



MESSAGE ON HOLD
Informative Messages...With Music...On Hold

Tech Support: Download instructions for CD units

To download your CD production:

1. Open the cover and leave open for a few seconds.
2. Remove your old production CD; save in a safe place.
3. Insert the new production CD using light pressure (label side up).
4. Close the cover.
5. You will see "CD Read" on the LCD screen.
6. When the unit begins to download, you will then see sound-waves travel across the screen from left to right.
7. The built-in speaker will automatically turn on while the message is being downloaded.
8. When download is complete, the speaker will turn itself off.
9. Be sure to do a sound check.

How to do a Sound Check:

Call your phone line from a land-line (cell phone quality isn't reliable for a true sound check) and get put on hold. To adjust your unit's volume: Turn clockwise for volume "up" and counterclockwise for volume "down." You can find the volume knob on your unit on the control panel (where wires are connected) on the left-hand side.

Having trouble with your checking your sound levels? Call Message On Hold at 800-526-5355 and ask for a Sound Check.



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Frequently Asked Questions for CD Downloading:

Q: *"How do I download my CD production if it has multiple tracks?"*

Tech: To download, open the CD unit cover. Then, put the CD in the unit (labeled side up) and close the lid. Once the unit is done "reading" the CD, use the TRACK SEARCH buttons to find the right track. You can listen to selections by pressing the PREVIEW button, then press PREVIEW again to stop it. Once you've found the one you like, press SELECT and then press REC. The unit will play the message as it downloads. After you've loaded your selection, be sure to adjust the volume by calling your phone system from a land-line or by calling our Tech Support department for a sound check.

Q: *"My callers say my message is too loud/soft."*

Tech: We need to do a sound check. Try calling into your receptionist from a land-line (cell phone quality isn't reliable for a true sound check) and have them put you on hold. Or you can call us and ask for a sound check (800-526-5355). To adjust your unit's volume: Turn clockwise for volume "up" and counterclockwise for volume "down." You can find the volume knob on your unit on the top section (where wires are connected) on the left-hand side of the control panel.

Q: *"It's still playing my old message after I put the new one in."*

Tech: Try downloading your production again. Following the download instruction, this time leave the CD lid open for one minute (Step 1), and do not open the lid while it downloads (Step 6). If you are still having problems, call Tech Support at 800-526-5355 for assistance. Depending on where and how you have your CD unit mounted could be an issue.