


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


**Product: USB 1100 & 1200**



- 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. 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)
- e. Unplug the power cord from your equipment
- f. Press in both volume buttons (Do **NOT** let go till complete)
  - a. Wait 30 Seconds before completing g.
  - b. Do not insert hard drive until you complete h.
- g. Plug the power cord back into equipment and wait 5 seconds
- h. Insert your hard drive (note – it can take up to 5 minutes before you can hear your message through your phones)
  - a. For USB 1100's Only – Press the Reset Button
- i. 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: New Lange MOH-1**



- 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. 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)
- e. Unplug the power cord from your equipment for about 30 seconds
- f. Do not insert hard drive until you complete g.
- g. Plug the power cord back into equipment and wait 5 seconds
- h. Insert your hard drive (note – it can take up to 5 minutes before you can hear your message through your phones)
- i. 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: Premier 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: Premier RUF & RNT



- 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