

An **Easy On Hold** White Paper

Installing Music On Hold On **SAMSUNG iDCS** Series Phone Systems

*Based on instructions published by
Samsung.*

APPLIES TO: *Connecting a professional music
on hold player to an MOH input on a Samsung
iDCS Series 100/500 Phone system.*





Pictured: the AUDIO OUT connectors on a professional music on hold player. These are RCA type connectors, and are used almost universally by manufacturers of Music On Hold equipment.

AUDIO TRAVELS FROM MUSIC ON HOLD PLAYER INTO PHONE SYSTEM

Audio is played continuously from the music on hold player. The sound travels from the AUDIO OUTPUT over the audio CABLE.

INSTALL CONNECTION TO KSU MOTHERBOARD

Connect leads to the KSU Motherboard, pins 10 (Grey/Red) and 35 (Red/Grey), for audio source. Leads should terminate in an RCA-type phono plug (shown) for compatibility with music on hold player output.

Connect music on hold audio out 600 Ohms.

MUSIC ON HOLD PLAYER RCA CONNECTOR 8 OHMS OR 600 OHMS? WHY TWO OUTPUTS?

On the back of your music on hold player are two connections labeled AUDIO OUT. The 600-Ohm output is intended for telephone systems. (If your particular situation needs a louder signal, you may use the 8-Ohm output without harming your equipment.)

The 8-ohm output is appropriate for sound amplification systems, such as public address systems used by museums and amusement parks.

PROGRAM C.O. LINES

Each C.O. Line (trunk) can be programmed to receive a music source, system generated TONE or NO MUSIC when it is put on hold. See programming manual for instructions (MMC 408) (screenshot below).

The default setting is TONE. MOH SOURCE: 371 connects to the MOH source connection detailed above. If no source is connected, phone will play INTERNAL CHIME (Old Folks At Home).

ACTION

1. Press TRSF 408
Display shows current setting
2. Dial trunk number (e.g., 704)
OR
Use UP or DOWN to scroll through trunks
Press RIGHT soft key to move cursor
OR
Press ANS/RLS to select ALL
3. Enter source number (e.g., 371)
OR
Press UP or DOWN key to select option
Press RIGHT soft key to return to step 2 above
4. Press TRSF to store and exit
OR
Press SPK to store and advance to next MMC

DISPLAY

```
[701 ] TRK MOH  
MOH SOURCE: TONE
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[704 ] TRK MOH  
MOH SOURCE: TONE
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[ALL] TRK MOH  
MOH SOURCE: ?
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[705 ] TRK MOH  
MOH SOURCE: 371
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DEFAULT DATA: TONE

PROGRAM KEYSETS

Each keyset can receive a music source or NO MUSIC for background music. See programming manual for instructions (MMC 308) (screenshot below).

ACTION	DISPLAY
1. Press TRSF 308 Display shows current setting	[201] BGM SOURCE BGM SOURCE: NONE
2. Dial keyset number (e.g., 205) OR Use UP or DOWN to scroll through keyset numbers; press RIGHT soft key to move cursor OR Press ANS/RLS to select all stations	[205] BGM SOURCE BGM SOURCE: NONE
3. Enter source number (e.g., 3701) OR Press UP or DOWN key to make selection and press RIGHT soft key to return to step 2	[ALL] BGM SOURCE BGM SOURCE: ?
4. Press TRSF to store and exit OR Press SPK to store and advance to next MMC	[205] BGM SOURCE BGM SOURCE: 3701

DEFAULT DATA: NONE

TIPS & TRICKS

- Some on hold audio players come with a speaker button. Is the unit putting out sound? If so, turn the volume to 50% and call in. Once on-hold you can adjust the volume.
- If the audio seems to get faint or fade in and out, try more volume. Some phone systems have an anti-noise filter that will try to turn off the hold music unless a certain volume threshold is reached.
- If the audio is intermittent, check the connections at the player and the MOH input to be certain they are secure.
- All wiring must be insulated. Old audio cables may need to be replaced. Message on hold players purchased from Easy On Hold include one RCA-to-RCA cable and one RCA-to-3.5mm adapter plug for use with 3.5mm telephone system MOH input receptacles.
- Cell phone signals often distort or warp music on hold. Call in using a land-line for the clearest test signal.
- Callers hear the music on hold message in progress, not from the start. The player repeats the audio production over and over.
- There is no need to turn the music on hold player off. It is designed to play 24/7.
- A support ticket can be submitted online at www.easynhold.com/support.