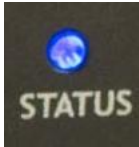




**MESSAGER USB INSTRUCTIONAL GUIDE**  
**NEL-TECH LABS, INC. – (800) 344-4685**  
[www.nel-techlabs.com](http://www.nel-techlabs.com)

**OPTIMUM .MP3 FILE PARAMETERS:** MONO - 128k Bit Rate (kbps), 44 KHz (44100 Hz) Sample Rate



Status Light Settings (Note: This refers to the Messenger USB “Status” light, not the USB drive):

Activity	Status
Solid Blue	Message is playing
Flashing Blue	No audio or incorrect audio.

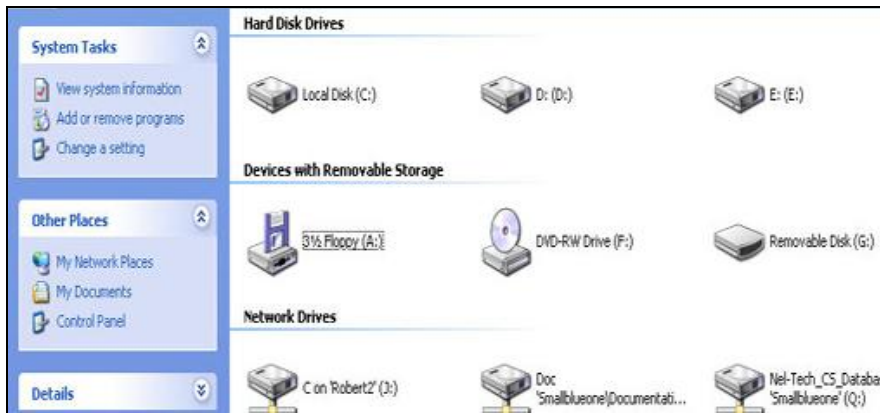
Problem or Indication	Possible Cause and Solution
Audio is Distorted	Ensure the correct file parameters were used (see above); too high of a Bit-Rate may distort the audio. Adjust the volume level knob on the back of the unit.
No Audio / Audio Will Not Play	Make sure “Status” light is solid blue. Ensure files to be played are MP3 files (see parameters above). USB Drive needs to be reformatted (see page 2). Some USB drives have a lock on them – verify the drive is not locked. The file to be played should be in the root on the USB drive, not in a folder. (Though files can be stored in folders on the USB drive for future use.) Adjust volume level knob on back of unit. Check amplifier or speakers.
No Power- “Status” Light is Off	Check the power switch (should be on) Check power pack for correct DC output voltage & current. (12VDC) Check AC source to make sure it is not controlled by a switch.
Audio Intermittently Stops Playing	Defective USB drive Characters used in naming the file such as / \ : * ? " < >   & '

**\*Note:** If you are using a MOH adapter, please consult the manufacturer to ensure the adapter is not causing the problem.

You can also find additional information in our Knowledgebase at <http://nel-techlabs.host4kb.com>.

## Formatting a USB Drive\*

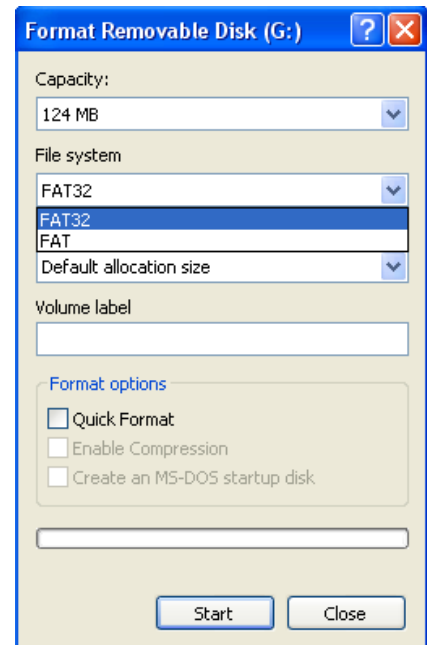
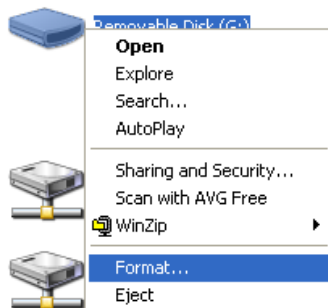
Place the USB Drive into an empty USB port on your computer & wait for Windows to recognize the drive. Once the drive is recognized, double click on the “My Computer” icon. Once open the window should look like this:



Look for the Removable Disk. In this case Windows has assigned it letter (G:)

Right click on the drive and select “Format”. See picture below:

Select “FAT” for drives under 2Mb and use “FAT32” for drives 2Mb and larger. Click start.



**\*Only format the USB Drive if necessary (see page 1). Formatting will erase all files from the USB drive.**

**Below are the instructions to download Goldwave. Goldwave is a shareware audio editor that will convert virtually any audio file into the proper MP3 file parameters for the Messenger USB. It will also remove any extraneous information that can be deposited into the MP3 file (album art, id tags, headers, etc.), which occasionally prevents the Messenger USB from reading the audio file.**

**From [www.goldwave.com](http://www.goldwave.com);**

Scroll down the page to the table labeled **“Goldwave Digital Audio Editor”**

Select **“Download”**

From the **“Download Links”** section;

Select **“Download from GoldWave Inc. primary server”**

When the new window pops up, select **“Save”** & save the program somewhere you can easily locate it later (for instance, on your desktop).

You will now need to select **“Run”** to install the program. Follow the indicated steps.

You can now open Goldwave to begin editing your audio.

**From Goldwave:**

You will see a folder marked **“Open”** in the top, left corner ... this is where you will locate the audio file that you want to convert.

**Once you open the audio file:**

From the top, left corner, select **“File,”** then **“Save As.”**

Using the drop down menus, your **“Save As”** type should be **“MPEG Audio (\*.mp3)”** and **“Attributes”** should be **“Layer-3, 44100 Hz, 128 kbps mono.”** While these are the optimum file parameters for the Messenger USBi, you may also lower the bit-rate (kbps) to obtain more memory, however the remaining parameters should remain the same.

After you have saved the audio file to the correct format, you are ready to copy & paste or drag & drop your MP3 file(s) to the USB drive.

**If you continue to have a problem with the Messenger USB after following all of the previous steps, please contact technical support at (800) 344-4685.**