



# EX-12

Remote MOH MP3 Player

## Technical Reference Guide

11/01/2013





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# EX-12

## REMOTE Updatable MOH MP3 Player

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### Introduction:

The EX-12 is a Promotion-On-Hold MP3 player that has Remote Message update capability via the internet. Message updates are made with NO loss of audio quality. The system can be easily installed by the customer. No technicians or computer IT should be required. Remote Update capability requires the EX-12 to be connected to the USB jack of a Windows based computer, that is running the EX-12 Manager Software. This software is available on line for NO CHARGE. The EX-12 does NOT require computer connection to operate as a normal MOH MP3 Player.

### Dealer Computer Knowledge Requirements:

Any Dealer whom wishes to use the EX-12 system MUST have a minimum amount of operating knowledge of computers. The following is the list of tasks that you MUST know how to do, before attempting to use the EX-12 system. Skutch technical support is not responsible to teach you how to use your computer.

- 1- You MUST have an established email account, and know how to SEND and RECEIVE emails on it.
- 2- You MUST know how to attach ATTACHMENTS to an outgoing email.
- 3- You MUST know how to use the "Windows Explorer" program on your Windows based computer to check the files that are on a FLASH drive that is inserted into your computer.
- 4- You MUST know how to identify a USB port on a computer.
- 5- You MUST know how to use the "Safely Eject" ICON in the system tray.

Do NOT try using the EX-12 system UNTIL you know how to do these 5 tasks.



The system consist of two basic parts:

- 1- The EX-12 MP3 Player
- 2- A Windows based Computer that is connected to the internet, and is running the “EX-12 Manager” Software.

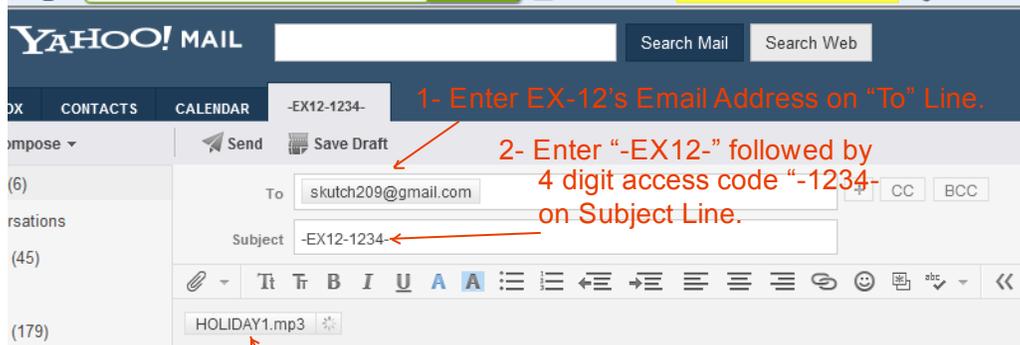
### How Updates are Made:

To UPDATE the existing audio production, the DEALER simply emails a new MP3 audio production, as an attachment, to the customer’s EX-12 email account. The “EX-12 Manger” software automatically checks for new emails every 5 minutes. When “EX-12 Manager” detects the presence of a properly formatted UPDATE email, it automatically downloads the attachment onto the computer. It then waits until 3AM to make the UPDATE. It first erases the old productions, then transfers the new Audio Production(s) to the EX-12. After the “EX-12 Manager” software has successfully transferred the new audio production, it sends the DEALER a confirmation email showing that the UPDATE has been completed. The UPDATE transfer is done at 3AM, due to the fact that the EX-12’s audio output is halted during the transfer process. Updating at 3AM insures that there will not be any interruptions in Promotion-On-Hold during normal working hours. A large 10 meg file could take up to 16 minutes to TRANSFER . We have found that most MOH MP3 files are about 6 Mbytes, which takes about 9 and a half minutes to download.

If the DEALER needs an immediate UPDATE, it can be forced to transfer immediately by placing the word “-NOW-” anywhere on the subject line of the email. For security purposes, all UPDATE emails require a DEALER assigned 4 digit security access code. This prevents unauthorized Production Updates.



### Making a Production Update is Easy as 1 2 3!



3- Attach new Production Audio file, then SEND!

Subject Line additional Commands. Can be in any order.

- NOW- = Download MP3 immediately
- CLEAR- = Erase any MP3 waiting to be downloaded.

Must be in Capitals!

### Computer Connection:

The EX-12 does not require a computer for standard playback operation. Connection to the computer is only required for the REMOTE updating feature to work. This means that if the customer should accidentally power down the computer, or disconnect the CAT-5 cable, the EX-12 will continue to playback the existing Audio Production. If you attempt to make a customer UPDATE while the computer is OFF or disconnected, you will NOT lose the update. When the computer is powered up again, or reconnected, it will detect the updated message and will make the UPDATE. Local UPDATES can also be made just like the DL-11. In this case, the customer removes the Flash Drive from the EX-12, inserts it into a computer, deletes the old production, and copies the new MP3 production to the Flash Drive, then re-inserts the Flash Drive back into the EX-12.

- 1- Insert the supplied USB Adapter (HXSP-2108G) to an available USB Port on the computer.
- 2- Connect one end of the supplied CAT-5 cable to this adapter.
- 3- Connect the other end of the CAT-5 cable to the Serial Port Connector, on the EX-12.

For REMOTE update capability the EX-12 MUST be connected to a windows based computer, that is running the EX-12 Manager software package. This software is compatible with Windows XP, Vista, Windows 7, or Windows 8. The "EX-12 Manager" software is available free of charge on our web site at: [www.skutchelectronics.com/ex-12.htm](http://www.skutchelectronics.com/ex-12.htm). The customer MUST install the "EX-12 Manager" software on the computer that the EX-12 is connected to. The software will automatically upload the setup information that it needs from the EX-12's flash drive. This assumes that the Dealer performed the proper preparation of the flash drive before it was sent to the customer.



### Router vs Computer USB Connection:

We have received input from our DEALERS that Computer connection is not always practical because the key system phone control box and the computer router are normally located in the phone room, and there is normally not a computer in the vicinity. We agree, but on the other hand for smaller companies, who are more price sensitive and that do NOT have a key system, connection to a computer is far superior. MOH adapters are easy for the customer to install directly on a telephone. Normally computers are located very close to phones, so for smaller businesses that have four lines or less, computer connection makes a lot more sense. This allows the customer themselves to install the entire system.

### Key System Options:

If your customer has a Key Telephone System and wants to use the EX-12 there are two options:

- 1- A CAT-5 cable can be run from the nearest computer to the phone room where the EX-12 is mounted next to the key system. The CAT-5 cable length can be a maximum of 1320 ft long.
- 2- A standard shielded audio cable (2 conductor) cable can be run from the Output of the EX-12, located near a computer, to the key system MOH input.

## Dealer Preparation before sending the EX-12 to Customer:

The following three items MUST be done by the DEALER before the unit is sent to the customer.

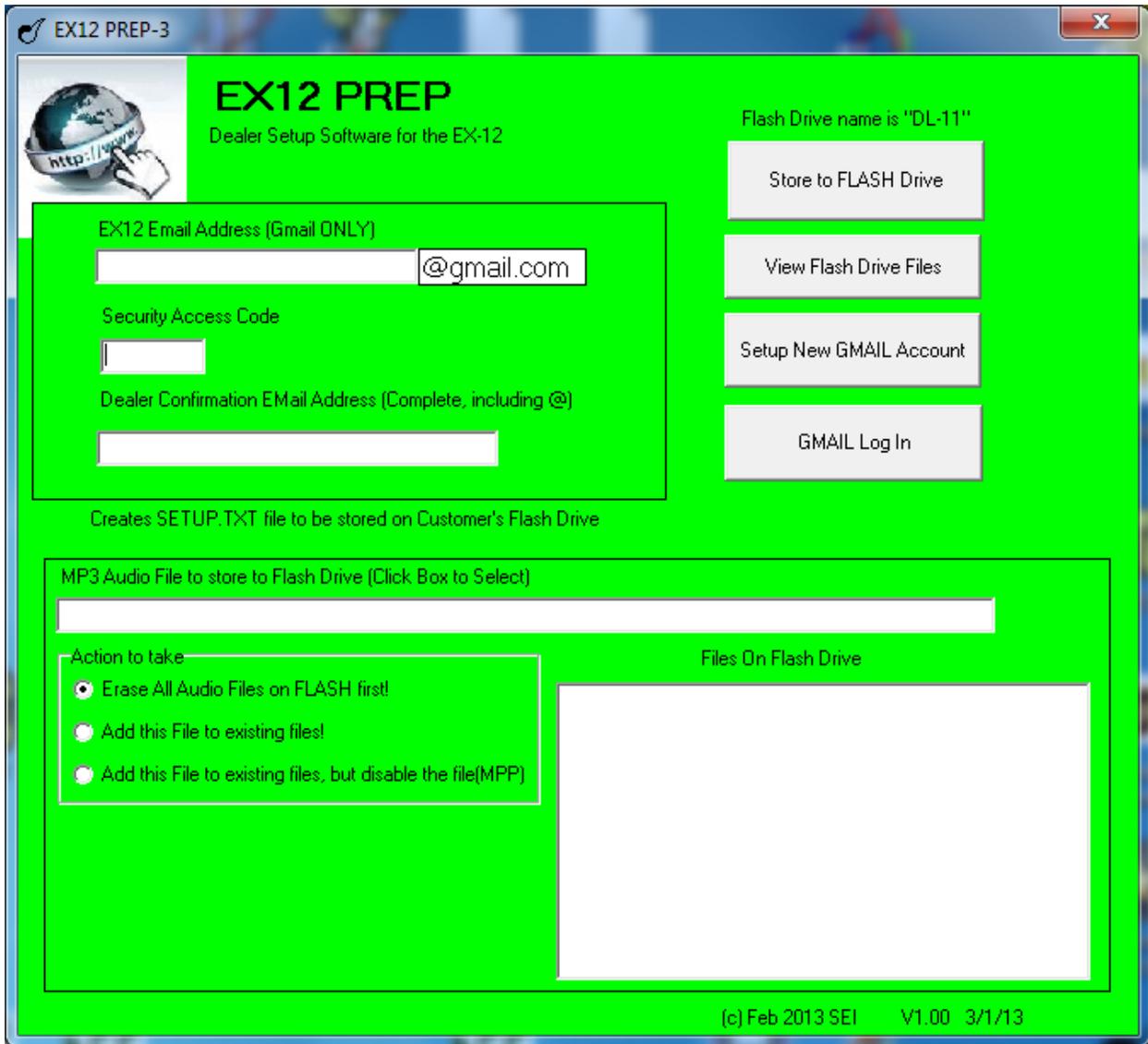
- 1- Establish a unique GMAIL email account for the customer's EX-12.
- 2- Create the customer's **SETUP.TXT** file and copy it to the EX-12's Flash Drive.
- 3- Copy the Customer's MP3 audio production on the Flash Drive.

The easiest way to perform these steps is to use the Skutch Dealer "EX12 PREP" software. This software is available ON LINE for NO CHARGE. It is a Windows based program.

[www.skutchelectronics.com/ex-12.htm](http://www.skutchelectronics.com/ex-12.htm)



### EX12 PREP Software



The EX12 PREP software is available at the following web link on a NO CHARGE basis. This software is the easiest way for the dealer to prepare the eEX-12 unit for their customer. This software is available at NO CHARGE at the following link:

[www.skutchelectronics.com/ex-12.htm](http://www.skutchelectronics.com/ex-12.htm).

This software works on a windows based computer running Windows XP, Vista, Windows 7 or 8. The computer MUST be connected to the internet for proper operation.



### Setting Up a New GMAIL Account:

Click on the "Set up New GMAIL Account" button. The software will take you to the GMAIL "Create Account" Page.

The screenshot shows the Gmail account creation interface with the following callouts:

- #1 Enter your Name**: Points to the "Name" field containing "Mark Crawford".
- #2 EX12\_Customer\_Name**: Points to the "Choose your username" field containing "ex12\_ABC\_Plumbing@gmail.com".
- #3 skutchelectronics**: Points to the "Create a password" field.
- #4 skutchelectronics**: Points to the "Confirm your password" field.
- #5 Enter 1/1/1952**: Points to the "Birthday" field.
- #6 Set to Male**: Points to the "Gender" dropdown menu.
- #7 Uncheck**: Points to the checkbox for "Set Google as my default homepage".
- #8 Check**: Points to the checkbox for "Skip this verification (phone verification may be required)".
- #9 Check**: Points to the checkbox for "I agree to the Google Terms of Service and Privacy Policy".
- #10 Uncheck**: Points to the checkbox for "Google may use my account information to personalize +1's on content and ads on my Google websites".
- #11 Click**: Points to the "Next step" button.



### Verify your account

You're almost done! We just need to [verify your account](#) before you can start using it.

Phone number ex: (201) 555-0123

- Google will only use this number for account security.
- Standard text messaging rates may apply.

How should we send you codes?

Text message (SMS)

Voice Call

Enter your phone number. You will be called with your verification code once you click on "Continue"

Important: Google will never share your number with other companies or use it for marketing purposes.

### Verify your account

Enter verification code

Enter Code you get from Phone Call, then click Continue!

Didn't get your code? Sometimes it can take up to 15 minutes. If it's been longer than that, [try again](#).

**Create FLASH**

**EX12 PREP**  
Dealer Setup Software for the EX-12

EX12 Email Address (Gmail ONLY)

Security Access Code

Dealer Confirmation EMail Address (Complete, including @)

Flash Drive name is "DL-11"

Creates SETUP.TXT file to be stored on Customer's Flash Drive

MP3 Audio File to store to Flash Drive (Click Box to Select)

Action to take

- Erase All Audio Files on FLASH first!
- Add this File to existing files!
- Add this File to existing files, but disable the file(MPP)

Files On Flash Drive

(c) Feb 2013 SEI V1.00 3/1/13

**SETUP.TXT File for DRIVE**



YouTube News Gmail Drive More mark632

**Add Gmail to your Google Account**

By completing this form, you're upgrading to Gmail, email from Google. Gmail works on any device, blocks spam, and much more.

You'll be able to sign in using your new Gmail address, which will become the primary email address associated with this account. We'll send account updates, invitations, and other notifications to your Gmail address.

mark632 and you'll  
still be  
if you p as-is.

**Don't fill this in,  
just exit at this point!**

**Choose your Gmail address**

**Mobile phone**

**Your current email address**

- 1- Enter the new EX-12's Gmail account
- 2- Enter a four digit Security Access code
- 3- Enter the Dealers Confirmation Email address.
- 4- Click on the MP3 Audio File box and select the custom's MP3 production.
- 5- Insert the Flash Drive, and click "Store to Flash Drive".
- 6- Select the DL-11 drive.
- 7- Eject the Flash Drive before removing it.

### Customer Installation:

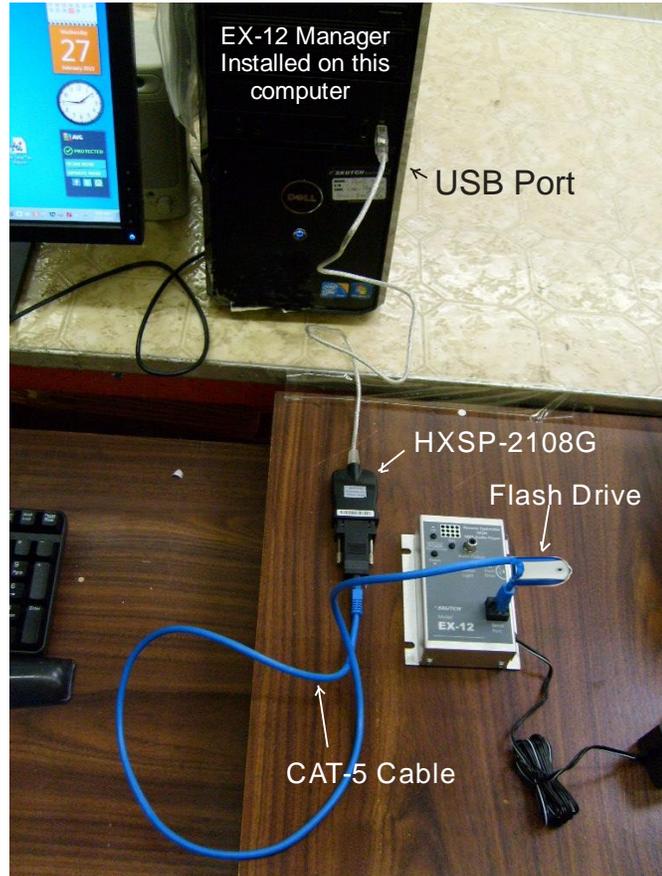
- 1- Select the location where you plan to install the EX-12. You will need one 115VAC power outlet. The location should be within 5' of the MOH input for your phone system, and within 25' from the computer, assuming you are going to use the supplied 25' CAT-5 cable. If the computer is further away than 25', you will have to purchase a CAT-5 cable that is the appropriate length. CAT-5 cables can be purchased at most stores that sell computer accessories. Please note that you **MUST** use a Straight Through (PC to PC) CAT-5 cable. Do **NOT** use a CROSS-OVER type CAT-5 cable. The maximum CAT-5 cable length is 1,320 feet.



## EX-12

## REMOTE Updatable MOH MP3 Player

- 2- Go to [www.skutchelectronics.com/ex-12.htm](http://www.skutchelectronics.com/ex-12.htm) and download, and install the “EX-12 Manager” software on the computer that is going to be connected to the EX-12.
- 3- Insert the supplied Flash Drive into the side of the EX-12 and connect it to 115VAC power.
- 4- Connect one end of the CAT-5 cable to the EX-12, and the other end to the HXSP-2108G USB Adapter, then insert the USB adapter into an available USB port on the computer.
- 5- Connect a cable from the Audio Output on the EX-12 to your MOH input. Adjust the volume of the EX-12 accordingly. That’s it!





### EX-12 Player Operation:



#### LED States:

**Solid RED:---** No USB Flash Drive Detected

**Fast GREEN Flash:---** Playing Audio

**Solid GREEN:---** No Audio Files on Flash Drive

**Slow RED-GREEN Flash:---** Communicating with Computer-No Audio Playback.

**Fast RED Flash:---** Error Condition (Only last 2 Seconds).

**Fast RED-Green Flash, 3 times:---** Player is RESETTING

#### USB Flash Drive

The EX-12 MUST have a USB Flash drive inserted in it to operate. It plays the MP3 Files directly OFF of this drive. The EX-12 will work with any currently available Flash Drives. The memory size of the Flash Drive is not very important.

Type: USB1.1 or USB2.0

<u>Drive Size</u>	<u>Approx Play Time</u>
32MB	30 Minutes
64MB	1 Hour



128MB	2.13 Hours
256MB	4.26 Hours
512MB	8.52 Hours
1 GB	17 Hours
2 GB	34 Hours (1.4 Days)
4 GB	68 Hours (2.8 Days)
8 GB	136 Hours (5.6) Days
16 GB	272 Hours (11.3 Days)
32 GB	544 Hours (22.6 Days)

Based on an MP3 file generated at 44,100 Hertz sample rate and 128KBPS.

### Volume Adjustment

The Volume can ONLY be adjusted locally. To increase the volume tap, push and release, the Volume UP button. This increases the Volume one step. To lower the volume, tap the Volume DWN button one time. This only changes the volume one step. The EX-12 has a volume range of 64 steps, so you might have to tap a button 4 or 5 times to make a noticeable difference in the Volume. The speaker is tied directly to the output jack, so the volume of the speaker will change when you change the volume. You MUST press the TEST button to hear the speaker. When the Volume is all the way down, there is still a small level of audio coming out. It cannot be turned all of the way OFF.

### Test:

The TEST button connects the internal speaker to the output jack on the EX-12. If you hear audio out the speaker you are getting audio output from the EX-12. This is a momentary switch, and the speaker will cut off when you release the TEST button.

### Serial Port:

The Serial Port is used ONLY when the REMOTE audio update capability is needed. In this case, a standard CAT-5 cable is connected from the EX-12, to the USB adapter, which is connected to a Windows based computer. This computer MUST be running the EX-12 Manager Software. This software is available, at no charge, on our web site at the following link;

[www.skutchelectronics.com/ex-12.htm](http://www.skutchelectronics.com/ex-12.htm)

### Local Updating the Audio Program

The first step is to get a new MP3 audio file to the end-user. Small MP3 files, less than 9 minutes in length, can usually be emailed to the end-user. If needed, you can use a 3rd party site such as "YouSendIt.com" to transfer larger MP3 files.

Once the MP3 file is on the end-user's computer, the Flash Drive must be removed from the EX-12, then inserted into a USB port on a computer. The old MP3 file must be deleted, then the new MP3 file can be copied to the Flash Drive. There are detailed "Drag & Drop" instructions for Windows, with pictures, on our web site at [www.skutchelectronics.com/dl-11.asp](http://www.skutchelectronics.com/dl-11.asp). Make sure that you use the "Safely Remove Hardware" icon before removing the Flash Drive from your computer. This will prevent data corruption on the Flash Drive.



### Multi-Messaging

You can store up to 20, six minute audio productions on the 128MB flash drive. The EX-12 allows you to easily switch between these messages. The first step is to store multiple MP3 files on the Flash Drive. This must be done from an external computer. Once the files are stored, put the Flash Drive back into the EX-12 and perform the first Switching operation.

### Switching Between Productions

1- While the current production is playing, hold down both the UP and DOWN Volume buttons until the GREEN LED starts to flash, then release. (takes about 4 sec). The number of times that the GREEN LED flashes, indicates how many productions are currently stored on the Flash Drive.

2- Press down the TEST button to verify if this is the desired promotion. If not, simply repeat step one and two, until the desired promotion is selected.

### Notes:

1- If you release the buttons before the GREEN LED starts to Flash, it simply RESETS the EX-12 with the current production.

2- The EX-12 accomplishes multi-messaging by renaming the files stored on the Flash Drive. The selected production will have an "MP3" extension, while a non-selected production will have an "MPP" file extension.

### Audio Specifications

Audio Output = RCA Female Jack

Audio Output Power = Approximately 200mW

Output Impedence = 8 ohm (Will work with 600 ohm also)

Volume Steps = 64 (1 step per depression of switch) Must TAP on button to make a change.

Frequency Response:

At 600 ohm load: 10Hz to 20,000 Hz

At 10 ohm load: 130Hz to 20,000 Hz

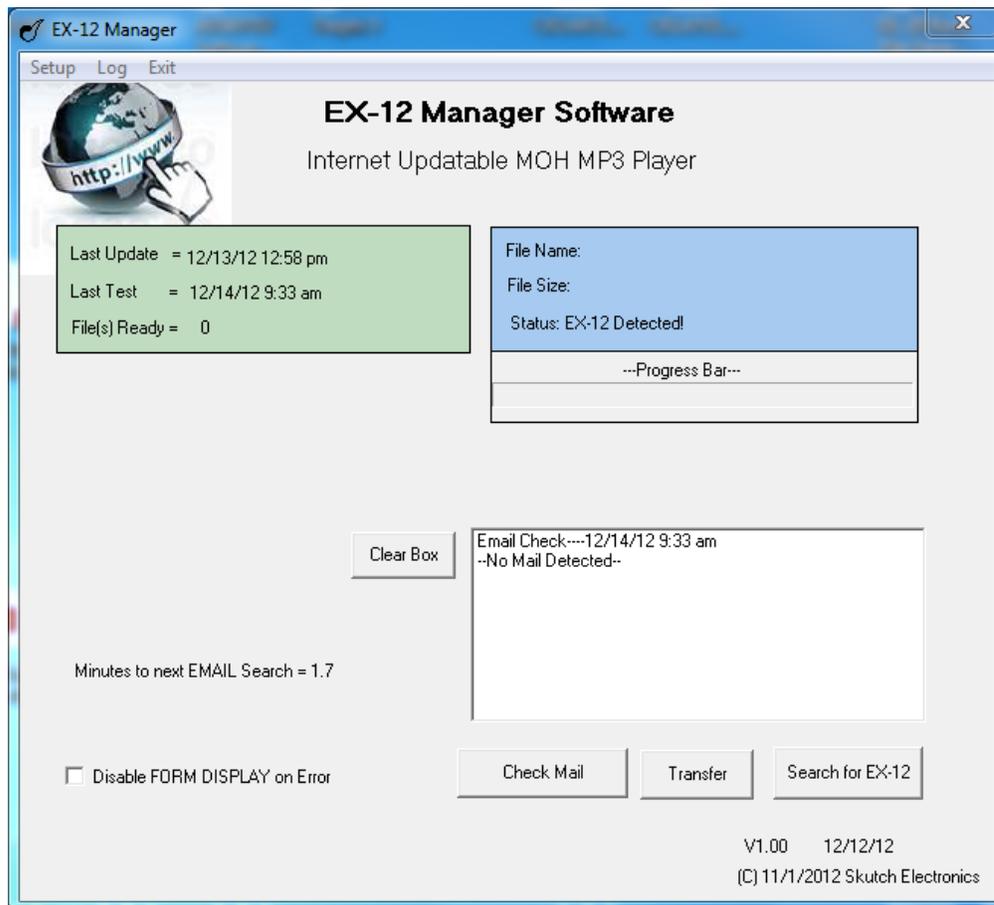
(( Test audio was generated at a -6DB level. Test audio was recorded using a 44,100 Hertz sample rate, 16 bit, to a WAV file. Then it was converted to an MP3 at 44,100 Hertz sample rate, 128KBPS, format and placed into the DL-11 for testing. The output load on the DL-11 was a 100% resistive load.))

MP3 Compatible Formats

Supports all standard MP3 formats up to 48KHz, at 224kbps.



### EX-12 Manager Software:

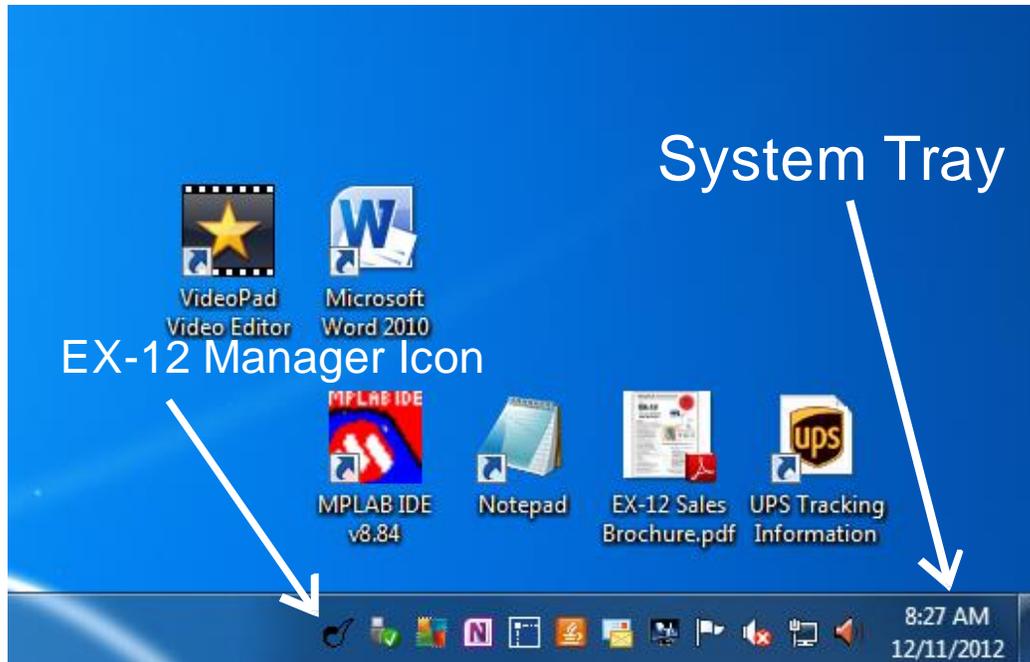


The EX-12 Manager Software is required ONLY if you wish to use the REMOTE update capability of the EX-12 system. You must download the EX-12 Manager Software, and install it on the computer that the EX-12 is connected to. The software is FREE and can be downloaded from the following link:

[www.skutchelectronics.com/ex-12.htm](http://www.skutchelectronics.com/ex-12.htm)



The EX-12 Manager is a “SYSTEM TRAY” application. On computer boot up, it automatically loads and is minimized to the bottom System Tray. It runs in the background and must be running for the REMOTE update function to work. The customer doesn’t need to access the software for normal operation.



When the EX-12 Manager ICON is displayed in the System Tray, at the bottom of the screen, the program is running in the background.

### Accessing and Exiting EX-12 Manager

You can display the main form of the program by clicking on this ICON and selecting SHOW. You can shut down the program by selecting EXIT.

### Update Operation:

EX-12 Manager programmatically checks for new UPDATE emails in the EX-12’s GMAIL account, every five minutes. If it detects a properly formatted email, with an audio attachment(s), it downloads the attachment(s) and stores them on the computer. It then erases ALL emails, valid or not, from the GMAIL IN Box. If you wish to put multiple productions on the EX-12 you can send multiple emails with separate attachments. See “Dealer Preparation before sending the EX-12 to Customer:” on page 4 for detailed information on setting up the GMAIL account for the EX-12.

### Download Times:

File Size-----Min : Sec

1	1:34
2	3:09



3	4:43
4	6:18
5	7:52
6	9:27
7	11:01
8	12:36
9	14:10
10	15:44
11	17:19
12	18:53
13	20:28
14	22:02
15	23:37
16	25:11
17	26:46
18	28:20
19	29:55
20	31:29

### **3 AM Transfers:**

EX-12 Manager waits until 3AM in the morning to transfer the MP3 files to the EX-12 MP3 Player. It does this because the EX-12 MP3 Player cannot play audio while it is downloading new files. A large 10 Mega Byte MP3 file can take up to 16 minutes to download. If this was done during the day, callers placed ON HOLD during the download process would hear silence. By waiting until 3 am, calls will not interruption on POH.

### **-NOW- for Immediate Transfers:**

In some cases the DEALER might need to make immediate updates. In this case the DEALER can force an update by placing the 5 character sequence of “-NOW-”, anywhere on the subject line of the email. In this case EX-12 Manager will immediately download all MP3 files stored on the computer. This command is case sensitive.

### **-CLEAR- to Erase any MP3 that are waiting to be downloaded:**

This command allows the DEALER to ERASE all MP3 and/or MPP files that are waiting to be download to the EX-12. New MP3 can be attached to this email. The “-CLEAR-” command can be anywhere on the Subject line. It will also work with the “-NOW-” command on the same email. This command is case sensitive.

### **-FUTURE- to set a future date to perform an Update:**

This command allows the DEALER to specify a future date that the UPDATE will actually be performed at. In this case the update will be made at 3AM on the specified date. The date is specified on the FIRST line of the body text of the email and MUST be in the following format mm/dd/yy.



### Erasing of old Productions:

When a transfer of MP3 file(s) are made from the computer to the EX-12 Player, the first step is that all of the existing audio files on the FLASH DRIVE are automatically erased. After erasing the files, then the new updated files are transferred to the FLASH DRIVE.

### Properly Formatting an Update Email

## Making a Production Update is Easy as 1 2 3!

1- Enter EX-12's Email Address on "To" Line.

2- Enter "-EX12-" followed by 4 digit access code "-1234-" on Subject Line.

3- Attach new Production Audio file, then SEND!

Subject Line additional Commands. Can be in any order.  
 -NOW- = Download MP3 immediately  
 -CLEAR- = Erase any MP3 waiting to be downloaded.  
 Must be in Capitals!

Update Emails can be sent from any email account. If you include the 5 character sequence of

**"-NOW-"**, anywhere on the subject line, then the TRANSFER to the EX-12 will be immediate upon detection on the update email, excluding FUTURE Updates. In this case callers placed ON HOLD during the UPDATE process will NOT receive any audio during the update process. The **"-CLEAR-"** command can also be placed anywhere on the subject line. This command will cause any existing MP3 or MPP files that are waiting to be downloaded, to be ERASED.

Example : **-EX12- 1234-NOW-CLEAR-** (Commands are not Case Sensitive)

### Formatting Future Updates:

To set a future date for a specific audio update, do the following:

1- Format the Subject Line as follows:

**-EX12-abcd-FUTURE-** (Where the "abcd" equates to your 4 digit ACCESS CODE)



- 2- Add the desired update date on the first line of BODY TEXT in the following format:  
“mm/dd/yy” (Must be 8 characters long).
- 3- Attach your MP3 Audio file and SEND the email. If needed, you can attach more than one MP3 file.

### MP3 and MPP Files

If you UPDATE the EX-12 with three new MP3 files, it will play all three files, in sequence, then will keep repeating the sequence. If you wish to UPDATE the unit with three files, but you only want the unit to play the first file, then you simply rename the extension of the 2<sup>nd</sup> and 3<sup>rd</sup> file to .MPP. These files will be downloaded to the Flash Drive but they will not play. The customer can select between these files, at any time, by holding down the VOL UP and VOL DWN buttons for 6 seconds. Press the TEST button to verify the current files.

### EX-12 Uses DOS File names:

You can use the standard long window file names to name your files, but when the EX-12 copies the files to the Flash Drive the names will be converted their DOS equivalent name. There is an 8 character limit for the name, not counting the file extension. The following is an example:

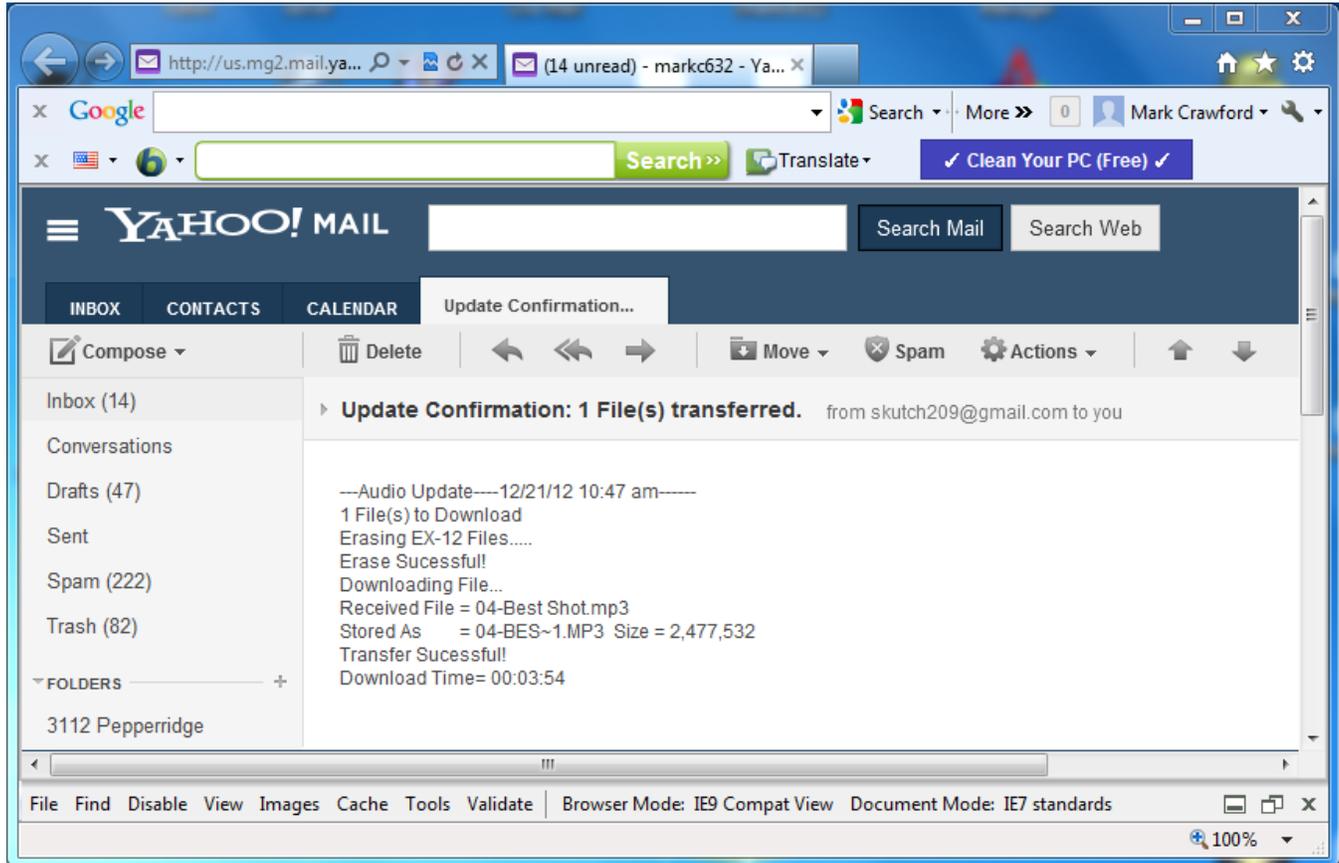
Windows Name: = Holiday Message for Big O Tires.MP3

DOS Equivalent= HOLIDAY~1.MP3

(Max of 8 characters for main name, plus 4 characters for the extension. This makes a total of 12 Characters).

### Confirmation Email:

When a REMOTE UPDATE has been completed, the EX-12 Manager will send a confirmation email back to the DEALER. The picture below shows what the email will look like.



### **Fault Reports Emailed to Dealer:**

The following are a list of Fault Reports that are automatically sent to the Dealer, by the EX-12 Manager when a Fault condition is detected.

1- ==No EX-12 Connected==. This report is sent ONLY after EX-12 Manager detects that NO EX-12 is connected. It must detect this condition 8 times within a one day period before it will email a Fault Report to the Dealer. The report will be emailed one time per day, until the problem is resolved.

2- == No Audio File on FLASH Drive== This report is ONLY emailed to the Dealer when the EX-12 has detected that there is NO Audio File on the Flash Drive for a period of one hour or more. It will email this report one time per day, until the problem is resolved.

3- == Bad Audio File/Flash Drive==. This report is emailed to the Dealer ONLY after the EX-12 Manager has detected this condition 8 times within a one day period. The report will be emailed, each day until the problem is resolved.



4- == No Flash Drive in EX-12==. This report lets you know that someone has removed the flash drive and it has been removed for over an hour. This report will be issued one time per day until the Flash Drive is re-inserted into the EX-12.

### **Setup:**

When the Dealer sends the EX-12 to the customer he/she will put this information on the Flash Drive and EX-12 Manager will automatically import it from the EX-12 when connected. This feature has been added to allow local editing of the setup information. It is password protected, and requires the word "skutch" for access.

### **Customer GMAIL Name:**

This is the name of the GMAIL account that has been setup specifically for the EX-12. Do not include the "@GMAIL" portion. See "Dealer Preparation before sending the EX-12 to Customer:" on page 4 for detailed information on setting up the GMAIL account for the EX-12.

### **Security Access Code**

This is a four digit security access code that is required for all updates. It MUST be placed on the subject line of the UPDATE email.

### **Dealer Verify Email Address:**

This is the email address where all email confirmations are sent. This MUST be the complete email address.

### **LOG:**

The EX-12 Manager keeps a LOG off all activities that take place. This is used for troubleshooting purposes in case of problems.

### **Check Mail, Transfer, and Search for EX-12:**

These buttons allow you to manually control the EX-12 Manager program. They are most often used for troubleshooting.

### **Display FORM on ERROR:**

If the EX-12 is disconnected from power, the CAT-5 cable/USB Adapter is disconnected, or the FLASH DRIVE is removed, the EX-12 Manager program will automatically display on the computer screen and will notify you of this problem. If you click the red "X" in Upper Right hand corner it will minimize the program but as long as the problem exist, it will keep popping back up every 6 seconds or so. If you check this box, it will disable the program from popping back up.

## **3 YEAR LIMITED WARRANTY**

This SKUTCH PRODUCT is warranted against defects for a period of three (3) years from the date of the original invoice. The USB Flash Drive is not manufactured by us and is warranted against defects for a period of one (1) year from the date of original invoice. Within this period, we will repair it without charge for parts and labor. To obtain warranty service the product must be returned, at the customer's expense, to SKUTCH Electronics along with a copy of the original invoice. After the unit has been repaired, SKUTCH will ship the PRODUCT back via UPS GROUND service at our expense. If any other form of return shipment is requested, the customer will pay for 100% of the shipping cost.



## EX-12

## REMOTE Updatable MOH MP3 Player

This Warranty does not apply if in the sole opinion of SKUTCH Electronics, the PRODUCT has been damaged by lightning or any other Acts of God, or by accident, misuse, neglect, or improper packing, shipping, modification or servicing by other than an authorized SKUTCH Service Center.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT SHALL SKUTCH ELECTRONICS BE LIABLE FOR LOSS OF PROFITS OR BENEFITS, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHER SIMILAR DAMAGES ARISING OUT OF ANY BREACH OF THIS WARRANTY OR OTHERWISE.

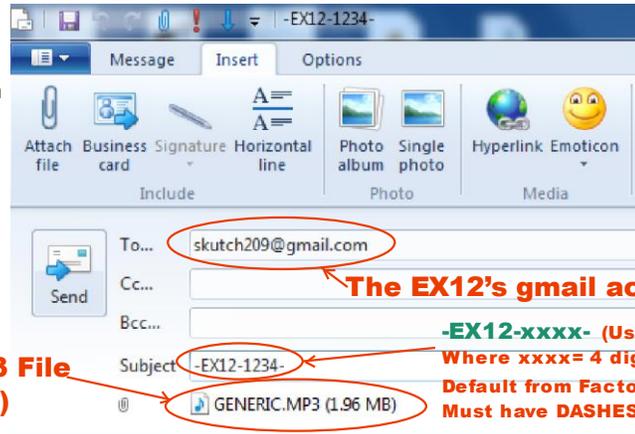


## Quick Start Email Guide

### Update Quick Start Sheet

#### Send an update, transfer at 3AM.

Using Windows Live Mail program



The new MP3 File (attached)

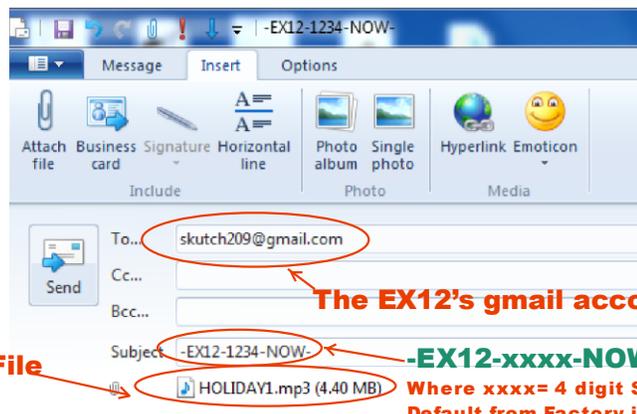
The EX12's gmail account

-EX12-xxxx- (Use Capitals)  
Where xxxx= 4 digit Security Code  
Default from Factory is 1234  
Must have DASHES as shown!

No Body Text required!

#### Send an update, transfer NOW

Using Windows Live Mail program



The new MP3 File (attached)

The EX12's gmail account

-EX12-xxxx-NOW-(Use Caps)  
Where xxxx= 4 digit Security Code  
Default from Factory is 1234  
Must have DASHES as shown!

No Body Text required!



# Update Quick Start Sheet

## Send an update, for a Future Date

Using Windows Live Mail program

The screenshot shows the Windows Live Mail 'Compose' window. The title bar reads '-EX12-1234-FUTURE-'. The ribbon includes 'Message', 'Insert', and 'Options' tabs. The 'Message' tab is active, showing options for 'Attach file', 'Business card', 'Signature', 'Horizontal line', 'Photo album', 'Single photo', 'Hyperlink', and 'Emoticon'. The 'To' field contains 'skutch208@gmail.com', circled in red with an arrow pointing to the text 'The EX12's gmail account'. The 'Subject' field contains '-EX12-1234 FUTURE-', also circled in red with an arrow pointing to the text 'The new MP3 File (attached)'. Below the subject field, an attachment 'GENERIC.MP3 (1.96 MB)' is visible. The body of the email starts with the date '12/03/13', with an arrow pointing to the text '1st Line in Body Text = "mm/dd/yy" of desired Update Date'. A red box highlights the subject field with the text '-EX12-xxxx-FUTURE-' and a note: 'Where xxxx= 4 digit Security Code Default from Factory is 1234 Must have DASHES as shown!'.