

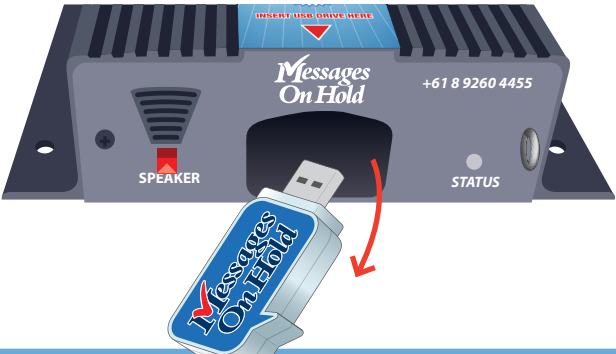
# Loading New Audio

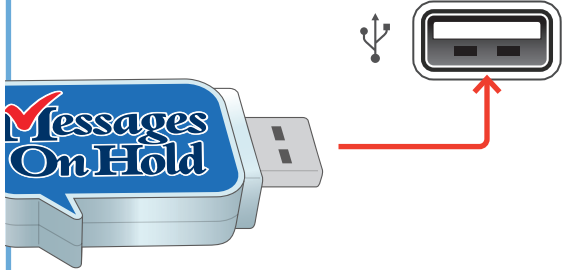
## HOW TO UPDATE YOUR USB DRIVE


GET IN TOUCH VIA [LIVE CHAT](#).

It couldn't be easier to load new audio to your Messages On Hold USB Unit. Here's how it's done!

- 1.** Remove the USB thumbdrive from the unit.  
The unit may remain on.



- 2.** Insert the USB thumbdrive into a USB port on your computer.


- 3.** Erase any existing audio files on the thumbdrive (if applicable).
- 4.** Copy and paste your new audio MP3 files to the thumbdrive.  
*Note: the unit will not play folders or zip files. Only load MP3 files.*
- 5.** Safely remove the thumbdrive from your computer then insert the thumbdrive into the USB Unit.  
*See below for full instructions.*
- 6.** Your On Hold will now be playing to waiting callers. To ensure the volume is at an acceptable level level, call your business number and place yourself On Hold. The volume can be adjusted by turning the knob on the rear of the unit clockwise or counter-clockwise to decrease volume. For troubleshooting please contact us on 1800 637 724.



### How to safely remove your USB Thumbdrive

- 1.** Right click on the "Safely Remove Hardware" icon in the system tray.


- 2.** Click on "Safely Remove Hardware".
- 3.** Select "USB Mass Storage Device" then click "Stop".
- 4.** A window will open in the bottom right hand corner of the screen to confirm that you can safely remove your thumbdrive.
- 5.** Remember to return the thumbdrive to your unit and check the volume (see step 6).

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Online telephone training [canity.com](http://canity.com)