



## OnHold.com USB Music On Hold Player Installation & User Manual



## Unpacking and Inspection:

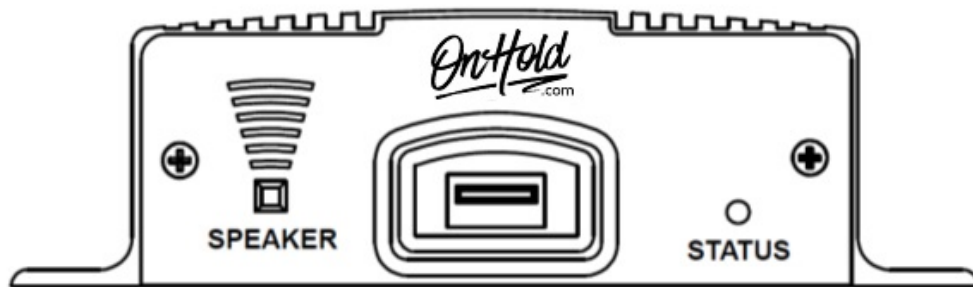
*Before you begin installation, unpack, and verify you have all the correct parts.*

- (1) USB On Hold Player
- (1) USB flash drive
- (1) 12VDC @ 500mA power supply
- (1) Instruction manual
- (1) RCA to RCA cable
- 1/8" Adapter
- Wall mount screws
- (4) Rubber feet

If you are missing any of these parts STOP and call OnHold.com at 1-888-321-8477.

**Important Note:** Some USB drives have an indicator light. This LED may blink slow, fast or may stay solid during playback. Any description in the manual about the LED is referring to the BLUE STATUS LED on the player.

## Front of Unit



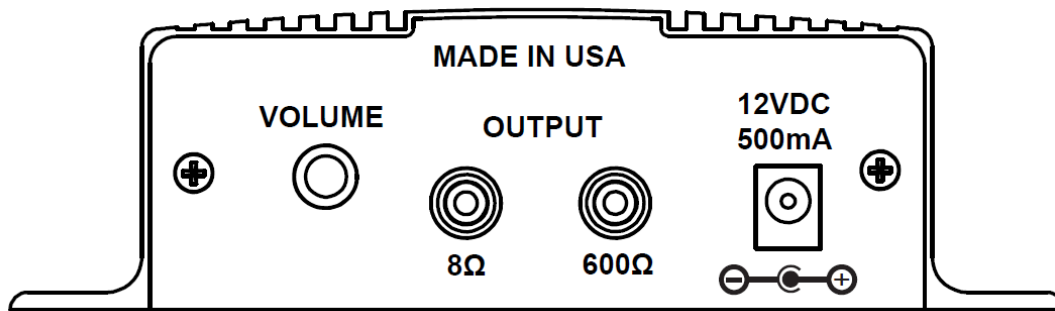
**SPEAKER** - The SPEAKER switch can be turned ON and OFF to monitor music on hold audio playback. The switch has no effect on the audio output connections on the rear of the unit. Switch should normally be kept OFF.  
(NOTE: The SPEAKER volume is fixed and is independent of the Volume control on the back of the unit.)

**USB JACK** - The USB drive is inserted here to play or load music on hold audio. If insertion of drive is difficult, turn the drive over and try reinserting. Drive should slide into jack smoothly.

**STATUS** - The STATUS indicator is a BLUE LED that during normal operation will be SOLID during music on hold playback. If there is a problem with the drive, it is not inserted or is empty, the LED will BLINK.



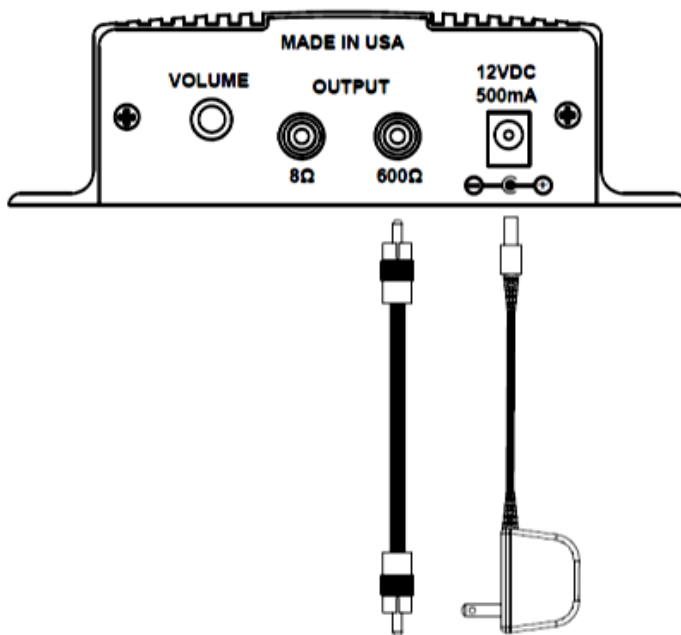
## Rear of Unit



**VOLUME** - This pot is used to control the 8Ω and 600Ω output level of the stored messages. Volume up is clockwise, volume down is counter-clockwise.

**8Ω and 600Ω OUTPUT** - These jacks connect to the INPUT of the phone system MOH port. Depending upon the system impedance use either the 8Ω or 600Ω jack – *begin with the 600Ω output for telephone installation purposes.*

**12VDC** - This is where the supplied 12VDC @ 500mA power pack is connected.



### Installation:

The USB on hold player should be installed using the following steps:

**Step 1:** Wall or shelf mount the unit. Screws and rubber feet are supplied in the accessory kit.

**Step 2:** Connect the RCA cable supplied in the accessory kit to the OUTPUT jack on the rear of the unit. Begin with the 600Ω output RCA jack for telephone installation purposes.

**Step 3:** Insert the USB flash drive. If insertion of drive is difficult, turn the drive over and try reinserting. Drive should slide into jack smoothly.

**Step 4:** Attach the included power pack to a wall or power strip receptacle, then attach the other end to the jack on the rear of the unit labeled 12VDC.

**Step 5:** Adjust the VOLUME knob on the rear of the music on hold player to the “5” setting. Call into the phone system and place the call on hold to hear the phone line volume – adjust the volume if needed.



## Message Programming & Operation:

Be sure to only use music on hold audio files provided by OnHold.com, maintaining the file type and file name provided by OnHold.com.

Follow these steps to add or remove files from a USB flash drive.

**Step 1:** Plug the USB flash drive into an available USB port on a PC or MAC compatible computer. The flash drive should show up as a "Removable Disk" on the computer.



**Step 2:** Drag 'n' drop / copy & paste the music on hold file(s) to the USB flash drive. If removal of files is required, then select the files and press the <delete> key on the keyboard.

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

**Step 4:** Plug the USB flash drive into the Messenger USB for music on hold playback.

## Troubleshooting:

Problem	Possible Reason
Status LED - OFF	Power pack is not plugged in or is on a switched outlet.
Status LED - BLINKING FAST	No audio on the USB flash drive or drive is not inserted correctly.
Music On Hold Not Playing	Check if audio is playing by pressing the red SPEAKER button. Check volume output level by adjusting the VOLUME pot (Note: this only adjusts the phone line volume. The speaker is a fixed volume.) Check OUTPUT connection from unit to phone system. Try switching between the 8Ω and 600Ω OUTPUT connections. Check USB flash drive to ensure audio file is on the drive.
Distorted Audio	Check to make sure the volume is not too high. Try switching between the 8Ω and 600Ω OUTPUT connections.



Visit our [YouTube channel](#) for more information, including phone system installation & programming assistance.

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