## User Manual

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# The ultimate on-hold production tool for your OHP 4000 player/recorder

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Because you put your image on the line every time you put a call on-hold."

## Contents

On-Hold Plus, Inc., MessageStudio <sup>™</sup> Software License	. 4
System Requirements	. 6
Software Installation	. 6
Connecting to your telephones	. 6
PBX / Key systems	. 6
Standard analog telephones	6
MessageStudio Plaver Operation	. 7
Launching the application	7
Selecting a sound card	7
Creating a music/message mix	7
Adding files to the playlist	8
Adding custom messages to your message playlist	8
Creating Custom Messages	8
Removing files from the playlist	9
Previewing files	9
Setting message interval	9
Setting playback volume	9
Music fade level	9
Playing a mix and recording into the OHP 4000 digital player	/
recorder	10
Preparing your on-hold production	10
Connecting and recording	10
About production length	10
Ways to increase the length of a production:	11
Ways to decrease the length of a production:	11
Saving a mix	11
Opening a saved mix	11
Editing a saved mix	11
Working with audio files	11
Loading new audio files	11
Recording music files	12

12
12
12
13
13
13
13
13
13
14
15
15
15

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#### **System Requirements**

486 or Pentium or better PC Windows 95, 98 or NT 20mb of free hard drive space 16mb RAM

#### **Software Installation**

Insert the MessageStudio Installation CD-ROM into your CD drive. Installation program will automatically launch. Follow on-screen instructions.

#### **Connecting to your telephones**

#### PBX / Key systems

Most PBX or Key telephone systems have the built-in capability to play music and messages to calls that are transferred or placed on-hold. To use Holdware with this type of system, simply connect the output from your PC's sound card to the music-on-hold input of the phone system. Consult your phone system manual or your phone vendor if you are unable to locate this input.

#### Standard analog telephones

Unlike PBX or Key systems, ordinary telephones (like the kind used in a home or small office) do not have music-on-hold capability built-in. To add music-on-hold capability to these types of telephones, you must use a player with an on-hold adapter module (model OHP 4500, OHP 5500). To connect, plug the adaptor into any wall jack as if it were an additional phone extension. The adaptor can also share a wall jack with an existing phone (splitter required). For detailed installation information, visit our web site **@** www.onholdplus.com or call **800-839-7277.** 

#### **MessageStudio Player Operation**

#### Launching the application

To launch the MessageStudio Player application, double-click on the MStudio.exe icon.

#### Selecting a sound card

Upon first launch of the MessageStudio Player application, MessageStudio will search your system for available sound cards and display them in a window for you to review. Choose the sound card you wish to use by selecting it and clicking OK.

When launched, the MessageStudio application requires the exclusive use of your PC's sound card. To regain use of your PCs sound card you will need to quit the MessageStudio application.



#### Creating a music/message mix

The MessageStudio Player application window contains a "Music Playlist" and a "Message Playlist". Your on-hold message production will be built by adding files to these playlists. A wide variety of royalty-free music formats as well as "thank you for calling..." messages (voiced by national-broadcast-quality voice talent) have been included as part of the MessageStudio software package. To create a new on-hold production, press the "New Mix" button.



#### Adding files to the playlist

To add an audio file to either the Music or the Message playlist, click on the "Add" button at the bottom of the playlist. A new window will appear showing a variety of .WAV files in the source list. Move files from the source list to the playlist by selecting the desired file and clicking on the "Add" button. You can also move a file to the playlist by double-clicking on the desired file.

NOTE: MessageStudio automatically defaults to the Music folder within the MessageStudio application folder when selecting files for the Music playlist; likewise, it defaults to the Message folder within the MessageStudio application folder when selecting files for the Message playlist. However, if you wish, you may select files from anywhere on your computer.



Add Message Window

Add Music Window

#### Adding custom messages to your message playlist

To add custom messages to your message playlist, put the .WAV message file(s) in the "Messages" directory which is located inside the "MessageStudio" application directory. .WAV files added to this directory will appear in the "Source File" list in the "Add Message Play List" window. From this window, you may select your custom message as part of your on-hold message playlist.

#### **Creating Custom Messages**

You can create custom messages, yourself, by connecting a microphone to your PC sound card and recording your own voice. For detailed information on recording your own messages, see the "Using a microphone" section in this manual. For a minimal fee, you may also have custom messages professionally produced by On-Hold Plus using national-brodcast-quality voice talent. To assist you in writing your messages, an easy-to-use scriptwriting wizard has been included as part of

the MessageStudio software. To access the scriptwriting software, click on the "Write MSG" button on the bottom right of the main MessageStudio Player window. Scripts produced by On-Hold Plus in .WAV format can be e-mailed to you or sent on CD-ROM.

#### Removing files from the playlist

To remove a file from a playlist, select the file you wish to remove and click on the "Remove" button. You may also remove a file from a playlist by selecting it and pressing "delete" on your keyboard.

#### **Previewing files**

You may preview any audio file in any source list or playlist by selecting the file and clicking on the "Preview" button. To stop the preview, click on the "Stop" button.

#### Setting message interval

MessageStudio allows you to select the time interval, in seconds, between messages during playback. The default message interval is 10 seconds but can be set anywhere between 0 and 360 seconds.

NOTE: When playing only the standard "thank you for holding" messages (included with the application), we suggest an interval of between 30 to 60 seconds.

#### Setting playback volume

Click and drag the sliding bar to adjust the output volume to your liking. This will adjust the output level of your sound card.

#### Music fade level

MessageStudio automatically fades the music volume level before a message is played and then increases it, again, after a message is played. The amount of fade can be adjusted manually by selecting "Adjust Music Fade Level" in the "Device" menu.

Music Fade Level	×
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### Playing a mix and recording into the OHP 4000 or OHP 5000 digital player/recorder

#### Preparing your on-hold production

**1.** Choose the music and messages for the production and set the time interval between messages.

**2.** Check the production time length to verify that the production does not exceed the capacity of the OHP 3000.

#### **Connecting and recording**

**1**. Connect one end of the audio cable provided in the OHP 4000 package to the speaker output of your PC's sound card. (Note: you can also connect to the headphone jack on your PC's speakers if available).

**2.** Connect the other end of the audio cable to the "AUDIO IN" jack on the OHP 4000 player/recorder.

**3.** Click on the "Play Mix" button in MessageStudio. The tones at the beginning of MessageStudio playback will automatically start the recording process. The LCD screen on the unit will show a REC" icon as well as a moving arrow from a CD to a chip while recording. The tones at the end of the playback wil sop the recording process and the unit will automatically retrn to play mode and begn playing the adio that was just recorded in to the player.

**IMPORTANT:** Remove the audio cable from the player hwen finished recording.



Connect cable from PC's sound card or desktop speakers to "AUDIO IN" jack on digital player

#### About production length

When you add files to the message playlist, MessageStudio automatically calculates what the finished production length will be in minutes and seconds, and displays this on the main screen. Do not create a production which exceeds the recording capacity of your OHP 4000 since anything that exceeds the capacity will not be recorded. It is further recommended that the length of a production be limited to 15 seconds less than the recording capacity of the OHP 4000 to ensure best results. (e.g. for a 08:00 minute capacity unit, limit the production length to 07:45). Note: The OHP 4000 will automatically repeat the recorded production without any "dead air" regardless of the production length.

#### The total length of a production you create is a function of:

**1.**Number of individual messages in the message playlist and the length of each message

2. Time interval between messages

The length or quantity of music selections in the music playlist has no effect on the final production length. MessageStudio will use the selected music (and repeat it if necessary) until all the messages in the message playlist have played.

#### Ways to increase the length of a production:

**1.** Add messages to the playlist. Note: A given message can appear in a playlist more than once.

2. Increase the time interval between messages

#### Ways to decrease the length of a production:

**1.**Remove messages from the playlist

2.Decrease the time interval between messages

#### Saving a mix

Once you have created a music and message mix, MessageStudio allows you to save it for use in the future. To save a mix you've created, click on the "Save Mix" button in the main screen.

#### **Opening a saved mix**

To open a previously saved mix file, click on the "Open Mix" button.

#### Editing a saved mix

To edit a previously saved mix file, click on the "Open Mix" button and select the mix you'd like to edit. Now make any changes and click on the "Save Mix" button to save your changes.

#### Working with audio files

#### Loading new audio files

MessageStudio will play audio files from any location on your PC. MessageStudio defaults to the MessageStudio/Music folder for music source files and to the MessageStudio/Message folder for message source files. For ease of use and convenience, it is recommended that you put files you wish to access in these folders/directories.

MessageStudio supports standard PCM and compressed IMA ADPCM .WAV format audio files as well as MPEG Layers 1, 2, & 3 format audio files. These files typically have .MPG, .MP1, .MP2, or .MP3 as their file extension.

#### **Recording music files**

Consult your PC system operation manual for instructions on how to convert audio into file formats supported by MessageStudio.

MessageStudio supports standard PCM and compressed IMA ADPCM .WAV format audio files as well as MPEG Layers 1, 2, & 3 format audio files. These files typically have .MPG, .MP1, .MP2, or .MP3 as their file extension..

#### Recording a message

#### Using a microphone

You can record a message in your own voice directly into MessageStudio. To do so, you must connect a microphone to the "Mic" input of your PC's sound card. Click on the "Record Msg" button to bring up the message recorder window.



#### Sound Quality

To adjust the sound quality of messages you record, click on the "Record Msg" button to bring up the recording screen. Open the "Device" menu on the recording screen and select "Format". In this screen you may select the audio sampling rate. MessageStudio defaults to 22050 Hz and 16-bit which is adequate for most telephone applications. For best sound quality, however, select 44100 Hz and 16-bit. Please note that sound quality and file size have a direct relationship. The higher the sound quality you select, the larger the file size. The file you create at 44100 Hz/16-bit will be twice the size of the same length file at 22050 Hz/16-bit.

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#### Auto Normalize

The Auto Normalize function automatically adjusts the volume level of messages you record so that all messages played in a mix are at a similar level. It is recommended that this function be active; however, you can deactivate this function by clicking on the "Record Msg" button to bring up the recording screen. Open the "Device" menu on the recording screen and select "Format". Deselect the "Auto Normalize" check box.

#### **MessageStudio Writer Operation**

#### Writing a message script

The MessageStudio Writer program is an easy and fun way to create your own custom message script. From your completed script, you may either record your own messages or submit your script to On-Hold Plus for voicing by national-broadcast-quality voice talent.



#### Creating a new script

Click on the "New Script" button at the top of the screen.

#### **Client information**

Enter client/order information in the appropriate fields. Use the tab key or your mouse to move to the next field. This step is only necessary the first time you use the software. When you create subsequent scripts, just click on the "Use Info from Last Script" button to bring this information into the current script. When this information is complete, click on the "Production Setup" index tab to move to the next screen.

#### **Production setup**

Enter the requested information on this screen. MessageStudio Writer will incorporate this information into the script options that appear in Message writing screens. This step is only necessary the first time you use the software. When you create subsequent scripts, just click on the "Use Info from Last Script" button to bring this information into the current script. When this step is complete, click on the "Message 1" index tab to move to the next screen.

#### Writing messages

The following applies to the screens for Message 1 through Message 4:

Step 1: Select a message category from the pulldown menu.

**Step 2:** Click on the button to view script options. MessageStudio displays a description of the category and what a sample message might look like for a fictitious company.

**Step 3:** MessageStudio will display three different options for beginning your message. Note that the information you entered in the Production Setup screen is incorporated into the options. Choose the option you'd like to use by clicking on the button next to it. It will be automatically entered into the work area used in Step 5 below.

**Step 4:** MessageStudio will display three different options for ending your message. Note that the information you entered in the Production Setup screen is incorporated into the options. Choose the option you'd like to use by clicking on the button next to it. It will be automatically entered into the work area used in Step 5 below.

**Step 5:** Using standard PC text editing techniques, edit your message to further customize it. Add words or information where indicated. Note: Keep each message under 100 words which is about 30 seconds. Anything longer than 30 seconds is ineffective when played on-hold. NOTE: If you wish, you may delete all the text and write your own messages from scratch.

**Step 6:** Use the space given in this step to provide phonetic spellings for any unusual or hard-to-pronounce words that may be in the message. For instance, Jenne Distributors could be interpreted as either "Jen" or "Jenny". Note: Unusual words unaccompanied by phonetic spellings will be subject to the interpretation of On-Hold Plus if submitted for professional voicing.

#### **Review and submit**

When your message(s) are complete, click on the "Review & Submit Script" button at the top of the screen. Use this screen to review your entire script in detail and make any final edits. Click on the "Check Spelling" button and MessageStudio will perform a spell check on your entire script.

**Step 1.** Review and proof your script in detail. Edit as necessary. Make sure you have included phonetic spellings of all unusual words, names, etc.. Your script will be read **<u>exactly</u>** as written.

**Step 2.** Click on the "Submit Script" button. This step will save a new file on your hard drive. Name the new file and save it in the directory of your choice.

Step 3. Send the file to On-Hold Plus in one of two ways:

**OPTION ONE**: e-mail the file to: production@onholdplus.com **OPTION TWO**: copy the file to a floppy disk and send it to:

Attn: Production Dept. On-Hold Plus 5820 Oberlin Drive, Ste. 203 San Diego, CA 92121-3744

#### Finding a Previous Script

Any script you create will be saved by the software unless you choose to delete it. To find a previously written script, do one of the following:

- Use the "Previous Script" and "Next Script" buttons at the top of the window to navigate through all existing scripts in chronological order.
- Do a keyword search in any text field by selecting "Find" from the Mode menu. Type the find criteria (text) in any text field and press "Enter".

#### **Technical Support**

Technical support is available Monday-Friday 9 am to 5 pm Pacific Time. Please have your serial number and software version number ready when you call. To reach the On-Hold Plus technical support line, call 800-839-7277.