iHold 2LPro, iHold 4LPro
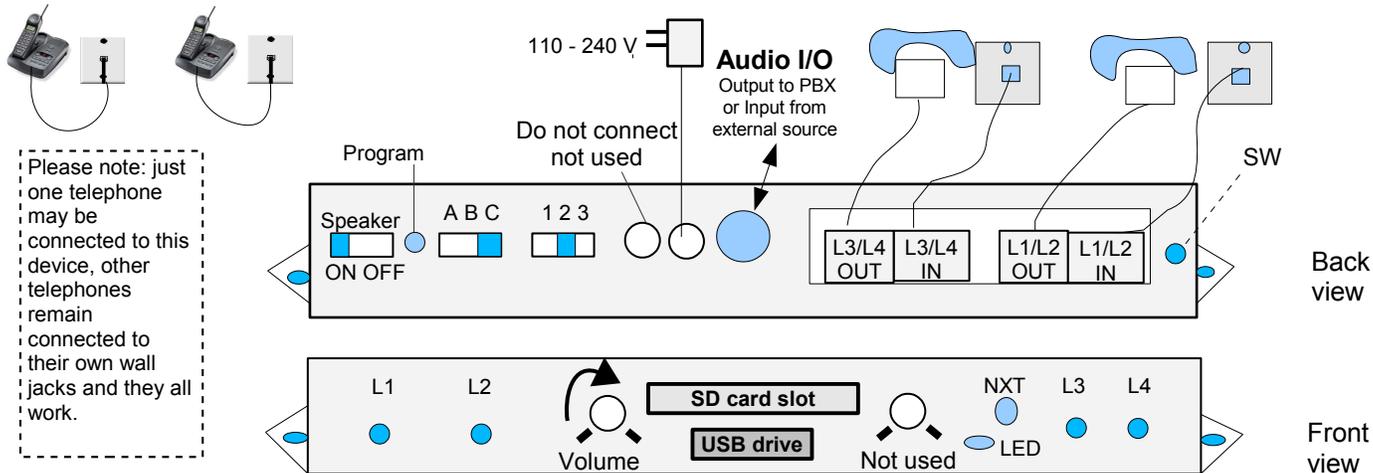## Professional All-In-One Music On Hold device
Rev 34

- Ensure USB Flash drive or SD card is inserted then 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– *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
- for 4 lines 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 LED on this device turn OFF (on non existing lines the lights keep blinking and that is OK)

Please note: just one telephone may be connected to this device, other telephones remain connected to their own wall jacks and they all work.

- Turn the Speaker **ON** to confirm Audio is playing and adjust the Volume to mid level (about 12 o'clock the volume rotates between 8 o'clock minimum to 4 o'clock maximum do not turn it past these levels)

> You may turn the speaker OFF (middle position) at any time after you confirm device is playing

Switch set to 1: Hold button activation
Use this setting when all phones are same model and are compatible for Hold button activation (for example all are ATT 993, or ATT ML17929 or ATT ML17939 or Vtech CM18445, etc....)

Operation: make or receive a 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 your 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 above setting (for example you have ATT 1040,1070,1080, etc.), hang up and change switch to setting 2 or 3 you must then press "Flash then Hold "

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 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)
Alternatively just press ⎣FLASH⎦ to stop the audio.

If you are unable to voice -deactivate, try speaking a little louder and 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.

> Do not make the volume too loud in setting 2 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

Want to use just one button ?   Press FLASH to activate MOH and when you go back to caller just speak over the audio!. or press Flash Note: this does not hold the line so the other party may still hear you, increase volume 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 or call roll-over service instead.

To answer a call waiting Press FLASH   FLASH   to go back same thing Flash Flash

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 1 2 3 ☐■

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

in this setting there is no voice deactivation and can not use FLASH FLASH for call waiting/3 way or conference calls.

Package Content:
iHOLD 2LPro or IHOLD 4LPro unit
Power adapter 110/240v AC to 5v DC 1500 ma
RJ-14 phone cords
USB flash Drive
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.

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, You may silence the files you do not want by renaming them to "filename**.ip3**" or just move or delete the extra files you do not want to play from the USB drive/SD card.   After the file is transferred allow 15 seconds for it to finish before removing the USB drive / SD card.
You must **use a windows PC** (not a MAC or Apple PC) to do the file changes otherwise the device keeps playing its original files (this is because the USB stick was created on a windows based PC)

> ***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"
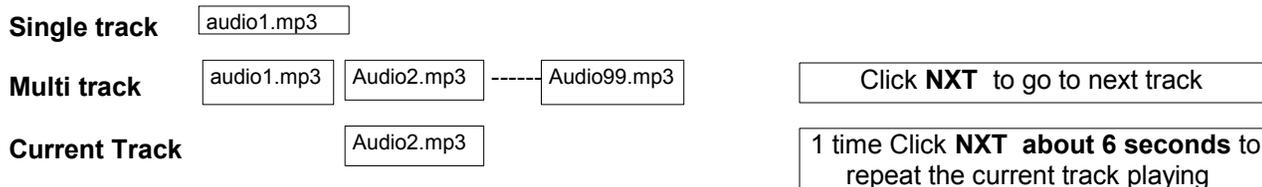
⇒ When the "Safe to Remove Hardware" appears click OK and remove the USB Flash drive or the SD card.

Audio I/O   Audio INPUT or OUTPUT:

This iHold has a RCA connector for Automatic 8 Ω, 600 Ω Output connection to a PBX/ KSU telephone system "MOH" (music On Hold) jack. The ON Hold audio is available in **Audio I/O** for connection to a PBX phone – if connecting this RCA jack to your PBX using RCA to RCA or similar cords gives any noticeable "Hum replace the cord with an "isolated audio cord " (search internet for isolated audio cord)

This connector can also be used as Input jack to connect your external audio source such as a Radio, Digital Player, HD radio, Internet Radio, PC speaker etc. to iHold.   To use your audio device connect it to this RCA jack then press **SW** button for 5 seconds to switch this RCA jack from **USB/SD** audio output to **AUX** audio input; to go back to USB/SD audio press it again for 5 seconds or just re-power the iHold, you can monitor the audio from the speaker in ON position. When connecting your source you may need to use "isolated audio cord " to avoid getting any "Hum" - Do not connect your audio device to the 3.5mm headset jack style even if it fits.

Modes of playback: 1 to 99 tracks, device plays all the tracks one by one and re-loops automatically, silence any track by renaming it to xxx**.ip3** instead of xxx.mp3 or just delete it where xxx is any file name

Single track | audio1.mp3 |

Multi track | audio1.mp3 | Audio2.mp3 | ------ | Audio99.mp3 | | Click **NXT** to go to next track |

Current Track | Audio2.mp3 | | 1 time Click **NXT** **about 6 seconds** to repeat the current track playing |

File structure for current track repeat mode: Refer to Readme-txt file in the USB flash for more details If you are not using this feature you need to make no changes to your tracks.

Current Track Repeat: *Files on the supplied flash support this feature only*
Normally the device plays all tracks one by one then starts from the 1st track, since some of these tracks may be Holiday mode or a style that you may not prefer, instead of removing the unwanted tracks via a PC you may simply click **NXT** button to go to a track you like then simply Press NXT but do not release it for a few seconds til LED goes RED then release it. This will make the current track to be repeated from now on. This way you can easily change tracks from time to time or on a weekly/monthly basis to create a variation or mood change this is also useful during Holidays season to repeat the "Holiday Track"

to play another track in a repeat mode just click NXTand so on, to resume playing all tracks again re-power the device. Please note on a power fail or re-power the device goes back to default (playing all the tracks)

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. If only the SD card or USB drive is inserted it will start playing from that one, if both SD card and USB are inserted device plays out of USB.

SW switch lets you select between the USB drive or SD card when they are both inserted, the default (power ON) is USB drive and the alternate is SD card; click SW to switch playback from USB to SD, click it again and it will go back to USB.

For example if you have all your Holiday files (or some special events files) on the SD card and all your normal files on the USB drive then simply **click SW during Holiday season to switch to Holiday audio.**

LED: The Status LED will remain ON while device is powered ON and working.

SPEAKER:

Flip switch to ON position to hear MOH audio from a speaker inside, ON 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 MOH audio volume levels.

PGM (Program) This tactile switch is used to set extra settings: (**Note:** this button only works when lines are not engaged)

Hold Button Activation issue? set switches to A2 wait 5 seconds then click the Program button to make the device twice more powerful to activate in Hold Button activation (then set switch back to 1) – this might help to activate by pressing Hold but could make device too sensitive

Got overpowered lines? set switches to A3 wait 5 seconds then click the Program button to make the device less sensitive (then set switch back to 1) - this is useful if you your lines are overpowered (too strong)

Normal lines: this is the default setting, set switches to A1 wait 5 seconds then click the Program button to set the device back to default for Hold Button activation (then set switch back to 1)

Low power location? (This means your location may be too far away from central office) having problem with flash button not activating music on hold? check your telephone manual for flash duration setting and set it to maximum, you can also try programming this device for low power location. Set switches temporary to **C2** wait 5 seconds then click the program button (just 1 seconds) then set switches as before. If your location was not low power you may get issues with hanging up lines so to restore to Normal power location set switches temporary to **C3** wait 5 seconds then click the program button (just 1 seconds) now set switches as before.

Restore ALL default settings: unsure about settings you have made? Set switches to **C3** wait 5 seconds then press the Program button for **10 seconds**. This will restore all factory defaults. Now you can program again as you need.

Please note all programming changes are not effected by power loss and remain intact.

Volume:
Turn Volume Clockwise for **Volume UP** (maximum 4 o'clock)**,** Turn it counter clock-wise to turn **Volume DOWN** (minimum 8 o'clock)

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
Device 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.
Device does not activate or stopped activating	telephone was changed or power glitch - do as above, then select lines to get dial tones.
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.
No Audio	Make sure your audio is still playing by turning speaker ON to hear it. Try unplugging USB/SD card and re-insert then re-power the device, if using external audio source, make sure audio cord is OK and connected firmly. Ensure flash drive is compatible in size (128MB to 8GB) -Insert flash drive to PC, 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. **Try using a PC not Apple when making file changes**
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 or AUX audio be sure to use "ground isolated" audio cord, Try another audio device if using AUX in
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 Programming A2, 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.
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 2nd 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 Re-power, do not connect phone cords - switches do not matter (C2 recommended) , do not press SW for 5 seconds.

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 fright 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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