contemporary (originally recorded in player)
2. Classical
3. Bright Jazz
4. Easy Country
5. Corporate
6. Soft Jazz
7. Acoustic Piano
8. Holiday

Recording from the HoldTracks™ Audio CD

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.

Warranty

► *Limited Warranty*

Intellitouch warrants this product to be free from manufacturing defects in material and workmanship under normal use and conditions for a period of 3 years from date of original purchase in the United States.

Should service be necessary under this warranty for any reason due to manufacturing defect during this 3-year period from date of original purchase, Intellitouch will either repair the unit or replace it with a reconditioned unit at no charge.

When returning the unit to IntelliTouch:

- Pack the unit in a well-padded, heavy, corrugated box.
- Enclose proof of purchase.
- Enclose your check or money order payable to Intellitouch in the amount of \$10.00 to cover shipping and handling costs.
- Ship the unit prepaid via UPS or parcel post (insured).

Note: This warranty is void if the product is:

- (a) Damaged through negligence, misuse, abuse, or accident.
- (b) Modified in any way.
- (c) Damaged because it is improperly connected to the equipment of other manufacturers.

This warranty does not cover:

- (a) Damage to equipment not properly connected to the product.
- (b) Costs incurred in the shipping of the product to Intellitouch.
- (c) Damage or improper operation of unit caused by customer abuse, misuse, negligence, or failure to follow operating instructions provided with the product.
- (d) Ordinary adjustments to the product which can be performed by customer as outlined in the owner's manual.
- (e) Damage to compact discs.

THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER AND DOES NOT EXTEND TO SUBSEQUENT OWNERS OF THE PRODUCT. ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED IN DURATION TO A PERIOD OF THE EXPRESS WARRANTY AS PROVIDED HEREIN BEGINNING WITH THE DATE OF ORIGINAL PURCHASE AT RETAIL AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, SHALL APPLY TO THIS PRODUCT THEREAFTER. Intellitouch MAKES NO WARRANTY AS TO THE FITNESS OF THE PRODUCT FOR ANY PARTICULAR PURPOSE OR USE.

UNDER NO CIRCUMSTANCES SHALL Intellitouch BE LIABLE FOR ANY LOSS, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

THIS WARRANTY IS VALID ONLY IN THE UNITED STATES OF AMERICA. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. HOWEVER, YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATION ON IMPLIED WARRANTIES OR EXCLUSION OF CONSEQUENTIAL DAMAGE. THEREFORE THESE RESTRICTIONS MAY NOT APPLY TO YOU.

Information

► **FCC Information**

FCC Part 15

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. The unit may malfunction when there is radio interference appeared on the power line/signal line. The unit will revert to normal operation when the interference stops. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

FCC Part 68

This equipment complies with part 68 of the FCC Rules. On the bottom of the back of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5).

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, the telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or until you are sure the equipment is not malfunctioning. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to site tariffs.

This device contains no user serviceable parts. For service or repair send to:

IntelliTouch
5820 Oberlin Drive,
San Diego, CA 92121

► **Industry Canada Information**

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements documents(s). The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate."

An explanatory note on Ringer Equivalence Numbers (see Section 10.0) and their use must be provided for the terminal equipment user in the information accompanying the terminal equipment. A notice similar to the following would be suitable:

"NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence Numbers of all the devices does not exceed 5."

► **Precautions**

Installation

Never install the unit where it would be subjected to:

- heat sources such as radiators or air ducts.
- direct sunlight.
- excessive dust.
- moisture or rain.
- mechanical vibration or shock.
- unlevelled surface.

- When the unit is used with an AC power adapter, do not wrap the unit in a cloth, blanket, etc. If you do so, the temperature inside and outside the unit may rise considerably, resulting in malfunctioning of the unit or serious accidents.
- For the unit to operate at its best, it should not be subjected to temperatures below 5°C (41°F) or above 35°C (95°F).

► **Warnings**

- Before operating the unit, please read this manual thoroughly and retain it for future reference.
- To prevent fire or shock hazard, do not expose the unit to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.
- The use of optical instruments with this product will increase eye hazard.

► **Customer Support**

Toll-free customer support is available from 8AM to 5PM (PST) Monday thru Friday by calling 800-839-7277

Royalty Free Music Content License

Your purchase includes a perpetual license for unlimited use, on a single telephone system, of the music content provided with this system, as well as the content which was recorded into the playback unit at the factory.

NO ADDITIONAL ROYALTIES ARE DUE TO ON-HOLD PLUS OR ANY OTHER THIRD-PARTY MUSIC LICENSING AGENCY.

For complete copy of the licensing agreement go to www.intellitouch.com/music_license.html



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