



DMC4

USER GUIDE



**For Technical Assistance
Please Phone: (07) 5596 5128**



PRODUCT DESCRIPTION

DMC4 is a High Quality MP3 based Digital Message Player designed specifically for Message On Hold applications.

The heart of unit is a professional quality MP3 engine, which is controlled by a powerful microprocessor in order to provide exceptional message output quality.

DMC4 is designed to play MP3 files contained on an MMC or SD Flash Card, from the moment it is inserted. It will **START PLAYING** your Message as soon as **POWER** is connected to it or an SD Flash Card with an MP3 file is inserted.

When it reaches the end of the MP3 based message, it will immediately **RESTART** at the beginning of the file, or if there are **OTHER MP3** files loaded onto the card, it will **START** playing the **NEXT MESSAGE**, followed sequentially by all other messages loaded onto the card. It will continue with this cycle until **POWER** is removed or the SD Flash Card is removed.

DMC4 is designed to be left **ON** at all times. Power consumption is minimal (approx \$6 per year) and there are no moving parts that will wear with use.

DMC4 is supplied with a **TWO YEAR FACTORY WARRANTY**.

MESSAGE CHANGE SWITCH OPTION

DMC4 can be fitted with an **OPTIONAL** Message Change Switch, which will allow the user to change the message, saved on the SD Flash card, which **DMC4** will play.

Multiple Messages (up to 250) can be loaded onto the SD Flash Card used with **DMC4**



Message Change Switch

On Power Up, only Message 1 will play. Message 2 can be selected by a single switch press. A further press of the switch will select the next Message to play, or if there are no other messages, Message 1 will again play.

SD Flash Card



DMC4 can operate with ALL MultiMedia (MMC) or Secure Digital (SD) Flash Cards, up to 16GB in capacity.

These flash cards are completely non volatile, which means that your message is not lost in transport or when power is lost.

The Flash Card can be overwritten many times, without any deterioration in quality.

Our loading design allows the Flash card to be changed in seconds and you do not even need to power the device down before doing this.

DMC4 is supplied with a 2GB SD Flash card, which provides for up to 2000 minutes of message at CD quality (128kbps).



ge Change Switch

MANUAL MESSAGE UPDATE

(via Flash Card)



DMC4 is fitted with a 'Hot Swappable' Flash card socket, which provides for quick and easy Flash Card replacement.

This means that a new message can be prepared for you by a Professional Message Production company and mailed to you at any time.

A list of recommended Message Production companies can be provided on request.

Replacing your message is simply a matter of removing the old Flash Card with your fingers and replacing it with the new Flash Card.

There is no need to disconnect the power.

Your old Flash Card can then be mailed back to your Message Production Company, in the transport case provided.

MESSAGE UPDATE

(via Email to Flash Card)

Due to the wide use of Flash Cards with Digital Cameras, Printers and other devices, many users will now be familiar with receiving files by email and then saving files to a Flash Card.

This makes for a very quick and efficient means of sending Message Updates to **DMC4** users.

MP3 message updates are sent as an attachment to a normal email and then saved to the SD Flash Card. The original message should be deleted.

In order to utilise this method, customers will need to have an SD Flash card drive on their PC or Laptop. If a suitable built in drive is not available, the customer can use an inexpensive external MMC/SD programmer that is simply plugged into any USB port.

An inexpensive good quality external USB - SD Flash Card programmer is available from National Communications.



PROCEDURE

- 1) Remove the SD Flash Card from your **DMC1** device and insert it into the USB programmer.
- 2) You should locate the Flash Card drive using Windows Explorer and then **DELETE** the original MP3 file.
- 3) You should right click the attachment and **SAVE** this file to the USB programmer.
- 4) Insert your refreshed SD card into your DMC device. The new message will start playing a short time later.

INSTALLATION

Where an existing RADIO, CD or TAPE player is being replaced with a DMC FLASH

Existing on Hold users can install this unit themselves by simply plugging DMC in place of the existing Audio source.

Where a Radio or Message On Hold facility has not been used previously, technical installation will be required (see page 7).

The contact details of a suitable Installation Technician in your area can be provided.

Where an existing RADIO, CD or TAPE player is being replaced with DMC4

1. Unplug POWER to the existing audio device.
2. DISCONNECT the AUDIO OUTPUT cord from the existing audio device. This cord connects from the AUX or HEADPHONE outlet from your existing device through to a Line Isolation Transformer (LIU) which is connected to your telephone system.
3. CONNECT this AUDIO OUTPUT cord to the AUDIO OUTPUT port of your DMC device. This cord connects to a Line Isolation Transformer (LIU) which is connected to your telephone system.
4. CONNECT the supplied POWER ADAPTOR to your DMC Device, and switch your power ON.
5. Call your telephone line and have someone place your call ON HOLD.

Adjust the OUTPUT VOLUME from your DMC device, using the VOLUME ADJUST knob located on the bottom of your unit, until the ON HOLD volume is set to your desired level.

INSTALLATION cont.

New Installation where an On Hold facility has not been used previously

Your **DMC4** device must be connected to your Telephone System through a suitable AUSTEL/ACMA approved LINE ISOLATION UNIT (LIU).

An inexpensive and High Quality LIU is available from National Communications.

Use of an LIU is an AUSTEL/ACMA safety requirement.

If your Telephone System is fitted with a suitable MUSIC or MESSAGE interface, then you should connect the Male Telephone Plug of your LIU to this interface and connect the Audio Plug of your LIU to the Audio Output port of your DMC device.

Then :

1. CONNECT the supplied POWER ADAPTOR to your DMC device, and switch your power ON.
2. Call your telephone line and have someone place your call ON HOLD.

Adjust the VOLUME of your ON HOLD Message to suit, by using the VOLUME ADJUST knob located on the underside of **DMC4**.

Please Note : Your Telephone System may need to be programmed to advise it that a MESSAGE on HOLD facility has been fitted to it.

If your Telephone System is NOT fitted with a suitable MUSIC or MESSAGE interface, then you should contact a Telephone Technician for assistance.

The contact details of a suitable technician are available by contacting National Communications (07) 55965128.

SPECIFICATIONS

Dimensions (all in mm)	:	106 (W) x 106 (D) x 43 (H)
Weight	:	200g
Power Supply	:	240VAC to 9VAC/500mA
Flash Card	:	MMC, SD or SD-HC
Audio Input	:	MP3 files 32-256 kbps
Audio Output	:	DMC - 1W @ 8 ohms
	:	Mono only
ACMA Supplier Number	:	N 782

WARRANTY

This device is guaranteed against defects from workmanship for a period of two years (24 months) from the date of purchase.

In the event of failure, you should return the product, along with proof of purchase date, and a written statement about the nature of the problem.

The obligation is solely to repair or replace the product. The warrantor is not liable for any incidental or consequential damages due to such defects.

This Warranty shall not apply to any unit which has been subject to alteration, modification, abuse, negligence, accident, external voltage/ lightning surge or used in any manner contrary to these instructions.

The user is responsible for freight costs to the repair point. The warrantor will be responsible for freight costs in returning this unit back to the user.

Damage caused to this device or attached equipment, by lightning strikes or over voltage surge is not covered under this warranty.

**CASE SEALED AT FACTORY
OPENING THE CASE VOIDS THE WARRANTY**