

Updating Your USB Audio Device

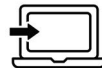
Many business audio devices use a USB drive to store messages or music on hold. Follow these steps to replace your audio quickly (no special software required). This guide works with: ProDigital, IntelliTouch/On-Hold Plus, Skutch, Nel-Tech Labs, iHold, Bogen/PICA Multi-Messenger USB, Valcom, TOA, Mackenzie Labs, Image Audio, Barix, or a similar USB message/music-on-hold player.



Step 1

Remove USB Drive

Unplug the USB drive from your device.



Step 2

Insert USB Drive to PC

Unplug the USB drive from your device.



Step 3

Open the USB Folder

Unplug the USB drive from your device.



Step 4

Back Up Current File

Drag and drop the file on the USB drive to the Desktop or a folder on your PC.



Step 5

Remove Old Audio

Right-click on the audio file on the USB drive and click delete to remove it.



Step 6

Add New Audio File

Locate the updated audio file. Drag/drop it into the USB drive on your PC.



Step 7

Insert Updated Drive in Device

The updated USB drive is now ready for use. Reinsert it into the device.



Step 8

Test Audio

Use the speaker or output on device to test audio (if available). Call and listen on hold. Adjust volume if needed.

TIPS

- Use the audio type recommended by the device manufacturer (usually .mp3).
- Files may play in alpha-numeric order. When using multiple files, use numbering to set the order of playback.
- Use a properly formatted USB drive. Many older devices require a drive size of 2GB to 16GB.
- If your device uses an SD card rather than a USB drive, you will need an SD card reader to change audio files.

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