

AVAYA
Magic On Hold
800.584.4653

Installation & Users Guide



Magic On Hold is a Registered Service Mark
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Important: Unit WILL NOT play audio when it's USB port is connected to a computer!

Table of Contents

Introduction	2
Overview	3
Setup	3
Operation/Troubleshooting.....	4 - 6
Ordering/Technical Assistance/Custom Programming	7
Warranty	8

Introduction

The *Messenger*[®] *MP3*⁺ is a solid-state digital message programmer that can be utilized to create productions that require a continuous message play. Messages are stored on removable memory cards called *Message Mate MP3*'s. Message programming is simple, just plug the Messenger MP3 + into an available USB port on your computer, insert a Message Mate card and you instantly have the ability to drop MP3 files onto the flash memory storage.

The Messenger MP3⁺ features include:

- Plays .mp3 files from Message Mate MP3 cards
- Up to 128Kbps sampling rate
- Reprogrammable media
- Continuous play
- Flash memory
- Instant message loading
- Built-in 2-watt amplifier
- Adjustable output volume
- Modern and durable plastic case construction
- Universal Serial Bus connection for instant plug and play
- Extremely reliable - no moving parts to break!
- 5-year parts and labor warranty
- Manufactured in the USA

Each Messenger MP3⁺ is built to exacting quality standards using state-of-the-art SMT (surface mount) assembly for outstanding reliability and years of dependable service.

Overview

Check to make sure you have all the following components:

- Messenger MP3+
- Message Mate MP3 card
- 12VDC Power Pack
- User Manual
- 6' RCA to RCA Cable
- 1/8" adapter (This is used on some phones or P.A. systems)
- (2) wall mount screws
- 6' USB Cable

Additional Requirements

A computer with Windows XP Home or Professional with Service Pack 1 or later, as well as an available USB port.

Setup

Step 1: Place the Messenger MP3+ next to a computer running Windows XP Home or Professional.

Step 2: Connect the included RCA cable to the 8Ω or 600Ω output of the Messenger MP3. Connect the other side of the RCA cable to a speaker or receiver for testing the audio. We have included an optional 1/8" adapter for use on some inputs.

Step 3: Insert the Message Mate MP3 card into the Messenger MP3+.

Step 4: 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 MP3+.

Step 5: Plug the included USB Cable into the back of the Messenger MP3+. Plug the other end into an available usb port on the computer. Windows should recognize the device and automatically load the necessary drivers.



Operation

The Messenger MP3+ has an on-board LED status indicator. When a Message Mate MP3 card is inserted in the Messenger MP3 the LED will turn SOLID. When a card is not present or card does not have audio programmed onto it, then the LED will FLASH.

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 the wrong output; try switching from 8Ω to 600Ω or vice-versa until the desired volume and clarity is achieved.

When changing Message Mate MP3 cards, power should be removed from the unit. Changing Message Mate MP3 cards while power is on may result in damage to the card or the playback unit.

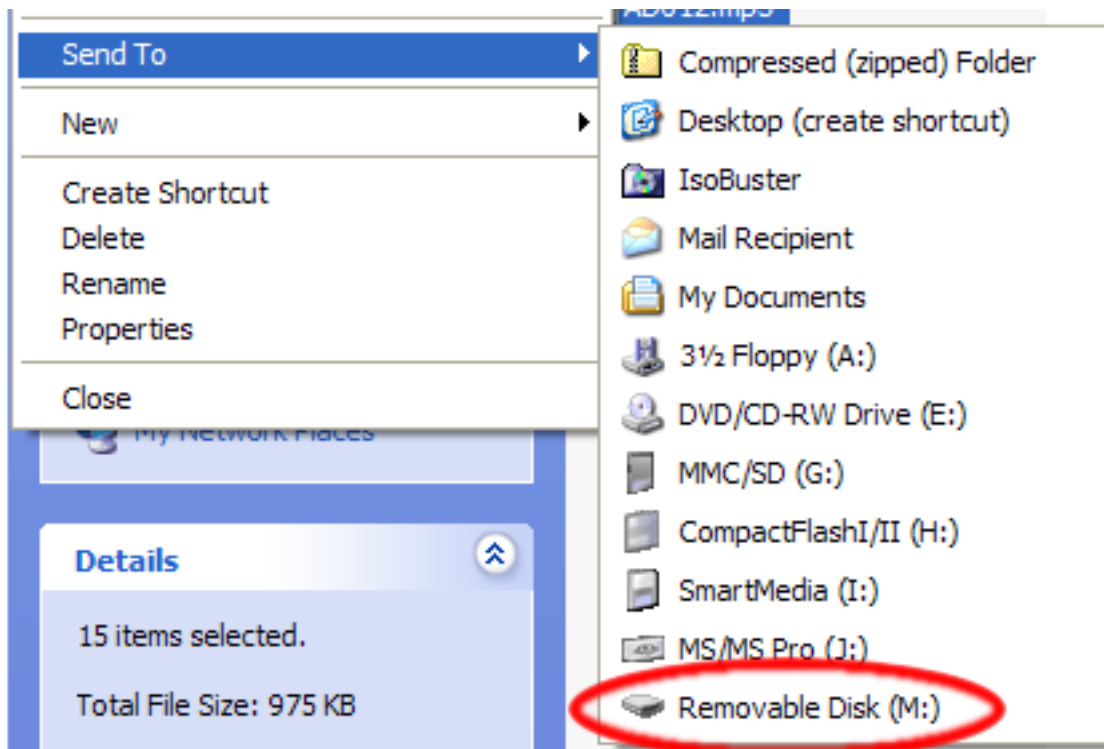
Loading MP3's to the Message Mate is simple:

Step 1: Locate the .MP3 files you wish to Load to the card in Windows Explorer (or navigate from My Computer or My Documents).

Step 2: Select the MP3's (one at a time or click-'n'-drag).

Step 3: Right Click on the selected MP3's, or Click File.

Step 4: Highlight Send To, then Click the letter of the drive that the MP3 Messenger Programmer has been assigned. The drive should be labeled as "Removable Disk." That's it! **Remove the USB cable from the Messenger MP3±, then listen to the production to ensure it is of acceptable quality, remove the Message Mate MP3 and ship it to your customer!**

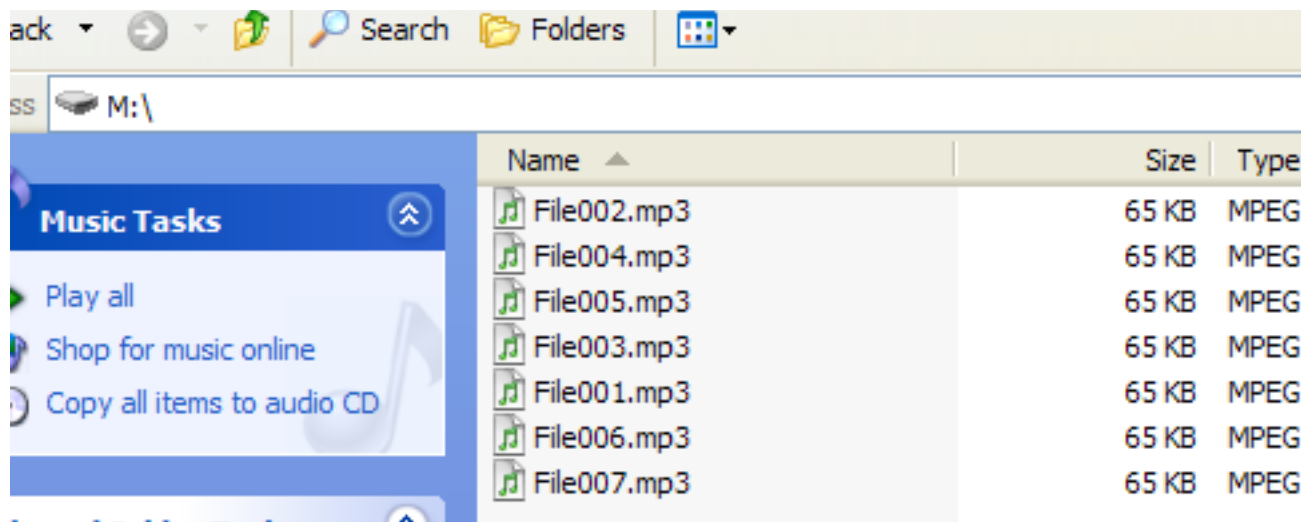


Additional Operation Information

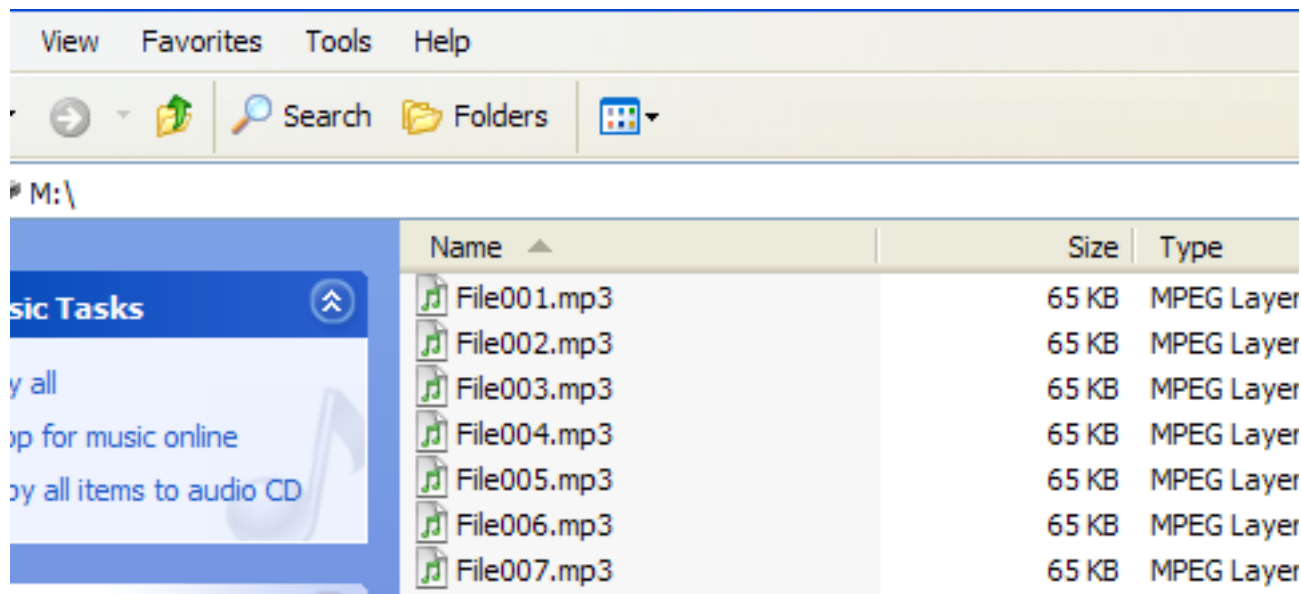
Playback

Both the Messenger MP3 and the Messenger MP3+ play audio in the order that it is placed in the flash memory. If you are using multiple audio files, this allows you to play them in any order without having to rename the files to conform to alphanumeric specifications. Simply copy your files one at a time to the Message Mate in the order that you wish for them to be heard. If you desire to change the order of the messages, you will need to reformat the card, or delete the files and re-add them in the new order.

Bear in mind that when viewing the files for the Message Mate through the Windows Explorer, they may be displayed in alphanumeric order; however, this is not necessarily the order in which they will be played.



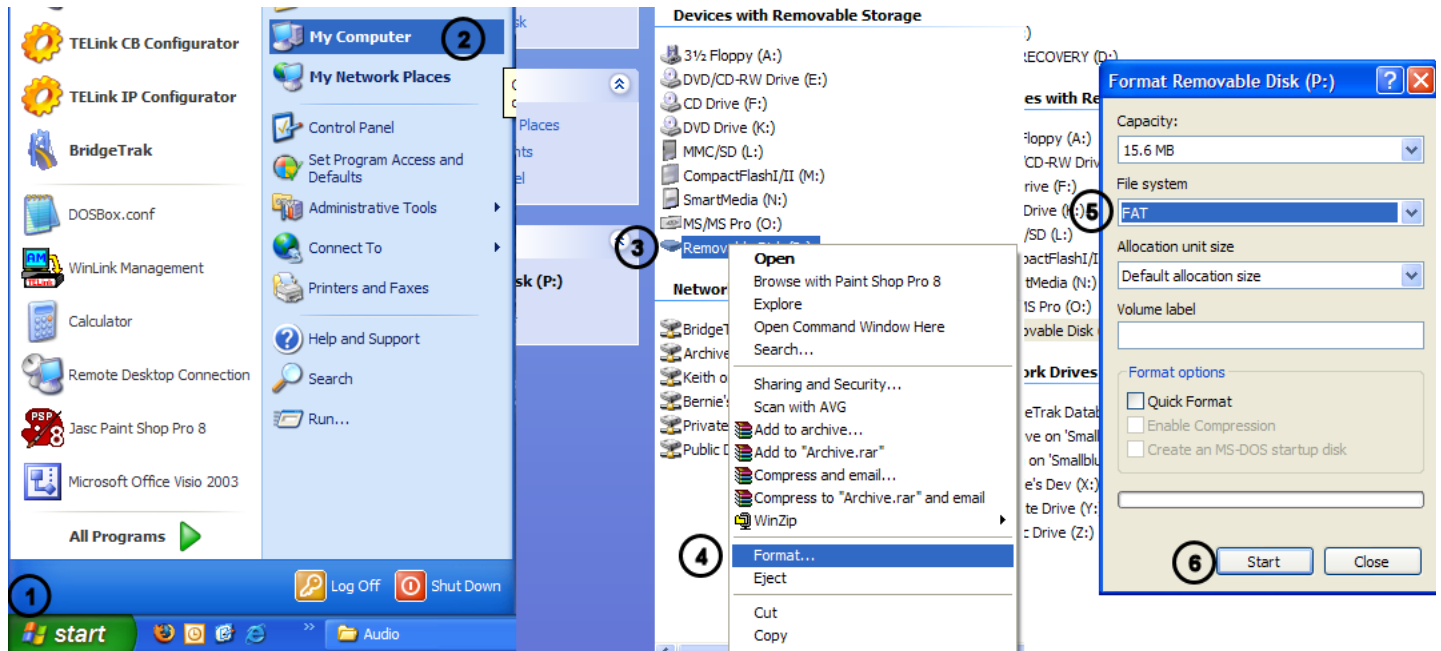
Even though this is the order the files were loaded and will play;



this is how they will appear when the Message Mate is browsed to.

Formatting

There may come a time where there is a need or desire to format a card to completely clear the audio from it. In order to do this, place the card in the Messenger MP3+, and close the Autorun window if it pops up. Open My Computer, right-click on the Messenger MP3+ drive letter, and then click Format (this can also be accessed via the file menu while the Messenger MP3+ is selected). The format window will be displayed; be sure the file system is set to FAT (not FAT32; FAT should be selected by default), and then click Start. Click OK if you are sure that you want to erase that card, then click OK once the format is complete. Close the format window; the card is now ready to be loaded with audio.



Ordering

Call: Your Avaya Communications Sales Representative
1-800-247-7000

or

Avaya Communications Direct
1-800-451-2100

or

The nearest Avaya Communications Authorized Dealer

Technical Assistance

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

Optional Customized Programming

Magic On Hold (see note below) is an exciting and revenue-enhancing annual service available exclusively from Avaya Communications at your Avaya Communications Authorized Dealer. It is made up of two components:

- Digital Magic On Hold System Player
- Customized audio programming consisting of annually licensed music interspersed with messages

The annual service provides professionally written and produced customized audio programs that callers will hear when they are out “on hold” or are holding “in queue”. Instead of using local radio with its associated music licensing requirements and which plays competitive commercials, piped-in music, or even worse “dead silence”, you can have Magic On Hold customized productions. These productions are individually customized for your company. You may incorporate your current advertising campaigns, reinforce special promotions, enhance your company’s image and most importantly, keep callers interested until your staff can assist them. Avaya’s Magic on Hold staff is experienced in developing these productions to achieve maximum revenue-producing results for your company. And, they are available for consultation and to offer creative suggestions through the entire term of your agreement.

Note: Users of equipment that rebroadcasts copyrighted music or material may be required to obtain the necessary music licenses and pay the license fees to a third party such as ASCAP or BMI. Magic On Hold productions include the necessary licenses and must be renewed annually.

Warranty

Limited Warranty and Limitation of Liability

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.

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

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.

EN 55022 : This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Quick Help

Communications System	MOH Interface Port	MOH Adapter	Messenger Port
MERLIN 206, 410, 820	MOH / Paging Cartridge (#6102-MHPA)	n/a	8 OHM
MERLIN 1030/3070	Services Module (#61320A)	n/a	8 OHM
MERLIN PLUS	MOH jack built into Control Unit	n/a	8 OHM
MERLIN II, MERLIN LEGEND	Loop Start Trunk Port	Music Coupler (#61398A)	600 OHM
PARTNER	Extension 15 Station Jack	105A PARTNER Music Coupler	600 OHM
PARTNER PLUS, PARTNER II, PARTNER ACS	MOH jack built into Control Unit	n/a	600 OHM
SPIRIT 308/616, SPIRIT 1224/2448	MOH jack built into Control Unit	n/a	600 OHM
SYSTEM 25	<i>Port on either:</i> Tip/Ring Circuit Pack ZTN-78 (#62504A), or Analog Line Circuit Pack TN742 (#63111A), or Analog Line Circuit Pack TN746B (#63136A)	Kit-of-Parts D-181575	8 OHM
SYSTEM 85 (all), DEFINITY G2 (Traditional)	<i>Port on:</i> Auxiliary Trunk Circuit Pack SN231 (#)	909 Universal Coupler or Music Coupler	600 OHM
SYSTEM 75 (all), DEFINITY G1, G1.1, G1.1N, DEFINITY G2 (Universal), DEFINITY G3i, r, s, vs V1	<i>Port on:</i> Aux. Trunk Circuit Pack TN763D (#63118A)		
DEFINITY G3i, r, s, vs V2 and later	<i>Port on either:</i> Aux. Trunk Circuit Pack TN763D (#63118A), or Analog Line Circuit Pack TN742 (#63111A), or Analog Line Circuit Pack TN746B (#63136A)		

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Note: Connect the Magic On Hold unit to the telephone system per the telephone system installation instructions for music-on-hold.