

**MESSAGE ON HOLD***Informative Messages...With Music...On Hold***Tech Support:****Download instructions for Tape units****To Download your Tape production:**

1. Turn OFF your on-hold unit.
2. When the locking clamps "click," open the door and remove your old tape; save it in a safe place.
3. Insert your new tape production and close door.
4. Turn ON your on-hold unit.
5. The unit will play a few seconds, stop, rewind, and then download the new message.
6. To hear the production, click ON the speaker switch; be sure to turn the speaker OFF when it's done.
7. Do a sound check.

**NOTE:** Leave your production tape in the on-hold unit; if you lose power, it will re-download itself.

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



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## Tech Support: Download instructions for Tape units

### Frequently Asked Questions for Tape Downloading:

**Q:** *"How do I download my message on hold tape?"*

**Tech:** Turn the unit OFF for 10 seconds. Remove the old production tape. Insert the new production tape (label side up). Turn it back ON. The tape will play for a few seconds, then stop, rewind, and then play again; the "Load" light will come on as the unit plays the entire tape to download the message onto the digital memory chip. To listen to the production as it downloads, turn the "speaker" switch ON (located on the control panel); turn OFF the speaker switch after download is complete. Be sure to do a sound check after the production has downloaded (see Sound Check instructions above).

**Q:** *"I got my new production tape, but I can't get the old tape out."*

**Tech:** First, try turning the unit OFF and ON several times real fast; this should release the tape. If this works, follow the above download instructions. If it doesn't, then the unit is malfunctioning and you need to call Tech Support at 800-526-5355. When you call Tech Support, be sure to have your model and serial numbers handy (located on the back or bottom of your on-hold unit). If you are going to receive a replacement unit, turn OFF your old unit but leave the wires connected (for ease of installation of the replacement unit).

**Q:** *"I tried to download my message but my on-hold unit ate my tape."*

**Tech:** Call Tech Support at 800-526-5355. The unit is malfunctioning and your production tape needs to be replaced. When you call Tech Support, be sure to have your model and serial numbers handy (located on the back or bottom of your on-hold unit). If you are going to receive a replacement unit, turn OFF your old unit but leave the wires connected (for ease of installation of the replacement unit).

**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 on-hold unit on the control panel (where wires are connected) on the left-hand side.