SPECIFICATIONS

Dimensions	:	95 x 89 x 32 mm
Weight	:	140g
Power Supply	:	240VAC to 9VAC/500mA
Audio Output	:	8W @ 8 ohms
Audio Input	:	MP3 files 32-128 kbps
	:	Stereo or Mono
Internal Modem option	:	ACA & NZ PTC Compliant
	:	Supplier Number N 782

WARRANTY

Your DIGITAL MESSAGE CENTRE is warranted against defects from parts or workmanship for a period of two years (24 months) from 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 for repair or replacement.

The Warranty extends only to the original purchaser and is not transferable.

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. Warrantor will be responsible for freighting the replacement unit back to the user. This Warranty gives you specific legal rights and you may also have other rights which may vary from state to state. 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. Damage caused to the Digital Message Centre or attached equipment, by lightning strikes or over voltage surge is not covered under the terms and conditions of your warranty.

CASE SEALED AT FACTORY
OPENING THE CASE VOIDS THE WARRANTY

NATIONAL COMMUNICATIONS

DMC-PRO
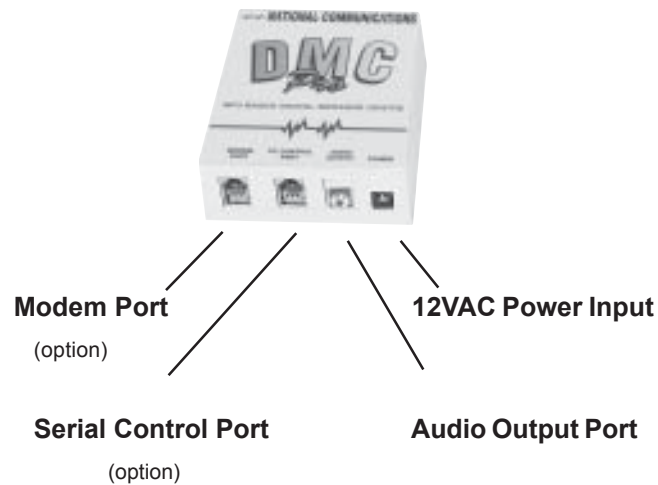# DIGITAL MESSAGE CENTRE

USER GUIDE

Contains important information which is required for full and correct operation

For Technical Assistance, Please Phone:
QLD HEAD OFFICE (07) 5596 5128

Manufactured in Australia by
National Communications (Aust.) Pty Ltd.

PO Box 3037, Nerang Mail Centre, Qld 4211
ABN 57 011 071 873

DMC-PRO
DIGITAL MESSAGE CENTRE

Modem Port

(option)

12VAC Power Input

Serial Control Port

(option)

Audio Output Port

MMC Multi-Media Flash Card

INSTALLATION cont.

USB PROGRAMER OPTION

The USB programmer option can be connected to any USB port located on your PC. If you are using Windows XP, you will not need to load a driver. Your PC will immediately recognize the USB programmer and provide it with a new drive letter. This will allow you to transfer MP3 files direct to the MMC Flash card by using Windows Explorer or by using the supplied DMC-PRO menu driven control software. If you are using Windows 95, 98, ME or 2000, then you should load the supplied driver. Separate installation instructions are provided with this option.

SERIAL PORT OPTION

The Serial Port option is supplied with a cable fitted with a 9 pin D Type connector (for connecting to your PC serial port) and an RJ 4 pin connector (for connecting to the PC CONTROL port of your DMC-PRO). To enable this option, you need only connect this cable to your PC and DMC-PRO and then load the accompanying supplied software onto your PC. This software will automatically detect the communications port number to which you have connected the DMC-PRO (ie com 1 to 4). Once entered, it will save this information and then allow you to transfer Message updates to the DMC-PRO via the supplied DMC-PRO menu driven control software.
Full details are provided within the separate User Guide which is supplied with this option.

INTERNAL MODEM OPTION

The Internal Modem option is supplied with a standard telephone line cord, which you should use when fitting the unit to your required telephone line. It can be fitted to any ordinary telephone line which can be dedicated or shared with other telephone equipment. You can also fit this unit to a direct indial line of a PABX (must be a 2 wire PABX) if available. If you intend to use a shared line, then we recommend that you use one of the sharing methods described on page 5. Once installed, you can use the supplied DMC-PRO menu driven control software to dial the telephone line directly and update your MP3 message file. Full details are provided within the separate User Guide which is supplied with this option.

INSTALLATION

Where an existing RADIO, CD or TAPE player IS being replaced

1.   Unplug POWER to the existing audio device.

2.   DISCONNECT the AUDIO OUPUT 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 OUPUT cord to the AUDIO OUTPUT port of your DMC-PRO 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-PRO 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-PRO device, using the VOLUME ADJUST knob located on the bottom of your unit, until the ON HOLD volume is set to your desired level.

Where an existing RADIO, CD or TAPE player IS NOT being replaced

Your DMC-PRO device must be connected to your Telephone System through a suitable AUSTEL/ACA approved LINE ISOLATION UNIT (LIU). Use of an LIU is an AUSTEL/ACA safety requirement. If your Telephone System is fitted with a suitable MUSIC or MESSAGE interface, then you should connect the Telstra Telephone Plug of your LIU to this interface and connect the Audio Plug of your LIU to the Audio Output port of your DMC-PRO. Now follow instructions 4. to 5. above. 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.

DESCRIPTION

DMC-PRO is our very latest Digital Message Player, and has been designed to incorporate many of the latest "state of the art" technologies that are available today. The heart of the DMC-PRO device is a professional quality MP3 engine, which is controlled by a powerful microprocessor in order to provide exceptional message output quality. This has been combined with a high quality 8 watt amplifier, in order to provide the high audio output power necessary to operate with any telephone system. It has also been designed to provide you with an unmatched range of automatic message update options (see pp 4-5).

DMC-PRO is designed to be left ON at all times. It will START PLAYING your message as soon as POWER is connected to it or the MMC Flash Card is inserted. Then when it reaches the end of your message, it will immediately RESTART at the beginning, and continue with this cycle until POWER is removed or the MMC Flash Card is removed. Power consumption is minimal and there are no moving parts that will wear with use. Existing on Hold users can install this unit themselves by simply plugging DMC-PRO 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. The contact details of a suitable Installation Technician in your area can be provided.

MULTIMEDIA FLASH CARDS (MMC CARDS)

DMC-PRO uses specially formatted MultiMedia (MMC) Flash Cards to store its MP3 based message. These latest technology flash cards are completely non volatile, which means that your message is not lost in transport or when power is lost. The MMC Flash Card can be overwritten indefinitely, without any deterioration in quality. Our unique loading design allows the MMC cards to be changed in seconds and you do not even need to power the device down before doing this. No other system provides such quick and easy message change. Each unit is supplied with a 64MB MMC card, which provides for up to 128 minutes of message at CD quality (128kbps).

IMPORTANT NOTE - All MMC cards used with DMC-PRO must be specially formatted and they require a special file (init.txt) to be written to the MMC card. All MMC cards supplied by National Communications have this file loaded on the card as a "hidden file". In order to see this file with Windows Explorer, you should set it to 'display hidden files'.

MESSAGE UPDATE OPTIONS

MANUAL MESSAGE UPDATE (via MMC Flash Card)

Our DMC-PRO device is fitted with a UNIQUE 'Hot Swappable' MMC card socket, which provides for quick and easy MMC 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 MMC Flash Card with your fingers and replacing it with the new MMC Flash Card. There is no need to disconnect the power. Your old MMC Flash Card can then be mailed back to your Message Production Company, in the provided transport case.

EMAIL MESSAGE UPDATE (via Serial Port option)

DMC-PRO can be supplied fitted with an inexpensive internal Serial Port option. This option will allow you to receive MP3 message updates from your Message Production company by normal email. To use this facility, your DMC-PRO should be connected to a spare serial port of an Internet enabled computer, using the supplied serial cable. A small transparent program is provided for installation onto your Internet enabled computer. Once installed, MP3 message updates are sent as an attachment to a normal email. To commence installation, you need only 'double click' the attachment. The previously installed program will then recognize the incoming file, set the DMC-PRO to message update mode and then commence transfer. Once transfer is complete, DMC-PRO will automatically start playing the new message. Order Code-DMCPRO/S

EMAIL MESSAGE UPDATE (via USB programmer option)

DMC-PRO can be supplied with an inexpensive external USB programmer option. This option will allow you to receive MP3 message updates from your Message Production company by normal email. To use this facility, your USB programmer should be fitted to a spare USB port fitted to your computer. If you are using Windows XP or later, you will not need to load a driver. If you are using Windows 95,98, ME or 2000, then you should load the supplied driver. A small transparent program is also provided for installation on to your computer. Once installed, MP3 message updates are sent as an attachment to a normal email. To commence installation, you need only remove the MMC Flash Card from your DMC-PRO and insert it into the USB programmer. You should then 'double click' the attachment. The previously installed program will then recognize the incoming file, and then commence transfer of the new file to your MMC Flash Card. This process will take less than 1 minute. Once transfer is complete, you should remove the MMC Flash Card from your USB programmer and insert it back into your DMC-PRO. The new message will then start playing automatically. Order Code - MMCP.

DIRECT MODEM INDIAL MESSAGE UPDATE (via Internal Modem option)

DMC-PRO can be supplied fitted with an internal High Speed Modem option. This option will allow your Message Production company to transfer MP3 message updates direct to your DMC-PRO without any involvement by you. This method is the ultimate in Message Update automation. The DMC-PRO's High Speed Modem and proprietry transmission software will allow message updates to take place at the rate of approximately 1 minute transfer time for each 1 minute of message (at 32kbps) or approximately 2 minute transfer time for each 1 minute of message (at 64kbps). To use this method, your unit should be fitted to an ordinary telephone line which can be dedicated or shared with other telephone equipment. You can also fit this unit to a direct indial line of a PABX (must be a 2 wire PABX) if available. If you intend to use a shared line, then we recommend one of the following sharing methods :

1) Fit your DMC-PRO/M unit to your EFTPOS line. As your EFTPOS unit only makes outgoing calls (it does not answer incoming calls), the DMC-PRO/M can receive incoming Message Update calls. It is recommended that your Message Update calls take place outside of normal working hours in order to prevent possibility of interference to or from your EFTPOS service. If your EFTPOS device has an additional telephone socket fitted to it, we recommended that DMCPRO/M be fitted at this point.

2) Fit your DMC-PRO/M unit to your Dial Up INTERNET line. As your Dial Up INTERNET modem only makes outgoing calls (it does not answer incoming calls), the DMC-PRO/M can receive incoming Message Update calls. It is recommended that your Message Update calls take place outside of normal working hours in order to prevent possibility of interference to or from your Dial Up INTERNET service.

3) Use the Telstra FaxStream Duet service. This service, available at a cost of $5.00 per month plus GST will allow you to have a second telephone number allocated to your existing fax line. DMCPRO/M will automatically recognize when the second telephone number is dialled and answer the call. It will ignore calls made to the main telephone number.

TIME PROGRAMMED MESSAGE CHANGE (via Internal RTC option)

DMC-PRO can be supplied fitted with a Real Time Clock facility which will allow you to have programmed automatic Message Updates based on any time or date. As the MMC Flash card provides for up to 128 minutes of message time, you can load multiple messages onto the same card and program the DMCPRO/T to automatically change your messages for you. This means that you can have different messages for different times of the day, for different days of the week, or different weeks of the year. A Battery backup facility is included to hold your settings in the event of a power failure. Order Code - DMCPRO/T.