Trouble Shooting

1. Adapter not working or stopped working
Unplug the 12VAC plug from the back of the Music-On-Hold adapter and unplug the phone lines; Wait 60 seconds then plug them back in, make sure the AC adapter is plugged in securely.

2. Adapter does not activate or stopped activating
telephone was changed or power failure - do as above, then select L1, L2, L3, L4 making sure that dial tone is there.

3. Red LED double blinks ON then turns OFF on some lines
Some phone Lines are removed from MOH adapter or do not exist. on non existing lines the lights keep blinking and that is OK). Un-plug phone lines for 5 seconds and plug it back in.

4. No Audio or Audio not Loud enough
Select the line 1 on the phone and push the Audio Test button located in the back of unit to hear the Audio, adjust the volume on your audio source if needed to hear it. Check the audio cord, Unplug -Plug back. Use CD player "head phone" jack - not "line out"

5. Audio Test is OK but no audio when Hold is pressed in A1 A2 or A3 settings.
If answering a call allow 1 second before pressing Hold. Make sure you have your "Local service" with the dominant phone company in your area (not 3rd party local service). Is your location within city limits? are all your phone numbers DSL qualified? your location may need to be close enough to your phone company's central office to guarantee for Hold button activation. That is why some discount phone companies service does not work. If so you need to use the device in B1 or B2 setting via Flash then Hold or C1, C2 settings with delayed activation. Try the unit in B1,B2 or C1,C2 settings.

6. MOH works but audio does not stop when call is picked up in A1 or A3 settings.
Wire distance to adapter is too long, Centralize the location of device to be as close as possible to all the phones. Try the A2 setting. If you are re-wiring "daisy chain" wiring works better than "star" or "home run" or Independent wiring Press **FLASH** button to stop the music.

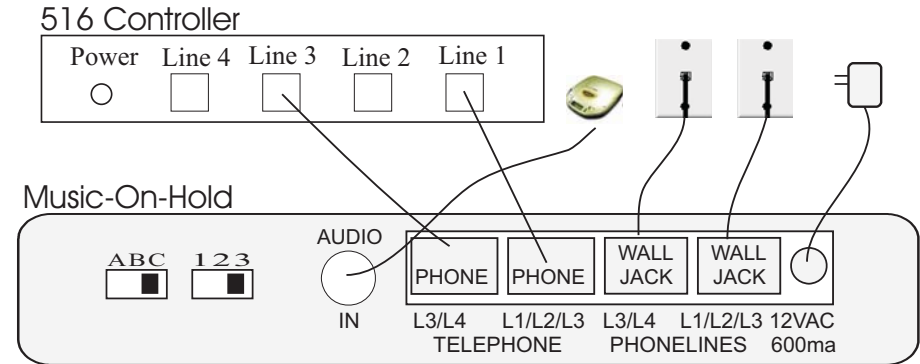**7. Randomly Hold music starts to play by it self or does not activate in A1, A2 or A3 settings**
The call needs to be on Hold min. 2 sec. before you may pick it up. When you hang up, wait 2 seconds before selecting the same line again. Check for extra devices sharing that line like Message indicator, Answering machine, Alarm system, Modem etc. Use a "privacy module" between the line and that extra device to keep them off the line when line is being used by your phone. Set your Alarm system and/or your DSL line to share FAX line. Use **FLASH** button to deactivate music.

8. Audio shuts off or flickers
Extensive audio volume. Lower the volume to proper level.

AirWay™ Music-On-Hold Adapter Installation

- Plug in the included AC adapter. (110V AC to 12V AC)
- Confirm that all 4 LED lights on this unit are **BLINKING**
- Connect "PHONE LINES" jacks to your "Wall" Jacks using the provided cords
- Observe that as you connect the wall jacks the blinking lights turn OFF (on non existing lines the lights keep blinking and that is OK)
- Plug one end of a phone line cord into the Music-On-Hold Telephone L1/L2/L3 jack and the other end into the L1 jack on the AirWay 516 Controller.
- Plug one end of a phone line cord into the Music-On-Hold Telephone L3/L4 jack and the other end into the L3 jack on the AirWay 516 Controller.
- Plug one end of the audio cable into the AUDIO IN jack on the Music-On-Hold, plug the other end of cable into the audio out jack of your audio source such as the connector on digital player (8 ohm or 600 ohm -preferred), Radio, CD player, PC sound card speaker output, etc. We recommend you to set the volume on your audio source to mid level.

Connection Test: To confirm that you have connected everything correctly, set the switches in "C3" position, select line 1 on the phone, confirm that L1 Red LED on the Music-On-Hold turns ON and you hear the audio. Double check your connections or adjust the volume on your audio source if needed, repeat for lines 2 , 3 or 4

Switch setting: *Please Read the Operation instructions for each setting carefully*
There are two 3 position switches on the Music-On-Hold that control the activation method, you need to select the proper setting based on your phone line situation.

*** We recommend using the C1 method. ***

A1, A2, A3: Hold button activation (Will only work in some areas)

B1, B2: Flash then Hold activation (To place a caller on hold press TALK then HOLD)

C1, C2: Delayed Hold activation (Music will start within 15 seconds of placing the caller on hold)

Operation in A1, A2, A3 (Hold activation):

Hang up and set the left switch to the A position

ABC   123

Start with A1, make or receive a real call, the LED on the Music-On-Hold turns ON solid, then simply press the **HOLD** button on your telephone. The Music will be heard to the caller and the LED on the Music-On-Hold will start to BLINK. To return to the call just re-select that line. (Be sure to allow 1 or 2 seconds before putting a call on HOLD). If it did not work hang up and try it again 2 or 3 times.

A2: if after 2 -3 times it is not working hang up and change the switch to A2 and try it 2-3 times.
A3: this setting works better on smaller offices with just a few phones, it is not as powerful as A1 or A2, if your phones work fine in A3 just leave it in A3.

Operation in B1, B2 (Flash Hold activation):

Hang up and set the left switch to the B position

ABC   123

To activate: press **FLASH** then **HOLD**

To deactivate just re-select that line and press **FLASH**

Voice Deactivation: if the call has been on Hold at least a few seconds, it can also be deactivated by just **speaking** over the Audio for example say : "Hi I am Back" .

If for some reason you are not able to voice deactivate, try speaking a little louder and more direct into the microphone, if that does not work hang up and set the switch to **B2**. Remember you can always use the Flash button to deactivate the audio as well.

Want to use just one button ? Press **FLASH** to activate Music-On-Hold and when ready to go back to caller just speak over the audio! Or press **FLASH** again. Note: this does not hold the line so the other party may still hear you, set the volume louder to mask it.

In **B1** or **B2** settings the Flash button is used in order to activate the audio so if you have: **Call waiting , 3 way calling, Centrex Call Transfer**

Use **FLASH FLASH** to access an out side line or to answer a call waiting call etc.

Example 1 (B1 or B2 settings) to take a call waiting call press **FLASH FLASH**

Example 2 (B1, B2) to make a 3 way or conference call press **FLASH FLASH** you will get a dial-tone now dial the desired phone number & press **FLASH FLASH** to join the two calls together.

NOTE: If you have **"Call Waiting"** service, only one call may be placed on Music-On-Hold, the other call is held in the phone company central office in silence not in your office.

Operation in C1, C2 (Delayed Hold)

Hang up and set the left switch to the C position

ABC   123

These settings use **"voice activation"** method, this mode of operation works by just using the Hold button but with slightly longer activation time (about 10 to 15 seconds after hold is pressed)

In **"Voice activation"** mode, the device needs to hear you well therefore speak as close as possible to the microphone, If you are on a speakerphone or using a headset speak clearly and louder into the microphone. Be sure to read the NOTES in this section.

To **activate**: after you receive or make a call, you need to speak and say something before pressing the **HOLD** button. Audio activates less than 15 seconds later and the corresponding L1 … L4 light on this device will start blinking.

To **deactivate** hold music Just re-select that line and **Speak Over** the audio, for example say : *"Hi I am Back"*, the moment the device hears it will stop the hold-music.

Note: You may also deactivate the hold-music audio by pressing the **FLASH** button.

NOTE1: If you hear a Low Volume audio during your conversation , say something to prevent full volume hold music activation, this can happen if you or your party are not talking to each other for about 7 seconds.

NOTE2: If for any reason the hold music is playing, do not panic, simply speak over the audio to stop it or press FLASH to stop it.

C2: If for some reason you are not able to voice activate or voice -deactivate, Hang up and set the switch to **C2** then try again following the above instructions.

MPORTANT NOTE: The audio may activate in the middle of a call due to factors like excessive wiring, bad or old wiring , existing unstable lines, sparks, too many wall jacks , Noisy phone lines, or "Hot Lines".
If it ever happens, press the FLASH (TALK) button to stop the audio!