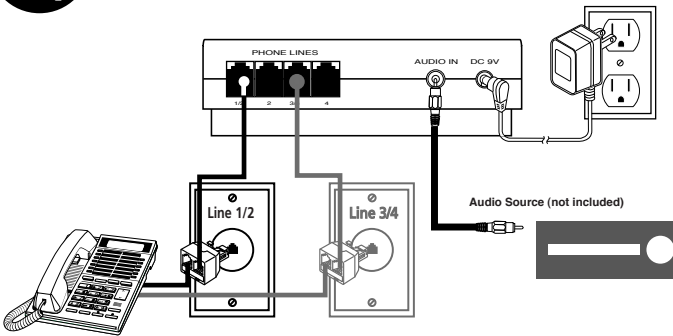


# Quick Connect Guide

**1**  
step

## Connect to Analog Phone Lines



- 1 Plug the supplied "T adapter" into any modular phone jack which services line 1 and 2. (This will allow you to share the phone jack with any phone extension which you have plugged into the wall jack.)
  - 2 Plug the provided phone cord into the jack marked "Line 1/2" on the back of the player.
  - 3 Plug the other end of the phone cord into the "T" adapter which is servicing line 1 and 2.
- REPEAT ABOVE IF LINE 3 and/or 4 ARE PRESENT.

**NOTE:** One unit will provide on-hold audio capability to all phone extensions in your office.

**IMPORTANT!** Set volume control at half-way point. Excessive volume will cause the on-hold audio to shut off during playback.

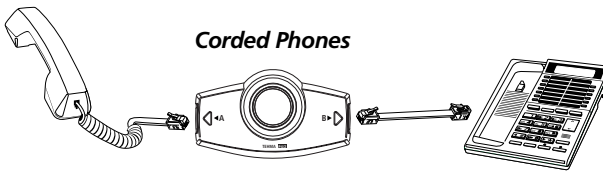
### NOTE

#### GE 2-9450 & 2-9460 Phones

The wiring in the handsets of GE 9450 and GE 9460 phones is reversed and your TEHMAs will require a special crossover cable to work. If you have either one of these phones, please contact your dealer.

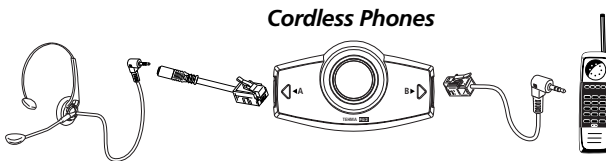
**2**  
step

## Connect TEHMA to Phones



**Corded Phones**

- 1 Remove coiled handset cord from base of phone.
  - 2 Plug short phone cord (supplied) into the "hold music activator" (side marked "A") and other end to phone base.
  - 3 Plug end of coiled cord (connected to handset) into jack on the hold music activator (side marked "B").
- NOTE:** If after connecting you are unable to hear the dial tone, switch the polarity switch on the side of the TEHMA.



**Cordless Phones**

- 1 Using the "cordless phone adapter cable (male)," plug the end of the cable with the phone connector into the jack on the hold music activator marked "to phone".
- 2 Connect the headphone jack side of the cable to the cordless phone's headset jack.
- 3 Using the "cordless phone adapter cable (male)" connect the phone connector to the jack marked "to handset".
- 4 Plug the headset into the female jack at the other end of adapter cable.

**3**  
step

## System Test

- 1 From any phone in the office with a "hold music activator" attached, dial the phone number of another phone (2nd phone in office or outside line).
- 2 Place the call on-hold using the **HOLD** button on the telephone.
- 3 Return to call and confirm that the on-hold audio was present on the line while on-hold.
- 4 Using the volume control on the rear of the player, adjust the volume to proper level. **NOTE:** Excessive volume may cause the on-hold audio to shut off during playback.

### Deactivating hold music manually

If for any reason the hold music is activated inadvertently, it can be deactivated by pressing any key on your phone's dial pad.

### Activating hold without a TEHMA

Phones without activators are able to engage the hold music feature by pressing the \* \* (star key twice) on the telephone keypad and then immediately pressing the **HOLD** button on the phone.

# Troubleshooting Guide

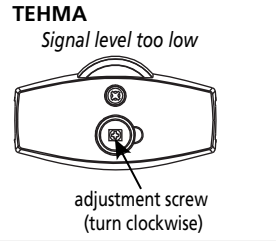
SYMPTOM	CAUSE	SOLUTION
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**Telephone HOLD button will not activate hold music**

**NOTE**  
**GE 2-9450 & 2-9460 Phones**  
 The wiring in the handsets of GE 9450 and GE 9460 phones is reversed and your TEHMAs will require a special crossover cable to work. If you have either one of these phones, please contact your dealer.

**Connection**

1. Recheck all connections to phone cords and handset. Review connections as shown on page 2, 3 and 4 of the manual
2. Disconnect TEHMA (telephone extension hold music activator) from handset or headset connection. Reconnect handset/headset making sure all connections "click" into place.
3. Press \* \* (star key twice) on telephone keypad.  
**Music Activates--** continue to next step.  
**Music Does Not Activate --** recheck connections.



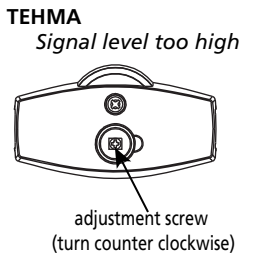
- A. Remove rubber plug from bottom of TEHMA to expose adjustment screw.
- B. Using a small Phillips head screwdriver turn adjustment screw *clockwise* until it stops. **NOTE:** If high pitched tone is heard, back off the screw until the sound is barely audible.
- C. Replace rubber plug.
- D. Test - make call and press phone's HOLD button  
**Music Activates--** problem is fixed  
*If music still will not active by pressing phone's hold button, call for tech support at (858) 320-6737*

**Hold music shuts off after a few seconds**

**Player volume too high**

1. Reduce the volume by turning the VOLUME control on the back of the playback unit counterclockwise.

**High-pitched tone heard while on the line**



- A. Remove rubber plug from bottom of TEHMA to expose adjustment screw.
- B. Using a small Phillips head screwdriver back off the screw until the sound is barely audible.
- C. Test - make call and press phone's HOLD button  
**Music Does Not Activate--** turn level adjustment up and retest until music activation threshold is found.  
**Music Activates--** problem is fixed  
*If music still will not active and high pitched sound cannot be greatly reduced, call for tech support at (858) 320-6737.*

**Switching to speaker phone activates music**

**TEHMA signal being blocked by phones Speaker phone function**

1. Press any key on your phone's keypad and immediately switch to speaker phone.  
**NOTE:** By pressing \* \* 9 on your telephone's keypad you can deactivate the hold music feature from engaging during the call.

**Phone handset/headset microphone is "dead"**

**TEHMA plugged in backward**

1. Reverse TEHMA connection and re-test. (connect "A" to base and "B" to handset)

**False Triggering (music engages without placing call on hold)**

**Very loud ambient environment or noise**

1. Low signal level can, in some cases, cause false triggering. Try increasing signal level to solve problem.  
**NOTE:** This problem may occur rarely and on an inconsistent basis. If this does happen, press any key on your phone's keypad to turn off the music.