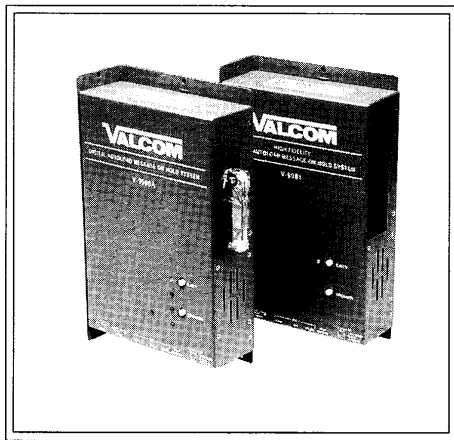


The Valcom  
Digital Autoload Message-On-Hold System  
Model V-9980A-4, V-9980A-8,  
V-9981A -4

Owner's Manual



Valcom, Inc.  
1111 Industry Avenue  
Roanoke, Virginia USA 24013

(540) 427-3900 • FAX (540) 427-3517

**FREE PERSONALIZED TAPE  
SEE PAGE 10**

## Table of Contents

Introduction .....	3
Important Safety Instructions .....	3
Installation .....	4
V-9980A/V-9981 Typical Telephone System Connection Diagram .....	5
Message Downloading .....	5
I. Automatic message downloading from a prerecorded cassette tape .....	5
Message-On-Hold Operation .....	5
I. Playing back recorded message .....	5
II. MOH volume control .....	5
III. APHEX AURAL EXCITER * .....	5
IV. Button and LED operation .....	8
V. Power failure recovery .....	8
VI. Turning off system .....	8
VII. Auxiliary remote connector .....	8
V-9980A/V-9981 Overview .....	6,7
Care and Maintenance .....	9
Warranty & Repair .....	9

\*Aphex, Aphex Aural Exciter and AX are patented, registered trademarks of Aphex System, Ltd.

---

---

### Equipment List & Unpacking Instructions

Inspect and report any shipping damage immediately to your carrier. Save packing material for future use. Damage to equipment due to improper packing will void warranty.

When you open your Valcom V-9980A or V-9981 shipping carton, you will find:

- A Valcom V-9980A or V-9981 System
- An AC Power Pack
- Audio Cable
- Owner's Manual
- Mounting Hardware

## Introduction

Congratulations on the purchase of your new Valcom Digital Autoload Message-On-Hold system. This system is designed to play your messages and music using digital audio memory, and provide you with a full range of Message and Music-On-Hold features in a compact, easy-to-install and easy-to-use unit.

We suggest you read this owner's manual carefully to become familiar with the system's features and how to use those features effectively. The manual explains in simple steps how to install, use, and care for your new Valcom Digital Autoload Message-On-Hold system.

## Important Safety Instructions

Always follow basic safety precautions when using this product to reduce risk of injury, fire or electrical shock.

- **Read and understand** all instructions in the owner's manual.
- **Observe** all warnings and instructions marked on the product.
- **Unplug** this product from wall outlet and telephone equipment before servicing or cleaning.
- **Do not** use the product near water or when you are wet. Do not use it in a wet basement or near a sink.
- **Install** this product in a protected location where no one can step on or trip over power and line cords.
- **Use correct power source.** Use only power pack supplied.

Consult with telephone equipment installer if your telephone system is **NOT** equipped with music-on-hold input jack.

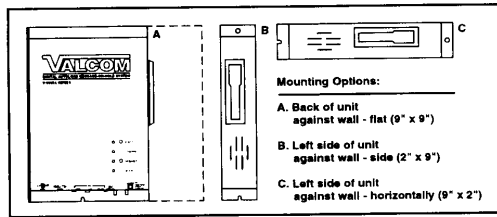
Do not connect this unit directly to telephone lines. This will cause damage to the unit internally and void your warranty.

## Installation

- I. Before you install your Valcom Model V-9980A/V-9981 make sure you have:
- A message or music on hold input in your telephone system.
  - A standard AC electrical outlet near the place you have chosen to install your Digital Autoload Message-On-Hold system.

### 1. Wall installation

- Locate a proper space on telephone equipment board or wall. You can mount your Valcom Digital Autoload Message-On-Hold unit in one of three positions ... flat, side, or horizontal. See illustration below.



- Position unit on board; mark mounting hole location.
- Using mounting screws provided, secure the Message-On-Hold system to telephone equipment board or wall.

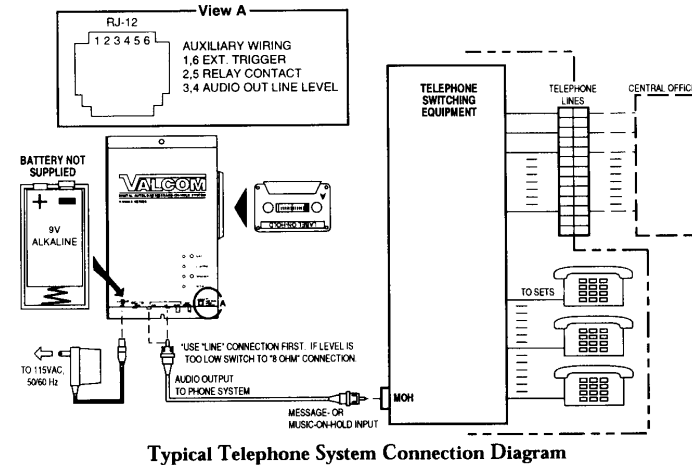
### 2. Connect the power pack

- Plug the power plug into the Message-On-Hold systems jack marked **POWER**.
- Plug the power pack into an electrical outlet that is **not** controlled by a switch.

3. **Connection to telephone equipment:** Connect your Valcom system to the telephone system Message-On-Hold input. In your Valcom system, there are two outputs for Message-On-Hold, Line Level (Low, +4 db into 600Ω), and Power Level (High, 1.5W into 8Ω). Use the one that delivers best performance and matches your telephone system operating requirements.

4. **Battery Back-Up:** The system is protected against power brownout (momentary power interruption), by a standard 9 Volt Alkaline type battery. Install battery in the battery compartment provided. Note correct polarity.

4



### MESSAGE DOWNLOADING

- I. **Automatic message loading from a prerecorded tape cassette.** To automatically download your professionally recorded messages and music, push **SPEAKER** button **IN** and insert tape cassette. The system will automatically rewind the tape, and load the message for you into audio memory and play the message through the local monitor. When done, it will rewind the tape. To start playing the messages continuously into your telephones's Message-On-Hold output, push **M-O-H** button **IN** (If not provided it will automatically be in the M-O-H mode), push **SPEAKER** button **OUT** to turn off the local speaker.

### MESSAGE-ON-HOLD OPERATION

#### I. Playing Back Recorded Message

- To play back a recorded message locally, press the **SPEAKER** button in.
- To play back to **MOH** output, press the **MOH** button (Optional).  
If not supplied system will play automatically all the time.
- Your digitally recorded messages and music will play continuously for as long as the **MOH LED** is **ON.V**.

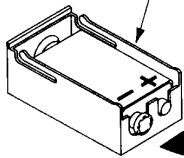
- II. **MOH Volume Control:** To adjust the **MOH** output, turn the volume control to the desired level while listening to your messages and music through the telephone system.

- III. **Aphex Aural Exciter:** The Valcom system (Model V-9980A/V-9981) incorporates a patented **APHEX** Aural Exciter\* sound enhancement circuitry to increase fidelity without the need to increase audio memory capacity. Adjust this control to enhance audio output quality as needed for different telephone systems

5

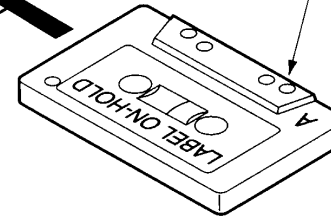
## The Valcom Digital Autoload Message-On-Hold System Models V-9980A/V-9981

**BATTERY BACK-UP:**  
TO PROTECT THE SYSTEM AGAINST POWER BROWNOUT (MOMENTARY POWER INTERRUPTION), INSTALL A STANDARD 9 VOLT ALKALINE TYPE BATTERY (NOT PROVIDED) IN THE BATTERY COMPARTMENT. PLEASE NOTE POLARITY.



**NOTE:**  
IT IS RECOMMENDED TO LEAVE THE CASSETTE TAPE IN THE SYSTEM FOR AUTO DOWNLOAD OPERATION IN CASE OF EXTENDED POWER FAILURE.

INSERT PRE-RECORDED TAPE CASSETTE AS SHOWN (TAPE UP, FACING LABEL), SYSTEM WILL REWIND TAPE THEN START LOADING, RED LED IS ON. AT THE END OF DOWNLOADING THE MESSAGE, RED LED WILL TURN OFF, SYSTEM WILL REWIND TAPE, IT IS READY TO PLAY THE MESSAGE FROM THE DIGITAL AUDIO MEMORY.

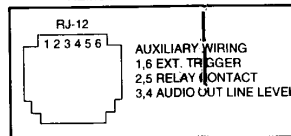


**TURN POWER ON:**  
YELLOW LED IS ON = NO CASSETTE IN SYSTEM.  
YELLOW LED IS OFF = CASSETTE IN PLACE, WILL START MEMORY LOADING.

ADJUST VOLUME TO INDIVIDUAL COMFORT LEVEL ON ON-HOLD CIRCUIT USING M-O-H VOLUME CONTROL.

THE VALCOM V-9980A/V-9981 INCORPORATES A PATENTED APHEX AURAL EXCITER\* SOUND ENHANCEMENT CIRCUITRY TO INCREASE FIDELITY. ADJUST THIS FEATURE TO ENHANCE AUDIO QUALITY AS NEEDED FOR DIFFERENT TELEPHONE SYSTEMS.

OPTIONAL AUXILIARY  
REMOTE CONNECTOR



PUSH EJECT TO REPLACE CASSETTE, ALSO IF PUSHED WHILE RECORDING IT WILL ABORT THE RECORDING SEQUENCE  
ACTIVE (ON) WHEN LOADING MESSAGE INTO DIGITAL MEMORY, PUSH TO STOP RECORDING AT ANY TIME.

TO LISTEN LOCALLY PUSH SPEAKER ON. LOCAL VOLUME IS PRESET. PUSH OFF WHEN DONE.

AFTER LOADING THE PRE-RECORDED MESSAGE, THE SYSTEM WILL AUTOMATICALLY START PLAYING TO THE M-O-H OUTPUT.

IN SYSTEMS SUPPLIED WITH M-O-H BUTTON, PUSH THIS BUTTON ON/OFF TO CONTROL SIGNAL TO M-O-H OUTPUT(S).

M-O-H OUTPUT IS ACTIVE DURING RECORDING AND PLAYBACK MODE, WHILE M-O-H LED IS ON ONLY DURING PLAYBACK

1. WITH **POWER ON** AND **SPEAKER ON**, INSERT CASSETTE AS SHOWN.
2. LISTEN FOR TAPE TO START PLAYING, PUSH **SPEAKER** BUTTON OFF AND **M-O-H ON** (IF SUPPLIED).
3. THANK YOU!

#### IV. Button and LED Operation

<u>BUTTON</u>	<u>ACTION</u>	<u>LED</u>	<u>FUNCTIONS</u>
	Insert Cassette	Yellow - OFF	
	Remove cassette	Yellow - ON	
<b>EJECT</b>	Push (In)	Yellow - ON Yellow - OFF	Ejects tape. Cassette is in place.
<b>EDIT</b>		Red - ON	Loading.
<b>LOADING</b> <b>(Option 1)</b>	Push (In)	Red - OFF	No activity. Stop recording.
<b>SPEAKER</b>	Push In	Green - ON	Message playing to local speaker.
	Push Out	Green - OFF	Turns local speaker off.
<b>MOH</b> <b>(Option 2)</b>	Push In	Green - OFF	No message recorded
	Push In	Green - ON	Message playing from MOH output.
	Push Out	Green - OFF	Deactivated audio from MOH output.

#### Power Failure Recovery

With the battery installed, the Valcom Model V-9980A/V-9981 unit is designed to tolerate brownouts (momentary loss of power). In case of power blackouts, once power is restored and if tape cassette was installed, the system will automatically reload the message into the digital audio memory.

#### VI. Turning off the system

Turn power **OFF**, then unplug power pack from AC outlet.

#### AUXILIARY REMOTE CONNECTOR

The auxiliary connector, RJ-12 Type, is a specially supplied option for remote control applications.

With **M-O-H** or **SPEAKER ON**, plug the mating connector in. For external trigger, connect a remote push-button between terminal 1 and 6. First, press the remote push-button to activate the message. The first time system is activated it will automatically transfer into remote activation. The system will play the message once, then stop at end of message. Activating the remote trigger during the message will cause the message to restart from the beginning. For continuous or **M-O-H** mode, press **M-O-H** button once to get **OUT**, then press again to get **IN**. In systems where **M-O-H** button option was not available, use **SPEAKER** button.

A normally open contact is available between terminal 2 and 5. This contact will be closed while message is playing.

Line level audio output is available at terminal 3 and 4.

#### CARE & MAINTENANCE

The industrial grade housing and quality construction of both the Valcom V-9980A and V-9981 virtually eliminates the need for service or maintenance. There are no user-serviceable components within these systems. Refer all servicing to the factory.

#### WARRANTY & REPAIR

Valcom, Inc. warrants its products to be free from defects in materials and workmanship under conditions of normal use and service for a period of one year from the date of shipment. The obligation under this warranty shall be limited to the replacement, repair or refund of any such device within the warranty period, provided that:

1. Inspection by Valcom, Inc., indicates the validity of the claim.
2. The defect is not the result of damage, misuse, or negligence after the original shipment.
3. The product has not been altered in any way or repaired by others and that factory sealed units are unopened (A service charge plus parts and labor will be applied to units defaced or physically damaged).
4. Freight charges for the return of products to Valcom are prepaid.
5. All units 'out of warranty' are subject to a service charge. The service charge will cover minor repairs (Major repairs will be subject to additional charges for parts and labor).

This warranty is in lieu of and excludes all other warranties, expressed or implied and in no event shall Valcom, Inc. be liable for any anticipated profits, consequential damages, loss of time or other losses incurred by the buyer in connection with the purchase, operation or use of the product.

This warranty specifically excludes damage in shipment in the event a product is received in damaged condition, the carrier should be notified immediately. Claims for such damage should be filed with the carrier involved in accordance with the F.O.B. point.

Headquarters Valcom, Inc.  
1111 Industry Avenue  
Roanoke, VA 24013  
Tel: (540) 427-3900  
Fax: (540) 427-3517

In Canada CMX Corporation  
35 Van Kirk Drive #11 & #12  
Brampton, Ontario L7A1A5  
Tel: (905) 456-1072  
Fax: (905) 456-2269