

Messenger USB

Digital Messaging System



Installation & Users Guide

Attention!

Some USB drives have indicator LEDs - These LEDs may blink slow, fast, or may stay solid during playback. Any description in this manual about the LED is referring to the BLUE STATUS LED on the player NOT on the USB drive.



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Introduction

The Messenger® USB is a state-of-the-art digital audio playback device designed to provide a continuous-play audio source for message-on-hold, background music, or any other audio application where high-quality audio playback is required. Messages are stored on industry standard USB flash drives from 16MB up to 4GB. The Messenger USB is capable of MP3 file playback from 8Kbps all the way up to full CD-quality audio playback of 128Kbps.

The Messenger USB features include:

- Plays MP3 files from USB Flash Drive
- Up to 4GB Flash drives supported
- No drivers or special software needed
- Playback quality up to 128Kbps
- Continuous playback
- Built-in monitor speaker
- LED status indicator
- Exceptional dealer support
- 5-year parts and labor warranty

Attention!

If unit is equipped with Sonocrypt Level 3 encryption it will only play encrypted MP3 files.
Talk to your dealer or service provider for more information.

Contents

Check to make sure you have all the following components:

- Messenger USB
- USB flash drive
- 12VDC power pack
- 6' RCA cable
- 1/8" Adapter
- (4) Wall mount screws
- Users manual

Installation

Step 1: Place the Messenger USB on a table, shelf, or mount it to the wall with the included mounting screws.

Step 2: Connect the included RCA cable to the 8Ω or 600Ω output of the Messenger USB. Connect the other side of the RCA cable to your phone systems MOH (music-on-hold) or P.A. systems input.

Step 3: Plug the included power pack into a standard wall outlet. Plug the other end into the connector marked 12VDC on the rear of the Messenger USB.

Step 4: Call into the phone system from an outside line and be placed on-hold to check if volume of MOH is appropriate. Clockwise will increase the volume, counter-clockwise will decrease the volume.

Operation

The Messenger USB has an on-board LED status indicator. When a USB flash drive is inserted into the Messenger USB, the LED will turn SOLID. When a USB flash drive is not present or does not have audio programmed onto it, then the LED will FLASH.

 = **Playing Audio (Solid)**

 = **No Card or No Audio (Flashing)**

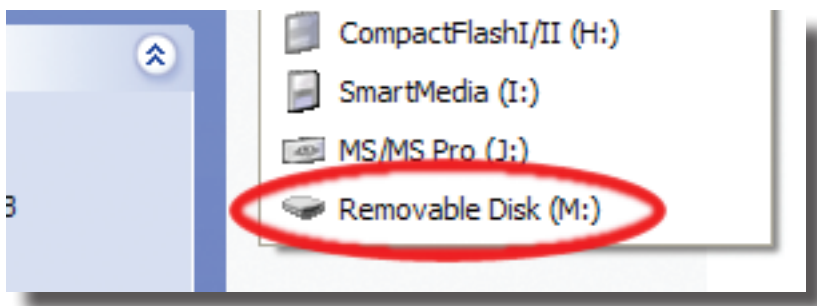
Volume can be adjusted by the knob labeled VOLUME on the rear of the unit. Clockwise will increase the volume, counter-clockwise will decrease the volume. If you have poor quality (such as muffled or clipping audio) it may be connected to the wrong output; try switching from 8Ω to 600Ω or vice-versa until the desired volume and clarity is achieved.

The USB flash drive supplied with the unit has been pre-loaded with audio. Continue to the next section ONLY if you need to ADD or REMOVE audio from the card.

Adding/Removing Audio

Adding MP3 audio files to a USB flash drive is simple:

Step 1: Plug your USB flash drive into an available USB port on your computer. The flash drive should show up as a “Removable Disk” on a PC.



Step 2: Drag ‘n’ drop the file(s) to the USB flash drive. If you need to remove any audio simply select the audio file and hit delete on your keyboard.

Step 3: Remove the USB flash drive from your computer.

Step 4: Plug the USB flash drive into the Messenger USB for playback.

Limited Warranty

TERMS: Audio Messaging Solutions (“AMS”) warrants to the original purchaser (“Buyer”) that the Product sold is free from defects in material and workmanship at the time of purchase. The warranty period begins at the time of Product’s original purchase by the first end-user. The warranty applies for five (5) years from the original date of purchase, or as long as the product is owned by the original purchaser, whichever comes first. Included in the warranty are parts and labor. Buyer must provide written notice to AMS of any defective part or conditions within the warranty period. If the defect is not the result of improper use, service, maintenance or installation, and if the equipment has not been otherwise damaged or modified after shipment, AMS or its authorized representative shall either replace or repair the defective Product at AMS’s option. No credit shall be allowed for work performed by Buyer or unauthorized parties. Out-of-warranty repairs are invoiced at the current hourly rate plus the cost of parts, shipping and handling. In the event that the product serial number is missing or has been tampered with in any way, the foregoing warranty is void and without effect and AMS shall have no liability whatsoever on account of defects to such product.

LIMITATIONS: Except as stated above, there are no warranties, expressed or implied, that extend beyond the specifications for the product. AMS expressly disclaims any warranty, expressed or implied, that equipment sold hereunder is of merchantable quality or that it can be used, or is fit for any particular purpose. Buyer purchases and accepts equipment solely on the basis of the warranty here in above expressed. Under no circumstances shall AMS be liable by virtue of this warranty or otherwise for any special indirect, secondary or consequential damages to any person or property arising out of the use or inability to use the product.

REPAIRING OR REPLACING PRODUCT: Buyer may obtain the repair or replacement of any eligible part or equipment covered under this warranty through AMS only. Buyer is responsible for all shipping and handling charges in connection with the performance of this warranty. Products returned to AMS must be securely packaged to prevent damage in transit, freight prepaid, and insured for replacement value. A return authorization number assigned by AMS must be clearly marked on the outside of the shipping container. Proof of purchase must accompany shipment. Items delivered to AMS without a return authorization clearly marked on the outside of the shipping container, and/or without proof of purchase is refused.