



# ON HOLD MESSENGER APPLIANCE OH-4910

## USER GUIDE

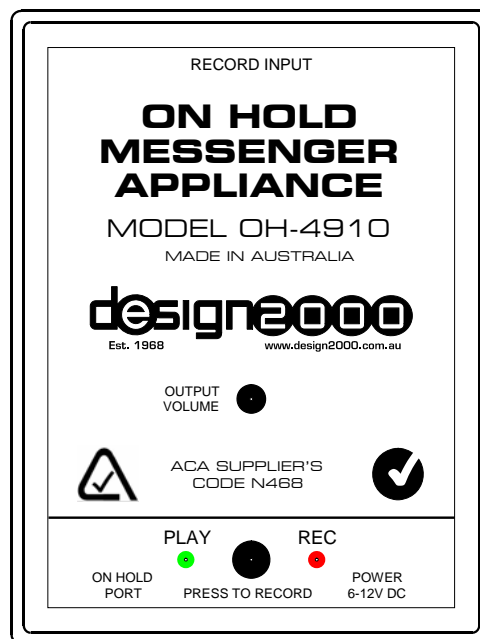
### Introduction

The *On Hold Messenger Appliance* Model OH-4910 is a 'no-frills' record/loop-playback unit for playing messages to telephone callers when they are placed on hold. Importance has been placed on telephone quality message reproduction rather than supplementary facilities. Also, the unit is not adversely affected by power interruptions. Your on-hold message is retained indefinitely until you download a new one and, loop-playback starts automatically when power is applied.

The *On Hold Messenger Appliance* is supplied with superb royalty-free music ready for immediate use. You can personally download your own on-hold message from a tape, CD or PC Sound card and your message can run for up to four minutes (eight minutes optional).

Applications for this device include on-hold messaging and recorded information services.

### Diagram



### Connection

The *On Hold Messenger Appliance* is simply connected to the Music On Hold (MOH) port of any telephone system via the RJ12 socket on the unit. No external Line Isolation Unit (LIU) is required. Apply 12Vdc power to the *On Hold Messenger Appliance* 2.1 mm power socket and the recorded message automatically starts playing in an endless loop.

Note: When the *On Hold Messenger Appliance* is playing, the green 'Play' LED indicator is steady on.  
When the *On Hold Messenger Appliance* is recording the red 'Record' LED indicator blinks.



## Instructions

### To Record Your Own Message

1. Connect the message source machine (eg. tape player, sound card etc.) to the *On Hold Messenger Appliance* 3.5 mm TS phone record socket (you can use mono or stereo). The output level from the source should be no more than about 1 (one) Volt peak to peak. If this can not be measured, a couple of trial runs will be necessary to determine the volume on the source player required to achieve a loud and clear but undistorted recording.
2. Momentarily press the recessed Record button on the *On Hold Messenger Appliance* with a pen or pencil and the red Record LED will pulse (please note that the green Play LED also stays on at this time).
3. Press the play button on the cued source machine within 30 seconds.
4. The *On Hold Messenger Appliance* will automatically start recording when audio is detected and then stop recording when you press the Record button again, or when four (or eight) minutes have elapsed.

### Playback

1. Plug the *On Hold Messenger Appliance* into the Phone system MOH port and do a test. Simply call in and ask the operator to put you on hold. You can adjust the output volume control using a small bladed screwdriver. Turning it clockwise increases the output. **Please consult the factory if more output volume is required. This is common to some older Commander™ and PABX systems. There is an output boost setting inside the On Hold Messenger box.**

### Specifications

Enclosure	Injection moulded ABS (acrylonitrile-butadiene-styrene).
Dimensions	50 mm x 110 mm x 80 mm.
Operating Temperature Range	-10 → +70 ° C.
Message Recording /Playback	
Input Sample Rate	8 kHz.
Upper pass band	3.4 kHz.
Message retention	100 years.
Record Cycles	100, 000.
Messages length	Up to four minutes (eight minutes optional).
Record Input level	≈ 1 V p-p (350 mV RMS).
Output level	≤ 4.4 V p-p (adjustable).
Frequency range	500 Hz → 3.4 kHz.
Power requirement	6 - 12 Vdc 50 mA (600 mW), polarity insensitive (Power adaptor supplied separately)
Power connector	2.1 mm concentric
MOH connector	RJ12 6P2C socket
Record Input connector	3.5 mm stereo (mixed to mono) TS phone socket
Displays	Playing LED indicator (green), Recording LED (red).
Isolation	Complies to TS001
NZ Telepermit	PTC 212/92/005
ACA Supplier's Code Number	N468.
Warranty	Two years.

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MADE IN AUSTRALIA



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## ON HOLD MESSENGER APPLIANCE OH-4910

### Packing List

Quantity	Item	Use
1	OH-4910	On Hold messages/music player
1	DC Power Adaptor	Power
1	RJ12 to 605 plug line cord	Connection to MOH socket
1	RJ12 plug to 3.5 mm stereo phone plug lead	Alternate Connection to MOH socket
1	3.5 mm → 3.5mm stereo phone plug lead	Downloading messages from source
1	3.5 mm → 3.5mm stereo socket coupler	Enables coupling depending on connectors required for connection.
1	This manual - Document G/01144	How to use this appliance



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