



Tech Support: CD Playback Issues

To playback 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 the 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 Playback issues:

Q: *"My message isn't playing over the phone."*

Tech: First, let's try reloading your message. Open the cover, make sure the CD is in the unit (label side up), then close the cover. You will see "CD Read" on the LCD screen. When the unit begins to download, a speaker icon will appear on the left-hand side of the LCD screen and a "chip" icon will appear on the right-hand side of the LCD screen. You will then see sound-waves travel across the screen from left to right. In addition to this, the built-in speaker will automatically turn on while the message is being downloaded, and when download is complete it will turn off. If this does not solve the problem, call Tech Support at 800-526-5355.

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

Tech: 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 control panel (where wires are connected) on the left-hand side.

Q: *"My message is skipping."*

Tech: First, let's try reloading your message. Open the cover, make sure the CD is properly positioned using light pressure (label side up), then close the cover. You will see "CD Read" on the LCD screen. When the unit begins to download, a speaker icon will appear on the left-hand side of the LCD screen and a "chip" icon will appear on the right-hand side of the LCD screen. You will then see sound-waves travel across the screen from left to right. In addition to this, the built-in speaker will automatically turn on while the message is being downloaded, and when download is complete it will turn off. If this does not solve the problem, call Tech Support at 800-526-5355.



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Q: *"My message is only playing a few seconds and keeps repeating."*

Tech: First, let's try reloading your message. Open the cover, make sure the CD is properly positioned using light pressure (label side up), then close the cover. You will see "CD Read" on the LCD screen. When the unit begins to download, a speaker icon will appear on the left-hand side of the LCD screen and a "chip" icon will appear on the right-hand side of the LCD screen. You will then see sound-waves travel across the screen from left to right. In addition to this, the built-in speaker will automatically turn on while the message is being downloaded, and when download is complete it will turn off. If this does not solve the problem, call Tech Support at 800-526-5355.

Q: *"My CD unit will not download at all."*

Tech: Try downloading another CD (your Generic Starter or any other audio CD). Follow the download instructions (see above). If it still doesn't work, call Tech Support at 800-526-5355. Be sure to have your model and serial number handy (located on the back or bottom of your on hold unit). If the other CD does download, then your production CD needs to be replaced. Please contact Copywriting or Tech Support at 800-526-5355 and we will ship you a replacement production CD.