

# Installation of the PDUSB-50

## Troubleshooting Guide

### No power:

- Check AC outlet (wall plug) for power.
- Is wall plug operated by a switch?
- Check power pack for DC voltage.

### Audio is distorted:

- Adjust volume on back of player.

### Audio will not play:

- Make sure audio files are mp3:
- Status light on front of unit should be solid red.
- Make sure audio files are not in a folder on USB drive
- Adjust volume control on back of player

### Intermittent audio:

- Make sure audio cable connections are secure
- Possible defective USB drive.

### Status light flashing red:

- No mp3 audio files are on USB drive.
- Make sure USB drive is inserted correctly into player.

### Setup:

- Use 64kbps or greater stereo or dual channel mono mp3 files for best audio quality.
- Mounting the unit: Wall mounting, mount the PD-USB50 to a clean, dry surface using the screws supplied with your player. Shelf mounting, apply the non-marring feet to the bottom of the player.
- Using the supplied audio cable, connect the audio output on the digital player to the music-on-hold jack located on the key service unit.

- Connect the AC wall transformer to the power jack on the digital player and plug the transformer into the wall outlet.
- Insert MOH drive into the front of the PD-USB50
- The audio will start playing within 10 seconds. The audio may be previewed by turning the speaker on. Always turn the speaker off for normal operation.
- Use the volume control on the PD-USB50 to adjust the volume to the desired level.
- Loading a new message:
- Remove the MOH drive from the PD-USB50 player and insert it into the USB port of the computer containing the messages to be transferred.
- Wait for the computer to recognize the MOH drive as a storage device (up to 30 seconds).
- Double-click the icon for the MOH drive to display its contents. If “MOH Drive” is not in the list of available devices, remove the drive, wait 5 seconds, and re-insert it into your computer.
- Delete any unwanted messages on the MOH drive by dragging them to the trash and choosing “empty trash”.
- Drag and drop (or copy and paste) any new messages to the main directory of the MOH drive.
- Eject the MOH drive from your computer and return it to the PD-USB50. After inserting the drive into the player, the new messages will start playing within 10 seconds.