

TELink 700a/700an  
by Nel-Tech Labs, Inc.

Installation & User Manual

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## **Introduction:**

The TELink is a professional-quality telephone-loadable digital audio playback device designed to provide a continuous-play audio source for message-on-hold applications. The TELink comes standard with 32 minutes of non-volatile high-density flash memory and offers a wealth of standard features including fax-line sharing, voice-line sharing and distinctive ring compatibility. A night answer model is also available to answer the phone after business hours and play a separate night message for callers.

## **Unpacking and Inspection:**

Before you begin installation, unpack and verify you have all the correct parts.

- (1) TELink
- (1) 12VDC @ 500mA power supply
- (1) Instruction manual
- (1) RCA to RCA cable
- (1) RJ-14 Cord
- (1) Surge protector grounding cable
- (1) 1/8" Adapter
- (2) Wall mount screws
- (4) Rubber feet

If you are missing any of these parts STOP and call your dealer.

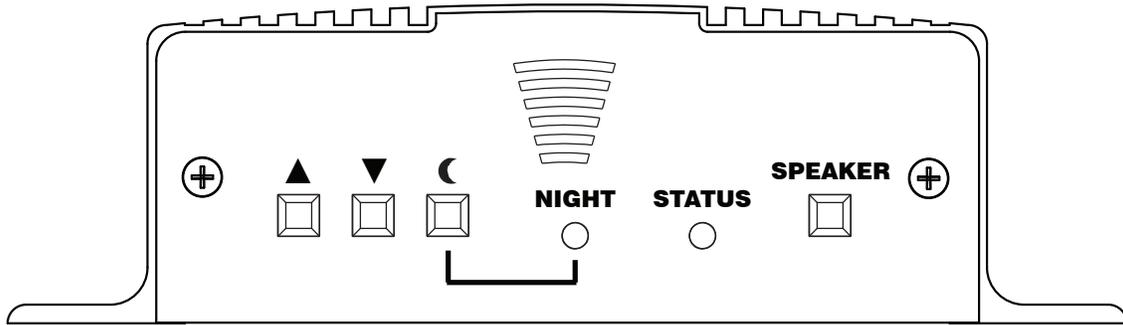
## **Important Notes:**

The grounding cable supplied must be connected from the SURGE GND terminal on the side of the unit to a known good ground. Failure to do so will VOID the warranty of this product.

This unit MUST BE installed directly to the incoming telephone line with no other telephone equipment connected prior to the LINE IN connection on the rear of the unit. This includes phones, faxes, credit card terminals, alarm systems, etc.

# TELink Layout Summary:

## Front of Unit



VOLUME UP & DOWN SWITCH - Used to control the 8Ω and 600Ω output level of the stored messages.

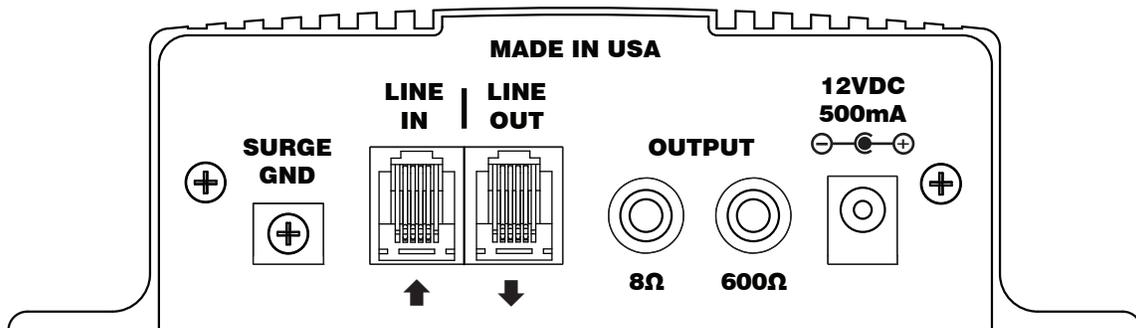
NIGHT SWITCH - This switch manually turns the NIGHT MODE to either ON, OFF or Scheduled.

NIGHT LED - Indicates units NIGHT ANSWER status.

STATUS LED - Indicates units operational STATUS.

SPEAKER - The SPEAKER switch can be turned ON and OFF to monitor audio playback. The switch has no effect on the audio output connections on the rear of the unit. Switch should normally be kept OFF.

## Rear of Unit



SURGE GND - Connects to the buildings electrical ground.

LINE IN - Connects to the incoming telephone line.

LINE OUT - Connects to phone or fax.

8Ω and 600Ω OUTPUT - This jack connects to the INPUT of the phone systems MOH port or PA system. Depending upon the systems impedance use either the 8Ω or 600Ω jack - **DO NOT USE BOTH!**

12VDC - This is where the supplied 12VDC @ 500mA power pack is connected.

## Installation:

The TELink should be installed using the following steps:

**Step 1:** Wall or shelf mount the unit. Screws and rubber feet are supplied in the accessory kit.

**Step 2:** If connecting to an amplifier make sure it is turned OFF for this part of the installation.

**Step 3:** Connect the supplied grounding wire from the SURGE GND terminal to the buildings electrical ground.

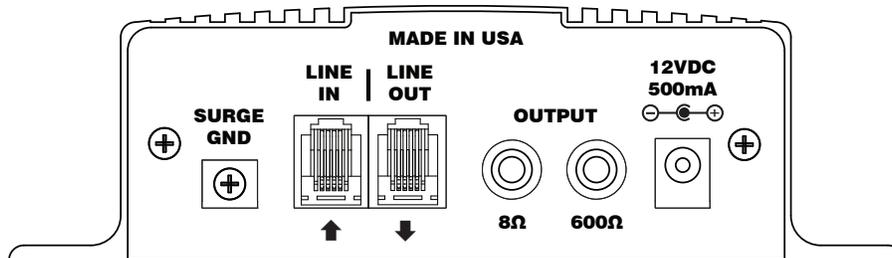
**Step 4:** Connect a RCA cable (supplied in the accessory kit) to the OUTPUT jack on the rear of the unit. Depending upon the required impedance use either the 8Ω or 600Ω output RCA jack. Connect the other side to the MOH port on the phone system, PA system or speaker.

**Step 5:** Connect the incoming line to the LINE IN then connect the LINE OUT to a PHONE, FAX or KSU.

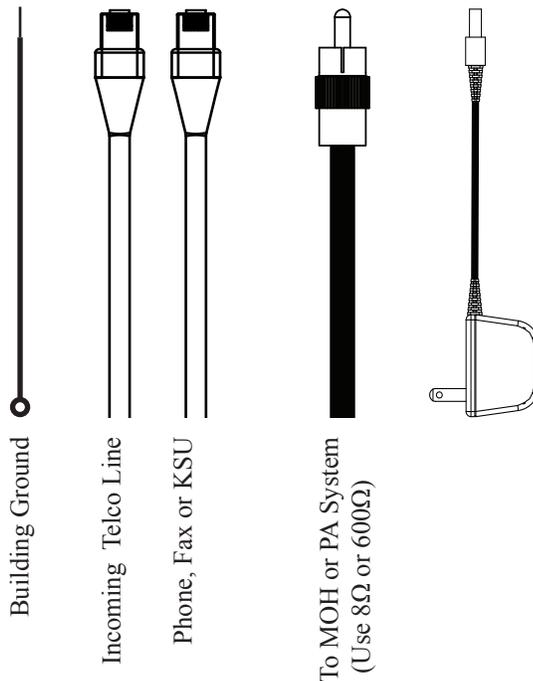
**Step 6:** Attach the included power pack to a wall or power strip receptacle, then attach the other end to the jack on the rear of the unit labeled 12VDC.

**Step 7:** If any amplifiers were turned OFF during installation then turn them back ON now.

**Step 8:** Adjust the volume level (while on hold) using up and down VOLUME buttons on the front of the unit. Depending upon the application either call into the phone system and be placed on hold OR listen to the PA systems speakers to fine tune volume. If volume controls are locked then the servicing dealer may need to assist with this step.



Wiring Diagram



## Installation (Optional Features):

### Fax Share:

The Fax Share feature allows the TELink to share a phone line with a fax machine, saving the expense of having to install a separate line. In a Fax Share installation, the TELink only answers calls from the servicing dealer and does not interfere with incoming or outgoing fax transmissions. The fax machine **MUST BE SET** to answer on two or more rings than what the TELink is set to answer on. Fax Share cannot be used together with Night Answer.

### Night Answer:

The Night Answer feature provides the capability to store a separate night answer message in addition to the standard MOH message. When the Night Answer feature is activated the TELink will answer incoming calls and play the informational Night Answer message to the caller. After the night message has played then the caller will be disconnected automatically and unit will be ready for next call.

Two Night Answer modes are available:

**Scheduled** - The Night Answer message can be scheduled by the servicing dealer to turn on and off automatically once per day, on a seven-day calendar. Sample schedule: Night Answer turns OFF at 9am and ON at 5pm Monday-Friday, with no ON or OFF time scheduled for Saturday and Sunday. Under this schedule, Night Answer is active during non-business hours (5pm-9am) and all weekend long.

**Manual (Not Recommended)** - Night Answer can be turned ON or OFF on demand by pressing the NIGHT button on the front panel. If a Night Answer schedule is present, this will override it. If you manually turn Night Answer ON or OFF, it will remain in that state until you cancel it by pressing the NIGHT button again.

**IMPORTANT:** If Night Answer is turned ON manually, you must remember to turn it OFF when you want calls to ring through normally. Until Night Answer is turned OFF, the TELink will continue to answer calls, play the Night Answer message, then hang up. **DO NOT** forget to turn Night Answer OFF at the desired time.

When using Night Answer, it is extremely important that the TELink is installed on the first phone number that the phone system answers on. Because this line is likely to be the most heavily used, the servicing dealer may encounter difficulty (busy line) when trying to call the unit. Therefore, it is recommended that the initial installation and subsequent downloads be scheduled during times when the line is not likely to be in use (during non-business hours).

The NIGHT LED on the front of the TELink indicates the current ON/OFF status of the Night Answer feature:

<b>NIGHT LED</b>	<b>Indication</b>
ON	Night Answer ON (Manual Mode)
OFF	Night Answer OFF (Manual Mode)
BLINKING SLOW	Night Answer OFF (Scheduled Mode)
BLINKING FAST	Night Answer ON (Scheduled Mode)

## Operation:

After installation is complete, a download may be required. Check the STATUS LED on the front panel.

STATUS LED	Indication
ON	Normal Operation - Audio Playing
BLINKING SLOW	No Audio
BLINKING FAST	Communications Mode - Loading Audio

During communications sessions between the TELink and the servicing dealer, the STATUS LED will BLINK FAST and the phone line becomes unavailable for incoming and outgoing calls (no dial tone will be present).

After a successful download the STATUS LED remains on SOLID.

If there is no on-hold audio, verify all connections against the installation procedure used and try again. If there is still no on-hold audio, contact your servicing dealer.

## Troubleshooting:

Problem	Possible Reason
Status LED - OFF	Power pack not plugged in or on a switched outlet
Status LED - BLINKING SLOW	No audio on unit
Status LED - BLINKING FAST	Unit in communication mode New audio being downloaded
MOH message not playing	Check volume output level by adjusting the VOLUME Check OUTPUT connection from unit to phone or PA system Try switching between the 8Ω and 600Ω OUTPUT connections
Popping audio	File was encoded using too high of a bit-rate File incompatible with unit File audio starting too close to beginning of file
Distorted audio	Check to make sure volume is not too high Try switching between the 8Ω and 600Ω OUTPUT connections File incompatible with unit
TELink does not answer/update	Check to make sure telephone line is connected to LINE IN Check to make sure line is operation with normal phone Verify NO OTHER DEVICES are connected prior to the TELink
Line Connected to TELink not working	The TELink may be in communication mode - Check STATUS LED.

# Limited Warranty

**TERMS:** Nel-Tech Labs warrants to the original purchaser (“Buyer”) that the Product sold is free from defects in material and workmanship at the time of purchase. The warranty period begins at the time of Product’s original purchase by the first end-user. The warranty applies for five (5) year from the original date of purchase, or as long as the product is owned by the original purchaser, whichever comes first. Included in the warranty are parts and labor. Buyer must provide written notice to Nel-Tech Labs of any defective part or conditions within the warranty period. If the defect is not the result of improper use, service, maintenance or installation, and if the equipment has not been otherwise damaged or modified after shipment, Nel-Tech Labs or its authorized representative shall either replace or repair the defective Product at Nel-Tech Labs’s option. No credit shall be allowed for work performed by Buyer or unauthorized parties. Out-of-warranty repairs are invoiced at the current Nel-Tech Labs hourly rate plus the cost of parts, shipping and handling. In the event that the product serial number is missing or has been tampered with in any way, the foregoing warranty is void and without effect and Nel-Tech Labs shall have no liability whatsoever on account of defects to such product.

**LIMITATIONS:** Except as stated above, there are no warranties, express or implied, that extend beyond the specifications for the product. Nel-Tech Labs expressly disclaims any warranty, express or implied, that equipment sold hereunder is of merchantable quality or that it can be used, or is fit for any particular purpose. Buyer purchases and accepts equipment solely on the basis of the warranty here in above expressed. Under no circumstances shall Nel-Tech Labs be liable by virtue of this warranty or otherwise for any special indirect, secondary or consequential damages to any person or property arising out of the use or inability to use the product.

**REPAIRING OR REPLACING PRODUCT:** Buyer may obtain the repair or replacement of any eligible part or equipment covered under this warranty through a Nel-Tech Labs dealer only. Buyer is responsible for all shipping and handling charges in connection with the performance of this warranty. Products returned to Nel-Tech Labs must be securely packaged to prevent damage in transit, freight prepaid, and insured for replacement value. A return authorization number assigned by Nel-Tech Labs must be clearly marked on the outside of the shipping container. Proof of purchase must accompany shipment. Items delivered to Nel-Tech Labs without a return authorization clearly marked on the outside of the shipping container, and/or without proof of purchase is refused.

**CONTACT:** Please contact Nel-Tech Labs at the address and phone number below to receive a return authorization number and to arrange for the repair or replacement of a flawed part covered by this warranty. Please indicate the Product’s serial number in all correspondence or a RMA authorization number in the absence of a serial number. Nel-Tech Labs, 4 Ash Street Extension, Derry, NH 03038, Phone: 1.603.425.1096.

**COPYRIGHT NOTICE:** Unauthorized or unlicensed use of copyrighted audio content is illegal and Nel-Tech Labs, Inc. takes no responsibility for such action by the user of this equipment.

**FCC Part 15 :** This equipment has been tested and found to comply within the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct interference at his own expense. In order to maintain compliance with FCC regulations shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio & television reception.

Changes or modifications not expressly approved by Nel-Tech Labs could void the users’ authority to operate the equipment.

**IC ES 003 :** This Class A digital apparatus complies with Canadian ICES-003 C et appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

**CE CONFORMITY :** The Nel-Tech Labs TELink conforms with the following standards, in accordance with the EU Safety, EMC Emissions, & EMC Immunities : EN 60950-1:2001, EN 55022:1998 for Class A, EN 55024:1998 + A1:2001 + A2:2003, EN 61000-4-2:1995 + A1:1998, EN 61000-4-3:1995, EN 61000-4-4:1995, EN 61000-4-5:1995, EN 61000-4-6:1996, EN 61000-5-11:1994.





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