

ANALOG

Manufacturer SKUTCH ELECTRONICS offers excellent phone support for all of their units. Phone: 916-786-6186 (Pacific Time). After using the manual provided, telephone support is your next step. This allows “real time” testing of the connections.

PBX

**Are you using a digital message player?
What brand and model number?**

MUSIC ON HOLD PLAYERS RECOMMENDED AND SOLD BY EASY ON HOLD

CD TYPE

Intellitouch 5000D – black, no LCD screen, REC/PLAY lights

USB TYPE

Pro Digital USB-60 – Black and red with LCD screen, buttons on face, uses thumb drive.

ProDigital USB-30 – Small, black, no screen; USB Drive is a little bigger than a Zippo lighter.

Nel-Tech Labs Messenger USB – Small, black, no screen or buttons. Uses standard USB drive.

MUSIC ON HOLD PLAYERS NOT SOLD/SUPPORTED BY EASY ON HOLD

CD TYPE

Intellitouch OHP-5000 – Blue with LCD screen .

Intellitouch OHP-5500 – Similar to 5000; phone jacks in the back for use with analog phones.

Premier Technologies 3500, 3600, 3700, 3800 – Black, metal, flange mount, older models use computer style CD drawer, newer have slot-load CD, some with voice prompts.

Nel-Tech Labs Sonorous – Usually blue, aluminum, uses mp3 DATA CD, not audio CD.

SD CARD TYPE

Intellitouch OHP-6000 –Silver, with SD Card in side.

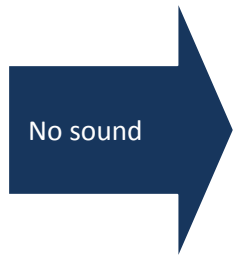
Intellitouch OHP 7000 – looks like the 6000 but has a USB connection in back.

Premier Technologies 1100—very small, black, with thin SD card slot in front.

USB TYPE

Premier Technologies USB 1100 –Small, black, no screen, flange mount, thumb drive MP3.

POSSIBLE PROBLEMS AND SOLUTIONS



IS IT THE MACHINE? Check plug-ins; are cables good? Check power source. Try a radio or CD player to see if the phone system is OK.

IS IT THE PHONE SYSTEM? See if MOH is activated in system (some systems require a setting to make MOH work).

IS IT THE MEDIA? Try another CD or Thumb drive. Check the CD audio in a car CD player (must be AUDIO CD); Check the name of the mp3 file (must not contain characters and must end with .mp3.)



Static may result when a CD loader is placed near an electronic field, such as a computer monitor. Turn monitor off or load message in another location.



This may happen when the lid to a CD loader is lifted before the full message loads. Note: 5000-D CD loaders are designed to let you hear the message while it is loading. Only after the audio has transferred to the internal chip will it play into your phone system.



The speaker “on” function is available on CD loaders and USB units. Some older CD loaders have the speaker on/off switch hidden under the lid! The monitor speakers on the USB60 and USB30 are wired to the output jacks, so as you change the volume to the phone system, the volume to the monitor speaker also changes.



There are two AUDIO OUT jacks: 600 Ohms or 8 Ohms. The 600 Ohm output is designed for phone systems. Try volume control. If more volume is needed, it is OK to use the 8-Ohm output.



A low output volume from your USB60 may make it seem that the built-in speaker is not working. Try turning up the volume. An output value of 50+ provides a good speaker volume for monitoring the output audio. Try switching to the 600-Ohm output connection, then turning up the volume. This will allow the volume of the unit to be boosted to the point that it is audible on the built-in speaker.



Messenger
USB stops
playing

If a Messenger USB is periodically ceasing to play and reinserting the USB drive restarts the audio, it is possible that there is a problem with the file's ID tags, headers and/or album art within the file.

Remove this extraneous information.

Check the settings and parameters of your audio creation software to determine if ID tags, headers or album art are enabled.

An easy way to tell if an audio file has any of this extraneous information is to, on a computer running Windows XP or later, open the audio file in Windows Media Player 9 or later. The Media Player will display all extraneous data.

ON HOLD MUSIC PLAYER CONTACT INFORMATION

Intellitouch 858-320-6737 www.onholdplus.com/support/index.html

Premier Technologies: 1-800-466-8642 (ask for tech support) www.premtech.com

Pro Digital – Mike Smith 1-800-620-7763 www.prodigitalmfg.com

Nel-Tech Labs – 1-800-344-4685 (ask for tech support) <http://neltechlabs.com/support.htm>