



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

## Tech Support: Tape playback issues

### 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, turn 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 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 Tape Playback issues:

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

**Tech:** Try unplugging the power from the unit for 10 seconds, then plug it back in. 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. If this doesn't solve the problem, please call Tech Support at 800-526-5355.

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

**Q:** *"My unit is clicking."*

**Tech:** The unit is malfunctioning and you need to call Tech Support at 800-526-5355. When you call Tech Support, have your model number and serial number ready. Those numbers are located on the back or bottom of your on-hold unit. If you are going to receive a replacement unit, just turn your on-hold unit OFF but do not disconnect the wires (this will help you figure out how to hook up your replacement unit).

**Q:** *"I can't remove the tape."*

**Tech:** First, try turning the unit OFF and ON several times real fast; this should release the tape. If that 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, have your model number and serial number ready. Those numbers are located on the back or bottom of your on-hold unit. If you are going to receive a replacement unit, just turn your on-hold unit OFF but do not disconnect the wires (this will help you figure out how to hook up your replacement unit).

**Q:** *"We lost power and our message on hold is no longer playing."*

**Tech:** Be sure your message on hold tape is in the unit. Then follow the download instruction listed above. If you can't locate your tape, call Copywriting at 800-526-5355.