

DDF 2800
Digital Remote On-Hold Unit
INSTALLATION INSTRUCTIONS



PREMIER TECHNOLOGIES, INC.

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DDF 2800

The DDF 2800 is a digital on hold player that is loaded digitally over the telephone line using an internal modem. The DDF 2800 comes from the factory with a music bed stored on memory for installation purposes. All future music and messages are loaded remotely through the fax line with Premier's SAS 98 Software.

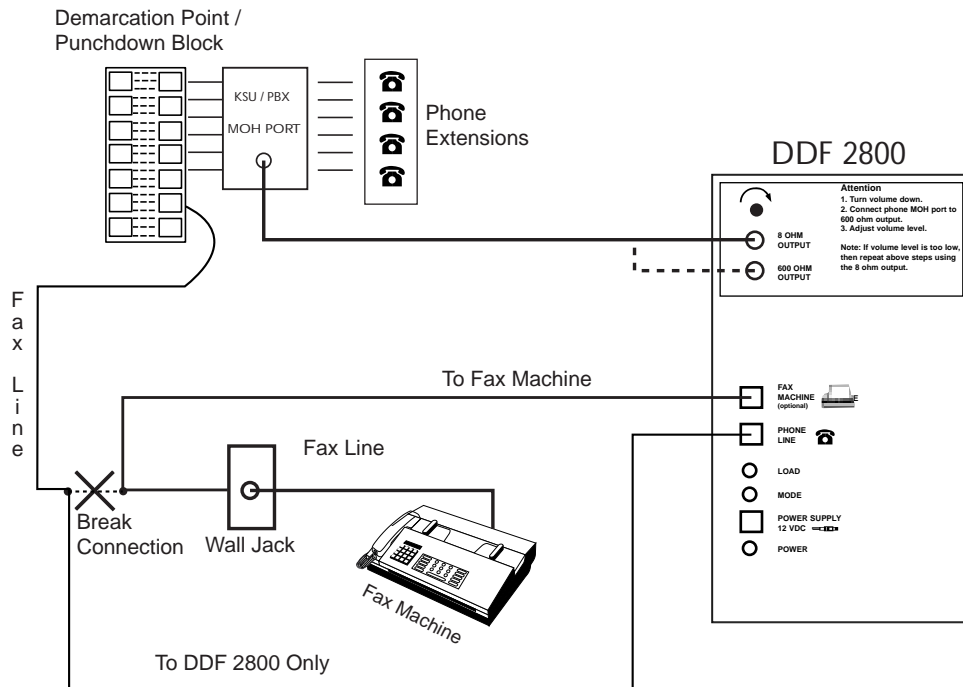
DDF 2800 - General Information

This unit is intended to operate from a fax line and contains a built-in fax switch. The DDF 2800 is connected between the incoming phone line and the line to the fax machine. (Do not connect the DDF 2800 in parallel with the fax machine.) You must plug both the phone line and the fax machine line into the appropriate connections on the DDF 2800. The DDF answers the incoming call on the second ring (not programmable). The DDF listens for five seconds for a special signal from the SAS download computer. If the special signal is not heard, the DDF 2800 automatically sends the call to the fax machine. If the special signal is heard, the call is answered by the DDF 2800 internal modem. Outgoing fax calls are automatically connected to the phone line by the DDF 2800.

Attention: Installer

The installer must first determine the best place to install the Premier unit. This will most often be the phone closet since it is closest to the fax line and the phone system. The DDF 2800 must be connected between the outside fax line and the inside fax machine or other phone device (ex: credit card machine, answering machine). The DDF 2800 must also connect the 600 ohm or 8 ohm audio output port to the "music-on-hold" port of the phone system.

Recommended DDF Installation



Detailed Installation Instructions to Fax Line

- 1.) The existing fax line electrical connection must be broken between the demarcation point and all down stream phone devices (fax).
- 2.) The fax line from the demarcation point must connect to the "phone line" RJ11 connector on the Premier unit only.
- 3.) The "fax machine" RJ11 connector on the Premier unit must connect to the broken half of the building fax wiring which goes to the fax machine or other phone devices.

•**NOTE:** The installer must determine the best way to break (cut) the fax line and add RJ11 plugs for connection to the Premier unit. The incoming fax line is no longer directly connected to the fax machine. The Premier unit is in-between (in series with) the fax line and the fax machine.

All 2800 series units are intended to connect from the appropriate audio output port on the 2800 to the music on-hold port on the telephone system.

Volume Adjustments

All 2800 series units are intended to connect from the appropriate audio output port on the 2800 to the music on-hold port on the telephone system. The 2800 comes from the factory with a stored music selection in memory to assist in the installation.

- 1.) The installer should begin by turning down the 2800 volume.
- 2.) Next, connect the 600 ohm audio output on the 2800 to the music on-hold port on the phone system.
- 3.) Finally, place a call into the phone system and have someone place you on-hold. Turn up the 2800 volume until the desired volume for the music on-hold message is heard.

- If insufficient volume is heard, turn the volume all the way down, change the audio connection from the 600 ohm audio output port to the 8 ohm audio output port on the 2800. Adjust the 2800 volume as necessary.

If there is no volume or the volume is still insufficient, do the following steps:

- 1.) Make sure that the AC adaptor is connected to a live 120 VAC circuit and the adaptor is plugged into the 2800.
- 2.) Unplug the AC adaptor for 5 seconds, then reconnect the adaptor and repeat the above procedures.
- 3.) Unplug the audio connection from the 2800, then connect an 8 ohm speaker to the 8 ohm output, or headphones to either the 600 or 8 ohm outputs on the 2800. Adjust volume and listen for audio. If no audio is heard, then the unit may need to be downloaded with music and messages.
- 4.) Check phone system capability for an internal volume control or automatic gain control for the music on-hold port. If there is a volume control or automatic gain control present, it may have to be adjusted by telephone interconnect.
- 5.) If audio wiring to MOH is through a punch down block, then check electrical connection at block. Most audio cable wire is too small to make proper contact with block (use standard phone wire in block and splice to the audio cable from 2800).

Dealer Service

For the name of your local dealer or for technical assistance from Premier Technologies, contact:

Premier Technologies, Inc.
One Premier Drive • P.O. Box 159, Long Lake, MN 55356
(612) 475-2317 • (800) 466-8642

FCC PART 15 Class A Information:

This equipment uses and generates radio frequency energy. It has been tested and found to be in compliance with the limits for a Class A computing device in accordance with the specifications in Subpart A, Part 15 of the FCC rules. These limits are designed to prevent interference with radio and television reception in a commercial installation.

This product has passed FCC testing. However, if it is not installed and used properly, you may notice radio and television interference. You can minimize the chance of interference by carefully reading this manual and following the instructions for installation and operation of the unit. If you have installed and are using this product properly and notice interference, you should verify the source of the interference by turning the suspected source of interference on and off. If this product is determined to be the cause of the interference, you are encouraged to try and correct the interference by the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between this product and the receiver.
- Connect this product to an outlet which is on a different

branch circuit than the receiver.

If none of the above items correct the interference, contact an experienced radio or TV technician or your dealer for assistance.

***WARNING:** The user is cautioned that changes or modifications not expressly approved by the Grantee of the equipment authorization could void the user's authority to operate the equipment.

FCC Part 68 Registration and Repair Information:

This product has been tested and found to be in compliance with standards in Part 68 of the FCC Rules. The FCC requires us to provide you with the following information:

- 1.) Connection and use with the nationwide telephone network** – The FCC requires that you connect your product to the nationwide telephone network through a modular telephone outlet or jack. The modular telephone outlet or jack to which the device must be connected is a USOC RJ-11C or RJ-11W. This equipment may not be used with Party Line Service or with Coin Telephone Lines.
- 2.) Notification to the telephone company** – The FCC requires that upon request of your local telephone company, you provide the FCC registration number and ringer equivalence (REN) for this equipment. This information can be found on a label located on the bottom of this product.
- 3.) Use of REN** – The REN number is used to determine the maximum quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the REN's should be 5 or less. To be certain of the maximum allowed REN number, contact your local telephone company.
- 4.) Repair Instructions** – If trouble is experienced with you Model 2800 series equipment, please contact Premier Technologies, Inc. at 1-800-466-8642 for repair and (or) warranty information.
- 5.) Rights of the telephone company** – If your Model 2800 series equipment is causing harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may also make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If this happens, the telephone company will provide advance notice for you to make the necessary modifications in order to maintain uninterrupted service.