

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.

Table of Contents

Introduction	3
Overview	4
Installation	4
Operation	5
Programming	6
Warranty	7 - 8

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.

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

Contents

Check to make sure you have all the following components:

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

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 8 Ω or 600 Ω 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)

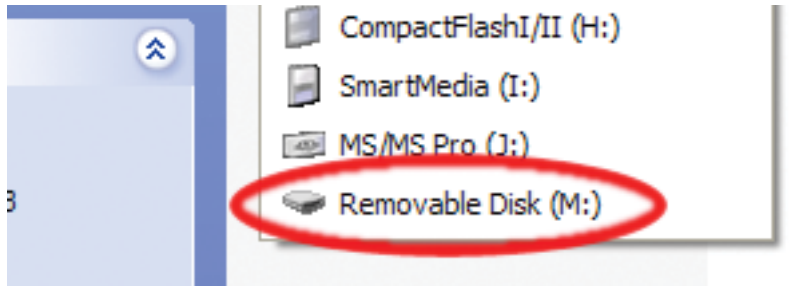
Volume can be adjusted by the knob labeled VOLUME on the rear of the unit. Clockwise will increase the volume, counter-clockwise will decrease the volume. If you have poor quality (such as muffled or clipping audio) it may be connected to the wrong output; try switching from 8Ω to 600Ω or vice-versa 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 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 Audio Messaging Solutions 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, Audio Messaging Solutions or its authorized representative shall either replace or repair the defective Product at Nel-Tech’s option. No credit shall be allowed for work performed by Buyer or unauthorized parties. Out-of-warranty repairs are invoiced at the current Audio Messaging Solutions 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 Audio Messaging Solutions shall have no liability whatsoever on account of defects to such product.

LIMITATIONS: Except as stated above, there are no warranties, express or implied, that extend beyond the specifications for the product. Audio Messaging Solutions expressly disclaims any warranty, express 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 Audio Messaging Solutions 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 a Audio Messaging Solutions dealer only. Buyer is responsible for all shipping and handling charges in connection with the performance of this warranty. Products returned to Audio Messaging Solutions must be securely packaged to prevent damage in transit, freight prepaid, and insured for replacement value. A return authorization number assigned by Audio Messaging Solutions must be clearly marked on the outside of the shipping container. Proof of purchase must accompany shipment. Items delivered to Audio Messaging Solutions without a return authorization clearly marked on the outside of the shipping container, and/or without proof of purchase is refused.

CONTACT: Please contact Audio Messaging Solutions at the address and phone number below to receive a return authorization number and to arrange for the repair or replacement of a flawed part covered by this warranty. Please indicate the Product's serial number in all correspondence or a RMA authorization number in the absence of a serial number. Audio Messaging Solutions, 720 Brooker Creek Blvd., Ste 215, Oldsmar, FL 34677, Phone: 800.584.4653, Fax: 727.785.7659, <http://onholdbusiness.com>.

FCC Part 15 : This equipment has been tested and found to comply within the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct interference at his own expense.

IC ES 003 : This Class A digital apparatus complies with Canadian ICES-003 C et appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

CE CONFORMITY : The Messenger USB conforms with the following standards, in accordance with the EU Safety, EMC Emissions, & EMC Immunities : EN 60950-1:2001, EN 55022:1998 for Class A, EN 55024:1998 + A1:2001 + A2:2003, EN 61000-4-2:1995 + A1:1998, EN 61000-4-3:1995, EN 61000-4-4:1995, EN 61000-4-5:1995, EN 61000-4-6:1996, EN 61000-5-11:1994.



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Designed, Developed and Manufactured in the USA