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, but not through the phone system, then make sure the audio patch cord is properly connected.

c. If the audio can not be heard from the internal speaker, then the flash card may have been installed without turning off the power. To fix this problem, turn the power off for a few seconds.

2. It's playing the wrong message.

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

3. The sound quality is poor.

a. Wrong impedance was selected - change to the other value.

b. Output level is too high - turn it down with the *VOL Dial*.

Hold-n-Tell ™

DP-200 On-Hold System
User's Manual

Revision 1.0
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Congratulations on your purchase of DP-200, the first CompactFlash based 16-bit on-hold system in the world offering the following features:

- 100% digital design - no moving parts to wear and tear
- Works with any phone system with "external music" or "background music" input
- Uses CompactFlash (CF) cards from 16MB to 512MB - more than an hour's audio can be stored if needed
- Windows .wav compatible
- Plays 16-bit uncompressed audio sampled at 11 or 22 KHz
- Up to 99 different tracks can be stored on a single flash card
- Switchable output impedance to match your phone system
- Built-in speaker for testing & monitoring purpose
- Desk top or wall mount

Whether it's used to keep callers informed or entertained, DP-200 is an efficient and cost effective tool that turns wasted hold time into pleasant and valuable advertising time for your business.
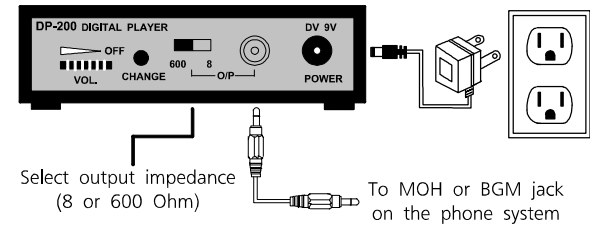
Specifications

- Supported Sound File Format
  Windows .wav, monaural output
  16-bit uncompressed PCM sampled at 11 or 22 KHz
- Max. Number of Audio Tracks per Flash Card
  99, switch selectable
- Audio Output Impedance
  8 or 600 Ohm, switch selectable
- Supported Flash Card Type
  CompactFlash card type I
- Physical Dimensions
  Approximately 6.6" (L) x 4.5" (W) x 1.1" (H)

Package Content

1 x DP-200 Player Unit
1 x Power Adaptor
2 x Audio Patch Cords (one with 1/8" phone plug, one with RCA jack)
1 x User's Manual
1 x Metal Mounting Plate
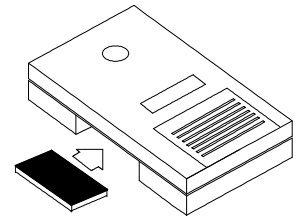1 x CompactFlash Card (optional)

Installation Guide

Step 1: Connect the unit.

Select output impedance (8 or 600 Ohm)
To MOH or BGM jack on the phone system

Two different audio patch cords are provided. Use the one that fits your phone system. Select the output impedance (8 or 600 Ohm) that matches your phone system. If you are not sure which one to choose, try both settings and select the one with better sound quality.

Step 2: Install the flash card.
The flash card should have been programmed with audio files before installation. Make sure the power is off by turning the *VOL Dial* toward the OFF direction till the power light (on case top) 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 slide open the flash card cover and insert the card facing up. The card should slide in with little effort. To remove the card, press the black *Eject Button*.

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 programmed on the flash card. Press the *Change Button* to go to the next track. If you go beyond the last track, it will reset to the first track. You can also reset the unit to the first track at any time by pressing down the *Change Button* for more than 2 seconds. DP-200 remembers which track it was playing before power failure, and it resumes that track automatically when power is restored.