

# AS-801

## Promotion-On-Hold Line Segregator

### Version 2.20

Telephone  Hold.com  
1-866-359-4653

## • Introduction

The AS-801 provides a method for businesses that are sharing the same key system to have their own custom music on hold message without interfering with each other. For example; let's say that there is a Dentist and an Oral Surgeon sharing the same key system. Each Doctor has three lines on the key system. An AS-801 can be installed and the first three lines, 1-3, will be directed to audio port #1 on the AS-801. The second group of three lines, 4-6, can be directed to audio port #2 on the AS-801. When the Dentist patients are put on hold, they will hear dental information from music on hold port #1 and when the Oral Surgeons patients are put on hold they will hear Surgery information from music on hold port #2. Each line on the AS-801 can be directed to any one of three different audio sources.

## • Key System Requirements

The key system must already have existing Music-On-Hold capability and all telephone lines must be standard 1NB (Analog) lines. The AS-801 will not work on DID, T1, T2, or ISDN lines. The key system needs to be connected to the phone lines via modular connectors. If your key system is hard wired, you will need to hire a telephone technician to install the system.

## • You MUST Cover ALL Lines!

All lines on the key system MUST be covered by an AS-801 even if some of the lines do not require any music-on-hold. If a line is not covered by an AS-801, the party On Hold will hear a loud solid tone and the caller On Hold will probably hang up. If you wish to have one or more lines hear silence when they are On Hold, then you can direct those lines to an audio port that is not being used.

## • Covering More Than 6 Lines

Each AS-801 covers 6 lines. If your key system has over 6 lines, then you must use more than one AS-801. Two AS-801 will cover up to 12 lines and three AS-801 units will cover up to 18 lines. No interconnection is required between AS-801 units.

## • Passes auto disconnect

Some key systems have a feature that causes a line On Hold to hang up and reset if the key system detects that the caller hung up. With the AS-801, you will continue to use this same capability.

## • Incompatibilities with your Key System

1. When the AS801 is used, you can no longer use the background music feature on your key system. All you will get is a steady tone.

2. You should not place Internal Calls or (Intercom Calls), ON HOLD. If you do, the other end will hear a solid tone while ON HOLD.

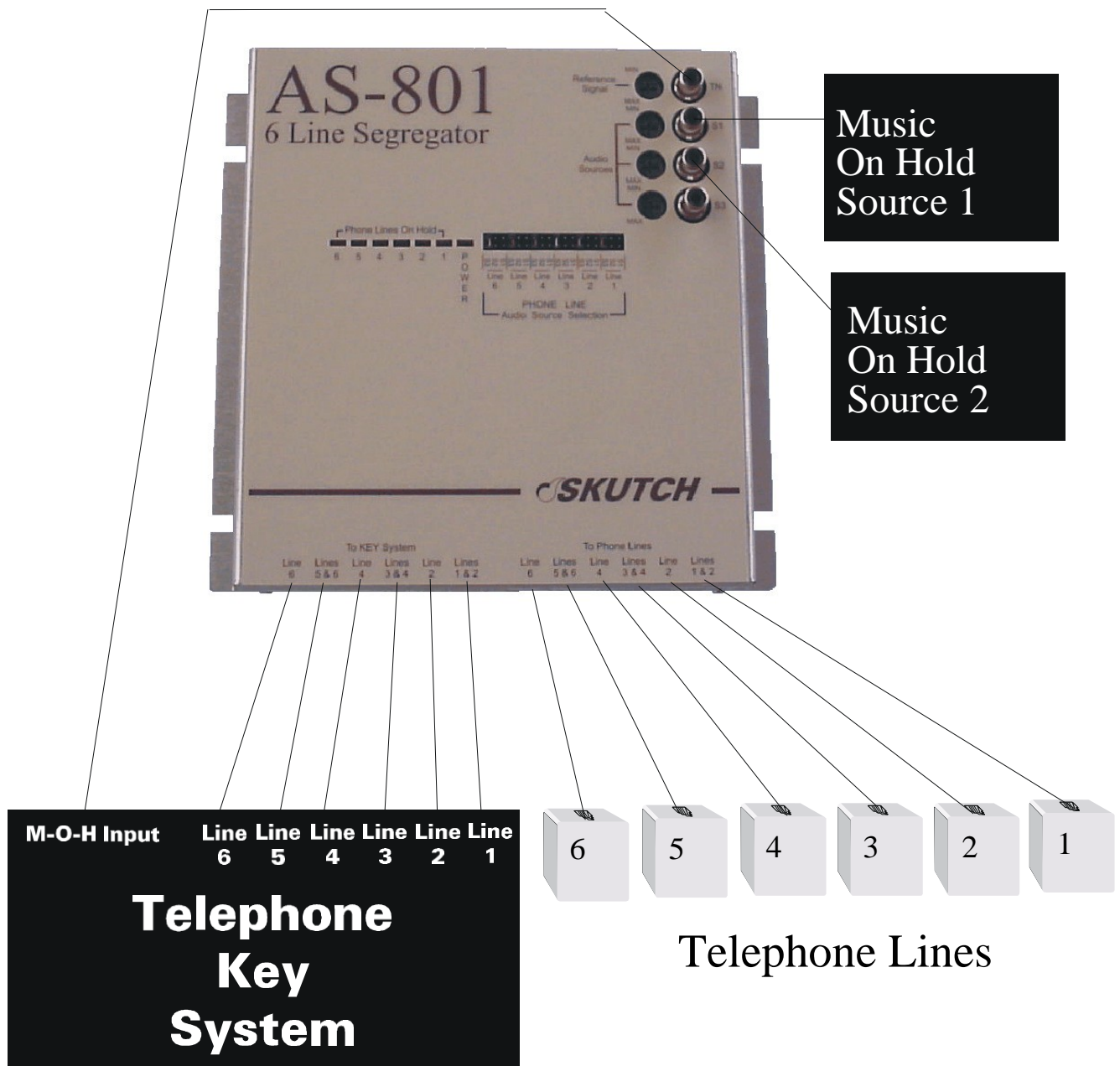
## • Installation

The AS-801 installs in series, between the KSU and the CO telephone lines. The unit is connected to the telephone lines via MODULAR connectors. The AS-801 supports both RJ-11 (1 line per jack) and RJ-14 (2 lines per jack) MODULAR connectors. The following diagram shows the proper connection for a six-line system.

## • Music On hold audio source setup

Once installed, you will need to configure the AS-801 so that the proper music on hold source plays to the proper group of lines. To do this, you will see a group of jumpers that are labeled for each line. For each line you may select any one of the 3 different audio sources. Change the jumpers as desired.

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## • Audio Volume Adjustment

The AS-801 has three different Audio Source inputs (S1, S2, S3). Each audio source has an adjustable volume trimmer accessed through the face of the unit. You can adjust the volume either by the AS-801 volume adjustment or by the volume adjust that is located on the music on hold source itself. To adjust the message level, do the following:

- 1) Have someone call you (do not call yourself through your phone system).
  - 2) Place the line "ON HOLD".
  - 3) Adjust the corresponding trimmer.
  - 4) Take the caller "OFF HOLD".
  - 5) See if the level was good; if not, repeat from step 2 until the proper level is achieved.
- **S1 = Audio Source 1 Volume Control**
  - **S2 = Audio Source 2 Volume Control**

- **S3 = Audio Source 3 Volume Control**
- **Tn = Reference Tone Volume Control**

The AS-801 will accept either a pre-amp level or speaker level audio signal for each of the audio source inputs.

## • "TN" reference tone

"TN" is a reference tone that is generated by the AS-801. It is connected to the Music-On-Hold input on the key system. If multiple AS-801 units are used, any one of the "TN" outputs may be used. DO NOT connect the "TN" outputs from more than one AS-801 together. In most cases the factory setting of the "TN" level will be adequate. The "TN" level ONLY needs to be adjusted in cases where the key system fails to operate properly with the factory setting.

## • Adjust the TONE level

- 1) Turn the TONE LEVEL trimmer that is located on the AS-801 printed circuit board fully counter-clockwise.
- 2) Have someone call you (do not call yourself through your phone system) and then place him "ON HOLD".
- 3) Slowly turn the TN trimmer clockwise until the corresponding LED on the AS-801 printed circuit board turns on steadily. Note the position of the trimmer. This is the MINIMUM level.
- 4) Slowly continue to turn the TN LEVEL trimmer clockwise until the LED starts flashing or goes out. Note sometimes the LED will not go out even if the level is at maximum. This is okay. This is the MAXIMUM level.
- 5) Now turn the trimmer so that it is mid-way between the MINIMUM and MAXIMUM positions. That's it.

## • Operation

The AS-801 operates in conjunction with the KSU's MUSIC-ON-HOLD circuits. When a call is placed "ON HOLD", the reference tone (TN) is played over the line. When the AS-801 detects the tone (about 50ms), it immediately transfers the line to its own hold circuit where it plays the selected audio source. When the call is taken "OFF HOLD", the reference tone disappears and the AS-801 immediately transfers the call back to the KSU.

## • Tech Support - 916-786- 6186

If you have any problems getting the unit to work properly feel free to give us a call. Technical Support is available between the hours of 7:30 AM and 4:30 PM Pacific Time, Monday through Friday.

## • WARRANTY

This SKUTCH PRODUCT is warranted against defects for a period of one (1) year from the date of the original invoice. Within this period, we will repair it without charge for parts and labor. To obtain warranty service the product must be returned, at the customer's expense, to SKUTCH Electronics along with a copy of the original invoice. After the unit has been repaired, SKUTCH will ship the PRODUCT back via UPS GROUND service at our expense. If any other form of return shipment is requested, the customer will pay for 100% of the shipping cost.

This Warranty does not apply if in the sole opinion of SKUTCH Electronics, the PRODUCT has been damaged by lightning or any other Acts of God, or by accident, misuse, neglect, or improper packing, shipping, modification or servicing by other than an authorized SKUTCH Service Center.

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