

Frequently Asked Questions and Troubleshooting

Tape Load Units

[I am not hearing anything on hold](#)

[My music on hold program is too soft](#)

[My music on hold program is too loud](#)

[My music on hold program has a lot of static, is dropping out, or is making a strange noise](#)

CD Load Units

[I am not hearing anything on hold](#)

[My music on hold program is too soft](#)

[My music on hold program is too loud](#)

[It sounds like the CD is skipping](#)

[I put in my new CD, but the old program is still playing](#)

[What do the different colored lights mean?](#)

Tape Load Units

I am not hearing anything on hold

Had your program been working? Press the small square speaker button on the side of the unit. Do you hear the program over the internal speaker? If so trace the wire that is connected to the announcer's audio output to your phone system. Make sure the cord is still plugged into

your MOH port of your phone system and the volume on the announcer is turned up.

Did you just load a new program? Make sure that the tape is inserted with the white IntelliSound label facing you. Your new tape will require several minutes to download to the digital chip. Wait ten minutes and then try again. You can hear the program as it loads by pressing the speaker button on the side of the unit.

If these steps do not solve the problem please call us for assistance at 1-888-242-6776.

My music on hold program is too soft

Call into the office from a cell phone or a phone near the digital announcer and have the receptionist place you on hold. Adjust the volume knob on the side of the unit until the volume is at the desired level.

If this does not solve the problem please call us for assistance at 1-888-242-6776.

My music on hold program is too loud

Call into the office from a cell phone or a phone near the digital announcer and have the receptionist place you on hold. Adjust the volume knob on the side of the unit until the volume is at the desired

level.

If this does not solve the problem please call us for assistance at 1-888-242-6776.

My music on hold program has a lot of static, is dropping out, or is making a strange noise

If the program has a lot of static or distortion the volume may be too loud. Slightly reduce the volume by turning the volume knob on the side of the unit. If the program is dropping out the volume may be too soft, slightly increase the volume.

If your program is making a strange noise or these steps did not solve the problem, please call us for assistance at 1-888-242-6776

CD Load Units

I am not hearing anything on hold

Had your program been working? Press the small square speaker button on the front of the unit. Do you hear the program over the internal speaker? If so trace the wire that is connected to the announcer's audio output to your phone system. Make sure the cord is still plugged into your MOH port of your phone system and the volume on the announcer is turned up.

Did you just load a new program? Your new CD will require several minutes to download to the digital chip. Wait ten minutes and then try again. You can hear the program as it loads by pressing the speaker

button on the side of the unit. When the light starts flashing a slow green the program is loaded and is playing off the digital chip

If these steps do not solve the problem please call us for assistance at 1-888-242-6776.

My music on hold program is too soft

Call into the office from a cell phone or a phone near the digital announcer and have the receptionist place you on hold. Adjust the volume knob on the front of the unit until the volume is at the desired level.

If this does not solve the problem please call us for assistance at 1-888-242-6776.

My music on hold program is too loud

Call into the office from a cell phone or a phone near the digital announcer and have the receptionist place you on hold. Adjust the volume knob on the front of the unit until the volume is at the desired level.

If this does not solve the problem please call us for assistance at 1-888-242-6776.

It sounds like the CD is skipping

Eject the CD, power the announcer down by unplugging the power cord, plug the power cord back in and reinsert the CD. Press the speaker button on the front of the unit and listen to the program as it loads. Is it still skipping? If so, please call us for assistance at 1-888-242-6776. If it is not skipping wait until the program loads and then check it over the phone.

I put in my new CD but my old program is still playing

Eject and load the CD again. When you first load the CD the light on the front of the announcer should flash red. This means it is erasing the digital memory so it can load your new CD. If this does not happen, you can manually reset the announcer. Eject the CD. Press the eject button again and hold it down. While you are still holding down the eject button remove the power cord from the front of the unit. Wait 10 seconds and release the eject button. Replace the power cord and reload the new CD.

If this does not solve the problem please call us for assistance at 1-888-242-6776.

What do the different colored lights mean?

The lights tell you the status of the announcer. The light blinks red while it is erasing the memory. The light blinks orange while the new program loads. The light blinks green when the program is loaded and is playing off the memory.