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ProHold™ DRDX™

Digital Download System



Software Users Guide



Just what you want to hear™

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ProHold™ DRDX™

Digital Download System

Studio Software

**For the Microsoft® Windows 95®
Operating System**

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Contents

1.	Introduction	4
2.	System Requirements	4
3.	Installation	5
4.	Starting ProComm for the First Time	6
5.	Starting the Base Station	7
6.	New Unit Configuration	8
7.	Edit Unit Configuration	12
7.1	Group Name	13
7.2	Account Info	13
7.3	Password	13
7.4	Expiration Date	13
7.5	Recording Time	13
7.6	Download Control	13
7.7	Phone Number Fields	14
7.8	Distinctive Ring	14
8.	Audio Track Requirements	15
9.	Adding an Audio Track to a Unit	16
10.	Setting up the Program	18
10.1	Program Switching and Unit Modes	19
10.2	Unit Volume Control	19
11.	Downloading ProHold Remote	21
11.1	Easy Downloading!	21
11.2	Advanced Downloading	21
12.	The Auto Scheduler	24
12.1	Setting up a Schedule - The Auto Button	24
12.2	Running the Scheduler	25
12.2.1	Shared Mode	25
12.3	Advanced Scheduling	26
12.3.1	Group Download	26
12.3.2	Multicast Download	26
12.4	Guess What?	27
13.	Frequently Asked Questions	28

1. Introduction

This document is a “How To...” guide to successful operation of the Bogen ProHold DRDX Digital Download System.

This document is intended for a broad audience and assumes that the reader is not at all familiar with ProHold DRDX System.

This document does assume that the reader is familiar with the Microsoft® Windows 95® operating system and with general PC based computing. If you aren't comfortable with PC's or Windows, then you should probably have a more experienced coworker help you install and use this product.

2. System Requirements

Minimum Hardware Requirements

PC with i486 processor, 16MB RAM and hard drive with approximately 40MB free space. System will also require local modem or access to networked modem.

Software Required

Windows 95

ProComm Plus® Communications Software, Version 4.0

Bogen DRDX Base Station Software

Wav file compatible editing software

3. Installation

The Bogen ProHold DRDX software resides on two 1.44Mb diskettes. Installation consists of executing the **setup.exe** program located on disk #1 of the two disk set.

The user must install the BOGEN software AFTER installation of a copy of PROCOMM Plus 95® Version 4.0 communications software.

To begin installation, place disk 1 in the floppy drive and run **setup.exe**.

The installation procedure checks for the existence of the ProComm Plus communications package. As the software is installed it constructs the proper directory structure for the BOGEN Base Station Audio Mailing software and then proceeds to copy the software onto the users hard drive.

Shortcut Icons will be created on Windows 95 desktop in order to load the program quickly. These icons are created by the install program setup.exe.

The directory structure created is as follows

C:\ProgramFiles\PROCOMM_BASE\ASPECT\DRDMOH.

The two programs in this directory are DRDMOH.WAX and BGNCRON.WAX.

DRDMOH.WAX is the Bogen Base Station Remote Unit Configuration Application. This software lets the user

- Configure New Remote Units
- Edit existing Remote Units
- Interactively Download Remote Units
- Schedule Automatic Remote Unit Operations.

BGNCRON.WAX is the Bogen Automatic Scheduler. This program has no user interface. The function of this application is to execute any scheduled background operations.

4. Starting ProComm for the First Time

Once the Base Station software is installed, its time to setup ProComm.

Use the ProHold Remote Base Station software shortcut to start the Base Station. The first time you execute the code it will guide you through setting up your “user” name and connection directory. Once this step is completed, the Base Station software is ready to run.

(HINT: You can create more than one connection directory so different “users” can access the Base Station individually.)

ProComm will automatically select your local modem as its default connection. If there are any errors when setting up your modem or in accessing your modem, you should consult your ProComm manual or on-line help.

5. Starting the Base Station

There are three (3) ways of starting the Bogen Base Station.

The first (and simplest) way is to click on the 'shortcut' created earlier.

The second way is from the ProComm terminal window. On the bottom of the window are two buttons, labeled BaseStn and Scheduler. These are internal ProComm 'shortcut' buttons created by the Base Station script. Any time you want to start the Scheduler or the Base Station you can click on these 'shortcuts'.

The third way is from the ProComm Script menu and you do it like this:

With ProComm running, choose the Script menu from the top of the Terminal Window Screen. Then select Run from the menu. ProComm will display a list of directories. Select the DRDMOH directory.

Inside the DRDMOH directory you should see two WAX files, DRDMOH.WAX and BGNCRON.WAX

Choose DRDMOH and then select **Run**. (or double-click on the DRDMOH icon to start it quickly).

This starts the Bogen Base Station Application. The First Screen (LOG ON) is displayed. Just enter your user name (its the connection directory name without the .dir extension), and you are in! Remember you can always click the 'shortcut' to skip the above steps.

6. New Unit Configuration

Once you've logged into the ProHold Base Station you are at the TOP LEVEL screen. From here you can configure new units, edit existing accounts, schedule background downloads and access ProHold DRDX units.

Since this is probably the first time you've used your new Base Station software the next step is to define a Remote Unit.

The TOP LEVEL screen for the Base Station should look like this:

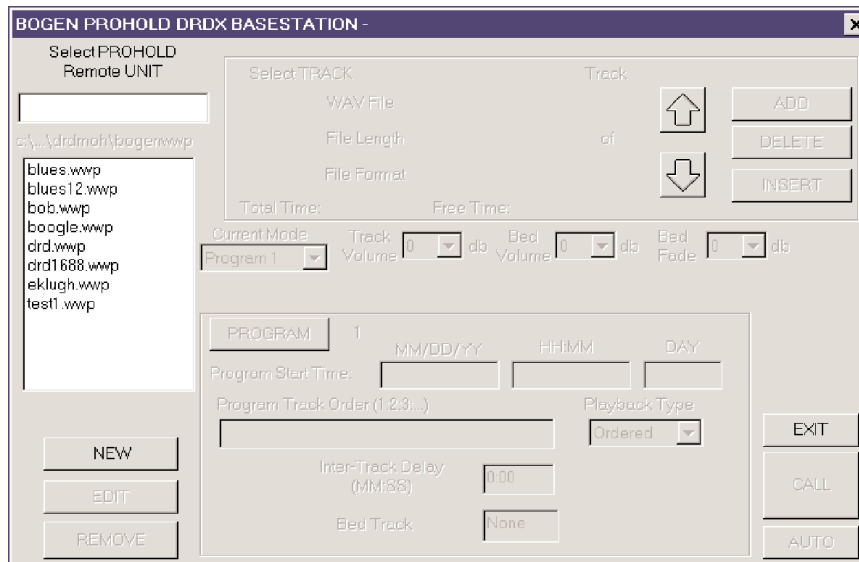


Figure 6.1

Notice that all of the buttons are grayed except for the NEW and EXIT buttons. This is the condition of the screen when no Remote Unit has been selected. As remote units are defined, they will appear in the list box.

Select NEW, this will cause the NEW UNIT screen to pop up. It should look like this:

The 'New Unit' dialog box contains the following fields and controls:

- Account Name: [Text Field]
- Group Name: [Text Field]
- Account Info: [Text Field]
- Password: [Text Field]
- Expiration Date: [Text Field]
- Recording Time: [Dropdown Menu]
- CC: [Text Field]
- Area: [Text Field]
- Phone Number: [Text Field]
- Long Distance: ☐
- Download Control:
 - Sunday: YES
 - Saturday: YES
 - Monday: YES
 - Tuesday: YES
 - Wednesday: YES
 - Thursday: YES
 - Friday: YES
- Start Time: 0:00
- Stop Time: 0:00
- Rings: 1
- Time Zone: 0
- Distinctive Ring: ☐
- CallerId: ☐
- Adoption: ☐
- CANCEL button
- OK button

Figure 6.2

Some of the fields come up with default values. Don't worry about this now.

The first step is to pick an Account Name. This is a unique seven letter name for the remote unit customer. Once you input the name and click OK you cannot change the name.

Next enter in the Phone Number information. This is the number where the remote unit can be reached for downloads. This is a required field but it is always editable so if you don't know the number or are not sure just type any string of numbers here.

HINT: Don't forget to check for long distance!

Enter in the remote unit recording time, this is the TOTAL amount of recording time of the remote unit. This is a required field as well but you can just pick the default (4:00) if you aren't sure. You can always edit this field, BUT if the Remote Unit can't actually fit your production you may have to be creative later!

Now enter a password for this unit. This can be any eight character string. You don't have to remember it or ever change it, but this is a required field. This identifies the Base Station to the Remote Unit as its Master Base Station. Other

Bogen Base Stations can't access this Remote Unit without this password.

The last required field is the Time Zone. This should be set to the number of hours difference between the location of the Base Station and the location of the Remote Unit. For example if the Base Station is located on the East Coast and the Remote Unit is in Los Angeles then the Time Zone field should be set to -3 (hours), for three hours behind East Coast Time.

Let the rest of the fields alone for now, we'll talk more about their functions in the next section. Select OK and you're done!

So, as simple as A, B, C and you're ready to start Digital Production.

7. Edit Unit

Configuration

You should be back at the TOP LEVEL now. All of the grayed fields should be active now and the name of your Remote Unit should be displayed in the Unit Selected box.

Suppose you just realized that the number you typed was wrong? Editing your unit is just as simple as defining it! Simply select EDIT and change the number.

Your screen should look something like this, don't worry about the TRACK or PROGRAM fields yet.

The screenshot shows a software window titled "BOGEN PROHOLD DRDX BASESTATION -". It is divided into several sections:

- Select PROHOLD Remote UNIT:** A list box on the left contains several .wvp files. "drd1688.wvp" is selected. Below the list are buttons for "NEW", "EDIT", and "REMOVE".
- Select TRACK:** A table-like area showing track details for "blues.wvp". It includes fields for WAV File, File Length (3:10), File Format (PCM), and Track number (1). There are up and down arrow buttons and "ADD", "DELETE", and "INSERT" buttons.
- Time and Volume Controls:** Fields for "Total Time: 4:00" and "Free Time: 0:16". Below these are "Current Mode" (set to "Program 1"), "Track Volume" (-1 db), "Bed Volume" (-5 db), and "Bed Fade" (-10 db).
- PROGRAM 1:** A section for configuring the first program. It includes "Program Start Time" (MM/DD/YY and HH:MM fields, with "12/31/77" entered), "Program Track Order (1,2,3,...)" (a list box with "2" selected), "Playback Type" (a dropdown menu set to "Ordered"), "Inter-Track Delay (MM:SS)" (set to "0:30"), and "Bed Track" (set to "1").
- Action Buttons:** On the right side, there are buttons for "EXIT", "CALL", and "AUTO".

Figure 7.1

Select EDIT. Your screen should look almost like the NEW UNIT screen, notice however that you can NOT edit the Account Name. All of the rest of the fields are available for edit.

The EDIT Screen should look like this:

Edit Unit

Account Name: ryder Group Name: Recording Time: 4:00

Account Info: Expiration Date:

Password:

CC: USA Area: Phone Number: 2363804 ☐ Long Distance

Download Control

Sunday: YES Saturday: YES Start Time: 0:00 Stop Time: 0:00 Rings: 1

Monday: YES Tuesday: YES Wednesday: YES Thursday: YES Friday: YES

☐ Distinctive Ring
☐ CallerId
☒ Adoption

Time Zone: +1

OK

Figure 7.2

Some of the other fields are filled in above, a little explanation of each field would probably be helpful now.

7.1 Group Name

Group Name is useful when you want to Schedule a whole group of Remote Units for an overnight download. We'll go over setting up a Background Load later.

7.2 Account Info

256-character alphanumeric field for account information.

7.3 Password

Eight character ASCII password provides the maximum amount of security for your remote units

7.4 Expiration Date

Lets look at the Expiration Date. The Expiration Date set above would cause the Remote Unit to cease functioning on April 1 1998. This field is useful when your Remote Unit customer needs a reminder to pay for your services. If you can't get to his unit for service it just stops playing....until he calls you for help the unit will just refuse to work, after the expiration date.

7.5 Recording Time

The maximum accessible recording time for the remote unit.

7.6 Download Control

The box containing the Download Control fields has some interesting features. In here you can set the Remote Unit access days and times. The default settings are answer ALL days of the week. But you can disable any one day or days as well as set certain legal times for answering on a particular day or days.

This can help situations where the customer is sharing the access line with a fax or other telco device. The ProHold Remote Unit can be set to only answer on weekends or after hours.

The number of rings to answer on is also configurable. Your customer could set his local fax machine to answer on two or three rings. Then set the ProHold Remote to answer on one ring but only after hours or on the weekend! Perfect for instant, inexpensive line share!

7.7 Phone Number Fields

Country Code, Area Code and Phone Number of a remote unit

7.8 Distinctive Ring

The Distinctive Ring feature can also be used to perform line sharing. If this option is selected the remote unit will be enabled to recognize distinctive rings only. Normal rings will be ignored. The unit can be set to pick up on one distinctive ring, allowing another device, i.e., a fax machine, to be set to pickup on two or three normal rings, thereby sharing the line.

Note: The distinctive ring capability must be provided by the local line service carrier. The DRDX Remote Unit will test the line for a valid Distinctive Ring before activating the discrimination feature. This prevents accidental 'lock out' of the remote unit. Be sure to check with your carrier before activating this feature!

8. Audio Track Requirements

OK enough editing. Lets get some Audio Tracks in this unit. ProHold Remote units accept audio tracks in .WAV format, just like your computer. The Wave files can be created with any source and using any Wave file tool. You just pick whatever meets your professional needs.

Bogen, a leader in the commercial sound arena for over sixty five years, recommends applications programs such as Sound Forge 4.0 professional sound studio software from Sonic Foundry. Sound Forge provides an excellent level of control for the true sound professional. Digital mixing, editing and processing tools designed to work seamlessly in an intuitive and easy to learn package.

It is important to emphasize however that most wave file compatible editing tools are compatible with the Bogen Base Station, as long as the audio files meet the following requirements:

Each track must begin and end with a short period of silence of approximately 1/4 second.

PCM 16 bit - MONO - 8 kHz Sampling Rate - 128kbps raw bit rate

μLaw 8 bit - MONO - 8kHz Sampling Rate - 64kbps raw bit rate

All audio files must be in one of the above formats. They may start out in any format but **MUST** be converted to one of the above **BEFORE** being added to the Bogen Base Station Remote Unit Tracks.

Also note that tracks are stored in blocks of memory 16 seconds in length. Therefore, for example, if you record a 10 second track, you will actually consume 16 seconds of memory. You should keep this in mind when planning your program.

9. Adding an Audio Track

Assuming that we have a store of Audio Tracks which meet the above requirements, adding them to our remote unit is a snap!

First from the TOP LEVEL screen, select ADD in the Tracks Section.

Your screen should look like this:

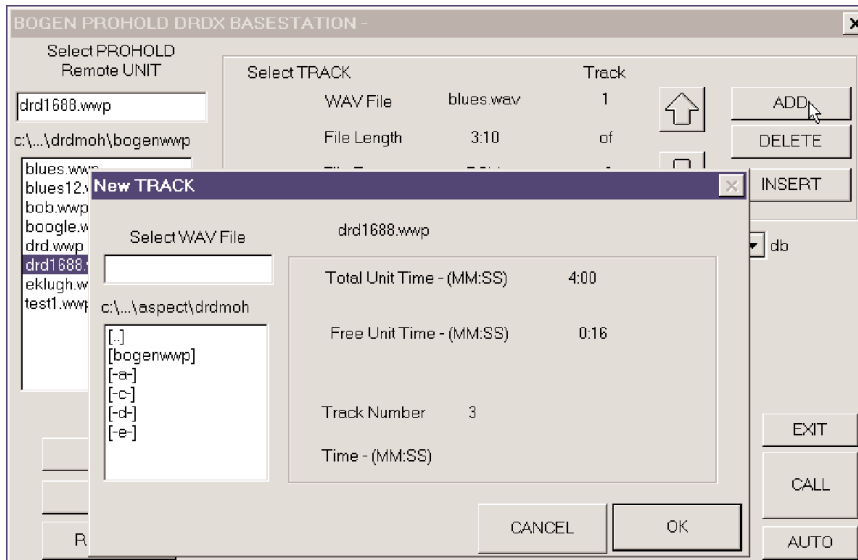


Figure 9.1

Notice you have a new directory box. From here you can browse to any drive on your PC, or if you are on a network you can access your server drives. The only files which will be displayed will be .WAV files.

When you select a wave file, information about its content will appear in the New Track fields. The file is NOT added to your unit until you select OK.

When you select OK the Base Station will verify that the file format is compatible, (i.e. PCM or μ Law as described above...) It will then process the file in a DOS window, making it into the downloadable format that the Remote Unit needs.

When you are done the Base Station will ask you if you want to add another track. If you select no, you will be back at the TOP LEVEL with the new track displayed in the Tracks Box. Note that if you have multiple tracks you can scroll through them using the ARROW icons in the Track Box.

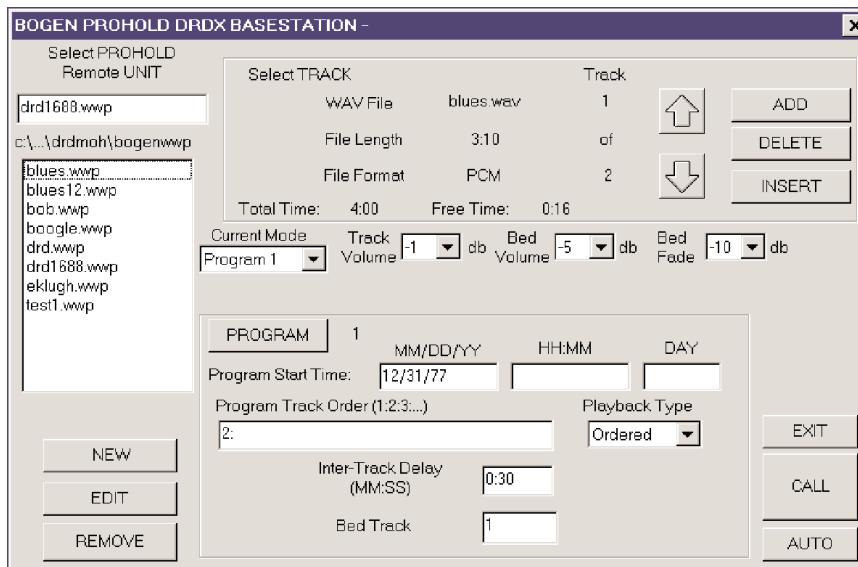


Figure 9.2

When you've gotten back to the TOPLEVEL take a look at the Select Track section of the screen. You can see your track listed along with its size and format.

Also take a look at the unit Free Time field. Note that the total free time has been decreased by the size of your file rounded up to the nearest sixteen second interval.

The Base Station keeps track of how much remote memory your tracks will use when they are downloaded. It will let you know if they can't fit.

10. Setting Up the Program

Once we've added our Tracks to the Remote Unit Database its time to set up the PROGRAM. A Program is an audio production consisting of a set of tracks.

The PROGRAM box is at the bottom of the screen. It has several fields all of which describe the current PROGRAM selection.

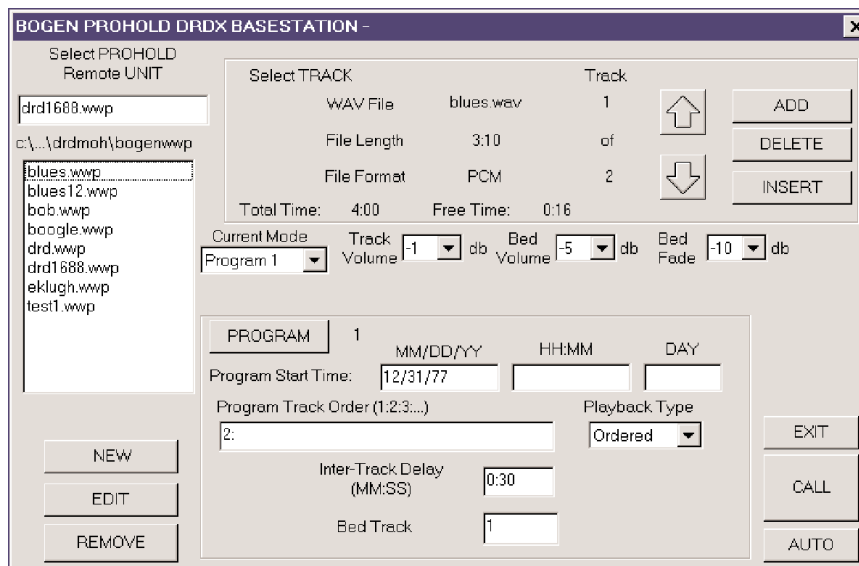


Figure 10.1

The PROGRAM button toggles between PROGRAM1 and PROGRAM2.

PROGRAM1 and PROGRAM2 may either share Tracks or have a unique Track Set. They are designed to provide the maximum flexibility to the Studio in designing the best customer production.

Select PROGRAM1 by pressing the PROGRAM button. The Track List for PROGRAM1 is displayed. Currently it is blank, so lets add our Track to it. ONLY tracks which appear in the Track List will be played, regardless of what tracks are loaded into the Remote Unit.

Tracks are normally played in the order that they appear in the Track List (Playback Type set to Ordered). An exception to this is when the Playback Type is set to Random. This is like ‘shuffle’ on your CD player. The Tracks are randomly selected from the Playback List and played by the Remote Unit.

There are also a couple of ‘special’ Playback Types — One-Time and Disabled.

The One-Time setting allows you to download a ‘demo’ unit for a potential customer. This unit will play its Current Program once each time the power is cycled. Perfect for demonstrating the superior capabilities of ProHold DRDX, without any risk!

The Disabled setting allows you to ‘turn off’ playback remotely. This can be useful for ‘problem’ accounts!

The Inter-Track Delay, and Bed Track fields are useful for productions which are mostly Voice Over cuts with a background bed. In this case the Remote Unit can be set to mix the bed track with all of the cuts in the Track List. Then the Inter-Track Delay can be set so that the cuts are evenly spaced within the Background bed. The whole production is then mixed automatically by the remote unit.

The Bed Track can also come from a local analog source. The ProHold Remote has an AUX IN jack in the top panel of the unit. This jack allows the user to connect an analog pre-amp output to the ProHold Remote. Setting the Bed Track to [Local] (by typing) enables this mode of operation for the user.

This arrangement allows the studio to edit any cut or cuts without re-mixing the whole production. It also allows the studio to change the background bed, WITHOUT re-mixing in the voice over! TOTAL FLEXIBILITY!!

10.1 Program Switching and Unit Modes

As we mentioned above there can be two distinct programs in the Remote Unit. This is a useful feature for customers who have a work week and a weekend message or perhaps a seasonal and a normal production.

PROGRAM1 and PROGRAM2 are each set up in the same manner. Switching between the programs is accomplished in one of two ways.

The first way to switch is by manually setting the Current Mode field, (located just above the PROGRAM box), to the desired PROGRAM. Then calling the Remote unit and downloading the database.

The second way is to set the PROGRAM Start Time for each PROGRAM to the required value. Then allowing the Remote Unit to switch automatically by setting the Current Mode to Time of Day.

For example lets set PROGRAM1 Start Time to Monday, leaving the Date and Time fields blank. Now lets set PROGRAM2 Start Time to Saturday. The net effect is that each week at 12:01 AM Monday morning PROGRAM1 will start to play, and at 12:01 AM Saturday morning PROGRAM2. Bang! Weekday and Weekend PROGRAMS!

If 12:01 AM on Monday is too early then we can set the Time to the beginning of our working hours, say 8:00 Monday morning. We could also change PROGRAM2 to start at 17:30 (5:30 PM) on Friday. Even better!

We could even set the PROGRAM2 start time to 11/30/97 and have it be our Holiday PROGRAM. Then set PROGRAM1 start time to 1/15/98, back to normal.

10.2 Unit Volume Control

ProHold DRDX provides the studio with the ability to remotely control the playback volume of the foreground tracks and the bed track. This allows precise customization of the output volume of each ProHold installation, without wasting your customers time. In addition, the bed fade is totally customizable, allowing the studio to set the bed track fade level during the foreground track play.

There are three fields which control the unit volume, labeled Track Volume, Bed Volume and Bed Fade. They are located in the middle of the Top Level as shown in Figure 10.1. Each of these fields permit the studio user to select a dB level for the respective track (Foreground or Bed), or a relative level of fade (Bed Fade).

11. Downloading ProHold Remote

11.1 EASY Downloading!

So now we've got it all figured out. Except nothing has happened yet! Now we need to call our ProHold Remote.

Don't sweat it... this is the really easy part. Just select CALL on the TOP LEVEL and its all automatic.

After you select CALL your screen should look like this.

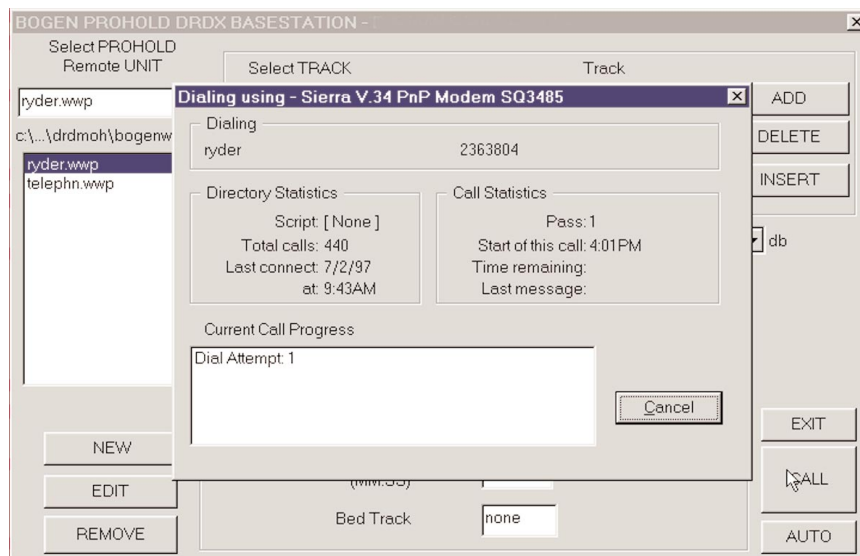


Figure 11.1

This is where ProComm is used to access and control your modem. You don't need to do anything at this point. If there is any problem, like a wrong number or poor connection ProComm will let you know. Just relax!

Once ProHold Remote answers and the Base Station properly logs on this is what your screen should look like.

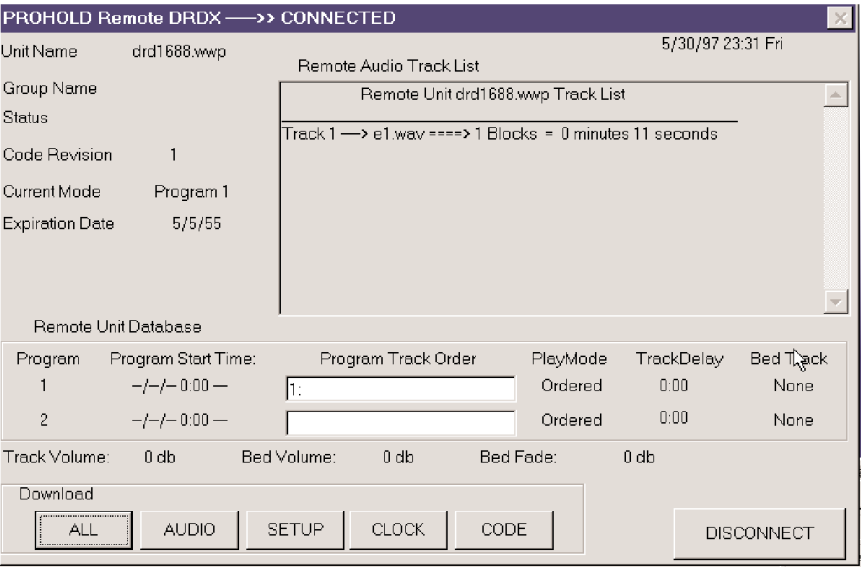


Figure 11.2

The information in this display is the Database (the current program and operation information) which the Remote Unit has now. This database **will not** look like the one you just modified. This display will only change if you send your information to the Remote Unit. Just calling the unit up does not change its database!

Well, of course we want to send our database and tracks to the Remote Unit, why else would we call? As you would suspect, this step is easy too.

For almost all situations, the only selection that you need to make is the ALL button. Selecting this button automatically sends ALL of the track and configuration information from the Base Station to the Remote Unit.

Once you select this button, everything is taken care of. You can relax and watch if you want, or go do some other task. Its up to you!

When the ALL download is complete a window will pop up informing you that the download is finished. Selecting DISCONNECT hangs up the modem and sets the Remote Unit back in the PLAY mode, with a brand new PROGRAM (the unit will automatically disconnect after five minutes if you do nothing). No muss...No Fuss!

11.2 Advanced Downloading

The Base Station provides some sophisticated downloading capabilities as well.

Selecting the AUDIO button while connected allows the Base Station to download one Track at a time. This is useful for selective Track edits and additions.

Selecting the SETUP button sends just the new Base Station database to the remote unit, leaving the Audio Track information untouched. This is useful for changing the Track List or Start Times without re-downloading the Audio Information. This is a very fast edit.

The CLOCK button just sets the Remote Unit Time. This allows the Base Station to correct for Daylight Savings time without changing any other database or track information.

The CODE button allows the Remote Unit Operating Code to be downloaded from the Base Station. (NOTE: This feature is only to be used by a qualified Bogen Service Technician.)

Congratulations! You've just downloaded your first BOGEN ProHold Remote. (Pretty easy huh?) But suppose you had a dozen downloads to do? You could do each one, interactively yourself... or you could let the Bogen Background Scheduler take over.

In the next section, we'll talk about how to setup the scheduler, and the different ways the scheduler can be run.

12. The Auto Scheduler

12.1 Setting up a Schedule - The Auto Button

Remember our friend the TOP LEVEL screen? Lets look at the lower right hand corner. There is a button there labeled Auto. Select this button and the Auto Scheduler dialog is activated. Your screen should look like this:

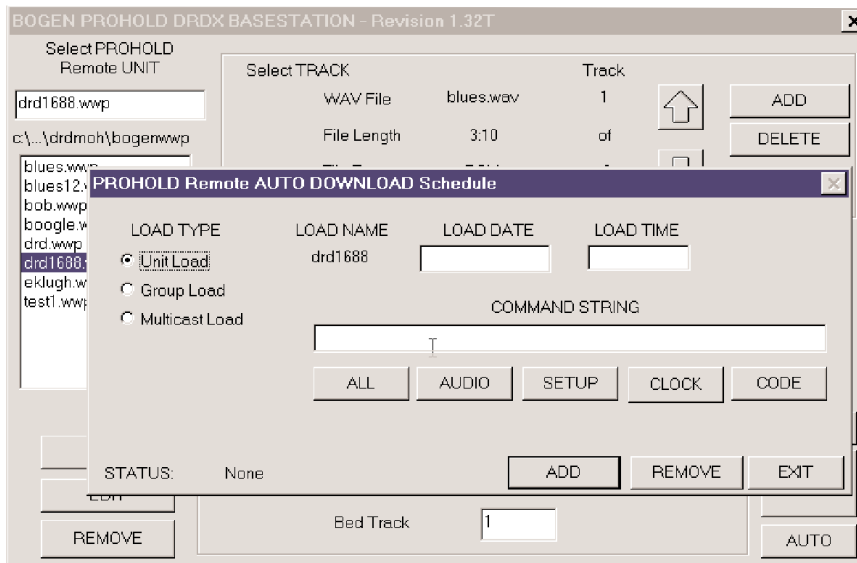


Figure 12.1

Notice that there are three different kinds of Auto Downloads, Unit Load, Group Load and Multicast Load.

Lets select Unit Load, this is the default. We are going to schedule an Auto Download for the current Remote Unit.

The Time and Date fields are currently blank. Don't fill them in yet, just select ADD. Notice that the Base Station sends you a warning and then starts to fill in the fields with their default values: Today's Date, the Current Time and so on.

The last warning you will get is 'Blank Command String'. Now you actually have to choose some commands, the Base Station can't read your mind!

The Command String will appear in the text box above the Command Buttons. Select ALL, you will see the command [*+] appear. This is the shorthand form of the ALL command that the Background Scheduler understands.

Select CLOCK, and SETUP, each new command added to the string follows the one before. The Command String should look like this, [*+T+S+]. Now select ADD. The Auto Scheduler will check your command string, and then set the Load Status to [Pending] on the lower left part of the dialog.

Now suppose you didn't want to do this? Removing a scheduled download is as easy as selecting the REMOVE button.

Or perhaps you only wanted to do an "ALL" and not any of that other stuff? Just click on the Command String box and edit the string. You can remove or add commands this way, even without the buttons! Just follow the format, each new command separated by a [+] sign.

Don't worry about messing up the Commands, the Base Station will always validate your command string before ADDing it.

OK so you've setup your scheduled background load, now what? The next move is to start the Background Scheduler.

12.2 Running the Scheduler

There are two ways of running the Auto Scheduler, independent and dependent modes. To run the independent mode, click on the shortcut created during the install process. This will run the scheduler in an independent ProComm session using a local modem. You can also access a network modem, (if you have a network server with modems on it) as an alternative modem connection.

12.2.1 Shared Mode

Exit the current ProComm session. Now double click on your Bogen Auto Scheduler 'short cut'. ProComm will load automatically and the Auto scheduler will start to run.

Now from the same ProComm session select the Base Station button from the

action bar at the bottom of the terminal window. The Bogen Base Station will start to run. Meanwhile the Auto Scheduler will go to “sleep”.

Now you are all set! You can use all of the capabilities of the Interactive Base Station Application. When you exit, the Background Scheduler will ‘wake up’ and start to execute your Auto Download Schedule, effectively sharing your one modem between the tasks!

Each time you want to re-enter the Interactive Base Station, just perform the above steps.

(HINT: Don’t forget to exit the Base Station when you’re done or your Auto Downloads won’t get processed!)

12.3 Advanced Scheduling

The Auto Download Scheduler also has some more sophisticated capabilities, Group Download and Multicast Download.

12.3.1 Group Download

Scheduling a Group Download is just as simple as a Unit Download. Instead of selecting Unit Load select the Group Load check box. Notice that the Load Name changes from the unit name to the group name for this unit. Selecting the Time, Date and Command String are the same as for a Unit Load. The only difference is in the processing of this command by the Auto Scheduler.

When the Auto Scheduler processes a Group Load it will actually send the identical set of commands to all of the units which share the same group name. For example if you scheduled an ALL download for group name Blue, then the Auto Scheduler would perform an ALL download for each of the Blue Group units at the scheduled time. Pretty Neat!

12.3.2 Multicast Download

OK we understand group, but what’s a Multicast? Well we’re almost there. Multicast uses the same principle as Group Download but with one important difference. The Unit you schedule the Multicast from is the MASTER UNIT. All of the other units, regardless of their programming or lack of it become copies of the MASTER UNIT.

This is a very powerful feature. Multicast allows you to set up one Master Unit with all of the programming for the group. The rest of the units in the group only need to be defined, (i.e. have names, phone numbers, time zones etc.), they don't need any programming at all! You only have to make ONE PROGRAM in the master unit. Then when you schedule a Multicast Download ALL OF THE UNITS ARE PROGRAMMED! Neat, Neat, NEAT!

12.4 Guess What....

And....That's it! You're an Expert! If you need some more help or want to see some more tips and hints you can go to the next section. Otherwise, have fun!

13. Frequently Asked Questions

How do I configure my modem?

Your modem setup is handled by ProComm. Follow the instructions in the ProComm manual or use ProComm On Line Help for more information.

How long does it take to download a ProHold Remote Unit?

The simple answer to this question is, it depends... The amount of data, and how many changes you are doing, directly affects download time. A general rule of thumb to use is approximately 4 min of download time is required for a full 4-minute production including database and clock setup. However if you are only changing the Setup (configuration) download can take as little as a few seconds.

How many tracks can I fit in a ProHold Remote Unit?

Sixteen in a 4-minute unit and as many as forty eight in a 12-minute unit. Each track can be as short as you like BUT each track no matter how short will occupy at least one unit block of memory. Each block can hold sixteen seconds of audio data, so really short tracks can be wasteful of the total unit recording space!

Can I Have more than one Background Track?

Yes, each PROGRAM can have a separate background track.

Can my customer change the tracks or record his own audio?

No. The Remote Unit is under the total control of the Base Station. No customer input is allowed.

Can I play the same track more than once in the track list?

Yes. You can enter any valid track number as many times as you wish in the Track List. The total number of entries is limited to 50 per PROGRAM.

Can ProHold Remote be installed on my customer's PBX Extension?

Sure! Your customer can install ProHold DRDX to almost any type of analog telephone line. To use a PBX extension your customer just has to let you know the extension number. You then enter the customer's main number followed by the correct extension. (Hint: You might need to put some 'pause' characters between the two numbers. A 'pause' character is typed as a <comma> [,]. Each 'pause' represents about a two second delay.)

Can ProHold DRDX share my customers FAX line?

Yes. Refer to the section on Download Control for more details.

Does the ProHold DRDX Base Station Keep a Log File?

Yes. There are two log files located in the BOGENWWP folder named bogen.log and bogen.lst. They are text formatted files which can be displayed or printed by a variety of programs on your PC. Windows 95 WORDPAD can be used to view and print these files. There are two 'shortcut' buttons located on the bottom of the ProComm terminal window labeled "Log File" and "History. These buttons automatically open the log or history files in the base station. The Log File hold the actions performed by the Base Station Users. The History file holds information on the activities of the Auto Scheduler and the status of the overnight loads.

Can I select a ProHold DRDX unit quickly from the Top Level screen?

Yes. You can select any defined unit by typing its name in the Top Level selection box located above the unit directory list and hitting the <Tab> key. If you only know the first few letters, type them and again hit <Tab>. All units which start with these letters are then displayed in the unit directory list.



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