

Trouble Shooting

1. There is no sound.

- a. Make sure the output level is turned up.
- b. Turn on the internal speaker by pressing and locking down the *Speaker Button* on case top. If the audio can be heard from the internal speaker, then the audio patch cord is properly loose.
- c. If the audio can not be heard from the internal speaker, then the flash card may have been installed improperly. To fix this problem, turn the power off and re-install the flash card.

2. It's playing the wrong track.

Press the *Change Button* momentarily to advance to the next track. Repeat this process until the desired track is reached.

3. The sound quality is poor.

The output level is properly too high - turn it down with the *VOL Dial*.

Audio Track Programming

Audio tracks must be digitized into MP3 or WAV files first. Both MP3 and WAV files can coexist on the same flash card. Stereo files will be played in monaural with left and right channels mixed together.

Add a three-digit number at the beginning of the filename. For example, 001anyname.mp3 will become track 1, and 088anothername.wav will become track 88. Track numbers higher than 99 will be ignored. Track numbers do not have to be consecutive - missing tracks will simply be skipped.

Copy track files to the flash card and that's it!

Hold-n-Tell™

DP-400 MP3 On-Hold System ***User's Manual***

Revision 1.0

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Thank you for your purchase of DP-400, an MP3 on hold system offering the following features:

- 100% digital design - no tape/CD download required
- Works with any phone system with an "external music" or "background music" (BGM) input
- MP3 and WAV compatible
- Utilizes CompactFlash memory cards for audio storage - more than an hour's worth of audio can be stored
- Multiple track capability
- Bright LED display for track number
- Built-in monitoring speaker
- Low power, maintenance free design
- Desktop or wall mount

Whether it's used to keep callers informed or entertained, DP-400 is an efficient and cost effective tool that turns wasted hold time into pleasant and valuable advertising time for your business.

Specifications

- Supported File Formats:
 - MP3 - ISO 11172-3, CBR/VBR
 - WAV - uncompressed PCM, 8/16 bit, mono/stereo
- Maximum Number of Tracks: 99
- Audio Output Impedance: 8 Ohm
- Memory Card: CompactFlash type I
- Physical Dimensions: 6.6" (L) x 4.5" (W) x 1.1" (H)

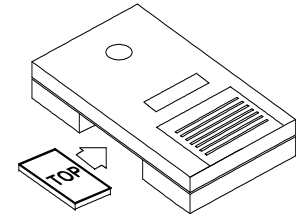
Package Content

- 1 x DP-400 Player Unit
- 1 x Power Adaptor
- 2 x Audio Patch Cords (one with 1/8" phone plug, one with RCA plug)
- 1 x User's Manual
- 1 x Metal Mounting Plate
- 1 x CompactFlash Card (optional)

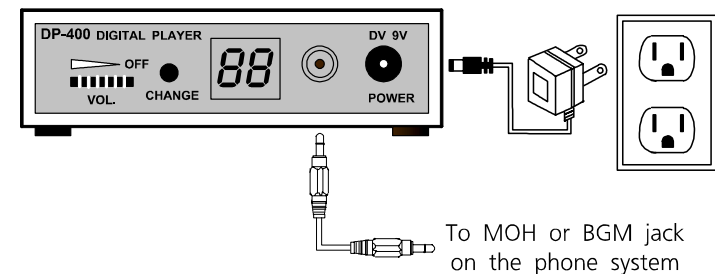
Installation Guide

Step 1: Install the flash card.

First turn the power off by turning the *VOL Dial* toward the OFF direction till the LED display is off. You can also unplug the power cord if the *VOL Dial* has been adjusted properly from previous use and you don't want to change it. Then insert the card as shown in the diagram on the right. The card should slide in with little effort. To remove the card, press the black *Eject Button*.



Step 2: Connect the unit.



Connect the power supply and the audio patch cord. Two different audio patch cords are provided. Use the one that fits your phone system.

Step 3: Turn on power and adjust output level.

Use the *VOL Dial* to turn on power and adjust output level. Audio playback starts automatically. Press the *Speaker Button* (on cast top) to toggle the internal speaker on and off. The internal speaker is for testing purpose only and may be turned on or off during normal operation.

Step 4: Change tracks.

Up to 99 tracks can be stored on the flash card. The unit plays the selected track repeatedly until you press the *Change Button* to go to the next track. If you go beyond the last track, the display will show "AL" and all tracks are selected (played sequentially). You can also press and hold the button for more than 2 seconds to select all tracks. Press the button again to select the first track.

DP-400 remembers which track it was playing before power failure, and it resumes that track automatically when power is restored. The LED display shows the current track number.