

Small Business Telephone System And Music On Hold For Small Office

Recommended Phone System For Your Small Office

Looking for a small office telephone that works like a big business phone system? The Panasonic KXTG9391T and KXTG9392T are the clear winners in a new class of cordless technology.

With its panorama of big-phone features and DECT 6.0 technology, the Panasonic KXTG9391T overcomes many of the drawbacks that have been associated with wireless telephones.

DECT 6.0 Technology

New DECT 6.0 Technology (Digital Enhanced Cordless Telecommunications or 1.9 GHz) is the new global standard for cordless phones, aimed at delivering outstanding voice quality and signal range.

Network Friendly

One bonus feature of the new 1.9GHz frequency is that this phone is considered "Network-Friendly" meaning it won't interfere with your office's wireless networks. The 1.9GHz frequency has been assigned by the Federal Communications Commission for wireless phones only.

About The Hold Button

Using a good-quality office phone is important, when you consider that a majority of business dealings involve phone calls. AT&T reports that only 3 out of every 10 calls get through without on-hold time, so having a plan for what callers on hold will hear while waiting is essential. Unfortunately, small office phones, including the Panasonic KXTG9391T and KXTG9392T, do not have the capability to play music or messages on hold.

How To Get That Big Office With Custom Music On Hold

According to [Easy On Hold](#) it is possible to set up custom messaging for small office phones. The secret is the installation of a music on hold adapter. Easy On Hold, makers of custom hold music messaging for corporations such as Visa, Ashley Furniture HomeStores, John Deere dealers, DHL International, Shaw Flooring and many more, recommend the Skutch Electronics brand music on hold adapters.

Skutch engineers have figured out how to detect when certain phones engage the "on-hold" state. Skutch has created a special music on hold adapter made specifically for the Panasonic KXTG9391T and KXTG9392T, called the CK-1P6 Hold Button Adapter. This [Music On Hold](#) activator sits easily under the main Panasonic base phone and has a small light board that attaches nicely to the top of the base phone. When a caller is placed on hold, the light board picks up the hold-button indication and sends a signal for music to play to the caller being placed on hold.

(more)



Panasonic KXTG9391T with included wireless handset. This photo shows the CK1P-6 light sensor board in place.

Here are some important features of the PANASONIC 9391T and 9392T

- KXTG9392T comes with 2 wireless handsets
- KXTG9391T comes with 1 wireless handset
- Accepts 2 incoming lines
- One year manufacturer's warranty
- Includes one corded base and one cordless handset with its own charger cradle
- Expandable: add up to a total of 6 wireless extensions
- 30% battery life increase over 5.8ghz
- 40-minute digital answering system
- Night mode ringer
- Program each handset to ring when you want
- Both the base and speakerphone function as hands-free speakerphones
- 3-Line Backlit LCD Display
- Backlit Keypad
- 3-Way Conferencing
- Number Caller ID Memory
- Message Waiting Indicator
- Adjustable Ringer / Volume Control
- Handset to Base / Handset Intercom
- Call Transfer
- Handset Locator / Paging
- Date / Time Display
- Clock & Alarm
- Hold button – only activates hold music when paired with Skutch Electronics CK1P-6 Adapter



PANASONIC KXTG9392T with skutch CK-1P6 installed. The cables provide (from left to right) connection between sensor board and CK-1P box; dial tone from phone jack; dial tone from CK-1P6 box to PANASONIC phone; audio from on hold music player to CK-1P6.



PANASONIC KXTG9392T with SKUTCH CK-1P6 sensor board installed. Note alignment is made easy using the top and right edges of the phone keypad area and alignment guide on the left, near the phone's graphic "2-LINE".

Using Other Models of Telephones

The CK-1P6 will ONLY provide Message-On-Hold audio when a call is placed ON HOLD from the KXTG9391T corded phone/base or any of it's cordless telephones. Only ONE KX-TG9391T corded phone/base unit can be used. A maximum of 6 cordless phones can be used with one KX-TG9391T corded phone. Other models of telephones can be used with the KX-TG9391T, but the music on hold audio will not be played to calls placed ON HOLD from these telephones.

Tech Support - 916-786-6186

If you have any problems getting the unit to work properly, Skutch Electronics offers excellent technical support services, available between the hours of 7:30 AM and 4:30 PM Pacific Time, Monday through Friday.

One Year Limited Warranty

This SKUTCH PRODUCT is warranted against defects for a period of one (1) year from the date of the original invoice. Within this period, a repair will be made without charge for parts and labor.

For Product Purchase

To purchase the Skutch CK-1P6, contact Easy On Hold at 1-888-798-HOLD (4653) 8:30am to 5pm Eastern Time. Visit <http://www.easyonhold.com> for more information.

Music On Hold Installation

The CK-1P6 black box sits under the base telephone and connects to the phone line inputs with included modular connectors (standard phone wire and RJ-11 jacks). A standard audio cord pipes the music from your audio source (such as a music on hold player) to the AUDIO IN jack on the back of the CK-1 box. A professional music on hold player, built for continuous audio playback is recommended. The CK-1P6 also connects to your telephone wall jack.

Installing The Sensor Board

The sensor board mounts on top of the base phone set to detect the hold state. (Tip: Make sure that the surface area of the base phone is clean.) Peel off the paper protector from the bottom of the sensor board, and carefully place it OVER the LINE 1 and LINE 2 buttons on the Panasonic corded phone. Make sure that you align the Sensor Board to the Black Edge of the phone. Also make sure that the two white stripes on the left side of the sensor board are centered with the "2 LINE" Label.

The final step is plugging in the CK-1 Black Box to the AC power outlet.

Testing the System:

Pickup line 1 on your telephone. The No."1" LED on the CK-1P6 sensor board should light up. Repeat this test for line 2. If both lines light up when picked up, the CK-1 sensor board is mounted correctly. If either light does not light up, then make sure that the CK-1P6 and phone is connected to power and make sure that the sensor board is aligned properly.

Lights on CK-1 Box.

When you place a line on HOLD, the corresponding LED on the rear of the CK-1P6 box lights up to confirm the Promotion-On-Hold condition.