

HOLDCOM User Guide: Loading Your USB Messenger



1. Remove the USB flash drive from the USB Messenger
2. Plug the flash drive into the USB port on a computer with access to your email account
3. If your computer prompts you, choose 'Open folder to view files'. Otherwise go to my computer and look for 'E:' or 'Removable disk'



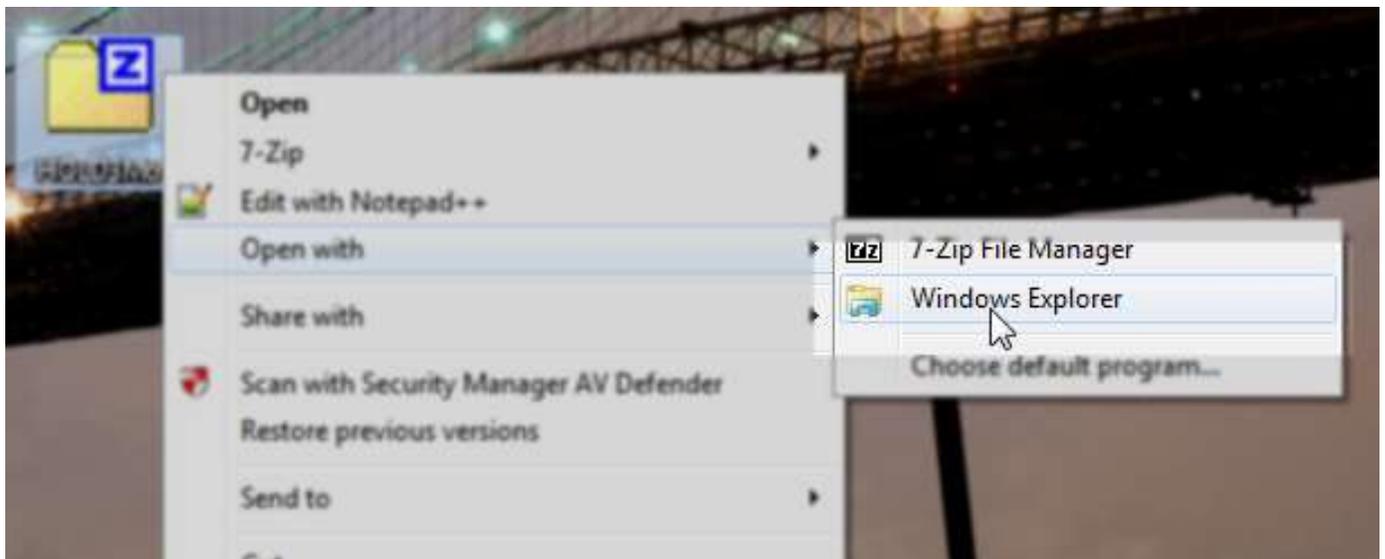
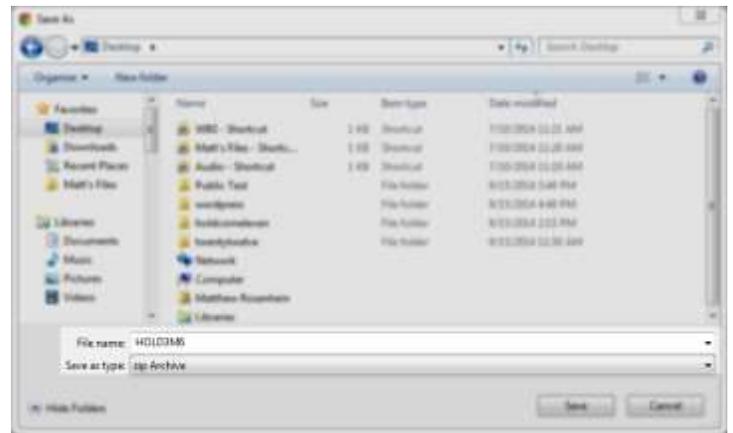
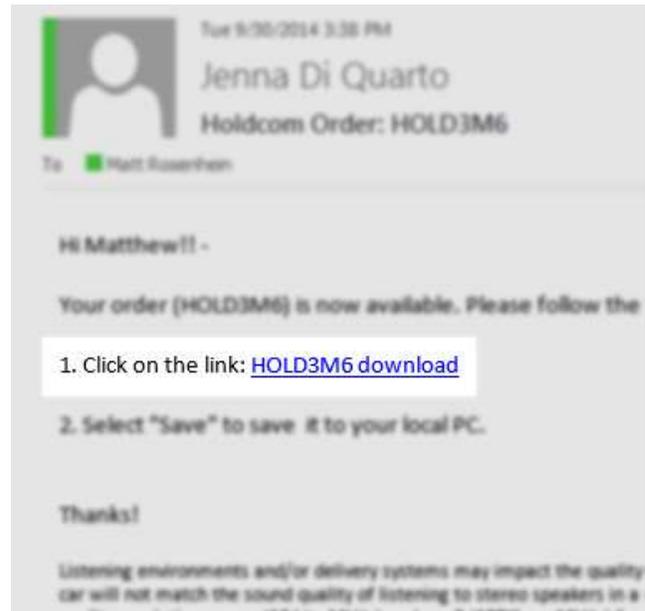
- a. **Delete the previous version of your program** by either selecting it and pressing delete, or right clicking on it and selecting delete



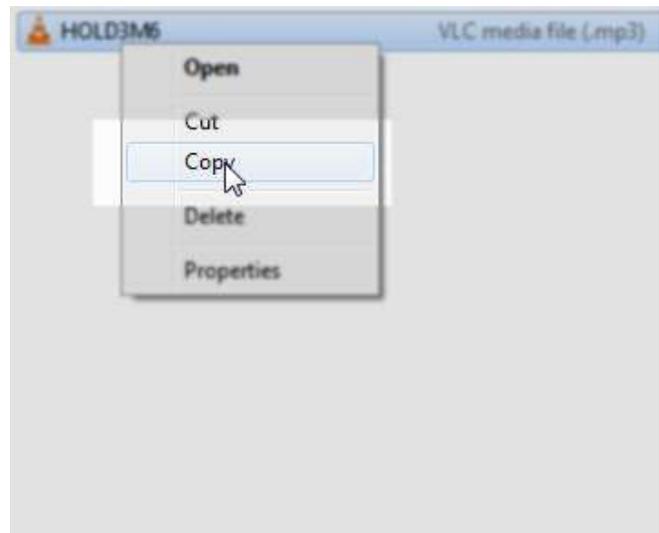
4. Save and extract the message on hold program that we've sent via email. If you're asked where you want to save the file, you can choose the desktop. If the file downloads without you selecting a location it will go to your default download folder; most likely

C://users/%you%/downloads

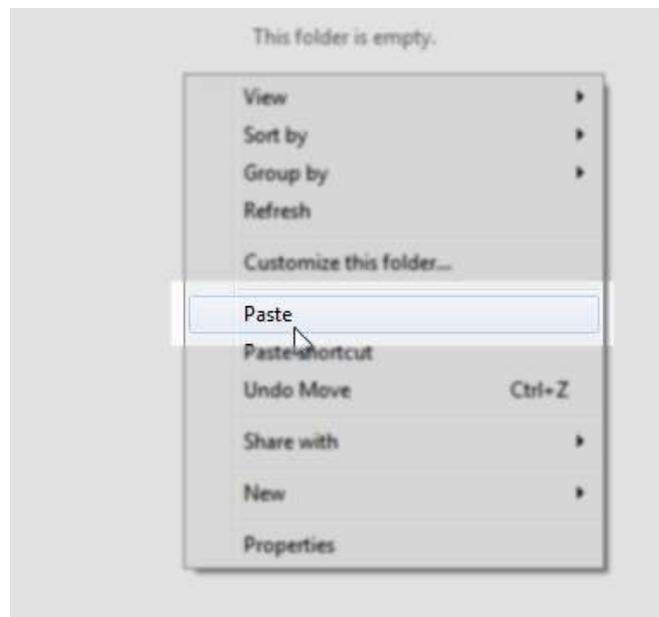
5. There are a couple ways to get to the .mp3 audio file. Usually the best way is to right click on .zip file and 'Open with...' Windows explorer. You could also right click and 'Zip' -> 'Extract here'



6. Once you've gotten inside the .zip folder, you can either click on the new message and press Ctrl' + 'C' to copy, or right click and click 'Copy' as shown. The file type should say 'MP3', and in most cases the icon will be a music icon instead of a zipped folder



7. Return to the 'E:' or 'Removable disk'. This folder should be empty now, having deleted the old program. Right click and paste the new file as shown, or hit 'Ctrl' + 'V' on your keyboard. The new audio file should now appear. Make sure it's the .mp3 file **not** the .zip folder.



8. Right click on the Removable disk and then click 'Eject' from the drop down. **It is now safe to unplug the flash drive and plug it back in to the USB Messenger equipment**



9. To test that your equipment is working, press the red button on the front of your equipment to listen to the program.