

IntelliTouch

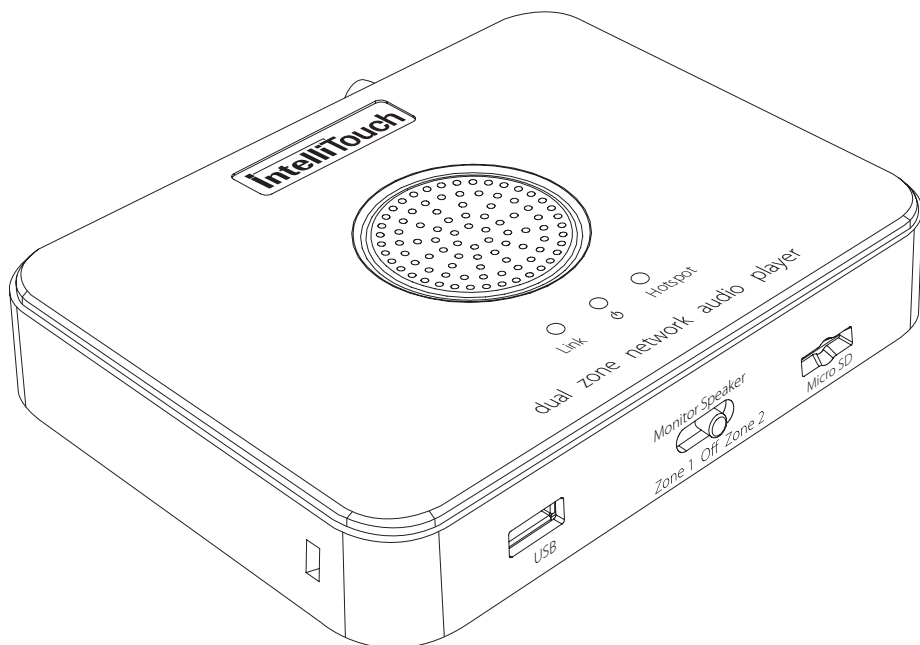
OHP 9000-IP

Dual Zone Network Audio Player



powered by

cloudstream™



User Manual

Thank You For Choosing IntelliTouch, Powered by Cloudstream!

We hope you will get much enjoyment from your Dual Zone Network Audio Player.

Please read the entire contents of this manual. It is filled with reference information that will allow you to get the most from your new media player. The IntelliTouch player is powered by Cloudstream Media. If you have any questions, please go to www.cloudstream.com or call 888-825-2920.

Your Total Satisfaction – IntelliTouch Job #1

Congratulations on your purchase of the IntelliTouch Dual Zone Media Player. We are committed to making sure your experience is problem free.

If you experience any difficulty and/or have any questions regarding your player that are not addressed in this manual, please feel free to contact the Cloudstream Technical Support Team, toll-free, at 800-839-7277 (between the hours of 8:30 AM and 5 PM pacific time.)

Our Support Team aims to offer quick, comprehensive and thorough technical support to all our users. Before you call, please make sure you have your IntelliTouch unit model number and serial number on hand.

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A Consumer Guide to Product Safety

Important Safety Instructions

Please take the time to follow the instructions in this manual carefully. It will help you set up and operate your system properly and enjoy all of the advanced features. Please save this manual for future reference.

WARNING: To reduce the risk of fire or electrical shock, do not expose the product to rain or moisture. Avoid prolonged exposure to direct sunlight.

WARNING: Liquids can cause a failure and/or a fire hazard. The unit should not be exposed to liquid dripping or splashing. Avoid placing objects filled with liquids, such as coffee cups, soda cans or vases on the unit. As with any electronic product, use care not to spill liquids into any part of the system.

WARNING: No open flame sources, such as lighted candles, should be placed on the unit.

Note: The product label is located on the bottom of the product. This product is intended to be used only with the power supply provided. Using another power supply can cause damage to the unit. This product is intended for indoor use. If used outdoors, care should be exercised in placing the product in an area that is well sheltered from the outdoor environment.

Safety Instructions

1. Read instructions before using this product.
2. Keep these instructions for future reference.
3. Heed all warnings on the product and in the manual.
4. Follow all instructions.
5. Do not use this unit near water or moisture. Do not use this product near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, near a swimming pool, or anywhere else that water or moisture are present.
6. Clean only with a dry cloth and as directed by IntelliTouch. Unplug this product from the power supply before cleaning.
7. Avoid prolonged exposure to direct sunlight or heat.
8. Do not install near any heat sources, such as radiators, heat registers, stoves or other unit (including amplifiers) that produce excess heat.
9. Only use attachments/accessories specified by the manufacturer.
10. Unplug this unit during lightning storms or when unused for long periods of time – to prevent possible damage to this product.
11. Refer all servicing to qualified service personnel. Servicing is required when the unit has been damaged in any way such as: power supply cord or plug is damaged; liquid has been spilled or objects have fallen into the unit; the unit has been exposed to rain or moisture, does not operate normally, or has been dropped. Do not attempt to service this product yourself.
12. Opening or removing covers may expose you to dangerous voltages or other hazards.
13. To prevent risk of fire or electric shock, avoid overloading wall outlets, extension cords, or integral convenience receptacles.
14. Do not let objects or liquids enter the product as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
15. Use proper power sources - Plug the product into a proper power source, as described in this manual or as marked on the product.

FCC Information

Information about products that generate electrical noise if applicable, this equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, this is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the transmitter and/or receiver.
- Increase the separation between the equipment and transmitter and/or receiver.
- Connect the equipment to an outlet on a different circuit than the one to which the transmitter and/or receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

This device complies with RSS 210 of Industry Canada. "Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device."

This class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la class B est conforme à la norme NMB-003 du Canada.

A Consumer Guide to Product Safety

Limited Warranty

IntelliTouch warrants this product to be free from manufacturing defects in material and workmanship under normal use and conditions for a period of 1-year from date of original purchase in the United States. For Warranty service outside the United States, contact the reseller that you purchased the IntelliTouch product from.

Should service be necessary under this warranty for any reason due to manufacturing defect during this 1-year period from date of original purchase, IntelliTouch will either repair the unit or replace it with a reconditioned unit at no charge.

U.S. Warranty Service - You must call (877-465-3927) to obtain a return authorization number prior to sending your product in for service.

Pack the unit in a well-padded, heavy, corrugated box.

1. Include a note with reason for return along with RMA number and return shipping information.
2. Enclose proof of purchase.
3. Enclose your name, return address and contact number.
4. Ship the unit prepaid via UPS or parcel post (insured).

This warranty is void if the product is:

5. Damaged through negligence, misuse, abuse, moisture or accident.
6. Modified in any way.
7. Damaged because it is improperly connected to the equipment of other manufacturers.

This warranty does not cover:

8. Damage to equipment not properly connected to the product.
9. Costs incurred in the shipping of the product to IntelliTouch.
10. Damage or improper operation of unit caused by customer abuse, misuse, negligence, or failure to follow instructions in the manual provided with the product.
11. Ordinary adjustments to the product that can be performed by customer as outlined in the manual.
12. Damage to computer or audio equipment

Product Support

Visit intellitouch.com

Support Phone - 800-839-7277

Player Description

The 9000-IP series dual zone player can function as a music on-hold player or a streaming background business music player or both simultaneously. The player has two outputs/zones. Zone 1 is for message-on-hold and Zone 2 is for streaming background business music and in-store broadcasting.

Content on Zone 1 can be updated in one of 2 ways:

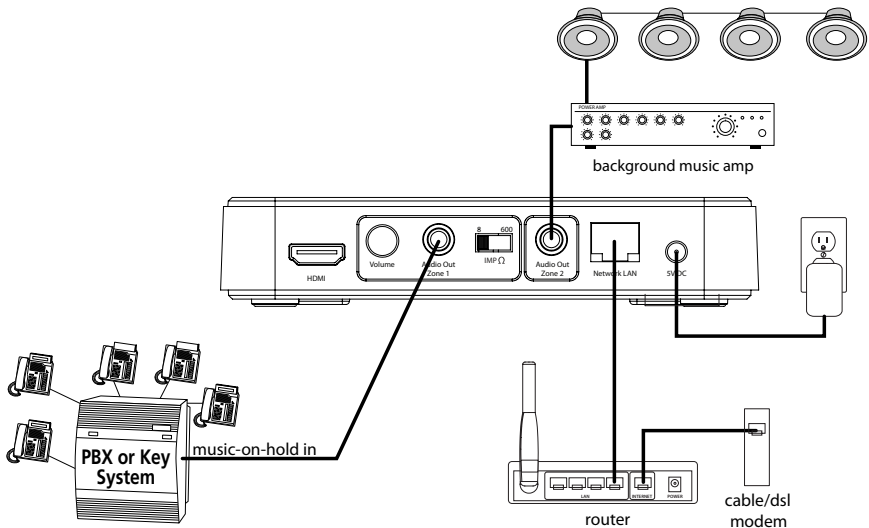
1. Internet Connection (via Ethernet or Wi-Fi)
2. USB Flash Drive (no internet connection required)

Content on Zone 2 requires an internet connection to stream business background music or to create a storecasting production with custom branding messages/advertisements.

Register your product

The 9000-IP is powered by Cloudstream Media. To take full advantage of your new player register it at www.cloudstream.com and set up your account. Once you do so, you'll be able to use Cloudstream's powerful, cloud-based player management portal to manage and update the content on the player. This web browser accessible portal gives you several service options from basic to advanced to manage a single player or groups of players. The portal also gives you advanced services like premium content, scriptwriting, access to professional voice services, as well as the ability to use the Cloudstream Business Background Music Service.

Connection



Operation

Powering up the player

To turn the player on, turn the Power/Volume knob clockwise until you hear a click. The POWER LED on the top of the player will illuminate. **NOTE** - Player bootup will take approximately 1 minute.

Zone 1 - Message On-Hold

The player is preloaded at the factory with non-branded message on-hold content and will play it out of the Zone 1 output of the player upon startup. To preview the content, switch the Monitor Speaker to Zone 1. To change the content being played, see Updating your Player's Content below.

Zone 2- Streaming Business Music

Streaming business music requires a monthly subscription to Cloudstream Music. This subscription can be activated when you register your player. Once active, the streaming business music will play out of the Zone 2 output on the player. You can preview the music stream by switching the Monitor Speaker to Zone 2.

Updating your Player's Content

Message On-Hold (Zone 1)

Once you activate the player on the on-line portal (www.cloudstream.com) you will be able to update the player's content. Please follow the on-line instructions to add your player to your account and manage your player's content. There are two ways to update your player's message on-hold content.

Internet Update – When connected to your network (via ethernet or wi-fi), the player can be updated from within the on-line portal, just follow the simple on-line instructions to access content and messages.

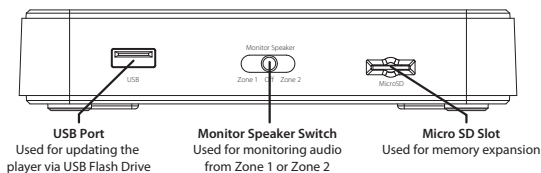
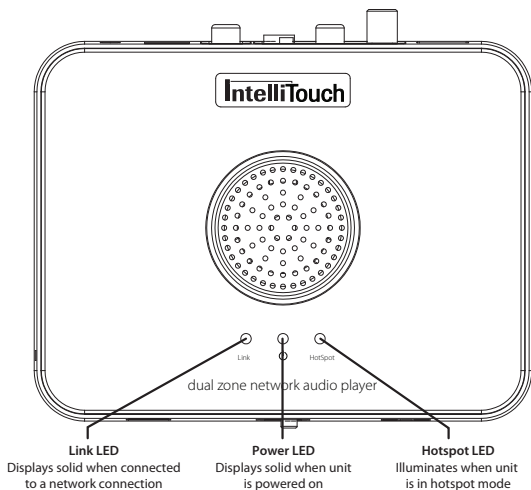
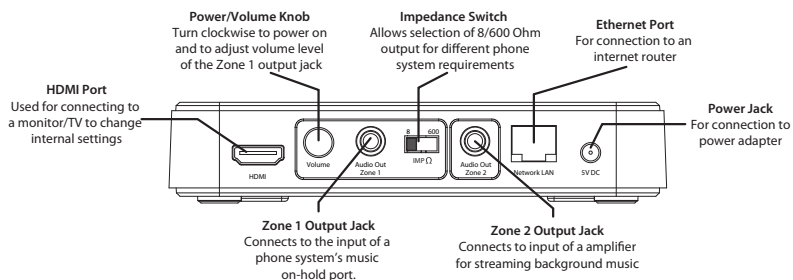
USB Update – From within the on-line portal, you can save your production update to a USB flash drive and then plug the flash drive into the player's USB port. When updating by USB the Hotspot light will flash as the content is being transferred to the player's internal memory. When the content has been transferred the Hotspot light will go to solid and the flash drive can be removed from the player. Note- the USB flash drive update does not require that the player be connected to the internet.

Streaming Background Music (Zone 2)

You can stream from a wide variety of handcrafted music stations that are fully licensed to be played legally in your business. To stream music stations from your player, you must select the Cloudstream Background Business Music option when managing your player at www.cloudstream.com.

Using the web portal, stations can be selected and scheduled for specific time of day, different days of the week and for specific dates. You can also schedule specific branding messages and ads to play by choosing the Storecasting tab in the production manager.

Functions and Controls



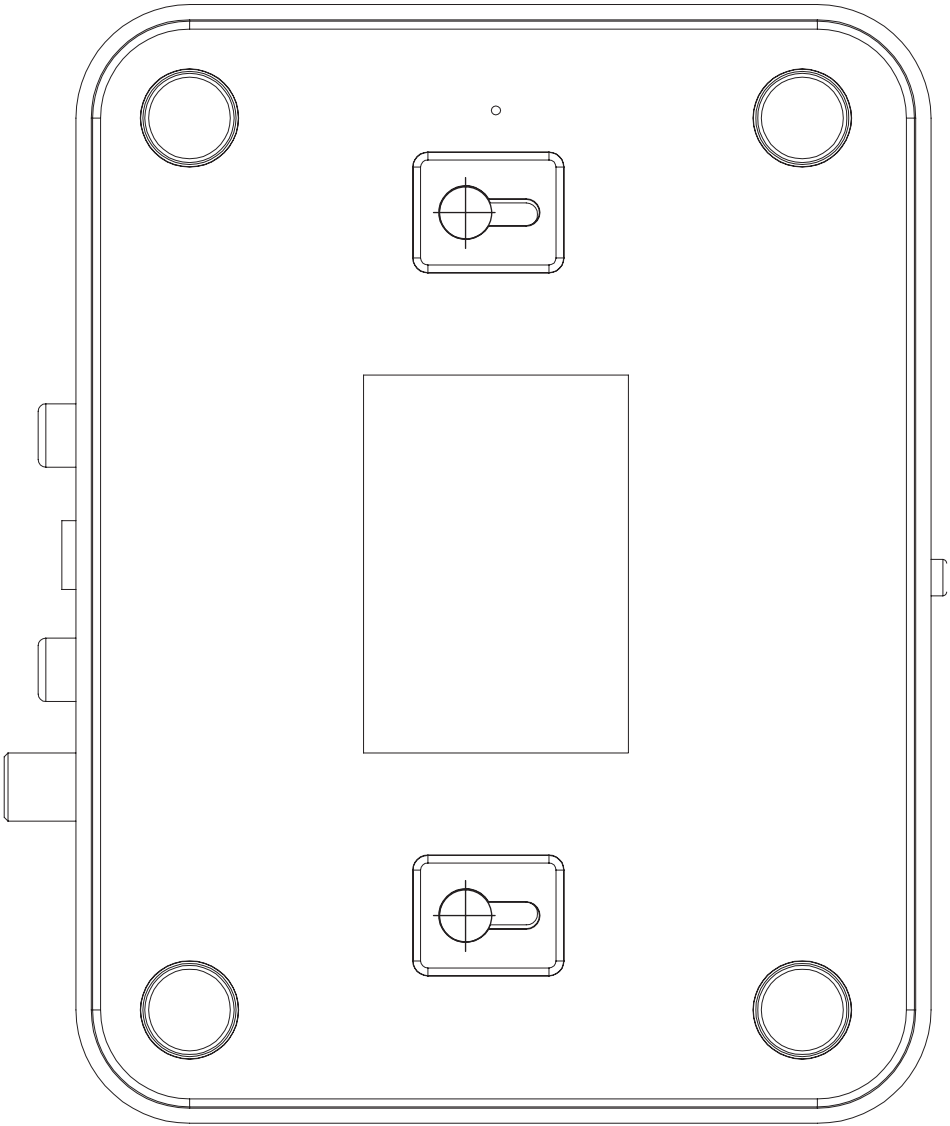
Configuration

The player is preconfigured to work with an ethernet connection in DHCP mode. If you wish to configure the device with a static IP or connect the device via Wi-Fi please go to www.cloudstream.com and select the support link for specific instructions.

Specifications

CPU	<ul style="list-style-type: none">● ARM Cortex™A7 Dual Core, A20 Dual Core 1.0GHz
Memory	<ul style="list-style-type: none">● DDR3 RAM● 1GB
Internal Storage	<ul style="list-style-type: none">● 8GB
Network Connectivity	<ul style="list-style-type: none">● Ethernet / LAN 10/100 BASE T Ethernet (RJ45)● Wireless LAN 802.11n Wi-Fi wireless networking
Video	<ul style="list-style-type: none">● HDMI Female
Audio	<ul style="list-style-type: none">● RCA Outputs x 2● Zone 1 (Message/Music On-Hold)<ul style="list-style-type: none">○ Includes switch for 8 ohm and 600 ohm● Zone 2 (Streaming Business Music)<ul style="list-style-type: none">○ Line level output● Built-in Monitor Speaker
Ports and Interfaces	<ul style="list-style-type: none">● USB 2.0 x 1● SD Card uSD -- Slot x 1 (for memory expansion)
Controls	<ul style="list-style-type: none">● Volume – Zone 1● Impedance Switch - Zone 1 (8/600 ohm)● Monitor Speaker Switch – Zone 1/Zone 2/ Off
Power	<ul style="list-style-type: none">● External Power Supply, 5V 3A.
Operating System	<ul style="list-style-type: none">● Customized Android Open Source Project● Android Jelly Bean 4.2.2

Wall Mounting Template



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