

USB-PRO MUSIC ON HOLD TROUBLESHOOTING GUIDE



Problem: No Audio On Hold

- **CHECK SPEAKER FOR SOUND:** Press monitor speaker button. Is the unit putting out sound?
- **CHECK VOLUME:** Is volume control off or too low?
- **CHECK AUDIO OUTPUT FOR SOUND:** Adapt a headphone (ear bud) to RCA jack using adapter (Radio Shack RCA 274-871) and check audio output on back of unit.
- **CHECK MEDIA:** Test by removing media or replacing media drive. Check drive content on a personal computer.

Problem: Audio Is Poor Quality

- **CHECK VOLUME:** If the audio seems to get faint or fade in and out, try more volume. Some phone systems have an anti-noise filter that will try to turn off the hold music unless a certain volume threshold is reached. More volume will indicate to the phone system that intentional audio is present.
- **CHECK CONNECTIONS:** If the audio is intermittent, check the connections at the player and the MOH input to be certain they are secure.
- **CHECK WIRING:** All wiring must be insulated. Old audio cables may need to be replaced. Message on hold players purchased from Easy On Hold include one RCA-to-RCA cable and one RCA-to-3.5mm adapter plug for use with 3.5mm telephone system MOH input receptacles.
- **TEST USING LAND-LINE PHONE:** Cell phone signals often distort or warp music on hold. Call in using a land-line for the clearest test signal.

More Tips:

- Callers hear the music on hold message in progress, not from the start. The player repeats the audio production over and over.
- There is no need to turn the music on hold player off. It is designed to play 24/7.
- A support ticket can be submitted online at www.easyonhold.com/support

Online Resources:

- <http://easyonhold.com/support> Our support page provides a USB-Pro “How-To” video and other helpful resources.

CONTACT US: 1-888-798-HOLD (4653) Support is offered 8:30am to 5pm Eastern Time, M-F.