

# MINDTHEGAP 1250i

www.wemindthegap.com

888-353-6745

## Digital Messaging System

### **INSTALLATION AND OPERATION MANUAL**



**Quick install  
instructions on  
last page**

**Please leave this manual with the unit at all times**

Important warranty information enclosed

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# WHAT IS THE MTG 1250i?

The MTG 1250i is an Internet downloadable messaging system utilizing state-of-the-art MPEG-3 compression to achieve truly stunning, near-CD quality, audio storage and playback. The 1250i is connected to the Internet through the user's high-speed Internet connection via a built-in 10/100 Ethernet jack. Configuration is simple. Just assign it an available IP address with the MTG configuration software and you are ready to go! The 1250i has a *Shuffle Play* option which allows multiple messages to play back in random order. This is a great feature when utilized for a background music application. For longer message applications such as in-store messaging and background music, the 1250i is available with message storage times of up to 68 hours.

All remote unit management and audio downloads are accomplished using your standard PC and MTG's *DigiLAN™* controller software. When an update is needed, the *DigiLAN™* software opens its own dedicated "socket" using your high-speed Internet connection, locates the remote MTG 1250i by IP address, and digitally transfers the .mp3 audio files and configuration settings you specify.

The MTG 1250i is the most versatile digital player of its kind with a list of features that includes:

- ✓ Base memory of 64 minutes @ 32Kbps
- ✓ Storage for up to 1,000 total messages
- ✓ Sample rates up to 320K bits-per-second (near CD quality)
- ✓ Signal-to-noise ratio up to 96db
- ✓ BGM Music input, fader & timer
- ✓ Remote and on-site digital volume control
- ✓ Flash memory
- ✓ 5-year parts and labor warranty
- ✓ Manufactured in the USA

Each MTG 1250i is built to exacting quality standards using state-of-the-art SMT (surface mount) assembly for outstanding reliability and years of dependable service.

To get the best possible performance from your MTG 1250i, please **take the time to read this manual** and fully familiarize yourself with how the MTG 1250i works before you begin installation.

Use the space below to record information about the MTG 1250i and about your messaging provider. You must have this information should you require assistance installing or configuring the unit, and when you need new voice messages or background music.

**MTG 1250i and Messaging Provider Contact Information**

<b>Dealer name:</b>	
<b>Contact person:</b>	
<b>Phone:</b>	
<b>Address:</b>	
<b>Serial number: (8 digits)</b>	_ _ _ _ _ _ _ _
<b>MAC Address:</b>	_ _ _ - _ _ _ - _ _ _ - _ _ _ - _ _ _ - _ _ _
<b>IP Address: (Static)</b>	_ _ _ . _ _ _ . _ _ _ . _ _ _

## Front Panel

The Status LED, Volume adjustments, and BGM adjustments are located on the front panel.



*Figure 1 - Front Panel Diagram*

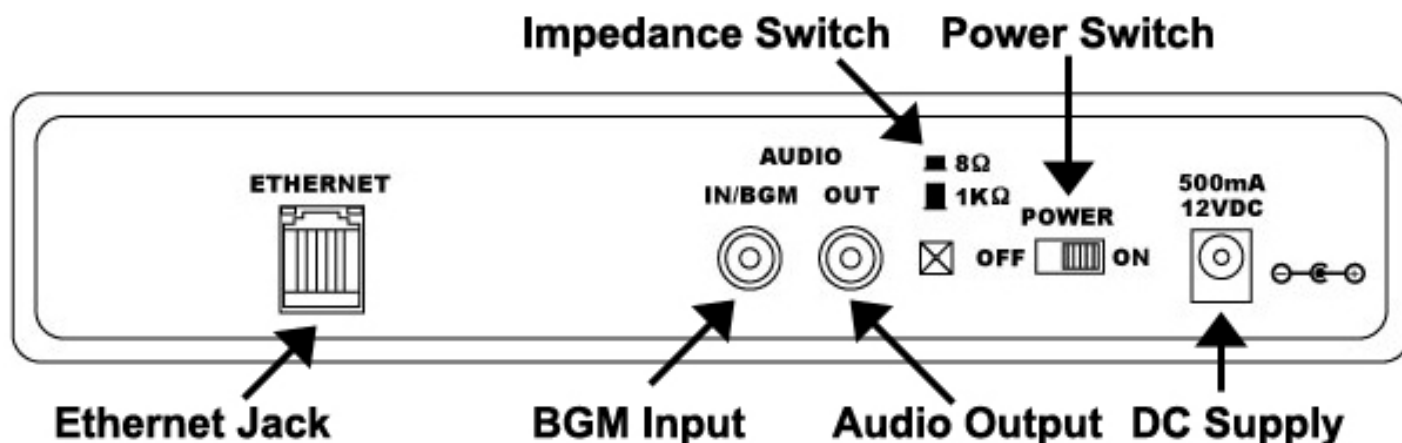
**Status LED** – Lights to indicate the current operation status of the unit.

**Volume Adjustments** – Used to control the Volume locally, if permitted to do so by your dealer. Also used in Connect On Demand situations (see page 10).

**BGM Adjustment** – Used to control the BGM Volume locally, if permitted to do so by your dealer.

## Connections Panel

The back side panel is where the connectors are for external equipment including the Power Supply, Ethernet jack, and the external audio system that receives the MTG 1250i 's output. Also located here are the Impedance Switch and the Power Switch.



*Figure 2 - Side Panel Diagram*

**Ethernet Jack** – Used to connect to your Local Area Network (LAN).

**BGM Input** – Used to connect to an external BGM source.

**Audio Output** – Select one of the following Impedances with the Impedance Switch.

**8Ω Audio Output** – Used to connect an external 8 Ohm speaker or headphones.

**1KΩ Audio Output** – Used to connect to an external audio system such as a KSU/PBX Phone System or an amplifier.

**Power Switch** – Used to turn the unit Off/On.

**Power Supply** – Used to supply power to the unit.

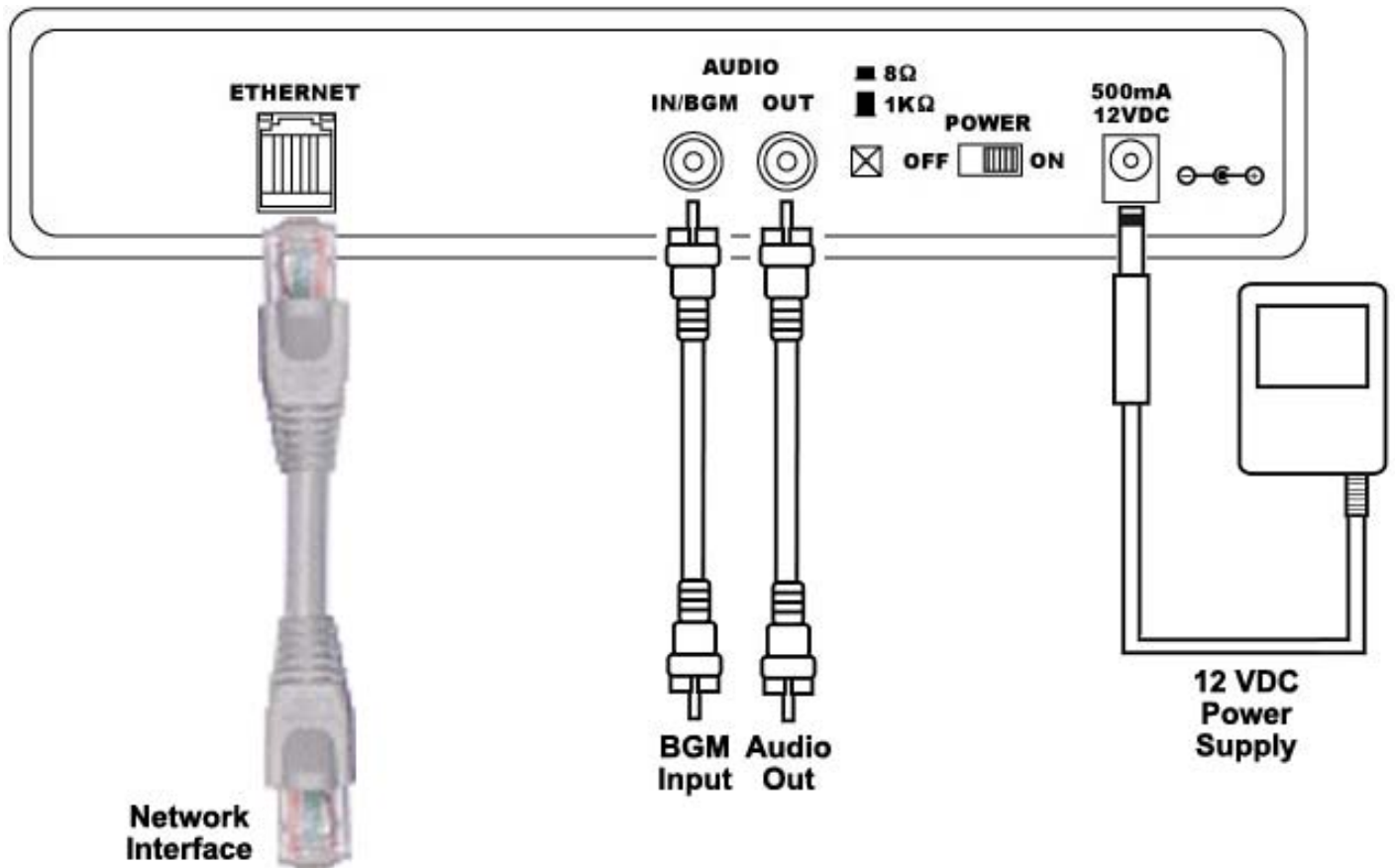
# INSTALLATION

## Step 1 – Connections

Locate the MTG 1250i within 6 feet of an 110VAC outlet. The unit is designed to be placed on a flat, level surface or securely mounted on a wall. Be sure to leave clearance for connections and adjustments.

**Important:** Devices that emit strong electromagnetic fields such as computer monitors and fluorescent lights may interfere with message loading, so locate the unit at least a few feet away from such devices.

To help protect against power surges and other electrical problems, the use of a quality surge suppressor strip (which is different from a standard multi-outlet power strip) is strongly recommended. **Damage caused by power surges, lightning, or other electrical problems are not covered under warranty.**



*Figure 3 - Installation Diagram*

## Connection Instructions

1. Turn the power switch OFF. Plug the included power supply into a normal 110VAC wall outlet, and the opposite end into the MTG 1250i. Only use the power pack provided with the unit (12VDC, center pin positive). Many power supplies look alike, but provide different output. Using the wrong one voids your warranty and may damage the unit.
2. Connect the audio output jack to the external audio system input using a mono RCA-to-RCA cable (included). If the external audio system does not have an RCA-style input, use the included RCA to 1/8 inch adapter. Be sure to select the right impedance before turning the unit on.
3. Connect the BGM output jack to the BGM source using a mono RCA-to-RCA cable (included). If the BGM source does not have an RCA-style output, use the included RCA to 1/8 inch adapter. This step is optional and only required if you are using Background Music.
4. Connect the Ethernet jack to your Local Area Network. (LAN) The unit is factory DHCP enabled and should obtain an IP address automatically. See the local Network Administrator or the Quick Install Guide on the back page of this manual for assistance.
5. Turn the unit on.
6. Call your dealer to confirm connectivity between the unit and their server(s) via the Internet.

### **Step 2 – Adjust Volume**

The Volume buttons on the front of the unit are used to adjust the Volume to a comfortable listening level.

# PLAYBACK OPERATION

## Continuous Play

The MTG 1250i plays back all dealer-loaded music and messages over your sound system or MOH port continuously. The unit automatically checks your dealer's server(s) on a routine basis for new music and messages as they become available.

## Volume Adjustments

If permitted by your dealer, the Volume may be adjusted using the Volume buttons on the front of the unit.

## Connect On Demand

Connect On Demand allows you to force an instant connection to your dealer's server(s) to check for new music and messages outside of its routine Connect-Back cycle. To perform a Connect On Demand, turn the power to the unit on while depressing the Volume down (middle) button. Release the button once the Status LED turns Orange.

## Status LED Indications

<b>Indication</b>	<b>Meaning</b>
Solid Red	Unit has no messages.
Solid Green	Unit has messages loaded and is playing audio.
Solid Orange	Unit is currently connected to dealer's server and is downloading new music and messages.
Blinking Orange	Unit is establishing/disconnecting a connection to the dealer's server.

**Table 1 – Status LED Indications**

## WALL MOUNTING INSTRUCTIONS

Using the included wall mount bracket and two screws, secure the unit onto the wall where you wish to mount it.

Consider the weight of the MTG1250i when choosing a mounting wall. Make sure the wall's construction is sufficiently strong to support the weight of the unit securely. Make sure both screws are driven into sturdy supports.

When mounting the unit, be sure that the front panel and Status LED is clearly visible for you to see.

## FLAT SURFACE INSTRUCTIONS

Place the unit on a sturdy table, away from any obstructions that may disrupt it.

The unit may be placed in any direction, however, be sure that the front panel and Status LED is clearly visible for you to see.

# TECHNICAL SPECIFICATIONS

Encoding.....	MPEG-2 or MPEG-3 (.mp3)
Frequency response.....	80Hz to 15 KHz (Depending on sample rate)
Bit Rate.....	80K to 320K bits per second
Sample Rate.....	16KHz to 48KHz
Signal to noise .....	>90 dB
Memory type.....	High-density, Non-volatile FLASH
Memory capacity .....	64 minutes @ 32 Kbps (Expandable to 68 hours)
Message capacity.....	Up to 1,000 messages
Message loading .....	Internet (via DigiLAN™ software and PC)
Message playback.....	Continuous (linear) or shuffle mode
Power supply.....	110VAC 60Hz to 12VDC @ 500 mA
BGM input.....	Mono RCA jack for low-impedance BGM source Adjustable digital volume control
Audio output .....	Mono RCA jack Adjustable digital volume control Impedance – 6V p-p @ 8 Ohm or 12V p-p @ 1K Ohm
Size.....	1.50" x 8.25" x 9.00" (H x W x D)
Color .....	Black
Weight .....	2 pounds (excluding power supply)

# TROUBLESHOOTING

If you have trouble installing or operating the MTG 1250i, refer to the table below to help find a solution. If you are unable to solve the problem yourself, contact your dealer for further assistance.

<b>Problem or Indication</b>	<b>Possible cause and solution</b>
No messages	Adjust output level Volume.
	Check amplifier or speakers.
	Make sure that the Status LED is solid Green.
	Call your dealer. A download may be required if the Status LED is solid Red.
No Status LED Indications Power light is off	Check that the power switch is turned on.
	Check the power pack for correct DC output voltage (12 VDC to 17 VDC) & current.
	Check the AC source to make sure it is not controlled by a switch.

***Table 2 – Troubleshooting***

## FCC Notice

**WARNING:** This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when this 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 this equipment in a residential area is likely to cause harmful interference in which case the user is required to correct the interference at his/her own expense.

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la Class A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

## Copyright Notice

The MTG 1250i is strictly used for Licensed Music only. Use of copyrighted music is illegal and MTG takes no responsibility for that action. MTG 1250i users are fully responsible for any music, mechanical, and recording rights. This manual is copyright ©2004 MTG. All rights reserved. No part of it may be copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine-readable form without MTGs prior written consent. Information contained herein is subject to change without prior notification. MTG provides this manual without warranty of any kind, express or implied. This user's manual may contain technical and/or typographical errors. The MTG 1250i is a registered trademark of MTG.

## Limited Warranty

### **TERMS:**

MTG 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 extends five (5) years from the date of original purchase and covers parts and labor. Buyer must provide written notice to MTG within the warranty period of any defective part or conditions. 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, MTG or its authorized representative shall either replace or repair the defective Product at MTG's option. No credit shall be allowed for work performed by Buyer or unauthorized parties. Out-of-warranty repairs are invoiced at the current MTG 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 MTG shall have no liability whatsoever on account defects to such product.

### **LIMITATIONS:**

Except as stated above, there are no warranties, express or implied, that extend beyond the specifications for the product. MTG 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 expresses. Under no circumstances shall MTG 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 MTG only. Buyer is responsible for all shipping and handling charges in connection with the performance of this warranty. Products returned to MTG must be securely packaged to prevent damage in transit, freight prepaid, and insured for replacement value. A return authorization number assigned by MTG must be clearly marked on the outside of the shipping container. Proof of purchase must accompany shipment. Items delivered to MTG without a return authorization clearly marked on the outside of the shipping container, and/or without proof of purchase is refused. Please contact MTG 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. an authorization number is not issued in the absence of a serial number.

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