

AVAYA

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.

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

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 8Ω or 600Ω 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)**

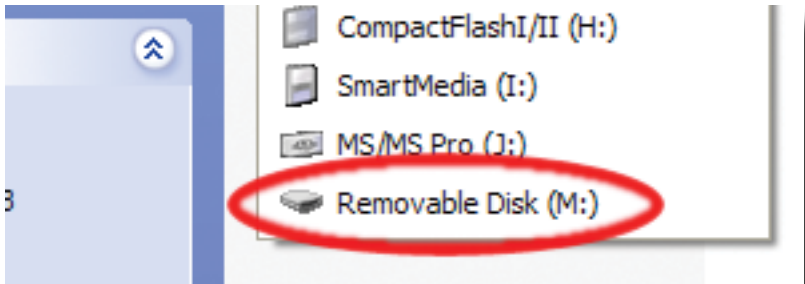
Volume can be adjusted by the knob labeled VOLUME on the rear of the unit. Clockwise will increase the volume, counter-clockwise will decrease the volume. If you have poor quality (such as muffled or clipping audio) it may be connected to the wrong output; try switching from 8Ω to 600Ω or vice-versa 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: Avaya Communications warrants to you that the product will be free from defects in material and workmanship when title passes to you. If you notify Avaya Communications that the product has failed to operate as warranted within one year of the date title passes to you. Avaya Communications will, at its option, repair or replace the component or components of the product that failed to operate as warranted. Any repair or replacement components may be new or refurbished and will be provided on an exchange basis. If Avaya Communications determines that the product cannot be repaired or replaced, Avaya Communications will refund the purchase price to you. If you purchase the product directly from Avaya Communications, Avaya Communications will perform warranty repair on your premises in accordance with the terms and conditions of Avaya Communications “Business Day” or “Around-the-Clock” warranty plans. The details of Avaya Communications warranty plans may be obtained from Avaya Communications. If you purchased the product from an authorized dealer, you will be covered by Avaya Communications authorized dealer plan during the warranty period. Contact your authorized dealer for details of Avaya Communications authorized dealer warranty plan. Avaya Communications obligation to repair, replace or refund, as set forth above is your exclusive remedy. The limited warranties provided above do not cover damages, defects, malfunctions or product failures caused by: Failure to follow Avaya Communications installation, operation or maintenance instructions; Unauthorized modification or alteration of the product or its components; Product abuse, misuse or the negligent acts of persons not under the reasonable control of Avaya Communications; Actions of third parties and acts of God other than power surges (e.g. lightning). This limited warranty applies only to the product purchased directly from Avaya Communications or purchased directly from an authorized Avaya Communications dealer. This limited warranty does not apply to products purchased or operated outside the United States. You may be required to provide Avaya Communications with proof of purchase before Avaya Communications will perform any warranty replacements.

LIMITATIONS: Except as specifically set forth above, avaya communications, its affiliates, suppliers and dealers make no warranties, express or implied, and specifically disclaim any warranty of merchantability or fitness for a particular purpose. Except for personal injury, the liability of avaya communications, its affiliates, suppliers and dealers for any claim, loss, damage, or expense from any cause whatsoever, regardless of the form of the action, whether in contract, tort or otherwise, shall not exceed the lesser of direct damages proven or the repair or replacement cost of the system or the system’s purchase price. In no event shall avaya communications, its affiliates, suppliers and dealers be liable for incidental, reliance, consequential or any other indirect loss or damage (including lost profits or revenues sustained or incurred in connection with the system). This limitation of liability shall survive failure of the exclusive remedy set forth in the limited warranty above.

CONTACT: Avaya Communications provides a toll-free customer help line 24-hours a day. In the USA and Canada, call the Avaya Communications Help line at 1-800-628-2888 for assistance or your Avaya Communications Authorized Dealer.

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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