



Helpful Tips

How to Load a Configuration Disc

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Configuration disc is typically used to change various network configuration information on the C400 music player's hard drive.

Single C400 Location:

- Remove the configuration disc from the shipping envelope
- Press the Eject button (G) on the front of the C400 Unit
- Insert the disc into the player and close the CD-Rom tray by pushing the Eject button (G)
- When the disc is completely loaded, the CD-Rom drive will automatically eject
- Remove the disc and discard

Multiple C400 Location:

When there are multiple C400 music players within a single location, it is necessary to ensure that player specific disc is inserted in the correct C400 unit. Each disc will have a unique "Device ID #" near the bottom of the disc. This same Device ID can be found on the player by following these steps:

- Press the "Enter" (D) button
- Scroll down to "Diagnostics" with the arrow key
- Press the "Enter" (D) button
- Device ID is the top entry on the screen
- The number here has to match the "Device ID#" on the disc

To load the disc:

- Press the Eject button (G) on the front of the C400 Unit
- Insert the disc into the player and close the CD-Rom tray by pushing the Eject button (G)
- When the disc is completely loaded, the CD-Rom drive will automatically eject
- Remove the disc and discard

If any questions arise during this process, please contact Customer Service. The Customer Service phone number can be found by following these steps:

- Press the "Enter" (D) button to open the Main Menu
- Scroll down using the arrow button to Help, press enter
- Scroll down until you see your Customer Service Number

**Note- if the Device ID on the player does not match the Device ID on disc, and there is only a single player at location, please insert and load disc. If there are multiple players at location, contact Customer Service so that they can assist in determining which disc should be used for player @ 888-567-7529.

