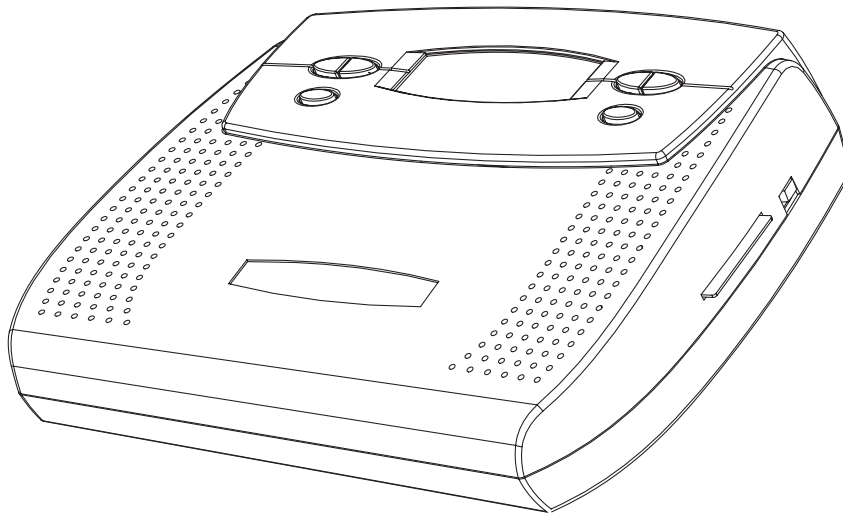


**OHP 6000**

**On-Hold Plus™**

# User Manual



**.MP3**  
audio

**DIGITAL**  
FLASH MEMORY

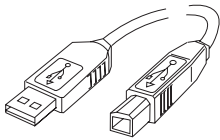
**USB** 

## **On-Hold Plus 6000** **Digital MP3/WMA On-Hold Audio System**

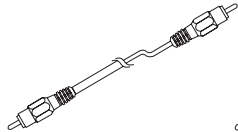
Before using this unit, please read these operating instructions carefully.  
Afterwards, keep them handy for future reference.

## Supplied Accessories

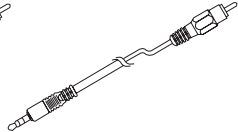
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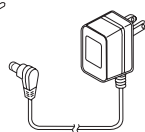
USB Cable



Connector Cable A  
(Phono /RCA plugs)



Connector Cable B  
(3.5mm mini to RCA)



AC Adapter



MessageStudio  
Software & Drivers

## OHP 6000 Series Features

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**MP3/WMA file playback** - Plays ordinary MP3 and WMA files.

**USB connectivity** - Update content by connecting the 6000 to a PC and transferring MP3 or WMA files to its on-board flash memory.

**On-Board Memory** - unit comes with 16MB of on-board memory and is preloaded with over 55 minutes of music content in a variety of styles. Choose to repeat one or all tracks.

**Digital flash memory** - on-board memory retains music/message content even during power loss...unit ships with preloaded audio. Unit automatically starts in playback mode and retains track and volume settings after power loss.

**SMC memory card slot** - upgrade the 6000's memory to up to over 9 hours by adding a Smart Media Card (SMC). Update content by transferring files from the PC to the SMC card via a USB card reader (not supplied).

**High Quality Playback** - Player supports best CD quality playback up to 44kHz sampling rate at up to 192KBPS bit rate.

**3 Repeat Options**- unit supports *repeat all*, *repeat all-shuffle* and *repeat one track* functions.

**MessageStudio Software** - allows user to create fully customized on-hold audio content on a PC and then save the file as an MP3 (analog with ID3 tag identification) for transfer to the 6000 or an SMC flash memory card.

**Backlit LCD Control Panel** - 6-line backlit LCD panel displays ID3 tags with descriptive names of tracks for easy identification and selection. Display also shows a variety of important information so user can choose playback preferences and easily determine unit's operational status.

**Built-In Monitor Speaker** - allows user to monitor sound with the flip of a switch.

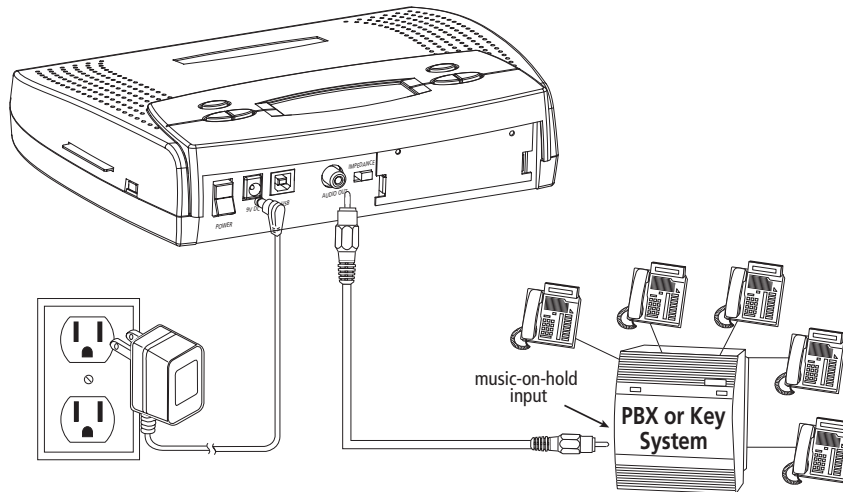
**Wall Mountable** - unit can play while mounted in a vertical position.

**3-Year Warranty**

## Set-up

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### ► Connection to PBX or KEY phone systems



- 1** Plug AC adapter into wall outlet.
- 2** Plug AC adapter cable into jack marked "DC9V".
- 3** Plug "Connector Cable\*" to "AUDIO OUT" jack.
- 4** Plug other end of "Connector Cable" into phone system's music-on-hold (MOH) input jack. NOTE: If the jack cannot be located, contact your phone vendor for assistance.

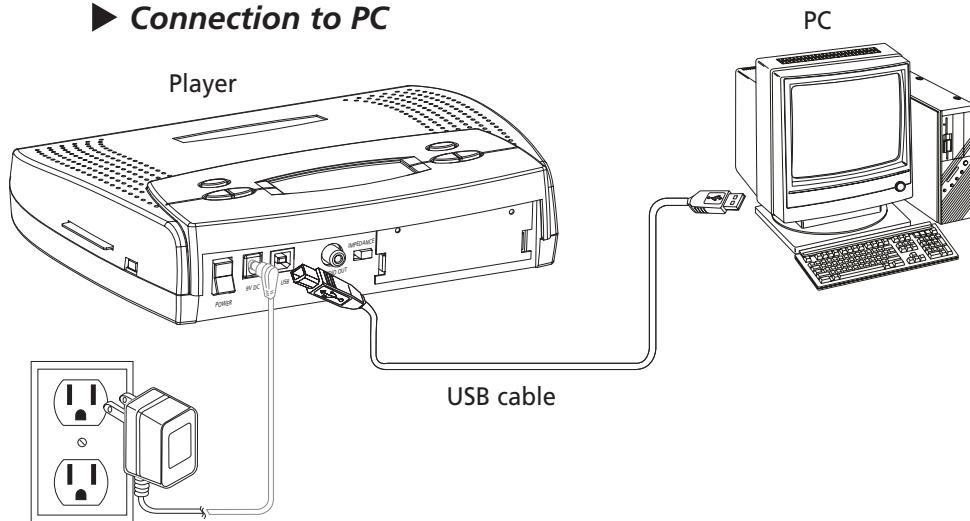
NOTE: Connections to ordinary multi-line analog and KSU-less phones require use of model number OHP 6500. For more info on the OHP 6500 and connection to analog and KSU-less phones, visit our web site at [www.onholdplus.com](http://www.onholdplus.com).

\* Connector Cables -- Both RCA-to-RCA and RCA-to-3.5mm mini connector cables are included. While most all phone systems have an RCA connection on the PBX or Key System Unit, a few have a 3.5mm mini connection. If the jack on the phone system does not look the same as the "AUDIO OUT" jack on the player, use the 3.5mm mini-to-RCA connector cable.

## Set-up

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### ► Connection to PC



**IMPORTANT:** Before connecting the USB cable from the PC to the unit, please make sure the power switch on the player is in the OFF position.

- 1** Plug USB cable (square socket) into the USB jack on the back panel of the player.
- 2** Plug the other end of the USB cable (rectangular) into the USB port on the back of the PC.
- 3** Connect the power supply to the 9VDC jack on the player.
- 4** Switch the power to the ON position.

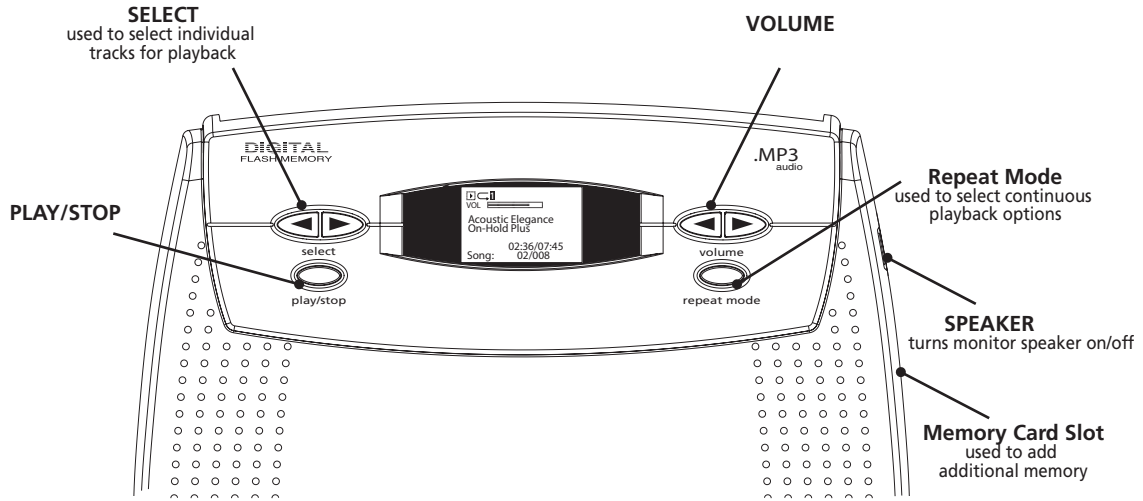
### ► Installing Drivers

Computers running Windows 98 and 2000 and Mac OS 9.0 require drivers in order to connect to the player. Drivers for these operating systems are included on the MessageStudio CD.

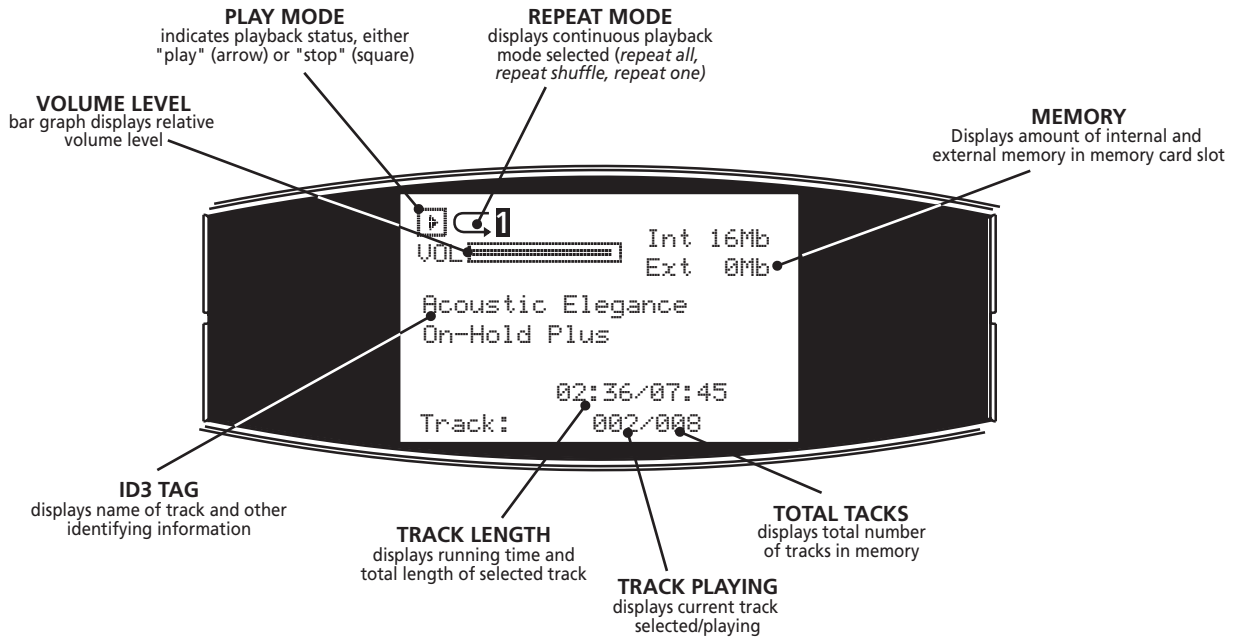
Computers running Windows XP and Mac OS X do not require drivers to connect to the unit.

## Controls & Functions

### ► Player Controls



### ► LCD Display



## Operation

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### ► **Playback**

#### ***Playing Audio Stored in Memory***




By default, the unit is always in "playback" mode. When unit is playing, the LCD will display a running time.

#### ***Playback After Power Loss***

If power to the unit is lost, the unit will resume playback as soon as power is reapplied.

#### ***Playback Modes***

The player is set to the PLAY mode as a default. You may stop playback by pressing the PLAY/STOP button. Using the "REPEAT MODE" button, you can select from one of three modes. The "repeat" icon in the LCD will show which mode you are in:

-  Repeat all tracks in order
-  Repeat all tracks in a random order
-  Repeat the current track only

#### ***Saving Your Settings***



After setting your volume level, repeat function, and if desired a specific track to playback, press the "PLAY/STOP" button once. Then press the "PLAY/STOP" again to resume playback. Doing this allows your settings to be recalled automatically after the unit loses power and then has the power reapplied.

### ► **Copying New Tracks to the Player**

Once connected, the player will show up as two removable drives (i.e. Drive E & Drive F) in the MY COMPUTER window on your PC. The first drive will represent the on-board memory (8 MB). The second drive represents the built-in Smart Media Card reader (slot located on right side of unit, only available if a card is inserted). The MY COMPUTER window is where you can manage the content on your player. From this window you can add or delete files that are stored on your player.

## Operation (cont'd)

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### ▶ **USB Connection**

- 1** Turn the POWER switch on the back of player to the OFF position.
- 2** Plug the USB cable into the USB port on the back of your player
- 3** Plug the other end of the cable into the USB port on your computer.
- 4** Turn the POWER switch to the ON position (LCD will show an icon of a computer and a memory card with the word "READY.")
- 5** Locate and select any MP3 or WMA audio file(s) or file(s) created and saved with the MessageStudio software.
- 6** Copy the files.
- 7** Go to "My Computer" and double click on the player (shown as "Removable Media" on your PC.)
- 8** Paste the files to the player.
- 9** Turn the POWER switch on the back of player to the OFF position.
- 10** Remove the USB cable and turn the player back to the ON position.

### **External Smart Media Flash Card**



The player is also equipped with a slot for a Smart Media (SMC) flash card. Files can be copied to the card by putting it into the unit and connecting the USB cable to a PC. Alternately, files can be copied to the card by connecting a smart media card reader to the PC's USB port and copying files directly to the card. Note: Turn the player's power off whenever connecting a USB cable or inserting or removing an SMC card.

### **Using a Smart Media Flash Card**

The player has an SMC card slot located on the right side of the player. Before inserting the card, power down the unit. Insert the flash card, gold foil side up, with the notch on the leading edge.

**NOTE:** When a smart card is inserted, files stored on the on-board memory cannot be played or viewed. Powering down the unit and removing the card will allow you to playback content stored on the on-board memory.



## Settings

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▶ **Power Switch**

Location -- rear panel

Operation -- turns power on or off. When power is on, LCD is illuminated.

▶ **Impedance Switch**

Location -- rear panel

Operation -- An 8 ohm output is the default. Older phone systems may require the 600 ohm setting.

▶ **Speaker Switch**

Location -- right side, located next to the memory card slot.

Operation -- Slide the "SPEAKER" button to "ON" position to listen to program playing from digital memory. **Speaker switch position has no effect on "AUDIO OUT" playback.**

▶ **Volume Control**

Location -- top face

Operation -- controls output level of "AUDIO OUT" jack. To adjust, press the directional arrows. Set proper volume level by calling in from a phone close to the unit (or cell phone) and having your call placed on hold.

▶ **Select Control**

Location -- top face

Operation -- allows user to scroll through tracks stored in memory.

▶ **Repeat Mode Button**

Location -- top face

Operation -- allows user to set options for continuous playback (*repeat one, repeat all, repeat all shuffle.*)

▶ **Play/Stop Button**

Location -- top face

Operation -- begins and stops playback. Also used to save playback settings (track, repeat mode and volume) so they can be retained after a loss of power to the unit. To save setting, simply press the play/pause button twice after playback settings are entered. For more information on saving settings, see page 5 of this manual under "Saving your settings."



## MessageStudio™ Player Software



### ► **Creating Custom On-Hold Audio**

Using MessageStudio software, creating professional sounding audio is simple, quick and easy. MessageStudio will run on any Windows 2000, NT & XP - based PC with a 486 or better processor and a 1 Mac users can run MessageStudio by using Virtual PC version 3.0

This easy-to-use software allows you to simply and easily create new on-hold message productions any time you wish. You may record new messages in your own voice (using a mic hooked up to your PC sound card) or have messages professionally produced by On-Hold Plus or any other professional voice talent (see MessageStudio Writer on the following page). When your production is finished, click "EXPORT AS MP3" button and copy to either the on-board memory, via the USB port or to a Smart Media Card via, a flash card reader connected to your PC's USB port.

MessageStudio works with any .WAV or .MP3 audio files. There are 20 different music files as well as a choice of professionally voiced "thank you for holding..." messages included with the MessageStudio software.

### ► **Recording Messages in Your Own Voice**

Using the MessageStudio Player Software and a mic hooked up to your PC's sound card, you can record professional sounding messages in your own voice. To record, click the "RECORD MSG" button in the MessageStudio Player window.

NOTE: Confirm that your "MICROPHONE" is selected as a recording input in your sound card controls and that the volume is turned up.

### ► **MessageStudio Player Main Window**



Choose the time interval between messages

View the length of your final production

Click to export current production to .MP3

Record a message in your own voice

Launch the MessageStudio Writer Software

Add your choice of background music files from the MessageStudio CD-ROM (choose from 20 music selections)

Add your choice of "thank you for holding" message files from the MessageStudio CD-ROM or...add a custom message about your company!

## MessageStudio Writer Software

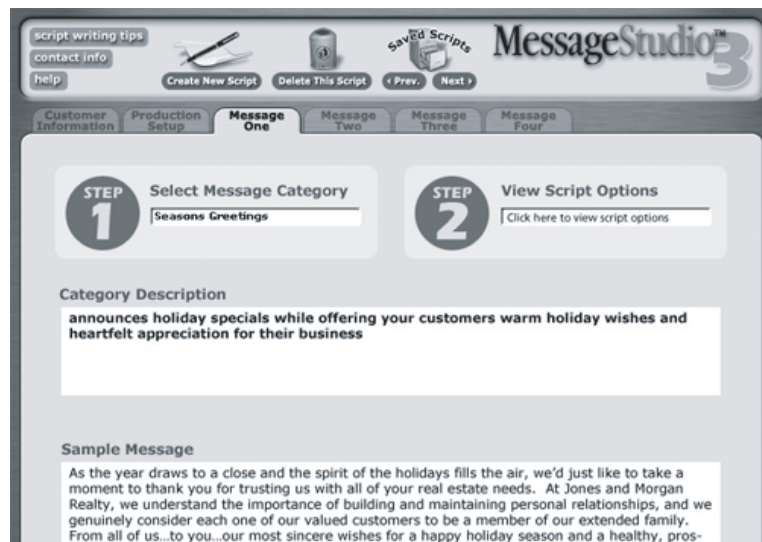
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### ► **Creating an On-Hold Audio Script**

To assist you in writing your on-hold audio script, the MessageStudio software includes a fun and easy scriptwriting utility called MessageStudio Writer. This utility may be accessed from the main screen of the software by clicking on the "Write Msg." button (located at the bottom right of the screen). Even if you're not a Madison Avenue copywriter, you'll find the process quick, easy and fun. Just by asking a few questions, the intuitive software will create several choices of beginning and ending sentences for you. Simply click on your choices, add a sentence or two of your own, and you're done...it's that easy.

Your finished script can either be read by you or submitted to On-Hold Plus for professional voiceover of your custom messages by one of our certified production partners.

#### **MessageStudio Writer Main Window**



### ► **Professional Production Services from On-Hold Plus**

On-Hold Plus' certified production partners offer complete, professional production services featuring "national broadcast quality voice talent." Your finished on-hold messages can be sent as a fully mixed production, or the voice files can be e-mailed individually for use with the MessageStudio Software. With MessageStudio you can add these professionally voiced message files to the program for playback with your choice of background music. It's simple, quick and easy!

For information on getting a professionally produced custom on-hold audio message for your company or organization, call us at 800-839-7277 or visit our web site at [www.onholdplus.com](http://www.onholdplus.com).

## Warranty

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### ► *Limited Warranty*

On-Hold Plus warrants this product to be free from manufacturing defects in material and workmanship under normal use and conditions for a period of 3 years from date of original purchase in the United States.

Should service be necessary under this warranty for any reason due to manufacturing defect during this 3-year period from date of original purchase, On-Hold Plus will either repair the unit or replace it with a reconditioned unit at no charge.

You may return the unit to On-Hold Plus, 5160 Carroll Canyon Road, San Diego, CA 92121

- Pack the unit in a well-padded, heavy, corrugated box.
- Enclose proof of purchase.
- Enclose your check or money order payable to On-Hold Plus in the amount of \$10.00 to cover shipping and handling costs.
- Ship the unit prepaid via UPS or parcel post (insured).

Note: This warranty is void if the product is:

- (a) Damaged through negligence, misuse, abuse, or accident.
- (b) Modified in any way.
- (c) Damaged because it is improperly connected to the equipment of other manufacturers.

This warranty does not cover:

- (a) Damage to equipment not properly connected to the product.
- (b) Costs incurred in the shipping of the product to On-Hold Plus.
- (c) Damage or improper operation of unit caused by customer abuse, misuse, negligence, or failure to follow operating instructions provided with the product.
- (d) Ordinary adjustments to the product which can be performed by customer as outlined in the owner's manual.
- (e) Damage to compact discs.

THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER AND DOES NOT EXTEND TO SUBSEQUENT OWNERS OF THE PRODUCT. ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY ARE LIMITED IN DURATION TO A PERIOD OF THE EXPRESS WARRANTY AS PROVIDED HEREIN BEGINNING WITH THE DATE OF ORIGINAL PURCHASE AT RETAIL AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, SHALL APPLY TO THIS PRODUCT THEREAFTER. On-Hold Plus MAKES NO WARRANTY AS TO THE FITNESS OF THE PRODUCT FOR ANY PARTICULAR PURPOSE OR USE.

UNDER NO CIRCUMSTANCES SHALL On-Hold Plus BE LIABLE FOR ANY LOSS, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

THIS WARRANTY IS VALID ONLY IN THE UNITED STATES OF AMERICA. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. HOWEVER, YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATION ON IMPLIED WARRANTIES OR EXCLUSION OF CONSEQUENTIAL DAMAGE. THEREFORE THESE RESTRICTIONS MAY NOT APPLY TO YOU.

# OHP 6000 User Manual

## Information

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### ▶ **FCC Information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. The unit may malfunction when there is radio interference appeared on the power line/signal line. The unit will revert to normal operation when the interference stops. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

### ▶ **Precautions**

#### **Installation**

Never install the unit where it would be subjected to:

- heat sources such as radiators or air ducts
- direct sunlight
- excessive dust
- moisture or rain
- mechanical vibration or shock
- electromagnetic radiation

#### **Music Content License**

Your purchase includes a perpetual license for unlimited use, on a single telephone system, of the music content provided with this system, as well as the content which was recorded into the playback unit at the factory.

NO ADDITIONAL ROYALTIES ARE DUE TO ON-HOLD PLUS OR ANY OTHER THIRD-PARTY MUSIC LICENSING AGENCY.

For complete copy of the licensing agreement go to [www.onholdplus.com/music\\_license.html](http://www.onholdplus.com/music_license.html)

- When the unit is used with an AC power adapter, do not wrap the unit in a cloth, blanket, etc. If you do so, the temperature inside and outside the unit may rise considerably, resulting in malfunctioning of the unit or serious accidents.
- For the unit to operate at its best, it should not be subjected to temperatures below 5°C (41°F) or above 35°C (95°F).

### ▶ **Warnings**

- Before operating the unit, please read this manual thoroughly and retain it for future reference.
- To prevent fire or shock hazard, do not expose the unit to rain or moisture. To avoid electrical shock, do not open the cabinet. Refer servicing to qualified personnel only.

### ▶ **Care & Maintenance**

**Cleaning** -- Do not use volatile chemicals on this unit. Clean by lightly wiping with a soft cloth.

### ▶ **Customer Support**

Toll-free customer support is available from 8AM to 5PM (PST) Monday thru Friday by calling 800-839-7277

**On-Hold Plus™**  
800-839-7277  
[www.onholdplus.com](http://www.onholdplus.com)