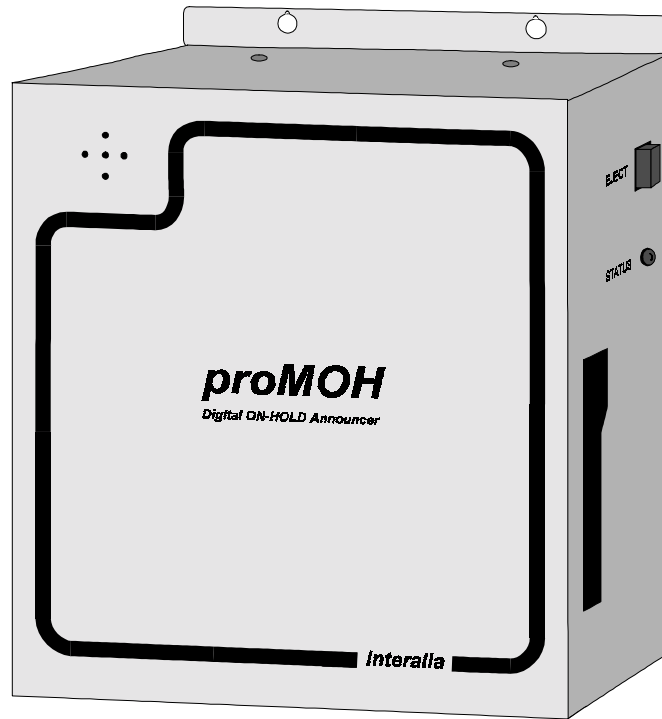


interalia[®]



the proMOH[®]

OPERATING MANUAL

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OVERVIEW

The interalia proMOH is a Digital ON HOLD Announcer that combines the benefits of both digital and tape systems.

The proMOH's solid state design guarantees maintenance free operation. The Music On Hold (MOH) message is stored in FLASH memory to provide superior announcement quality that does not deteriorate over time.

Recording time is 4 or 8 minutes in length. Recorded messages can be monitored over the built-in speaker during recording and playback.

The built-in tape transport automatically downloads a professionally pre-recorded cassette to digital memory. It is as simple as inserting a cassette. A separate tape player is not required. After downloading, the tape transport and cassette are not subject to any additional wear.

The use of flash memory for storing the message means neither a backup battery nor downloading from the tape is required if a power outage occurs. The message is always retained, even if the proMOH is turned off.

600 ohm (Ω) and 8 Ω audio outputs allow the proMOH to be compatible with any telephone system that has a MOH interface. Adjustable volume, bass and treble controls, maximize the proMOH's fidelity.

The proMOH comes complete with interface cables and mounting hardware. It is designed to be mounted vertically on a wall, or placed on a table top, near a telephone system.

INSTALLATION

To install the proMOH:

- 1) Using the wall-mounting template in Figure 1 (located at the end of this booklet), position the proMOH near the telephone system and secure it vertically to the wall (See Figure 2).

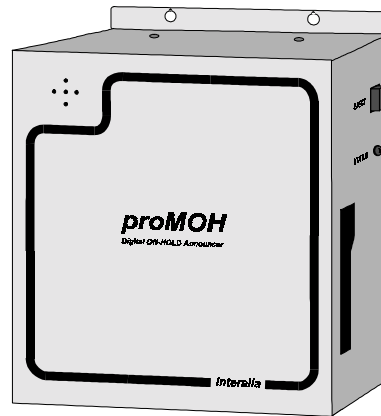


Figure 2

- 2) Connect the proMOH's 12 VAC power adapter to a wall outlet.

***** Use only with interalia Part No. 5195 Power Adapter *****

- 3) Using the MOH interface cable, connect one of the proMOH's MOH outputs (600 Ω or 8 Ω) to the telephone system's MOH input.

Refer to the telephone system's technical specifications to determine which MOH output to use.

- 4) Place a cassette containing the MOH message in the tape transport.
- 5) Call up the telephone system and ask to be put "on hold". While listening to the MOH message through the telephone system, adjust the MOH Volume, Bass and Treble to satisfactory levels.

CONTROL PANEL

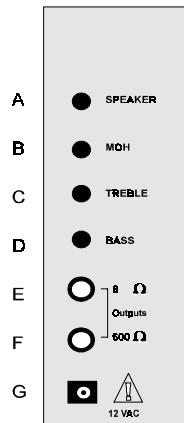


Figure 3

- A Speaker Volume Control.** Adjusts the output level of the internal speaker .
- B MOH Output Volume Control.** Adjusts the output level on both of the 8 Ω and 600 Ω MOH ports.
- C Treble Control.** Adjusts the treble response of the speaker and MOH outputs. Includes center detention.
- D Bass Control.** Adjusts the bass response of the speaker and MOH outputs. Includes center detention.
- E 8 Ω MOH Output.** Audio port intended for telephone systems that have a low impedance 8 Ω MOH input.
- F 600 Ω MOH Output.** Audio port intended for telephone systems that have a high impedance 600 Ω MOH input.
- G Power Input.** Wall adapter input jack. Connect the adapter supplied with the proMOH to this input. No other adapters should be used.

OPERATIONS

INSERTING/REMOVING TAPES

To insert a tape, gently slide the tape into the tape deck (production side facing you) until the mechanism takes control. To remove a tape, press the **EJECT** button located beside the tape door.

OPERATING THE TAPE

- 1) Upon detecting tape insertion, the proMOH will automatically load the tape.
- 2) The unit rewinds the tape to the beginning.
- 3) The unit will start playing the tape, looking for audio. If no audio is found within 30 seconds, the unit stops, rewinds to the beginning and ejects the tape.
- 4) If there is audio on the tape, the unit starts recording.
- 5) When recording is completed, the tape is rewound to the beginning and ejected.

STOP RECORDING

A recording is terminated when:

- all the memory is used
- end of the tape is reached
- user presses the EJECT button
- 10 or more seconds of silence is detected on the tape

ENDLESS LOOP TAPE OPERATION

The unit detects an endless loop tape when the tape is rewound. If the unit detects an endless loop tape, the unit will wait for 30 seconds to detect audio (when recording) and 2 seconds of silence to terminate a recording.

OUTPUTS

While recording the MOH message from the tape, the recording audio is played out to the MOH outputs and the internal speaker.

OPERATIONS, continued











After the message is recorded, the recorded message is played out to the MOH outputs and the internal speaker.

LED DISPLAY

The single dual-color LED is used to indicate the status of the unit:

OFF	No power to the unit
Solid ON	(Green) A message is recorded and playing out to the MOH ports
Slow Blink	(Green) No message is recorded (2 secs ON, 2 secs OFF)
Fast Blink	(Green) A message is being recorded (0.25 secs ON, 0.25 secs OFF)
Solid ON	(Amber) An internal error has occurred - the unit requires factory service.

TROUBLESHOOTING

- proMOH does not power up  Verify the 12 VAC power adapter is connected between the proMOH and the main outlet.
- Not recording from tape  Verify the cassette tape is properly inserted in the tape transport. Try removing the cassette and re-inserting it.
-  Verify the cassette tape is not broken, cut, worn out or twisted. Replace the cassette if necessary.
-  Verify there is a message recorded on the cassette tape. Replace the cassette if necessary.
- Partial message recorded  Verify the length of the MOH message does not exceed the total recording time available. Reduce the length of the MOH message accordingly.
-  Verify there are no unwanted prolonged periods of silence on the tape. Remove the silence from the tape.
-  Recording will automatically stop after 30 seconds of continuous silence is detected on the tape and 2 seconds on endless loop tapes.
- Audio does not play to the Telephone System  Verify the MOH output volume control is not set too low.
-  Verify the MOH message recorded.
-  Verify the proper MOH output (8 Ω or 600 Ω) is being used. Refer to the telephone system's technical specifications to determine the proper MOH output.

REPAIR

IF THE proMOH NEEDS TO BE REPAIRED

The proMOH does not contain any user serviceable parts. In the event of a problem, in the United States, please return the unit to:

interalia Communications Inc.
Suite 135, 10340 Viking Drive
Eden Prairie, Minnesota
USA 55344

or, in Canada, please return the unit to:

interalia Inc.
4110 - 79th Street, N.W.
Calgary, Alberta,
T3B 5C2

or, in the UK, please return the unit to:

interalia Communications Limited
Endahna House, Bridge End Road
Grantham, Lincolnshire
NG31 7TS

APPROVALS INFORMATION

CE INFORMATION



TECHNICAL SPECIFICATIONS

Recording Time Available

- Models available in 4 or 8 minutes

Number of Messages

- 1 MOH message

Audio Storage

- Voice Encoding/Decoding: 32 Kbit Adaptive Differential Pulse Code Modulation (ADPCM)
- Sampling Rate: 8 kHz
- Storage Medium – Flash memory

Audio Inputs

- Tape Transport: Loads standard cassette tape

MOH Outputs

- Message Play: Continuous
- Connector: RCA-Jacks
- Impedance:
 - 600 ohm nominal
 - 8 ohm/1 watt
- DC Characteristics:
 - The 600 ohm port is tolerant to telecom line voltages and current of +/- 50 VDC and 100 mA (FCC Part 68 tolerant).
 - The 8 ohm port is fully isolated and will tolerate line voltages of +/-50 VDC. This port will not sink any DC current.

Monitor Speaker

- 8 ohm/100 mW internal monitor speaker

Controls

- **Speaker Volume:** Adjusts volume level of the monitor speaker
- **MOH Volume:** Adjusts volume level of the MOH outputs
- **Treble:** Adjusts the treble response of the MOH outputs
- **Bass:** Adjusts the bass response of the MOH outputs

Power Supply

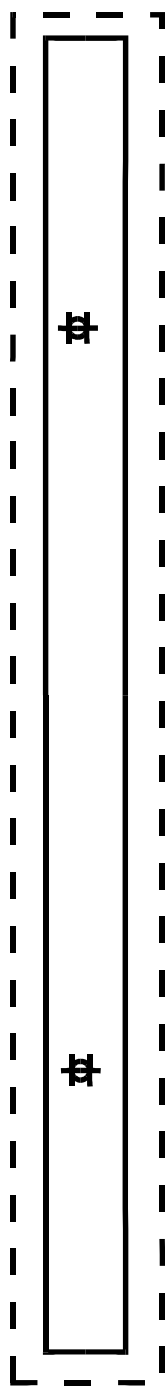
- Input: 115 VAC/60 Hz for North America, or 220 VAC/50 Hz for EU
- Output: 12 VAC 1.3A, Class A.

Dimensions

- 6.5" H x 6.5" W x 2.3" D

Weight

- 3.0 lbs
- Specifications are approximate and subject to change without notice.



Installation Notes:

- Attach wall mount screws to the correct centre distance using the template above
- Tighten screws to about 3/4" depth
- Hang the unit on the screws
- Tighten screws firmly

LIMITED WARRANTY

interalia warrants this equipment to be free of defects in materials and workmanship for a period of three years from the date of shipment. All defects will be repaired without charge upon return of the unit to the factory.

This warranty is null and void if any modifications have been made to the unit or if the unit has been subjected to physical or electrical stress as determined by the manufacturer.

This warranty covers parts and labor only and does not include shipping costs, travel expenses or travel time.

Installation of the equipment is the sole responsibility of the purchaser. The manufacturer, its agents or distributors, accept no responsibility for malfunction or damage caused by improper connection of the unit.

THE MANUFACTURER, ITS AGENTS OR DISTRIBUTORS, ARE NOT LIABLE FOR ANY LOSSES INCURRED THROUGH THE USE OF THE EQUIPMENT OR BY THE MALFUNCTION OF THE EQUIPMENT OR FOR ANY LOSSES OR DAMAGES INCURRED BY THE USE OF THE EQUIPMENT IN ANY MEANS WHATSOEVER.

THIS WARRANTY IS LIMITED TO THE REPAIR OF THE EQUIPMENT TO ITS NORMAL FUNCTIONAL CAPABILITY.

THIS WARRANTY IS COMPLETE AS STATED AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE NOT VALID.

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