

Exceed the Limits of Traditional Message-On-Hold Systems with Valcom's Messenger USB! It's Easy!

New!



Traditional message-on-hold systems utilize cassette tapes that typically place limits on the length of music and messages available. Valcom's Messenger USB, a state-of-the-art digital audio playback device, eliminates time limitations and provides an infinite opportunity for continuous background music or music/message on hold playback. This new digital message-on-hold system supports MP3 file playback without any special drivers or software.

Valcom Messenger USB features include:

- Continuous Playback of Music and/or Messages
- Supports Flash Drives up to 4GB
- High Quality Audio Playback up to 128Kbps
- Built-in Monitor Speaker
- LED Status Indicator

Valcom's Messenger® USB V-9988

Made in USA

Sold by:



<http://www.TWAcomm.com>
Toll Free: (877) 389-0000

VALCOM

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Messenger USB

Digital Messaging System

Installation & Users Guide

Model # V-9988



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Attention!

Some USB drives have indicator LED's - These LED's 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.

Introduction

Valcom's 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

Contents

Check to make sure you have all the following components:

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

Installation

Step 1: Place the Messenger USB on a table, shelf, or mount 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)**

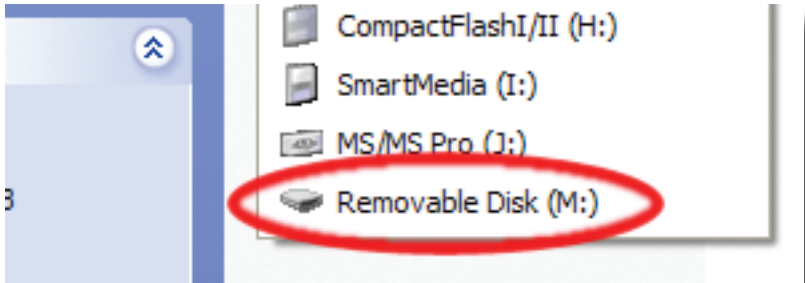
The output volume can be adjusted by the knob labeled VOLUME on the rear of the unit. Clockwise will increase the volume, counter-clockwise will decrease the volume. If you have poor quality (such as muffled or clipping audio) it may be connected to the wrong output; try switching from 8Ω to 600Ω or vice-versa until the desired volume and clarity is achieved. Note: The volume control has no effect on the internal speaker level.

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

Valcom, Inc. warrants its products to be free from defects in materials and workmanship under conditions of normal use and service for a period of one year from the date of shipment. The obligation under this warranty shall be limited to the replacement, repair or refund of any such defective device within the warranty period, provided that:

1. inspection by Valcom, Inc. indicates the validity of the claim,
2. the defect is not the result of damage, misuse, or negligence after the original shipment,
3. the product has not been in any way repaired by others and that factory sealed units are unopened. (A service charge plus parts and labor will be applied to units defaced or physically damaged).
4. freight charges for the return of products to Valcom, Inc. are prepaid,
5. all units “out of warranty” are subject to a service charge. The service charge will cover minor repairs (major repairs will be subject to additional charges for parts and labor).

This warranty is in lieu of and excludes all other warranties expressed or implied, and in no event shall Valcom, Inc. be liable for any anticipated profits, consequential damages, loss of time or other losses incurred by the buyer in connection with the purchase, operation or use of the product.

This warranty specifically excludes damage incurred in shipment. In the event a product is received in damaged condition, the carrier should be notified immediately. Claims for such damage should be filed with the carrier involved in accordance with the F.O.B. point.

CONTACT: Please contact Valcom at the address and phone number below to receive a return authorization number and to arrange for the repair or replacement covered by this warranty. Please indicate the Product's serial number in all correspondence or a RMA authorization number in the absence of a serial number. Valcom, Inc., 5614 Hollins Road, Roanoke, VA 24019, Phone: 540-563-2000

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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