ARTISAN®
TECHNOLOGY GROUP

Your **definitive** source for quality pre-owned equipment.

**Artisan Technology Group**
(217) 352-9330 | sales@artisantg.com | artisantg.com

**Full-service, independent repair center**
with experienced engineers and technicians on staff.

**We buy your excess, underutilized, and idle equipment**
along with credit for buybacks and trade-ins.

**Custom engineering**
so your equipment works exactly as you specify.

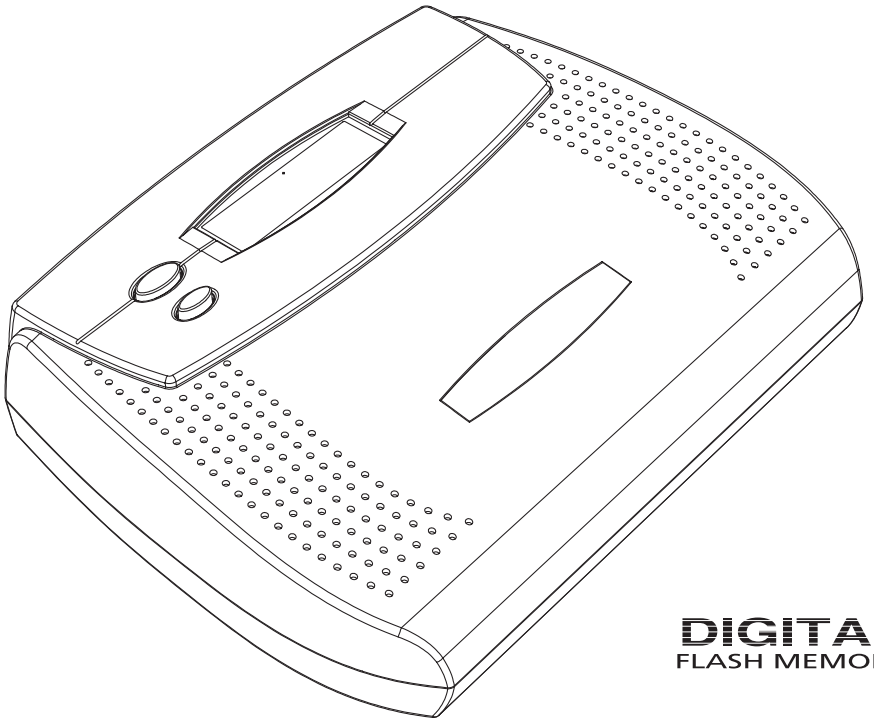
- Critical and expedited services
- In stock / Ready-to-ship
- Leasing / Rentals / Demos
- ITAR-certified secure asset solutions

**Expert team | Trust guarantee | 100% satisfaction**

All trademarks, brand names, and brands appearing herein are the property of their respective owners.

Find the *On-Hold Plus 4000* at our website: ***Click HERE***

# User Manual



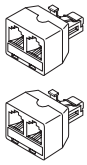

## On-Hold Plus 4000/4500

### Digital On-Hold Audio System

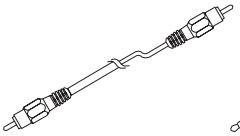
Before using this unit, please read these operating instructions carefully.
Afterwards, keep them handy for future reference.

Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

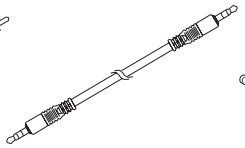
## Supplied Accessories



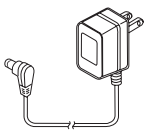
*Duplex adapters (OHP 4500 ONLY)*



*Connector Cable A (Phono (RCA) plugs)*



*Connector Cable B (3.5mm mini plugs)*



*AC Adapter*




*MessageStudio Software*

## OHP 4000 Series Features

**MessageStudio Software** - allows user to create fully customized on-hold audio content on a PC and record directly into OHP 4000's digital memory.

**Digital flash memory** - design retains music/message content even during power loss...unit ships with preloaded audio.

**LCD Control Panel** - displays program length, time remaining in unit's memory, and unit's status.

**Trigger switch** - unit can be triggered to start program content from the beginning with an external trigger switch.

**Analog Phone Adapter Module (OHP4500 Only)** - adds music-on-hold capability to most standard analog and KSU-less telephones with up to 4 lines and 50 station sets.

**External Recording Capability** - audio input allows user to record from any external audio source.

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

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

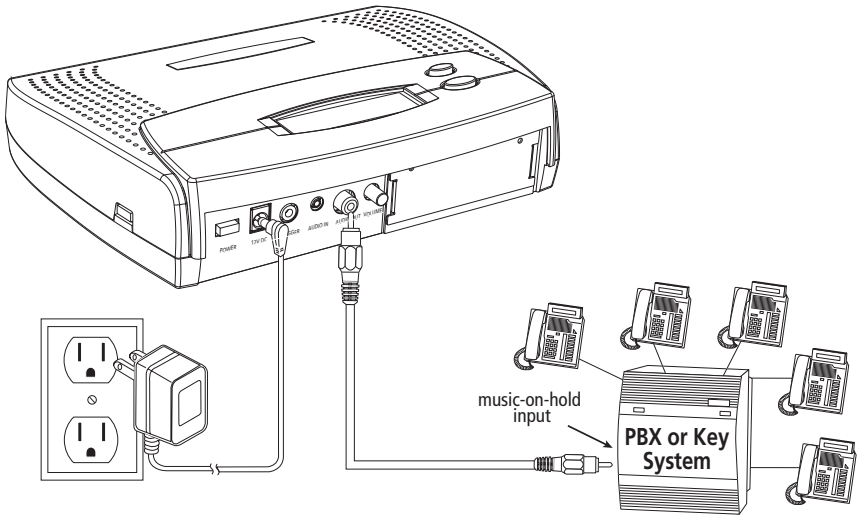
**3-Year Warranty**



Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

## Set-up (OHP 4000)

### ▶ *Connection to PBX or KEY phone systems*




1. Plug AC adapter into wall outlet.
2. Plug AC adapter cable into jack marked "DC12V".
3. Plug "Connector Cable A" to "AUDIO OUT" jack.
4. Plug other end of "Connector Cable A" into phone system's music-on-hold (moh) input jack. NOTE: If the jack cannot be located, contact your phone vendor for assistance.



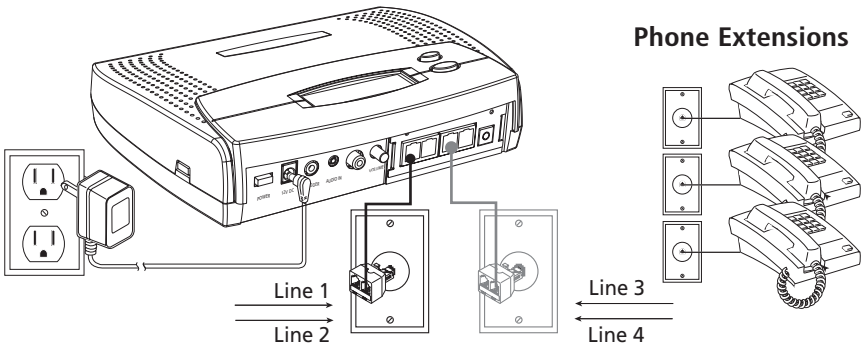
Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

# Set-up (OHP 4500)

## ▶ *Connection to Ordinary Analog or KSU-less Phones*

### Combined Line Connection

Lines 1 & 2 are combined in one wall jack and lines 3 & 4 are combined in another wall jack




1. Plug the supplied "T adapter" into any modular phone jack which services line 1 and 2.
   (This will allow you to share the phone jack with any phone extension which you have plugged in to the wall jack.)
2. Plug the provided phone cord into the jack marked "Line 1/2" on the adapter module.
3. Plug the other end of the phone cord into the "T" adapter which is servicing line 1 and 2.
   REPEAT IF LINE 3 and/or 4 ARE PRESENT

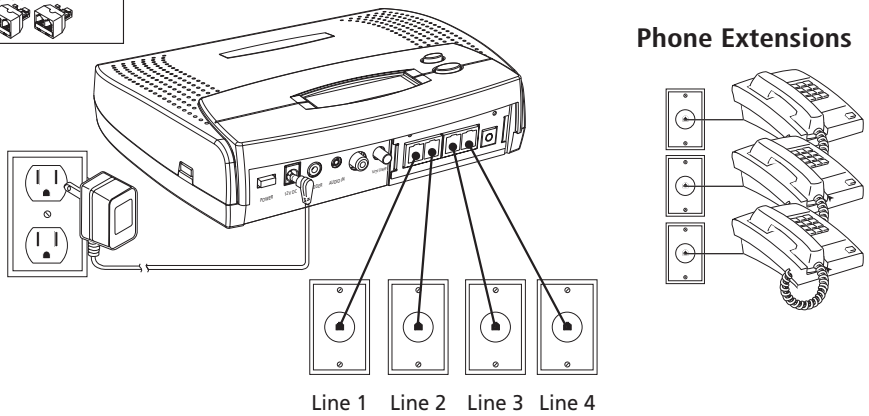
OHP 4500 Only

Two "T" adapters have been included in this package. Under this configuration, if your telephone is sharing the same wall jack, you will need to purchase 2 more"T" adapters. "T" adapters are available through most retailers.



### Separate Line 1, 2, 3 & 4 Connection

Lines 1, 2, 3 & 4 come from individual and separate wall jacks

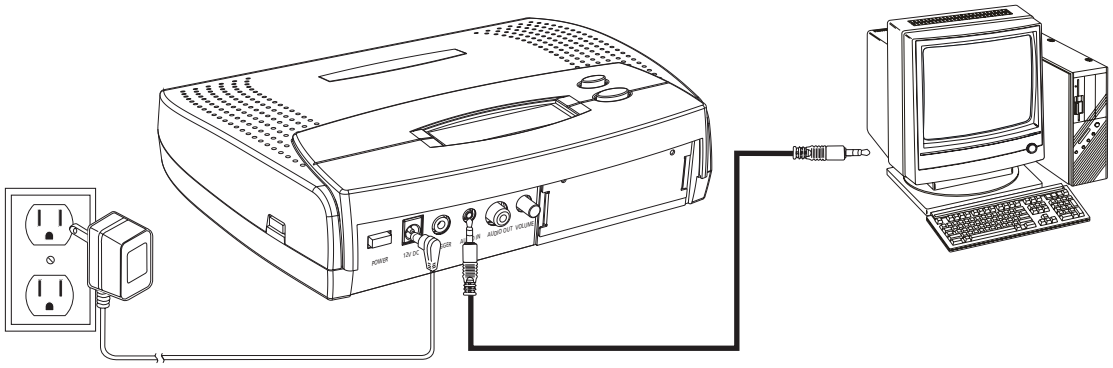





Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

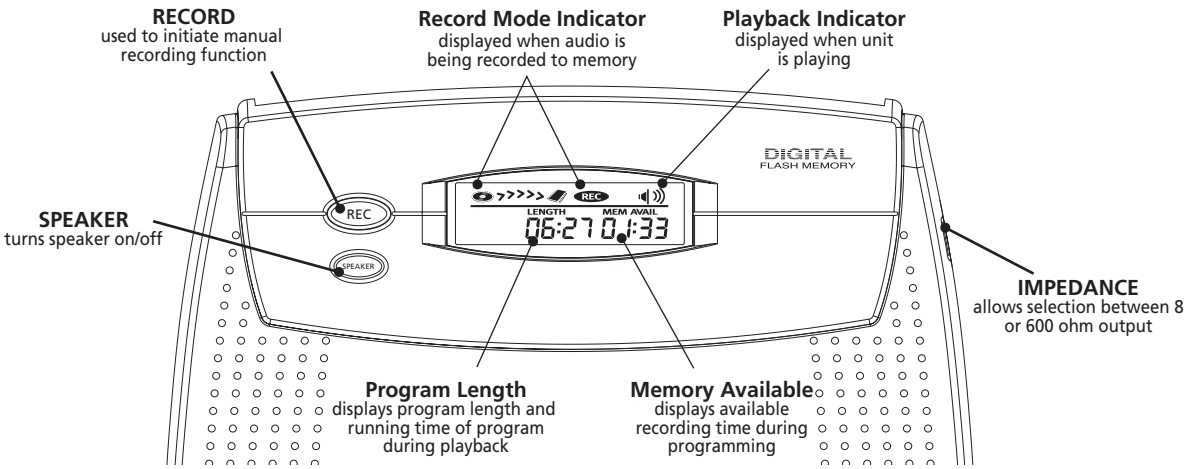
## Controls & Functions

### ▶ *Recording Connection*



1. Plug "Connector Cable B" into "speaker out" or "audio out" jack of your computer's sound card or connect to the "headphone" jack of your PC's speakers (if available).
   *NOTE: If using CD or tape player for recording audio content,, connect to the headphone jackof the tape or CD player.*
2. Plug other end of "Connector Cable B" to "AUDIO IN" jack on the unit.

### ▶ *Player Controls & LCD Display*






Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

# Operation

## ▶ *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 and the segments on the speaker icon will move.

### *Playback After Power Loss*

If power to the unit is lost, the unit will resume playback as soon as power is reapplied. The unit retains its recorded content after power loss.

## ▶ *Recording*

### *Auto Recording*

A special software program called MessageStudio has been included which allows you to make your own on-hold message productions. Each production made with MessageStudio will include specially encoded sync tones which will automatically start and stop the recording process on the OHP 4000. **These tones will not be recorded.** To record from other CDs or music sources, see "Manual-Recording" section on the following page.

### *Beginning Auto Recording*

To begin recording using MessageStudio software, simply press "Play Mix" button on the MessageStudio Player software screen. A start tone will be heard and the unit will begin recording automatically. When finished, a short series of tones will signal the unit to stop recording. After recording, the unit automatically returns to active play mode.

**NOTE:** During recording, the LCD will display a moving arrow from the CD icon to the memory chip icon. You will hear what is being recorded through the built-in preview speaker. When recording is finished, the counter on the LCD will display a running playback time.

**IMPORTANT:** To avoid inadvertent erasure of stored audio program, remove "Connector Cable B" from the OHP 4000's "AUDIO IN" jack when recording is finished.



Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

## Operation (cont'd)

### ▶ *Manual Recording*

1. Insert 3.5 mm mini plug into the jack marked "AUDIO IN".
2. Press the "REC" button to begin recording.
3. Begin playback of your external source.
4. When finished, press "REC" button again to stop recording.

OPERATION -- Once "REC" button is pressed, the unit will begin recording the content of external source audio into the unit's digital memory. During the recording process, the audio being recorded to memory will be heard through the speaker.

**NOTE:** The "REC" button is only active when the 3.5 mm mini plug is connected to the "AUDIO IN" jack.

## Settings

### ▶ *Impedance Switch*

Location -- right side of unit

Operation -- Most telephone systems prefer an 8 ohm output. If you are working with an older phone system, the 600 ohm setting may be preferable.

### ▶ *Speaker Button*

Location -- left top, located below the "REC" button

Operation -- Push "SPEAKER" button to listen to program playing from digital memory. Push "SPEAKER" button again to turn off speaker.

Audio being recorded plays through speaker, regardless of speaker switch position. Speaker switch position has no effect on "AUDIO OUT" playback.

### ▶ *Volume Control*

Location -- rear panel

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

### ▶ *Power Switch*

Location -- rear panel

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



Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

## Other Functions

### ▶ *Remote Trigger*

Location -- rear panel

Connection -- 2.5 mm mini jack

Operation -- By connecting a momentary switch to this jack, the unit will play audio content from memory when triggered. Content will play through once and then reset, ready for next trigger sequence.

### ▶ *Audio In*

Location -- rear panel next to "TRIGGER" jack

Connection -- 3.5 mm mini jack

Operation -- Connect audio cable from the "LINE OUT" or "headphone out" jack of any external audio source to the "AUDIO IN" jack.

## Adding Additional Memory

### ▶ *Configuration*

The OHP 4000 comes standard with 8 minutes of flash memory. Memory can be expanded to 16, 24 or 32 minutes by adding memory modules in 8-minute increments. Memory modules can be placed into 3 available memory expansion slots located on the circuit board. The memory slots can be accessed by removing the the 5 screws on the bottom of the unit and then lifting away bottom portion of the housing.

### ▶ *Installation*

1. Turn power switch to OFF position and disconnect all cords and cables from the unit.
2. Remove five screws in bottom of unit.
3. Remove lower portion of the case housing.
4. Carefully insert the 24-pin memory module chip in the open expansion slot (next to the existing chip).
5. Reconnect cords and cables.
6. Turn power switch to ON position.



Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

# MessageStudio™ Player Software




## ▶ *Creating Custom On-Hold Audio*

Using MessageStudio software, creating professional sounding custom on-hold audio is simple, quick and easy. MessageStudio will run on any Windows (95, 98 or NT) - based PC with a 486 or better processor and a 16-bit sound card.

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, you will record it into the digital flash memory in your OHP 4000. For details on recording into the OHP 4000, see the "Auto Recording" section in this manual.

MessageStudio works with any .WAV or .MP3 audio files. There are 20 different music files as well as a choice of professionally voiced "thanks 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

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!



Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

## ▶ *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 voice-over of your custom messages.

***MessageStudio Writer Main Window***



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

On-Hold Plus offers complete, professional production services featuring "national broadcast quality voice talent". Your finished on-hold messages (four 30-second message segments) can be e-mailed or sent to you on a CD-ROM. Your messages will be sent to you within 3 to 5 working days (e-mail delivery) or 10 to 15 days (CD-ROM delivery) from receipt of your script. Using the MessageStudio Player, you will add these professionally voiced message files to the program for playback with your choice of background music.

To submit your production to On-Hold Plus for professional production, just follow the step-by-step instructions in the MessageStudio Writer software.



Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

# Warranty

## ▶ *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 at the address listed below.

- 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.



Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

# Information

## 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. 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.
- unleveled surface.

- 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.
- If the unit is brought directly from a cold to a warm location, or is placed in a very damp room, moisture may condense on the lens inside the unit. Should this occur, the unit will not operate. In this case, remove the disc and leave the unit in a warm place for several hours until the moisture evaporates.
- 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.
- The use of optical instruments with this product will increase eye hazard.

## 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

On-Hold Plus and MessageStudio are registered trademarks of IntelliTouch Communications. © IntelliTouch Communications. All rights reserved.
No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of IntelliTouch Communications.

Artisan Scientific - Quality Instrumentation ... Guaranteed | (888) 88-SOURCE | www.artisan-scientific.com

**Artisan Technology Group** is an independent supplier of quality pre-owned equipment

## Gold-standard solutions

Extend the life of your critical industrial, commercial, and military systems with our superior service and support.

## We buy equipment

Planning to upgrade your current equipment? Have surplus equipment taking up shelf space? We'll give it a new home.

## Learn more!

Visit us at **artisantg.com** for more info on price quotes, drivers, technical specifications, manuals, and documentation.

Artisan Scientific Corporation dba Artisan Technology Group is not an affiliate, representative, or authorized distributor for any manufacturer listed herein.

We're here to make your life easier. How can we help you today?

(217) 352-9330 | sales@artisantg.com | artisantg.com

ARTISAN® TECHNOLOGY GROUP