DigADTEL® IPM ON HOLD ANNOUNCER

The *DigADTEL® IPM* is a high quality digital on-hold announcer. It is designed to be attached to a 100BASE-T Ethernet network to receive audio production updates via the Internet. These instructions will provide a detailed, illustrated guide on how to properly attach and troubleshoot the *DigADTEL® IPM*.

These instructions contain the following sections:

1.0 Package Contents
2.0 Hookup Instructions
2.1 Verify Hookup
2.2 Static IP Assignment
3.0 Hookup Complete
4.0 Troubleshooting

1.0　Package Contents

Once you receive your *DigADTEL® IPM* audio announcer, check the packaging to ensure that all of the following items are enclosed:

	DigADTEL® IPM Audio Announcer • This is the audio announcer itself.
	3.5mm mini-plug to bare wire audio cable • This cable is designed for new installations only. One end plugs into one of the AUDIO OUT ports of the *DigADTEL® IPM* unit and the other is punched down to a telephone termination block.
	Category-5 patch cable • This cable is used to provide a 100BASE-T Ethernet connection between the *DigADTEL® IPM* unit and a piece of network equipment (i.e. a switch, hub, router, etc.)
	RCA to 3.5mm adaptor • This adaptor is to be used in existing installations. It converts an RCA style connection to a 3.5mm connection. The *DigADTEL® IPM* unit will only accept a 3.5mm connection.
	Power Adaptor • This is the AC adaptor. It converts standard 120VAC current to the 12V that the *DigADTEL® IPM* unit requires.

For Technical Assistance Please Call 1-800-661-9999

2.0   Hookup Instructions

These instructions will help you ensure that your *DigADTEL*® *IPM* unit is properly connected to all of the necessary equipment. Please refer to the pictures in the **Package Contents** section to make sure you are connecting the correct wires.

Please follow these instructions in the order provided. This is important!

1. Locate the *DigADTEL*® *IPM* unit in an area near your telephone system and network equipment. The unit must be installed in an area within *6 feet* of the telephone system and *6 feet* within available network equipment. These limits are set by the length of the enclosed patch cables. If you have access to longer cables, you may position the *DigADTEL*® *IPM* unit at your own discretion.

DigADTEL® *IPM* unit

2. Connect one end of the supplied CAT5 patch cable to the Ethernet Port of the *DigADTEL*® *IPM* unit.

CAT5 Patch Cable

3. Connect the other end of the patch cable to a network switch or patch panel:

Network Patch Panel

Network Switch

Note: The port that you use on the Patch Panel or Network Switch must be active!

4. Plug the power supply block into a live wall outlet or power bar.

5. Plug the small power, round power connection into the *DigADTEL*® *IPM* unit.

6. Verify that the unit is powered on by checking the LED lights on the front of the unit. The **PWR** LED should be green when the unit is on.

7. Attach the 3.5mm end of audio cable to the 8Ω or 600Ω AUDIO OUT port on the *DigADTEL*® *IPM* unit and punch down the bare wires to a telephone termination block. Otherwise, use an existing audio cable.
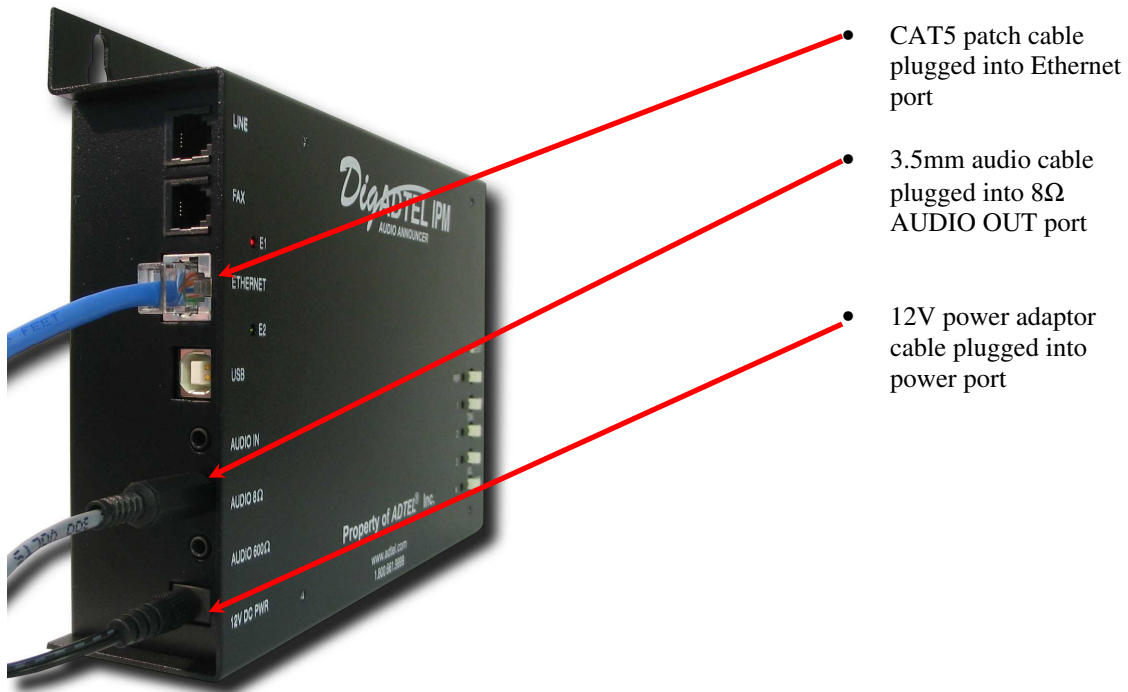
Note: You may need to use the RCA-to-3.5mm adaptor!

**Power Adaptor**

RCA-to-3.5mm adaptor

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2.1   Verify Hookup

Now that you have completed the hookup section, please refer to this picture to ensure that you have properly connected all of the cables:

- CAT5 patch cable plugged into Ethernet port

- 3.5mm audio cable plugged into 8Ω AUDIO OUT port

- 12V power adaptor cable plugged into power port

When the unit is powered on, you should see a green light on the top. This light will be labeled **PWR**.
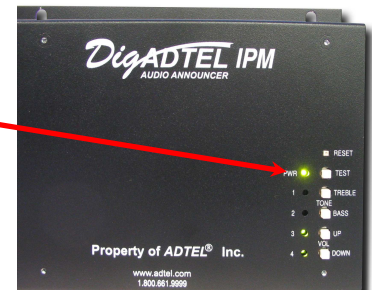
Also, when the unit is properly connected to a live Ethernet jack, you should see lights directly above and directly below the CAT5 patch cable

The **RED** LED indicates that the Ethernet jack on the unit has been initialized and is working properly.

The **GREEN** LED indicates an active link. When the unit is working, this light will stay on solid.

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2.2 Static IP Assignment

If required, you can assign a static IP address to your *DigADTEL*® *IPM* unit. To do so, please follow these steps:
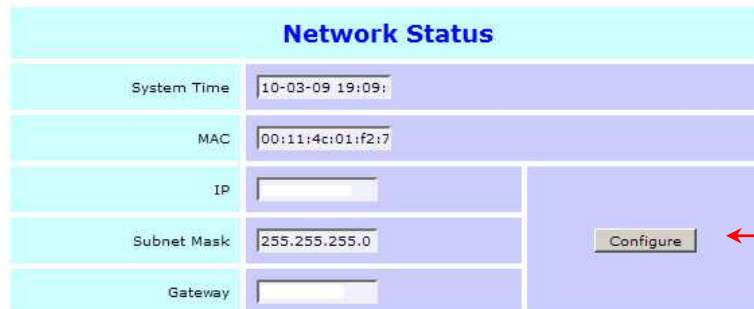
- Prepare a PC with an Ethernet adaptor. If this PC is already part of your network, records its TCP/IP configuration settings. Configure the PC with a static IP address of **192.168.234.10** and **255.255.255.0** as the subnet mask.

- Connect the *DigADTEL*® *IPM* unit to the same network switch/hub as the PC you've configured. Alternatively, connect the *DigADTEL*® *IPM* unit directly to the PC you've configured using an Ethernet cross-over cable (not included).

- Connect to the *DigADTEL*® *IPM* unit by opening your web browser and entering **http://192.168.234.56** in the address field:

> http://192.168.234.56   → ·

- A login window will display.

Authentication Required

A username and password are being requested

User Name: [   ]

Password: [   ]

         OK   Cancel

- When prompted, enter **admin** for the user name and **nimda** for the password, both in lower-case letters.

- The *DigADTEL*® *IPM* status page will display. Click on the **Configure** button in the **Network Status** section:

Network Status

System Time	10-03-09 19:09:
MAC	00:11:4c:01:f2:7
IP	
Subnet Mask	255.255.255.0
Gateway	

Configure   ←   Click the **Configure** button

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- The **Network Configuration** page will display:

Network Configuration

System Time	10-03-09 19:13:
MAC	00:11:4c:01:f2:7
	⊙ DHCP ○ Static
IP	
Subnet Mask	255.255.255.0
Gateway	
DNS Server 1	
DNS Server 2	

Save

Refresh
Reboot

Select **Static**

Provide the following:
- Static IP address
- Subnet mask
- Default gateway
- DNS Servers
  - *Note*: An entry is required for **both DNS 1** and **DNS 2**. If you only use one DNS server in your network, enter the same IP address in both fields.

- Fill in the form as indicated above.

- When complete, click the **Save** button. The unit will immediately begin using the new static IP address information that you configured. You will now need to use the new static IP address to access the unit in your web browser.

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3.0   Hookup Complete

At this stage, the unit should be properly hooked up to the following components:
- Ethernet network switch or patch panel
- Power
- Audio

Once the unit is properly attached to an Ethernet network and power is applied, it will automatically attempt to download an audio production from the **ADTEL**® servers. To do this, your network must supply the following services:

- *DHCP (Dynamic Host Control Protocol)*. The **DigADTEL**® **IPM** unit can use a DHCP server to obtain an IP address. If you wish to use a static IP address for the **DigADTEL**® **IPM** unit, please refer to section 2.2 of this document.

- *Access to http://dl.adtel.com and http://dl.orbivox.com*. The **DigADTEL**® **IPM** unit downloads its productions from two webservers called **dl.adtel.com** and **dl.orbivox.com** respectively. You must make sure that the unit can access **both** websites. Please check your firewalls, proxy servers and web traffic control services to ensure that **both** websites are accessible. (*The dl.orbivox.com site is a back-up link that normally points to the same IP as dl.adtel.com)*

If the unit is able to properly access the **ADTEL**® servers, it will begin to download its latest audio production. This process usually takes approximately 5 or 6 minutes. Please wait at least this long before trying to diagnose any problems.

After the unit has finished downloading it will begin to play the audio out of the 8Ω and 600Ω audio ports. If you have properly attached your telephone system's Music On Hold audio cable, people will hear the music and messages when they are placed on hold.

4.0   Troubleshooting

This section helps you deal with any potential technical problems you may encounter with the **DigADTEL® IPM** units. If none of these situations apply to you, or if you need additional assistance, please do not hesitate to contact **ADTEL®** directly at 1-800-661-9999.

I do not see any lights on the front or side of the DigADTEL® IPM unit.

-   Please check that the power adaptor is plugged into a live 120VAC wall outlet or power bar outlet. Ensure that the power connection is seated firmly in the **DigADTEL® IPM** unit. If necessary, disconnect the power and re-apply. If the unit still does not power up, please contact **ADTEL®** Technical Support.

My DigADTEL® machine is not playing any music or messages!

-   This problem may occur in a few different scenarios:
    a)   The audio cable is not plugged in properly or is plugged into the wrong port.
    b)   The audio cable is not properly attached to the telephone system.
    c)   The telephone system's Music On Hold feature is not active.
    d)   The unit does not have any music and is currently downloading new messages.
    e)   There is a technical problem with the unit.

    a)   Check to make sure the audio cable is seated completely in the 8Ω or 600Ω ports. Otherwise, try switching between the 8Ω and 600Ω ports and check for music again.
    b)   Make sure that the audio cable is properly attached to the telephone system. Most telephone systems require the Music On Hold audio cable to be punched down to a telephone termination block. A qualified telephone technician will need to do this if you have never had Music On Hold installed before.
    c)   Sometimes your phone system may need to be programmed to enable the Music On Hold functions. A qualified telephone technician will need to make the proper adjustments if you have never had Music On Hold service before.
    d)   The unit may simply be downloading music. It can take up to 10 minutes for the unit to properly download its audio production. Please give the machine some time and try again.
    e)   It is possible the machine is not working due to a technical problem. Please contact **ADTEL®** Technical Support.

I've checked everything and waited 10 minutes, but my machine still won't play my messages.

-   In some situations, the unit will get stuck and will not boot up completely. Most of the time, a simple reboot will fix the problem. Try rebooting the unit by performing the following procedure:
    1.   Unplug the power to the unit.
    2.   Make sure the Ethernet cable is properly attached.
    3.   Wait approximately 10 seconds.
    4.   Re-attach the power cable.

If you encounter any other problems, or if none of the above information helps, please contact **ADTEL®** Technical Support. You may contact us via the following methods:

Phone: 1-800-661-9999
Email: support@adtel.com