Using Your Music on Hold Adapter

Troubleshooting Guide

The Feature Module does non work, and the callers do not hear any music when you place them on hold.	Check all connections and make sure that they are securely in place. Make sure that the AC adapter is plugged into a jack not controlled by a wall switch. Check to make sure that the **status indicator lamp is blinking**. If it is not unplug and then replug the AC power cord. If the status indicator still fails to start blinking, check your wall jack by plugging another device such as a lamp into the outlet to make sure that the outlet is working properly.
The Feature Module is connected properly, but still the remote party does not hear any music when you place them on hold.	The problem may be with the telephone wiring: If possible, check your jack wiring by testing a telephone at the jack where you installed the Feature Module. If this standard telephone does not work, then local telephone company lines or your own wiring may be causing the problem. The problem may be with your music source: Useful test: Your Music on Hold Adapter has a built-in test feature to check whether your music source is the problem. Simply unplug the 1/8" plug from the music input jack at the rear of the adapter. Then place a call and put the caller on hold. The caller should hear music from the Adapter's built-in music chip. If they do, but hear nothing when you plug in your music source, then the problem is with your music source. Make sure that your music source is working properly. The problem may be with the volume setting: Refer to page 34 for instructions on adjusting the volume setting.
Other problems.	Make sure that you have followed the instructions in this User's Guide. If you continue to have problems, call TMC's toll-free customer support line at 1-800-TMC-1638.

Quick Steps To Installing Your New 800-EFM Adapter for Music on hold

Congratulations on your recent purchase of the 800-EFM adapter.
This exciting addition to your *Epic System* is designed for easy installation.
The following is a quick reference guide to help you through the initial setup.
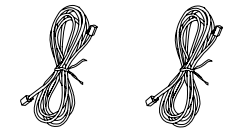
Packing List

Remove the unit from the package and check this list to be certain all parts are included:
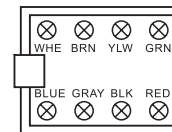

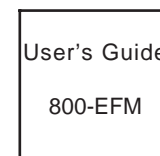Feature Module

AC Adapter

Two Telephone Line Cords

Wiring Block

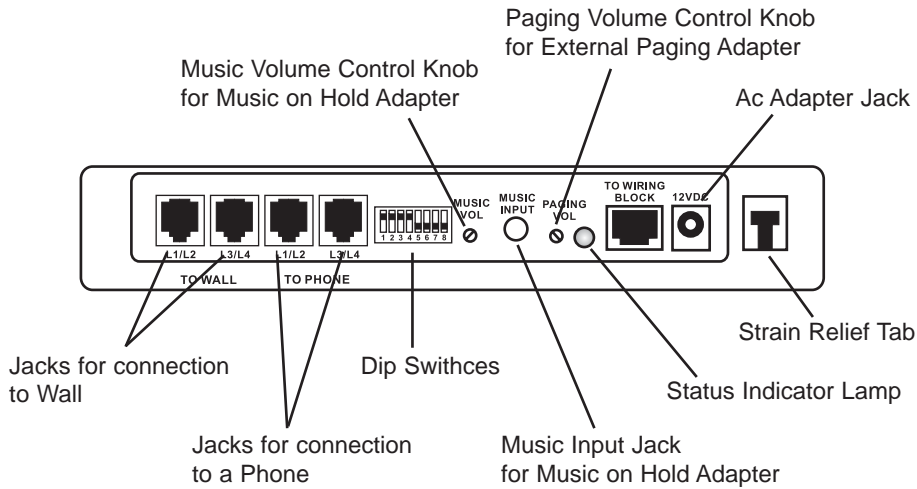8-wire Cord for connecting the Wiring Block to the Feature Module

Audio Cable for Music on Hold Adapter

User's Guide

800-EFM

User's Guide

Reference Drawing

Paging Volume Control Knob
for External Paging Adapter

Music Volume Control Knob
for Music on Hold Adapter

Ac Adapter Jack

Jacks for connection
to Wall

Dip Swithces

Strain Relief Tab

Jacks for connection
to a Phone

Status Indicator Lamp

Music Input Jack
for Music on Hold Adapter

Installing Your Music on Hold Adapter
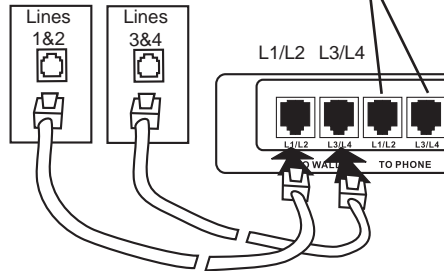
Step 1: Connect Line Cords

1 Connect First Line Cord
Connect one end of a long telephone line cord to the jack on the back of the feature module labeled L1/L2. Connect the other end to the jack(s) labeled Lines 1 & 2.

NOTE: If you wish to plug in the module to a jack that is already in use, unplug the existing device from the wall jacks, connect both of the line cords to the module as shown, and then plug the device into the jacks on the module labeled "TO PHONE."
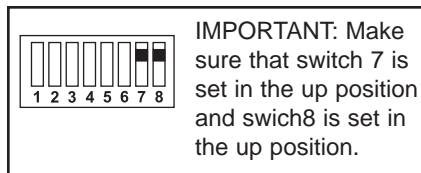
2 Connect Second Line Cord
Connect one end of a long telephone line cord to the jack on the back of the feature module labeled L3/L4. Connect the other end to the jack(s) labeled Lines 3 & 4 in the same manner as described in the previous step.

Lines 1&2
Lines 3&4
L1/L2   L3/L4

Step 2: Set DIP Switches to Proper Positions

Set Switches 7-8
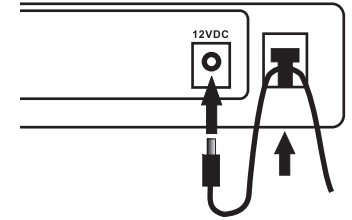Set switch 7 in the up position and switch 8 in the up position to set this feature module as a Music on Hold Adapter.

IMPORTANT: Make sure that switch 7 is set in the up position and swich8 is set in the up position.
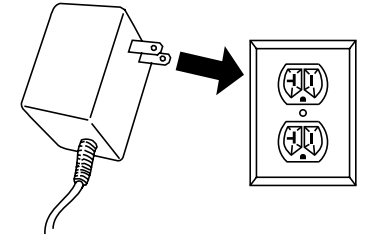
Step 3: Connect Power Cord

1 Connect Power Cord to Module
Plug the AC power cord into the adapter jack at the rear of the Feature Module. Thread the power cord around the strain relief tab.
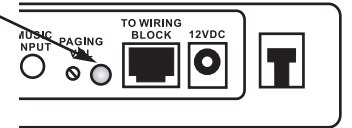
12VDC

2 Connect Power Cord to Wall Outlet
Plug the AC adapter into an electrical outlet **not controlled by a wall switch.**

Make Sure that Status Indicator lamp is Blinking
This indicates that the feature module is properly connected to electrical power.
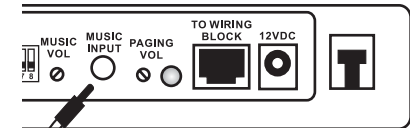
The blinking pattern for the Music on Hold Adapter is a continuous rapid on and off blinking.

Step 4: Connect Music Source

1 Connect Audio Cable to Module
Plug one end of the supplied audio cable (with 1/8" plugs at each end) into the Music Input Jack on the rear of the feature module.

2 Connect Audio Cable to Music Source
Plug the other end of the audio cable into the music output jack of your music source. Most radio and tape players are equipped with jacks for 1/8" plugs. However, if your music source has a different type of jack, various type of connectors are sold many places, for example Radio Shack.

FM 88   92   96   100   104
AM 530 600 700 900 1200 1600

Volume