



info-hold  
*Creating Sound Solutions.*

# PATENTED COMPACT DISC ON-HOLD MESSAGING SYSTEM

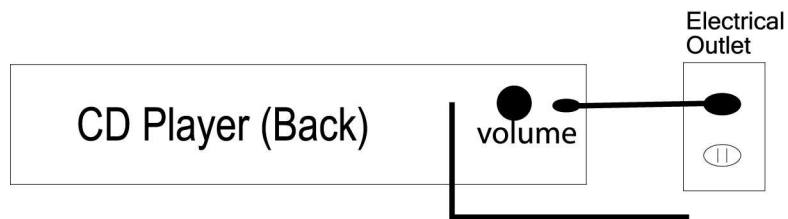
## **OPERATING GUIDE FOR: Protégé On-Hold System**

Installation	Page 1
Programming Instructions	Page 2
Care and Maintenance	Page 3
Troubleshooting	Page 4
Tips	Page 5
Referral Program	Page 6

ON-HOLD  
MESSAGING  
SYSTEM

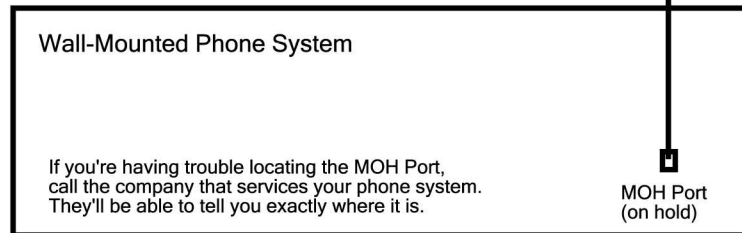
## INSTALLATION

- 1) Plug the CD Player into an electrical outlet.  
We recommend plugging the Player into a regular 110 electrical outlet, and not a battery back-up. (System has built in memory which will remember last programming sequence in case of a power outage.)



- 2) Connect the CD Player to the Wall-Mounted Phone System.

Connect one end of the audio cord to the back of the CD player as shown in the diagram above. Connect the other end of the audio cord into your wall-mounted phone system as demonstrated in the diagram below. If your phone system does not have an MOH Port, you'll need to splice the cable into your phone system.



- 3) Program your messages.  
Refer to programming instructions.

**NOTE:** Protege System will only hold 22 tracks in programming.

- 4) Adjusting the volume.

Then you can call your main phone line from another line at your location, and ask to be put on hold. If the sound quality is distorted, or the volume is too low even when turned all the way up, contact Customer Service at 1-800-373-8200. We can send you an amplifier. (at no charge if equipment is leased)

Just make copies of this form to fill out and fax to us for your 5% commission. Or you can call us with the necessary information.

TOLL FREE NUMBER: 800.373.8200  
FAX NUMBER: 513.248.5609

Information about you:

SOURCE OF REFERRAL:

\_\_\_\_\_

CONTACT:

\_\_\_\_\_

PHONE:

\_\_\_\_\_

FAX:

\_\_\_\_\_

Information about the company you are referring:

COMPANY NAME:

\_\_\_\_\_

ADDRESS:

\_\_\_\_\_

CITY:

\_\_\_\_\_

STATE:

\_\_\_\_\_

ZIP:

\_\_\_\_\_

PHONE:

\_\_\_\_\_

CONTACT:

\_\_\_\_\_

SERVICE/PRODUCTS COMPANY PROVIDES:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## CARE & MAINTENANCE

It is a good idea to check your player on a regular basis (especially after weekends or extended closures) and after severe storms and power outages. When it is playing, it should display the track number being played.

It would also be wise to check the volume now and then. Simply call your main line from another line at your location and ask to be placed on hold.

NEVER touch the bottom side of the CD. Dirt and oil from your hands can interfere when trying to play a track. Scratches can ruin the CD also. Discs that must be reproduced due to scratches are subject to a reproduction fee. CD handling and cleaning instructions can be found on the back of the CD case.

You can extend the life of your CD player if you turn it off at the end of the day or by putting an electrical timer on your outlet setting it to your store's hours. NOTE: The player will not lose the sequence you programmed.

## IMPORTANT!! UPDATING YOUR MESSAGES

Please note the number located on the Compact Disc for your on-hold messaging system. Info-Hold also has an additional Compact Disc for future changes.

**INFO-HOLD, INC.  
4120 AIRPORT ROAD  
CINCINNATI, OHIO 45226**



**PLEASE NOTE:** Clients are responsible for returning discs for updating. Info-Hold recommends using a carrier where delivery can be tracked. (Estimated Insurance Value is \$125.) Clients will be billed \$75 per disc for replacement.



The player displays "no disc": If there is a CD in the player and yet the player displays the "no disc" message, there are two possible problems. Either the disc is defective, or there is a problem with the player's optic lens.

In order to discover which problem is occurring, first try another disc in the player. If the new disc works, then the message disc is defective. If neither disc works, you will need a replacement player, as the optic lens is malfunctioning.

The player keeps playing the same message over and over: Check the display. If it shows "REPEAT1", press "REPEAT" until "REPEAT" is shown.

The player is playing, but we can't hear anything over the phone: 1) Check all the cable connections first. If the sound comes in and out, the cable is defective. Call Customer Service and we'll send a replacement. 2) If possible, check the jack where the cable plugs in. You can do this by using a pair of headphones. If you can hear the messages with the headphones, the cable is defective. Call Customer Service and we'll send a replacement. If you still can't hear anything, call for a replacement player. (If leased or purchased through Info-Hold.)

You can reach Customer Service

Monday thru Thursday

7 AM to 6 PM Eastern Time.

**TOLL-FREE: 1-800-373-8200**

Check your program order:

Press "STOP n". Then press "CHECK". Each time you press check, the display shows the track number in the order you programmed it. After the last track is shown, the display will show "END".

Add or remove tracks from your program:

The best way to add or remove tracks is to reprogram the player. If tracks are added or removed without reprogramming the player, it will return to your original program in the event of a power outage.

**Note:** In case of power failure, or if player is turned off, original tracks will be reinstalled when player is powered up again.

To Erase the original tracks memory, press "STOP" twice and re-enter complete sequence.



Visit our Website

<http://www.infohold.com>

Or get help online at:

<http://www.infohold.com/service>

# Info-Hold Programming Instructions For Protege

Note: You must use the remote control to activate the memory feature. If you do not, the player will not keep the programming in memory.

- ↳ Using your Track Legend, choose the messages you wish to program.
- Turn the CD player "ON".
- Ⓡ Press "OPEN/CLOSE" and insert the compact disc (side with writing up) into tray, press "OPEN/CLOSE".  
**(TO ERASE THE PROGRAMMING PRESS "STOP" then "CLEAR" UNTIL THE TRACK LIST [CALENDAR-LIKE DISPLAY] IS EMPTY.)**
- Use the numbered buttons to program tracks. (For 1 through 10 press 1 through 10.  
For any track higher than 10, use > 10 then the numbered buttons  
-example : track 30 press > 10, then button 3, then button 10.)

⌘ After all selections have been made, verify that "Program" and "Repeat" are shown on the display. *(if the display shows REPEAT (1) or is blank, press "Repeat" until REPEAT shows on the display)*

**Press "PLAY"**

