Installing your USB Unit
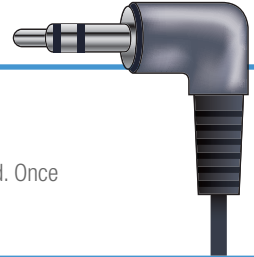
Simple Set-Up Guide

GET IN TOUCH VIA LIVE CHAT.

It couldn't be easier to install your new Messages On Hold USB Unit.

Just follow the steps below.

1 Find Your Phone System

Your main telephone system control box will likely be found in or nearby your server room or communications cupboard. Once you've found it, look for the audio input source labelled *Music*, *Audio*, *BGM* or *MOH* and plug in a *3.5mm audio jack*.

2a Audio Cable Already Plugged In

If you see a cable already plugged into the audio input source, simply leave it and find the other end of the cable.

If the other end is attached to a radio or CD player, disconnect it and *attach the included converter*. If there is also a cable already plugged into the *8Ω socket* of the USB Unit, remove it and plug in your existing *cable and converter*.

2b No Audio Cable Plugged In

If there's no cable already plugged in, plug the cable pre-connected to your USB Unit into the *audio input source* on your phone system.

3 Power Up Messages On Hold USB Unit

Plug the power supply into an outlet and ensure you connect it to the *12 VDC socket* on your Unit, before turning the power on. When the power is switched on you'll see a *Blue Status Light* glow on the front of the Unit.

4 Test Unit and Adjust Volume

Insert the *MOH thumb drive* into the Unit and press the *speaker button* to hear a preview of what callers hear when placed on hold. Call your office and ensure the volume isn't too soft or loud. To *adjust the volume*, turn the volume knob *clockwise to increase* it or *anticlockwise to decrease* it.

Questions?

Give us a call on **1800 MESSAGES** and ask to speak with a member of our Operations team.