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MAIN SCREEN

This is the main screen of the program. As you can see, the interface has been designed to emulate the "look and feel" of an office telephone. The diagram shown above illustrates that all of the main functions and features of this program are accessible from the main screen.

For your convenience, all of these functions are also accessible through the familiar Windows drop-down menu system. There are also a few extra functions offered exclusively through the menus.

This program is highly customizable --with many useful features.

Read on for a brief overview and tutorial to help you get started using the program.

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STARTING UP

Make sure that the WAVE AUDIO and MIDI drivers for your computer's sound system are already installed into the Windows Operating System. (In other words, does your computer already make music and talk?) If not, you may need to install the support software for your soundcard (e.g., Creative Labs, Yamaha, Turtle Beach, etc.) into the "Windows Control Panel | Multimedia | Drivers" section before using this program. See next page for details.

THE FIRST TIME THAT YOU RUN THIS SOFTWARE the program will attempt to automatically detect and configure your computer's Sound and MIDI setup. The program will use your system's default Wave Output Device (i.e. from the Windows Control Panel | Multimedia |Audio Playback Output Device Settings) for outputting digital audio, and use the default MIDI Output device from your system's list of installed MIDI Output Devices (e.g., Windows Multimedia MIDI Settings.)

Since there are normally a number of MIDI Output Devices installed in a typical Windows Multimedia System, you may wish to change the automatic MIDI Output Device setting. Simply choose the program's "File | MIDI Settings" menu item, and click on the MIDI DRIVERS TAB, shown here:
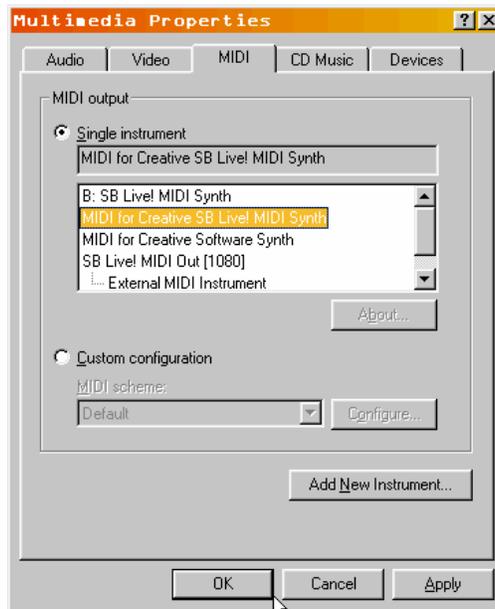
TUTORIAL: USING THE PROGRAM

This tutorial assumes that you've already installed the program and that the soundcard output drivers are installed into the Windows Multimedia Panel .

Hold-ON is very easy to use. To begin, you can simply press the START button located on the lower-right part of the "virtual telephone." This will cause the program to operate in it's default mode, which means that all SAMPLE message announcements and MIDI music will play (in all genres), and the program will randomly choose which music and messages to use.

To get a quick idea of how the program works, press the START button now and give it a listen. When the program is active the START button transforms into a STOP button, and the word PLAYING is displayed on the bottom-left portion of the "virtual phone" (below the receiver). When you're ready to go on press the STOP button

Now that you've heard how Hold-ON sounds, perhaps you'd like to customize the program by selecting specific music categories that you'd like to hear. For example, you may like to have your listeners hear only classical music, or jazz and pop, or any combination for the six music categories offered. When December rolls around, you may want to select the "custom" category, which puts your listeners into the appropriate celebratory mood.

Select the music categories you would like to hear by mouse-clicking in the appropriate box as seen in the side panel illustration. Here, we have all the categories selected.

To select individual songs for immediate playback, we can choose from the drop-down list of songs that is comprised of all the music categories that are check-box enabled from the previous step. This song-picker listbox (located at the bottom-middle of the screen) also displays the "currently playing" song. In this example, ethn03.mid is playing.

If you would like the program to play only music selections, deselect (disable) the USE MESSAGES checkbox located in the top-left portion of the screen.
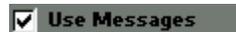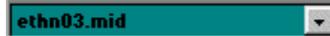

You can also use the PLAY MUSIC button to put the program into music-only playback mode.

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Press the START button to have the program play your selections.

Music Categories Selector

The "current song playing" and "song picker" listbox.

Press START button again to effect changes and begin or resume playback.

SELECTING MESSAGES

Now that you've heard how great the music sounds, perhaps you'd like to customize the program even further by selecting specific message announcements that you'd like to hear.

For example, you may wish to have your listeners hear news or sales events specific to your business. Or, you may wish to simply use only a few of the great-sounding sample messages that you get with the program.

To "preview" a message (without putting the program into full-playback mode), simply click on any message located in the message playlist (shown below).
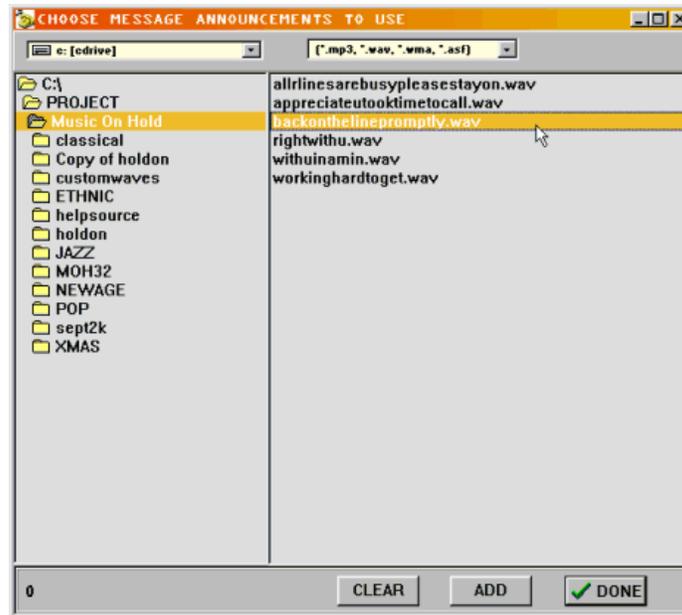

To remove a message simply highlight the undesirable message and double-click on the message name.

To select individual message, first press the GET MSG button.

Then you'll see the familiar Explorer-type dialog (as shown here).

Files are automatically filtered to only show valid message filetypes (e.g., *.wav, wma, mp3).

You can choose valid message files from anywhere on your computer system: CD-ROM drive, Network Drive, Local Hardrive, etc.

ADD

To add a message simply double-click on the name of the message file you wish to use with the program, or highlight the file and press the ADD button.

CLEAR

To clear all messages and start your list over, press the CLEAR button.

<Repeat this procedure as often as necessary in order to have a complete custom message playlist.>

✓ DONE

Press the DONE button when you are ready to return to the main screen.

Press the START button to have the program play using your selections.

● START

☑ Use Messages

NOTE: Make sure the USE MESSAGES checkbox is enabled so that message announcements will be used.

Get Music

 If you wish to make/use custom music files (e.g., MP3s, WMAs, etc.), follow the same procedure as above, starting with the GET MUSIC button.

RECORDING MESSAGES

In order to have your listeners hear news or sales events specific to your business, you must first record your message announcement. Note: there are many 3rd party recording studios that are equipped to provide you with a computer wavefile, if desired.

As mentioned, announcements can be made up of any wave (digital) audio files accessible to your computer. You can use professionally prerecorded messages or you can create and use your own.

Note: you will require a microphone connected to the LINE-IN on your computer's soundcard in order to record your own messages.

You can use any digital audio recording software you wish to record your message Multimedia Computer Systems or Sound Cards.

You can also use the built-in Windows recorder by pressing the MICROPHONE button, as shown here:

This button will launch the following recorder:

Press the RECORD button (shown above) and speak into your microphone to record a new message. Press the STOP button when finished and choose FILE | SAVE AS... to save your recording with a unique name. (The default name is newmess.wav.)

When you are finished with the recorder, choose FILE | CLOSE to close the recorder program.

Get Msg

To bring your freshly recorded message into the program, press the GET MSG button and select the file you just recorded. See the previous steps for additional details on selecting message files.

Press the START button to have the program play using your selections.

Hold-ON automatically mixes your sound and messages so that they will sound good together. It does this by lowering the music volume during message playback –then raising it again when the announcement is finished.

MIXING THE MUSIC AND ANNOUNCEMENTS

The following controls are useful features for customizing this mixing operation:
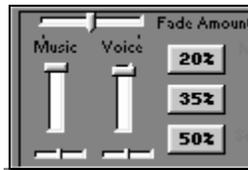
The FADE AMOUNT slider controls how much the Music will fade when a message is being played.

The MUSIC slider controls the current volume of the Music playback channel.

The VOICE slider controls the current volume of the Voice/Wave playback channel.

THE 20%, 35%, and 50% buttons are preset FADE, MUSIC, and VOICE levels.

Hold-ON relies on your computer's sound card for many operations. As such, it's important to ensure that you are familiar with the various settings required to operate your soundcard. Most of these settings are accessed though the Windows "winmixer". This control panel offers settings such as volumes, recording levels, etc., and is easily accessed through the program by pressing the F5 hotkey.

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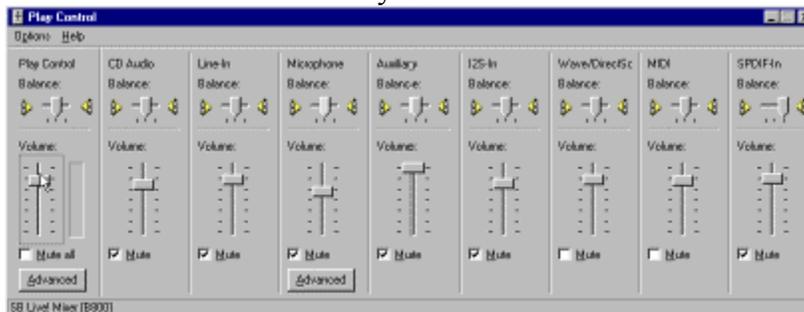
In this mixer panel, make sure that the PLAY CONTROL, WAVE channel, and the MIDI channel are not muted, and that the overall volumes are set to a moderately high level (e.g., 8 or 9.)

USING AN EXTERNAL SOUND SOURCE FOR MUSIC
 (e.g., CD-PLAYER ,SATELLITE, ETC.)

You may wish to use your computer's CD-ROM drive as an Audio input source. In this case, select the PLAY | USE CD-AUDIO/EXTERNAL MUSIC menu option. This will allow you to use the CD-PLAYER as an alternate music source for use with the program.
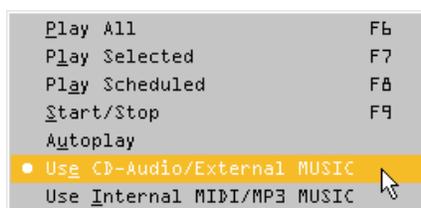
Then select your SoundCard's CD-AUDIO input channel from the drop-down listbox as seen here.

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● START

At this point you can simply pop in your favorite CD and press the PLAY button. The CD-Player will be automatically launched and started.

Or, you can manually launch the Audio-CD Player, customize the player's settings, and start the AUDIO-CD playback.

🌐 PLAY CD

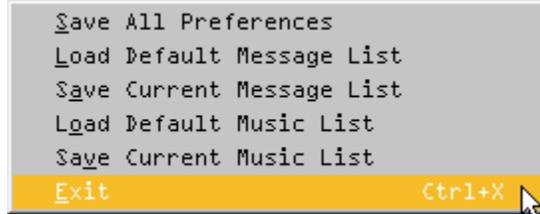Launches the default Windows CD-AUDIO player.

Press the PLAY button (as shown above) to start the CD-AUDIO playback. If you have more than one CD-ROM drive you may need to specify the drive letter of the CD-ROM that contains the AUDIO-CD (i.e. Drive 'F' in the illustration above).

If you need additional instructions on running the Windows CD-PLAYER select the HELP Menu from within the program.

We hope that this brief overview helps to get you up and running with Hold-ON quickly and easily.

Menus and Commands

FILE MENU

```
Save All Preferences
Load Default Message List
Save Current Message List
Load Default Music List
Save Current Music List
Exit                        Ctrl+X
```

The File Menu offers five file-handling commands:

Save All Preferences saves all of the program's current settings so that the next time you run the program it will restore your current configurations/settings.

Load Default Message List loads the file MESSLIST.TXT, which holds the list of filenames corresponding to your message announcements. These filenames also appear in turquoise the **Message Playlist** area of the main screen.

Save Message List saves the current names that appear in the turquoise **Message Playlist** area of the main screen to a file called MESSLIST.TXT. This file corresponding to your message announcements and can be reloaded by the preceding **Load Message List** command.

Load Default Music List loads the file USERLIST.TXT, which holds the list of filenames corresponding to your message announcements. These names also appear in turquoise the **Message Playlist** area of the main screen.

Save Current Music List saves the current names that appear in the turquoise **Music Playlist** area of the main screen to a file called USERLIST.TXT. This file corresponding to your message announcements and can be reloaded by the preceding **Load Default Music List** command.

EDIT MENU

The Edit Menu offers the following features:

The **MIDI Control Panel Settings** command launches the Windows Multimedia Properties panel, which allows you to select from all the different MIDI sound sources offered by your computer.

The **Windows MixerVolume Control** launches your soundcard's Windows Mixer program, where you can make global adjustments to your computers sound system.

The **Current Default Message List** command launches the Windows Notepad program and automatically loads the current MESSLIST.TXT file, which allows you to make edits to the message playlist.

The **Song (category) Lists** command launches the Windows Notepad program and automatically loads a given playlist file (as selected by choosing from the categories listed in the Song List Sub-menu), which allows you to make edits to the song playlist for that music category.

PLAY MENU
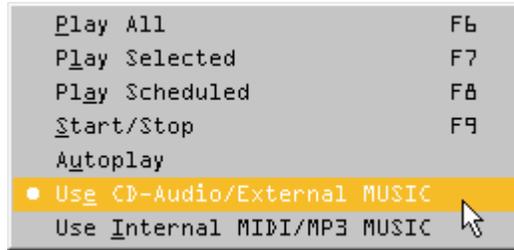
The Play Menu duplicates the various play buttons located in the lower-right area of the main screen:

The **Play All** command plays music only (no messages). Music is selected from all music categories and their associated lists.

The **Play Selected** feature plays only the music that is selected (checkbox enabled) in the Song Category region of the main screen (i.e. the center).

The **Play Scheduled** function is disabled in this version of Hold On.

The **Start/Stop** menu item starts the music-with-messaging playback. Once started, the program will play continuously --until the Start/Stop menu item (or corresponding button) is revisited.

The **Autoplay** menu item, when enabled, allows the program to start automatically –as soon as the program is launched. This is useful if the computer is rebooted.

The **Use CD-Audio/External MUSIC** menu item allows you to use an external sound source for music (e.g., line-in, CD-Audio, etc.). Use this feature in conjunction with the **Input Source** select dropdown list (see below).

The **Use Internal/MP3 MUSIC** menu item allows you to use the internal sound source for music (e.g., MIDI, MP3, WMA, etc.). Use this feature in conjunction with the music category/custom playlist and the USE MEDIAPLAYER MUSIC checkbox.


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HELP MENU

The Help Menu consists of two items:

The **Index** command launches the on-line help system from within the program. The Help Index screen contains a table of contents from which you can get information on specific help topics while using the program.

The **About/Register** menu item launches the program's About Box, where you will find contact information for CD-Mediaworks, as well as any additional program information such as version number, etc. A special link in the About Box title will launch your computer's default web-browser and take you directly to the registration section of the CD-Mediaworks website.

THE RIGHT-CLICK POPUP MENU
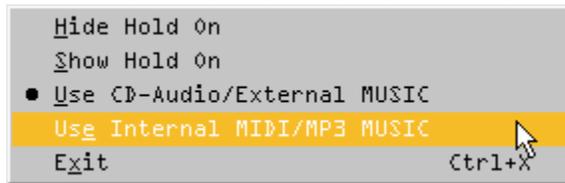
The Right-Click popup menu can be accessed by right-mouse clicking anywhere on the program's main screen. This handy menu gives you quick access to some of the most common functions, without having to find them in the various menus or on-screen buttons.

The following functions are offered by the right-click popup menu:

Hide Hold On hides the program's main screen while the program continues to work in the background. The program can then be accessed (e.g., right-clicked) from a small ICON on the Windows Task Bar.

**Show Hold On** restores the program's main screen to its default size.

Use CD-Audio/External MUSIC selects your computer's CD-ROM drive as the music input source. (Requires Audio CD in CD-ROM drive.)

The **Use Internal MIDI/MP3** selection instructs the program to use digital audio songs residing on your computer's hardrive, Network Drive, etc. The song filenames are stored and played back based on the settings found in the various music category lists (e.g., jazz.msl, pop.msl, etc.)
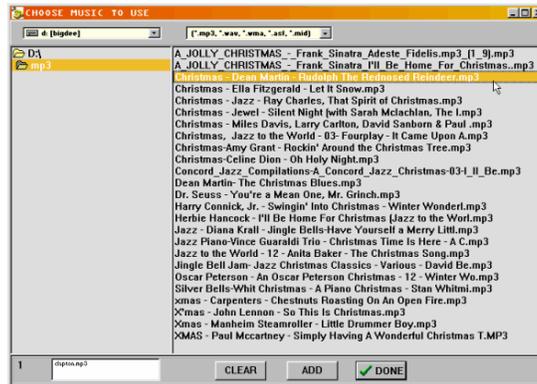
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DIALOGS LAUNCHED FROM THE MAIN SCREEN

There are several functions offered in dialogs which can be launched from the program's main screen. They are (from top to bottom):

GET MSG DIALOG
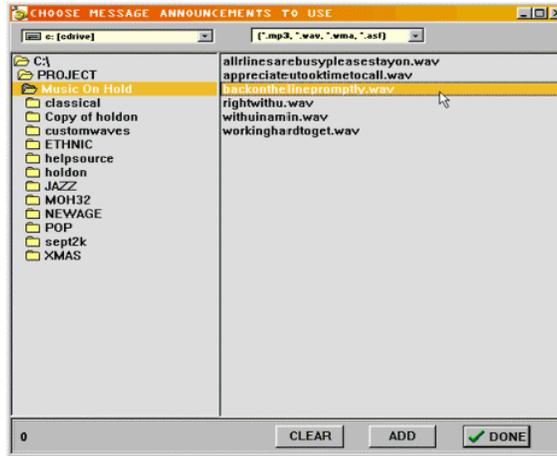
This is the dialog used to select various messages to play back with Hold-ON. Press the **GET MSG** button to access this dialog.

GET MUSIC DIALOG

This is the dialog used to select various music files to play back with Hold-ON. Press **the GET MUSIC** button to access this dialog.

Troubleshooting

The following topics cover some of the most common technical problems that can occur when running this (or any) program and some helpful solutions.
Lockups/Crashes/Incompatibilities, etc.

Most problems will occur when Windows is under "stress" of some kind. This means that Windows spends most of its time on memory management or hard disk file operations.

If you are having reoccurring problems, ensure that :

Available RAM is at least 16,000K. This program requires a machine with at least 16MB of *available* memory to run. Check the amount of memory that's available before running the program by looking at the Control Panel | System | Performance Box (Windows 95/98). If you have an 16MB machine, there should be at least 8,000 K free before you run the program.
To Free Up Memory

1.) Disable any screen savers, wallpaper, or other programs before running the program.

2.) Reduce the number of Colors displayed by your Windows System (i.e. 256 colors instead of 16-bit or 24-bit color.)

3.) Try disabling any 3rd party memory management utilities and programs (i.e. QEMM, RAMDOUBLER, XEROX COLOR MATCH, etc.)

Hardrive Care And Maintenance

SCANDISK is a small utility program that tests your hardrive(s) for errors, and 'locks out' any problem areas it encounters so that programs do not try to write to them.
Windows 95/98 users can run the SCANDISK program from the START | PROGRAMS | ACCESSORIES | SYSTEM TOOLS menu. Follow the on-screen instructions provided.

DEFRAG is a small utility program that tests your hardrive(s) for data fragmentation (i.e. non-contiguous blocks of data), and rearranges the data on your hardrive so that programs (and program data) are stored in an efficient manner.
Windows 95/98 users should run the DEFRAG program from the START | PROGRAMS | ACCESSORIES | SYSTEM TOOLS menu.

WAVE Sound Audio is Choppy

If you are experiencing choppy playback, check the following:
1. If you are playing music files directly from the CD-ROM and are experiencing choppy playback, your CD-ROM may not be fast enough to read the digital audio data and deliver it to the HOLD ON program. Try increasing the Windows CD-ROM supplemental cache settings in the **Settings | Control Panel | System | Performance | CD-ROM panel.**
2. Close all other open applications and accessories. Minimize the use of other program features while song playback is being performed.
3. Some older models of hard drives perform an unforgiving thermal recalibration every 20 or 30 seconds, which can cause a glitch when playing audio. Generally this isn't a problem with newer drives.

Audio is Distorted
If you are experiencing distorted playback, check the following:

1.) Volume levels may be set too high. Check the volume levels found in the soundcard's WIN-MIXER, and your Speaker/Amplifier/Phone System setup. Set all levels to a LOW or MEDIUM setting.

2.) Your computer's sound card must support 16-bit audio, or it will not work with the program optimally for audio playback. Some 8-bit cards will simulate playback of 16-bit files, so you may get the card to work with the program, but this isn't recommended since the sound quality will still be 8-bit, and will sound distorted.

No Sound
1.) Ensure that all audio connections between your computer and phone setup are installed correctly, and that all mixer and sound volume knobs are turned up.

2.) If the program claims that a wave device isn't present, and your sound card and driver are installed (see next section), then there may be an IRQ or DMA channel conflict that needs to be resolved. You may have to change the IRQ or DMA channel settings on your card/driver.
Sometimes an IRQ or DMA channel conflict can cause a message that says, 'Can not open device. Device is currently in use', or a similar message, to appear in the program, even if no other program is using the wave device. Resolving the conflict will make the error message go away.

Can't Open Wave Driver Errors
If you attempt to play a wave file (i.e. Audio Song), but the program can't open the wave driver, and the driver is installed, this is usually due to another program already using the wave device. If you aren't running any other programs that use the wave device, then this may be due to an IRQ, DMA, or Port conflict with another device. You may have to change one of these settings on your sound card in order to resolve the conflict.

No MIDI Sound
The program will display the list of drivers that are installed into the Windows | Control Panel.. If you don't see your driver displayed, it may mean:
The driver has NOT been installed into your Windows System. Run the Settings |Control Panel | Multimedia Drivers program. There you should see a list of the drivers installed. If your driver is not on that list, then you may need to install it using the disks that came with your soundcard.

Requirements
This program is designed for use with Windows 98 or higher. It is also necessary to have Microsoft Media Player Version 6.4 installed and configured on your soundcard equipped PC.

MP3 as music source
If using this program with MP3 music you should use MP3s with the same Bitrates (i.e. 128kps or lower). You also should use at least a Pentium II-300 with 64MB of ram when using MP3s - especially if running the program in the background while using other programs.

 TIP: A good alternative to MP3 music is to use the WMA format for better sound, better compression rates, and more troublefree operation. To create WMA files use our WAV-2-WMA converter program – available FREE from our website.

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