


If your message does not play through your phones
please try the following.

Product: USB 1100



- a. Check all connections to make sure they are secure & turn up the volume
 - i. Once done call your business; have someone place you on hold and adjust the volume to your satisfaction (note – cell phones will sound louder then a land line)
- b. If a. did not work go to c.
- c. Remove the hard drive  from your equipment
- d. Unplug the power cord from your equipment for about 30 seconds – while waiting please complete e.
- e. Plug the hard drive into your computer to make sure your MP3 is on it (note – there should only be **one** attachment on your hard drive)
- f. Do not insert hard drive until you complete g. and h.
- g. Plug the power cord back into equipment and wait 5 seconds
- h. Press the reset button and wait a few seconds
- i. Insert your hard drive
- j. Press the reset button (note – it can take up to 5 minutes before you can hear your message through your phones)
- k. Call your business; have someone place you on hold and adjust the volume to your satisfaction (note – cell phones will sound louder then a land line)

Product: 3104



- a. Check all connections to make sure they are secure & turn up the volume
 - i. Once done call your business; have someone place you on hold and adjust the volume to your satisfaction (note – cell phones will sound louder then a land line)
- b. If a. did not work go to c.
- c. Remove cassette tape from equipment
- d. Unplug the power cord from your equipment for about 30 seconds
- e. Plug the power cord back into equipment and wait 5 seconds
- f. Insert cassette tape with label facing you and close the door (note – it can take up to 5 minutes before you can hear your message through your phones)
- g. Call your business; have someone place you on hold and adjust the volume to your satisfaction (note – cell phones will sound louder then a land line)

Product: RNT or RUF



- a. Check all connections to make sure they are secure & turn up the volume
 - i. Once done call your business; have someone place you on hold and adjust the volume to your satisfaction (note – cell phones will sound louder then a land line)
- b. If a. did not work go to c.
- c. Call 800-947-8230 to have your message re-downloaded