

# Business Audio System: Music & Messaging MP3 Player

by Grace Digital Audio



## User Guide

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Model No. GDI-USBM10

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## INTRODUCTION

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The Business Audio System (GDI-USBM10) is an on hold audio system for use with a PBX or a Key Phone system. The system is designed for ease of use by simply plugging the unit into your existing phone system with a single audio cord connection. Play from audio tracks made available on the USB flash drive.

You may use the pre-recorded audio on the USB drive or you may record your own audio tracks on your PC computer using the Grace Music Master Recording Software included with you unit. Once completed and saved to your computer, download the desired recordings to the USB drive for use on your Business Audio System.

**WARNING:** Please carefully read the User Guide for operational & safety instructions now. Keep the User's Guide in a secure place for future reference.

## SAFETY & GENERAL USE INFORMATION

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**ADVISORY:** This product is intended for North American markets. The unit is in compliance with the essential requirements and other relevant provisions of Directive 199/5/EC

**FCC INFORMATION** Pursuant to **Part 15 of the FCC Rules**, this equipment has been tested and found to comply with the limits for a Class B digital device. These limits are designed to produce reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. The unit may malfunction when there is radio interference on the power line/signal line. The unit will revert to normal operation when the interference stops. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment in to an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV/electronics technician for assistance.

**CAUTION:** To comply with the limits, **Federal Communication Commission (FCC)** warns any changes or modification not expressly approved by the party responsible for compliance may void the user's authority to use and/or operate this equipment. Any modification or improper use of the unit may void the limited manufacturer's warranty.

**WARNING:** This product may contain chemicals listed in Proposition 65 [http://www.oehha.ca.gov/prop65/prop65\\_list/Newlist.html](http://www.oehha.ca.gov/prop65/prop65_list/Newlist.html) that may be known to cause cancer, birth defects or other reproductive harm

## INSTALLATION

- **Never install** the unit where the unit may be subject to heat, water, dust, mechanical vibration, mechanical shock, electromagnetic radiation sources including and not limited to:
  - Direct sunlight
  - Air ducts or radiators
  - Environments with dirt or dust
  - Environments with moisture or rain
  - Environments with mechanical vibration or shock
  - Environments with electromagnetic radiation

## OPERATIONAL USE

- **Power** the unit with the power adapter included.
- Do **NOT cover** the unit in any material such as cloth or plastic. IF the unit is covered in this manner the temperature inside the unit and outside the unit may rise substantially. Substantial temperature increase may result in a malfunction, product damage or personal injury
- For **best performance**, the unit should be used in an **ambient temperatures** between 41F (5C) and 95F (35C). Avoid use in temperatures below 41F (5C) or above 95F (35C).
- To **avoid fire** or **shock** hazard, do not expose the unit to any water source including moisture or rain. To prevent electrical shock, do NOT open the cabinet. Refer inspections and servicing to qualified personnel only

## CARE & MAINTENANCE

- **CLEANING**
  - Do NOT use volatile cleaners, chemicals or solvents on this unit.
  - Clean with a soft cloth & wipe lightly
- **RESET & Electrostatic Discharge**
  - In the instance the unit is subject to electrostatic discharge, the unit may malfunction. Should a malfunction occur, reset may be required to address the issue. To reset the unit: turn the power OFF, unplug the unit, allow the unit to sit unplugged for at least 60 seconds, plug-in the unit, turn the power ON again.

## FEATURES

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- **USB FLASH DRIVE & AUDIO CONTENT**
  - 512 MB USB Flash Drive included  
NOTE: unit may be used with alternative standard USB Flash Drives sold separately
  - Play standard MP3 files using the USB Flash Drive connection on the front panel

- USB Flash Drive includes 5 ½ hours of pre-installed audio on 7 music tracks
- Update content on the Flash Drive as desired using your PC
- Insert the USB Flash Drive to a PC and transfer MP3 files to the USB Flash Drive  
NOTE: for use with PC only, not for use with a Mac OS

○ **USB FLASH DRIVE DIGITAL MEMORY**

- USB Flash Drive protects music/message content during power loss
- Following a power loss, the volume settings are saved and the unit returns to playback mode automatically

○ **CD AUDIO QUALITY**

- Unit supports high quality CD audio playback up to 44kHz sampling rate at 192KBPS bit rate

○ **MONITOR SPEAKER & SPEAKER BUTTON**

- Built-in Monitor Speaker allows the user to monitor audio



FRONT PANEL VIEW:

- Monitor Speaker Button allows the user to turn the Speaker ON/OFF as desired
- Volume knob allows the user to increase and decrease the Monitor Speaker volume

○ **TRIGGER SWITCH & AUDIO PLAYBACK**

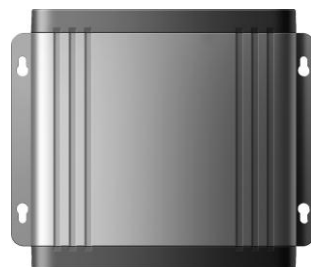
- Use the Trigger Switch to activate audio playback by connecting the switch jack connection with a 2.5mm jack. When the switch is activated playback begins



BACK PANEL VIEW:

○ **RACK & WALL MOUNTS**

- The unit can be installed on a table, rack or wall



TOP PANEL VIEW:

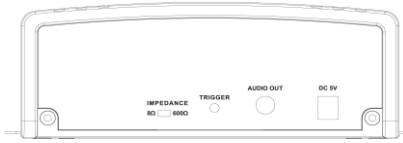
- Use the side rack and wall mounts to secure the unit in place on a rack or hang on a wall, respectively

## SET UP & OPERATION

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### ○ SET UP CONNECTION to a PBX or KEY PHONE SYSTEM

BACK PANEL VIEW:



**STEP 1** Plug Power Adapter into a wall power outlet

**STEP 2** Plug the Power Adapter into the jack marked “DC 5V”

**STEP 3** Plug the Connector Cable to the “AUDIO OUT” Jack

**NOTE:** Most phone systems have an RCA connection on the PBX or Key System unit. Some systems may have a 3.5mm mini connection. RCA-to-RCA & RCA-to-3.5mm mini connector cables are included.

**STEP 4** Plug the other end of the cable into the Phone System’s On-Hold Input Jack.

**NOTE:** IF the jack cannot be located for the system, contact the vendor for the phone system to assist to identify the location on the phone system you are using.

### ○ OPERATION

FRONT PANEL VIEW:



**STEP 1** Insert the USB Flash Drive into the USB connection slot on the front of the unit

**STEP 2** Press the Power Button on the front of the unit to power on the device

**STEP 3** Turn the Volume Control Knob on the front of the unit to set the outgoing volume level to be heard by the caller on hold

**NOTES:**

- Volume Knob controls the built-in Speaker and controls the volume level to the PBX system / KEY phone system
- Continuous playback will begin automatically
- Press the Speaker Button to turn the monitor Speaker ON and monitor the audio output to your system, or turn the monitor Speaker OFF and not monitor the audio

## **FUNCTIONS & CONTROLS**

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### **FRONT PANEL VIEW:**

#### **1. POWER & POWER BUTTON**

Power is provided from the power adapter connection & turned ON/OFF using the Power Button. Turn the unit ON by pressing in the Power Button on the front of the unit. Turn the unit OFF by pressing in the Power Button a second time.

#### **2. USB FLASH DRIVE & USB CONNECTION**

The USB connection on the front of the unit is used with a USB Flash Drive. To use the USB Flash Drive included with this unit simply insert the USB drive into the connection. The recorded audio will play automatically. You may monitor the audio or not monitor the audio using the Volume Knob & Speaker Button as described below.

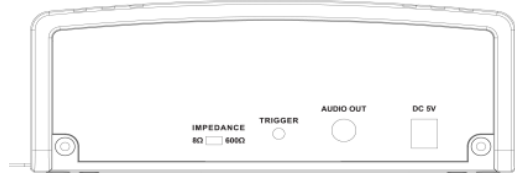
#### **3. VOLUME & VOLUME KNOB**

Turn the Volume Knob clockwise on the front of the unit to increase the output volume and volume to the monitor speaker. The Volume Knob controls the output level to the "AUDIO OUT" jack connection to your PBX / Key phone system.

#### **4. SPEAKER & SPEAKER BUTTON**

The Speaker Button on the front of the unit turns the Monitor Speaker ON and OFF. To listen to the program playing from the USB Flash Drive press the Speaker Button. To turn the Monitor Speaker OFF, press the Speaker Button a second time. The "AUDIO OUT" playback is NOT affected by the Monitor Speaker being ON nor OFF.

## BACK PANEL VIEW:



### 5. AUDIO OUT & RCA JACK CONNECTION

Use the RCA connection on the back of the unit to connect the unit to your PBX or Key phone system. Most PBX and Key systems will be equipped to accept an RCA jack connection. Some systems may require a 3.5mm mini connection.

Cables for both RCA-to-RCA and RCA-to-3.5mm are included with the GDI-USBM10.

### 6. IMPEDANCE SWITCH

The impedance Switch on the back of the unit has selections for 8 ohm and 600 ohm output setting. 8 ohm is the default for most PBX and Key Phone systems. IP based phone systems may require a 600 ohm setting.

### 7. TRIGGER JACK

The 2.5mm Trigger Jack connection on the back of the unit is designed for use with a momentary switch enabled device. When the jack is activated by the momentary switch, audio should start from the beginning of the program.

### 8. POWER ADAPTER CONNECTION

Power to the unit is provided by a wired power connection. Connect the pronged end of the 5V power adapter to a power outlet and connect the other end to the power adapter connection on the back of the unit. Once connected, turn the power ON by pressing the Power Button on the front of the unit.

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## ACCESSORIES in the box

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- **ACCESSORIES** included with the GDI-USBM10:
  - USB 512MB Flash Drive with pre-recorded Music Audio Tracks
  - Grace Music Master Recording Software CD (for use with Windows 7, Vista & XP)  
1 Personalized on-hold greeting with registration
  - Connector Cables:           RCA-to-RCA Cable (mono)  
  RCA-to-3.5mm Mini Cable (mono)
  - Power Adapter  
100/220 VAC-5V DC 700mA
  - User Guide



## CUSTOMER SUPPORT & WARRANTY

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### ○ CUSTOMER SUPPORT

- For Customer support you may contact your dealer, your original place of purchase or Grace Digital Audio at: [www.gracesupport.com](http://www.gracesupport.com)

### ○ WARRANTY

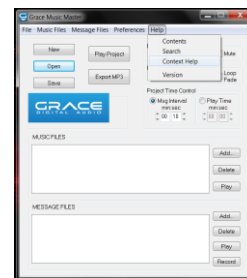
- This unit is guaranteed by a 3 year limited manufacturer's warranty from the date of purchase. This guarantee covers repair or replacement as may be required due to manufacturing defect or failure under normal use. No liability can be accepted for faults arising from accident or misuse.
- Any shipping charges that may be required to send a unit to the manufacturer for any reason are the responsibility of the Customer.
- For issues related to warranty repair and/or exchange you may contact your dealer directly or Grace Digital by email at [www.gracesupport.com](http://www.gracesupport.com)
- NOTE: Terms and Conditions of this warranty and/or any other program may be modified without notice. All terms and conditions outlined at the time of registration shall not be subject to change for Customers participating in the extended warranty program.

## APPENDIX

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### ○ GRACE MUSIC MASTER RECORDING SOFTWARE CD & USE

- Software for use with PC systems Windows 7, Vista, XP (not for use with Mac OS)
- Insert disc to install the Grace Music Master recording software on your computer & the Grace Music Master shortcut icon on your computer's desktop.
- Once installed, to open the software window, click on the Grace Music Master icon shortcut on your desktop.



**Grace Music Master Recording Software Window**

- For instructions how to record your own audio files using the software click on **Help** at the top of the Grace Music Master window. Then click on **Content Help** to access instruction files explaining how to use the features of the software.

○ **FREE PERSONALIZED AUDIO GREETING & REGISTRATION**

- Each GDI-USBM10 purchase is entitled to receive a FREE personalized on-hold audio greeting.
- To receive the FREE personalized on-hold audio greeting, simply register your product with Grace Digital at <http://www.gracedigitalaudio.com/register> Once registered provide the required\* details and we will incorporate your company name into a “Thank you for calling” greeting. Your greeting will be repeated once per minute and played over a bed of quality licensed background music.

NOTE: one personalized greeting per purchase

**EXAMPLE** of a Personalized Greeting:

“Thank you for calling (your company name here), your patience is appreciated. Please remain on the line and we'll return to assist you in just a moment.”

**Required\* DETAILS:**

- \* Company Name: \_\_\_\_\_ Please provide the NAME as you want the message to read. Please provide the PHONETIC PRONUNCIATION
- \* First Name: \_\_\_\_\_
- \* Last Name: \_\_\_\_\_
- \* Address 1: \_\_\_\_\_  
Address 2: \_\_\_\_\_
- \* City: \_\_\_\_\_
- \* State: \_\_\_\_\_
- \* ZIP / Postal Code: \_\_\_\_\_
- \* Phone / Cell Number: \_\_\_\_\_
- \* E-Mail: \_\_\_\_\_  
Website: \_\_\_\_\_
- \* Unit Model Number: \_\_\_\_\_
- \* Unit Serial Number: \_\_\_\_\_

COMMENTS:

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