

MOZART CD

CD-based Music-on-Hold

INSTALLATION AND OPERATION MANUAL














SPEECH DESIGN

Subject to change without notice

QUICK-REFERENCE GUIDE

Music- and Information-on-Hold Section

N.B. Press  after each selection

PROMPT	OPTIONS	ACTION
<p><u>RECORDING</u> "On-Hold Music" and "On-Hold Message" both flash</p>	<p>Select either  or  Press  to start and to finish recording. Use CD Player controls to select desired track before starting to record.</p>	<p>  or  </p>
<p><u>CHOICE OF MUSIC</u> Choice of own music, three pre-recorded tracks or "No Music"</p>	<p>Press  repeatedly until desired choice is heard.</p>	<p></p>
<p><u>CHOICE OF MESSAGE</u> Choice of own message, or "Please hold the line!" in English, German, French, Italian, or "No message"</p>	<p>Press  repeatedly until desired choice is heard.</p>	<p></p>
<p><u>MESSAGE INTERVAL</u> "Ten seconds", "Fifteen seconds", "Twenty seconds",....., "Forty seconds", "Five seconds"</p>	<p>Press  repeatedly until desired choice is heard.</p>	<p></p>

MOZART-CD should have been delivered to you in a carton containing the following items:

- One MOZART-CD 4 or MOZART-CD 6 Unit according to the model ordered
- One Plug-mounted Power Supply Unit
- One LINE INTERFACE Cable for Music-on-Hold with (8-pin plugs)
- One Compact Disc with copyright-free music
- This MOZART-CD Installation and Operating Manual

If any of the above items are missing or damaged, please notify your supplier

INTRODUCTION

In order to entertain and inform callers put on hold for any reason, for example when being transferred by the switchboard operator, MOZART-CD provides an advanced music and information on hold facility. It allows the user to create a professional "mix" of music and messages, as if produced in a studio. An individual message can be comfortably recorded via the system's handset. An integrated CD-Player supports high-quality music recording.

All MOZART-CD playback is from digital memory and thus completely wear-free. The system delivers excellent sound quality continuously year-in, year-out.

MOZART-CD messages can be recorded via the unit's telephone-style handset at any time. Messages can also be downloaded from an external source such as a tape recorder via the Line Input socket. Normally, music is loaded from the in- built CD Player.

You can change the on-hold music and/or message as often as you like. For example you can use the message to advertise new products or services while your callers are waiting. Regular callers may appreciate a change of music from time to time.

MOZART-CD is approved for connection to PABXs. However, it must be used according to the conditions of the approval. Your attention is drawn to the legal requirements on page 10.

SYSTEM REQUIREMENTS

For broadcasting on-hold music and messages, MOZART-CD is equipped with a 600Ω voltage-free output. It should be connected according to the requirements of your PABX. No protection barrier is required as the unit is fully safety approved. An alternative low-impedance output is also available. Please contact your supplier for details.

A mains socket is required close to the MOZART-CD.

CONNECTION

Although the MOZART-CD unit itself may be connected to the phone and music-on-hold sockets by anyone, the sockets themselves and associated wiring must only be installed and maintained by a Registered Installer and/or Maintainer of Call Routing Equipment. We suggest that you contact your PABX Maintainer as soon as possible, providing him with a copy of the System Requirements.

This section deals only with the connection and setting up of MOZART-CD.

Connections are made to the MOZART-CD at its rear (see page 4) as follows:

- Connect the LINE INTERFACE cable between the MOH socket on the MOZART-CD and the corresponding installed PABX music-on-hold socket.
- Plug the lead from the power supply unit into the Power Supply socket and tighten fixing screws and plug the power supply unit itself into the mains socket.
- Use a screwdriver to set the MOH Level control to an intermediate position.
- Close the cover on the MOZART-CD, press the Music and Message On Hold button so that the corresponding lamp turns on.
- From a nearby phone make an outside call back into your PABX and get the person answering to put you on hold. You will then hear the music set by default in the factory. Adjust the MOH Level control to give the desired volume.

You are now ready to:

- record messages and music
- Set up the On-Hold program

Both of these are described in the following pages.

RECORDING MUSIC-ON-HOLD

Although MOZART-CD comes with three pre-recorded pieces of music, you may wish to play to callers held on your PABX your own choice of music. You may record from a Compact Disk using the in-built CD player, or use an external source such as a cassette or record player. Be warned that the use of commercially recorded material is subject to copyright protection. See page 10 for details of organisations supplying licences permitting use of copyright recordings. The CD supplied with the MOZART-CD is free from copyright and you may use it at will.

Using the In-built CD Player

The CD player is located in a drawer, integrated into the lower part of MOZART-CD's front panel.

Pull out the drawer so that the top cover of the CD Player can be opened enough to insert a CD. Use the OPEN key of the CD Player to open the cover.

Insert the desired CD and press firmly downwards to lock it onto the drive axis. Close the cover.



Lift the handset

Record Start/Stop

Press Record Start/Stop button

On-Hold Music and Message lamps flash.

On-Hold Music

Press On Hold Music button

Handset lamp lights and the Record lamp flashes.

Select the music title to be loaded by pressing the Play and Skip keys on the CD player. You will hear the music in the handset

Halt the CD player by using its Play/Pause button at the beginning of the sequence you wish to record

Record Start/Stop

Simultaneously press the Record Start/Stop button on the MOZART-CD and the Play/Pause button on the CD player to start recording.

Record lamp stays on during the recording. If the Record lamp starts flashing you have about 10 seconds of recording time left, so terminate the recording.

Record Start/Stop

Press Record Start/Stop button to end recording

Music & Message On-Hold

To check your recording press Music and Message On Hold button. The full on hold sequence (music and messages) is played via the handset.



Replace the handset (or continue with other operations)

If you make a mistake, just repeat the procedure.

At the end of recording stop the CD player by pressing the Stop Key. Remove the CD if you wish and close the drawer.

To remove the CD hold it firmly at the edge press on the centre spindle and pull the CD upwards.

Warning: Never touch the lens with your fingers! If necessary, clean the lens with a soft cloth or brush.

Using the Line Input

To do this connect the external source of music to the socket on the front of the MOZART-CD (see page 4) using a stereo cable terminated with a 3.5mm stereo plug. The conversion to mono is done within MOZART-CD.

The procedure is the same as recording from the in-built CD player but using the Start/Stop/Pause controls on the external source instead of those on the CD player. However, you may have to adjust the volume on the external source to the correct level. Your attention is drawn to the maximum permitted level shown on page 10. In practice you should adjust the volume until the recording sounds comfortable in the handset and not distorted.

RECORDING THE MESSAGE

You may record a message which is played at regular intervals to all your callers held on your PABX, interspersed with the music. Bear in mind that, to be effective, the text must be short enough so that there is a good chance of the held caller hearing it all the way through before he is connected to the desired extension. At the same time you must consider how often you want the message repeated. To adjust the time interval see the instructions on page 8.



Lift the handset

Record Start/Stop

Press Record Start/Stop button

On-Hold Music and Message lamps flash.

On-Hold Message

Press On Hold Message button

Handset lamp lights and the Record lamp flashes.

Record Start/Stop

Press Record Start/Stop button to start recording

Record lamp stays on during the recording. Please speak in a loud, clear manner into the mouthpiece. If the Record lamp starts flashing you have about 10 seconds of recording time left, so terminate the recording.

Record Start/Stop

Press Record Start/Stop button to end recording. Your recording is now played back.



Replace the handset (or continue with other operations)

If you make a mistake, just repeat the procedure.

PRE-RECORDED MESSAGES

The Information-on-Hold message can be transferred from a pre-recorded cassette directly into the memory. This is useful if you wish to select the message from a pre-recorded library. Your cassette player should be connected to the MOZART-CD socket exactly as described in the section *Using the Line Input* above, and the level adjusted accordingly.

The procedures for recording the message from an external source follow those for recording from the handset (see left), with the exception that after pressing the On-Hold Message button you must additionally press the Line/CD button.

This will allow you to monitor the output from the cassette player and set it to the correct start point.

When you are ready to record, simultaneously press the Record Start/Stop button on the MOZART-CD and the Play button on the cassette player.

ON HOLD MUSIC AND MESSAGE

General

The On Hold section of MOZART-CD contains four digital playback memories:

- for your own recorded music
- for your own recorded message
- for the standard selection of short music titles
- for the standard selection of multilingual hold messages

The on hold sequence can be created as a combination of the user's own music and message recordings with the standard sound material permanently stored in the system.

The selected messages blend softly into the music at user adjustable intervals, resulting in a "sound studio" effect.

As a music source, the user can choose between commercially available CD's (normally incurring a licence fee for telephone playback) and the licence free CD included with the system.

Selecting the Music

MOZART-CD has three standard music recordings stored in its memory. You can supplement these with your own music recording up to five minutes long recorded from the CD player or line socket (see page 6).

You can select one of these four choices of music, which will be played "endlessly", restarting at the beginning after every loop. Alternatively, you can choose to play only a message ("No music"). MOZART-CD is delivered set to play Standard Music 1.



Lift the handset



Press On Hold Music button repeatedly, until you hear your desired choice:

- Your individual music (if recorded)
- Standard Music 1
- Standard Music 2
- Standard Music 3
- "No music"



Press the Store button.



Replace the handset (or continue with other operations)

Selecting the Message

MOZART-CD has four standard message recordings, consisting of "Please hold the line" in English, German, French and Italian, stored in its memory. You can supplement these with an individual message up to one minute long recorded from the handset (see page 5). You can select one of these five choices, which will be played at intervals set as described in the next section. Alternatively, you can choose to play music only. MOZART-CD is delivered set to play the English hold message.

To make your choice:



Lift the handset



Press the On Hold Message button repeatedly, until you hear the desired message:

- your individual message (if recorded)
- "Please hold the line!"
- "Bitte warten Sie!"
- "Attendez s'il vous plaît!"
- "Attendere, prego!"
- "No Message" (playback of music only)



Press the Store button.



Replace the handset (or continue with other operations)

Selecting the Message Interval

The message interval is the period of music at full volume between repetitions of the message. The time taken to fade the music and return it to full volume is counted as part of the message. MOZART-CD is delivered set to an interval of 10 seconds. However, you can set it in five second increments to between 5 and 40 seconds as follows:



Lift the handset



Press the Message Interval button repeatedly, until the required interval is announced in the handset.



Press the Store button.



Replace the handset (or continue with other operations)

Checking the On-Hold Program

To check that the correct music and/or message have been correctly selected and that the message is repeated at the correct interval:



Lift the handset



Press the Music and Message On Hold button. You will hear the program as it will be played to all callers held on your PABX.



Replace the handset (or continue with other operations)

If you wish to change the selections of music or message, just repeat the appropriate procedure.

Playing the On-Hold Program

To set MOZART-CD to play the On-Hold program to the PABX press the Music and Message On Hold button. The lamp alongside will light. To turn it off press the Music and Message On Hold button again, whereupon the lamp will go out.

CAUTION:

Sound output by MOZART-CD to the PABX is halted while the handset is off its rest!

TROUBLE-SHOOTING

MOZART-CD's design results in a very reliable product. However, there are some external faults or incorrect settings which can cause MOZART-CD not to send the program to the PABX. Before reporting a fault to your supplier, please verify that the fault has not arisen due to any of the following situations:

Check that MOZART-CD is connected to the mains and that the connections at both ends of the wide, flat Music-on-Hold lead are plugged fully into their sockets.

Check that the Music & Message On-Hold button has been switched on.

Check that the handset is on its rest.

Check that the volume control on the rear of the MOZART-CD has not been turned to its minimum position. If it has, you will need to reset it as described on page 5.

It is tempting to use a loudspeaking or hands free phone to check that the program is being delivered correctly to the PABX. You may then find that MOZART-CD seems to have breaks in its on-hold program. This is because many hands-free phones switch automatically between receiving and transmitting according to the relative levels of sound in each direction. For example, if you talk to someone during the test, the hands-free phone may switch off its loudspeaker for a moment. Use the phone's handset instead.

TECHNICAL SPECIFICATION

Power Supply FW 3288F:

Input: 230V ~ / 50Hz / 87 mA / 20VA

Output 1: 4,5V DC / 800 mA / 3,6 VA

Output 2: 8V~ / 500 mA / 4 VA

Output 3: 8V~ / 500 mA / 4 VA

Recording Memory:

Digital, user-recordable

Mozart CD4:

total: 5:00 mins

fixed (pre-recorded): 1:00 min

free music recording: 3:30 mins

free message recording: 0:30 min

Mozart CD6:

total: 7:00 mins

fixed (pre-recorded): 1:00 min

free music recording: 5:00 mins

free message recording: 1:00 min

Memory retention without power:

Recordings: 3 days min.

Parameters: 10 years min.

Connection:

600Ω potential free output supplied with lead and RJ-45 socket.

External Recording Input:

3.5 mm stereo socket

Weight:

MOZART-CD: approx. 2.2 kg

with power supplies: approx. 2.8 kg

packaged: approx. 4.2 kg

Dimensions:

Approximately 280mm x 270mm x 130mm

Environmental:

Storage:

Temperature: 0°C to 40°C

Rel. Humidity: 15% to 95%

Operation:

Temperature: 10°C to 35°C

Rel. Humidity: 15% to 75%

LEGAL OBLIGATIONS

Copyright Warning

- Commercially recorded music available on CDs and cassettes is subject to copyright protection legislation. The user is obliged to obtain licences both from the Performing Rights Society and Phonographic Performance Ltd before allowing the equipment to transmit into the Public Switched Telephone Network. Use without such a current licence is illegal.

The user is advised to contact the following for full details:

(e.g. for UK)

- The Performing Rights Society Ltd
29/33 Berners Street
LONDON W1P 4AA
Tel: 0171-580 5544
- Phonographic Performance Ltd
14-22 Ganton House
Ganton Street
LONDON W1V 1LB
Tel: 0171-437 0311

Note that the CD supplied with MOZART-CD has been recorded specially, and it may be used without a licence.

Regulatory Conditions

Your attention is drawn to the following information and requirements which must be complied with before connecting this equipment to a Music-on-Hold input accessible from the Public Switched Telephone Network.

- To ensure that excessive levels of signals are not sent to the telephone network for recordings made via the Line Input socket, the level of the recording signal must not exceed 1.0V rms.

SERVICING

Should the product require repair or servicing, please contact the company supplying you with the product.

