



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

## Tech Support: Download instructions for USB units

### To Download your USB production:

1. Remove the USB Flash Drive from the unit.
2. Insert the USB Flash Drive into a USB port on your computer.
3. Open the USB Flash Drive on your computer and erase ALL the files listed.
4. Drag or copy your new mp3 audio file/production to the USB Flash Drive.
5. MULTI TRACKS: If there are multiple mp3 audio files, be sure to number them (for example: 1holiday.mp3, 2spring.mp3, etc). Max number of files is six.
6. Remove the USB Flash Drive from your computer.
7. Insert the USB Flash Drive back into the USB on-hold unit.
8. Press the "Reset" button.
9. MULTI TRACKS: The number of times the Play Mode LED (on the port side) blinks will corresponds to the track number. Press the Play Mode button, count the number of blinks, and release after the desired number, which corresponds to the track number you want to play.
10. MULTI TRACKS: If you don't select a track with the Play Mode button, the unit will play all the mp3 audio files in order.
11. 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. Adjust your unit's volume and tone knobs to the desired levels. You can find the volume and tone knobs on your unit on the port side of the unit.

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