

Loading Your USB On-Hold Messaging Player



1. Unplug the USB drive (thumb/jump drive) from the Voice Solutions messaging unit. Plug the USB drive into any available USB port on your PC.
2. Wait for a few moments for your PC to recognize the drive. This process can take some time, please be patient, otherwise you can go to “start” menu, then “my computer”, and look for “removable disk” or “voice solutions” usb (not all computers will automatically recognize a new piece of hardware-the USB stick).
3. DELETE all files in the folder that opened on the USB
4. Drag/drop mp3 file attached to this email to the folder that opened (to the USB)
5. Wait a few moments, unplug USB stick from computer and plug back into your on hold unit. Make sure the USB stick is “safely removed” from the computer, instead of just pulling the usb out... this can damage the files or the usb itself. To safely remove the USB, click the icon in the bottom right hand corner of the page, or by right click the usb in “my computer” and select eject or safely remove. Then the USB stick can be removed from your computer
6. The unit will re-boot and should start playing your message momentarily. To ensure your new on hold production is playing, we encourage you to turn the speaker on (if your unit has a speaker button) and listen for a few moments; you may need to adjust the volume. Once you are satisfied that the message is playing, turn off the speaker and you are finished. Leave the USB drive in the player. Removing the USB drive will stop message playback. Depending on the usb player you have, be sure to press “reset” or the new message will not record into the player. (Additionally, not all USB players have the speaker function.)