

USER MANUAL

PinewoodStudio Version 4

Downloadable program



software to mix music and messages
for telephone on-hold audio and
store casting applications



PinewoodStudio version 4
for Windows 2000/XP and higher

.MP3 & .WAV
audio



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Authors' Rights

This product is supplied with Royalty Free Music from which the Authors' Rights were paid through the purchase of the software. Please learn the terms and conditions wherein this music can be used. This document will be sent to you after completing the questionnaire needed to activate the software and will be issued on the user and company name. In case of verification by the legal representatives of the Authors' Rights Association in your country, this form should be submitted to them. This form is strictly private and will not be transmitted to a third part in accordance with the privacy laws in your country.

► Introduction

You are about to discover on how to use the PinewoodStudio. It will allow you to create your own music on-hold audio files. These files will be made available in “mp3” or “wav” formats. It is a simple way to create your companies’ image over the telephone or in store casting applications.. The software is a comprehensive package as it comes with a number of Royalty Free music tracks as well as pre-recorded welcoming messages in several European tongues and languages.

If you have downloaded the program for evaluation, **in DEMO mode, please note that all the audio files will not play in a normal way as cut outs will be audible** and not useable for commercial applications. As long as the program is not activated this disturbance will continue.

To activate the PinewoodStudio and become a legal licensee of the program a **PAYCODE** must be purchased from your telecoms dealer. To obtain a list of dealers please contact sales@pinewoodelectronics.com whom will forward you a list of dealers in your area or the name of your national distributor. Your dealer will show you how to proceed as the PAYCODE must appear on an on-line questionnaire together with your companies location and the e-mail address where the unlock code can be sent to. A few minutes later the program will be working without any restrictions.

Once the software has been activated it implies that the licensee, whereof an e-mail address has been given, will be entitled to firmware upgrades, in due time.

Royalty Free Music Licence :

Once the Licensee has completed his data on the form which appears before that the program is to be activated, the activation program will automatically create an official statement describing the conditions of use of the music which is acquired when purchasing the program with the PAYCODE. This document is delivered to the company and/or person as appearing on the Activation form.

The supplied music remains useable without time limit but under no circumstances may it be copied or transferred to another company or private individual. The supplied music tracks will not play outside the PinewoodStudio program. Audio mixes made through the program will be playable on any external MOH player such as the digital media players from **voicegear**, or on a built-in MOH player of a PBX on the condition that it will be able to read the CODEC wherewith the audio mix was recorded.

► Making your own on-hold audio

Audio exists in many different formats. During the recent years the mp-3 file format has become widely accepted as one of the most convenient formats, delivering one of the best space/performance audio quality on the market. The mp-3 format delivers an excellent audio quality, but compressed to a smaller size than the “wav”-file format.

In order to mix audio files with each other, the software can only use “wav”-files. The Royalty-Free music files delivered with the program are copy-protected and written in a file format similar to “wav files. Their suffix is “pws”. The comfort or welcoming messages are authentic “wav files”.

Once the music and voice prompts have been selected for mixing, the **PineWoodStudio** will mix them into a “pws-file”. From that pws file the program will transcode the mix into a “wav.file” and simultaneously generate the same mix file into an “mp3-file”

In the event that another audio source could be used, e.g., an audio CD, it is imperative that the audio should be converted into a wav-file for further mixing. Such audio converters (Audio CD Ripper) can be found and downloaded easily from the Internet. The conversion files, in order to be useable with the **PineWoodStudio software must be written in MONO, 16 Bit, and sampled @ 22.050KHz sampling rate.(see page 2 : the common denominator)**

WARNING

Any musical material which is not supplied with a Royalty-Free Music certificate can be used on telephone applications, providing that the user pays the royalties to the national authors rights association of the country where the music shall be used for on-hold applications.. Penalties could be charged when the laws on this matter are violated.

► The common denominator :

In order to mix audio files together with the PinewoodStudio, all files must be saved in the same format :

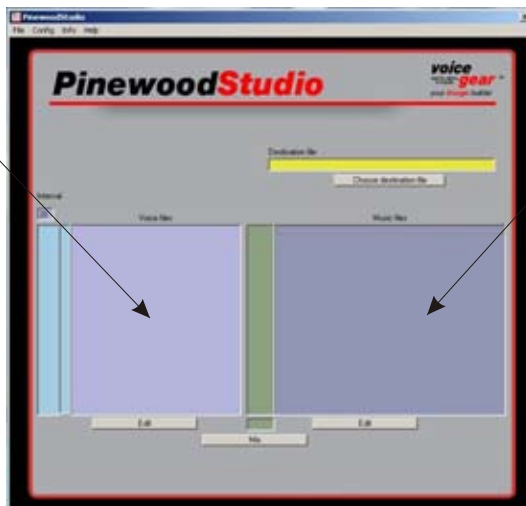
(Windows PCM) WAV files, MONO, 16 Bit, and sampled @ 22.050KHz sampling rate.

Spoken messages

Voice overs produced in a professional recording studio must be delivered into the format appearing above

You can record your own messages with a microphone on your PC but need to be saved also in this format

Spoken messages generated and saved with the **gear2voice** software are ready to be mixed in the **PinewoodStudio**.



Music

CD- Audio can be used but needs to be "Ripped" with a conversion software into the format appearing above

Mp3 music files will NOT be mixable unless that they are converted into the described format

Any other audio source can be used providing it is converted into the described format

If a different sampling rate is used, the file may be mixable but will be played at a speed which higher or lower than normal. If an audio file is saved in Wav but not with the right CODEC, sounding beyond recognition.

On your computer

The program is viewed best with a minimum monitor resolution of **1024 x 768**

The **PinewoodStudio data** directory contains 3 sub-directories which respectively contain

- a) the "mix" subdirectory :now empty but to be used for storing future saved configuration mix-files
- b) the "prompt" sub-directory containing all the voice prompts/comfort messages and other forthcoming spoken messages recorded in a studio, with your own microphone or the saved **gear2voice** messages (text-to-speech program)
- c) the "muz" sub-directory : which will contain the Royalty-Free-Music files included in the package

When acquiring new WAV-files (saved in the pre-mentioned CODEC !) and you intend to be able to use them in the PinewoodStudio, it will be convenient to store them together with the already existing (music or prompts) files. So each time the program is opened, they will become selectable without having to search in other folders on your computer.

Using the PineWoodStudio program

Pre-selecting the music

Once you have opened the program you will be looking at window n°1 . When clicking *EDIT* underneath the Right main window, all the installed music files will become visible (see window n°2) for selection in the Left window, also indicating the path, where the music files were installed originally.

The program will automatically remember the last path which was used to find both the music and messages. If you relocate these data to another place, you must show the program the new path to follow

Window 1



Window 2



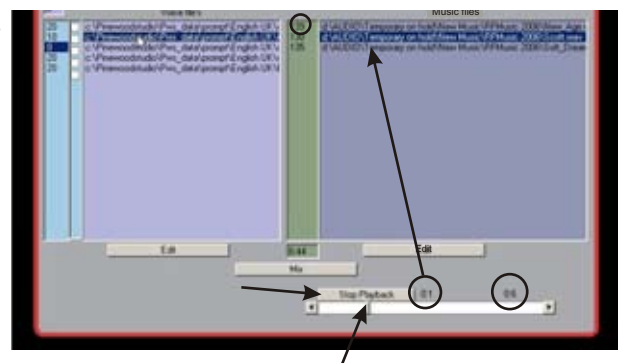
If you wish to add new music files to your music selection this can be done by copying them from one directory to another or use the 'drag and drop' method but should be in the right format as explained on the previous page.

To select some music files, simply click once on the selected file in the left (white) window and the file will install itself in the music window. They will install themselves chronologically. If you wish to delete a file in the (blue) music window, simply click on it again and it will automatically delete itself out of your music selection.

The center (green) column next to the music files indicates the length of the music file in seconds. In the bottom of that column the sum of the total playing time of the music appears in minutes and seconds.

Window 3

To listen to the selected music click on **STOP EDITING** underneath the (blue) music file window and select one of the music files by clicking on it. A player will appear under the blue window (see window3) which allows to listen to the track and indicates total play time in minutes and seconds. It is possible to go further forward in the music track if the cursor is slided forwards with the mouse.



To terminate auditioning the music track(s) click on STOP PLAYBACK.

Selecting spoken messages

The method to select the voice prompts is similar to the way the music was selected. Click on *Edit* underneath the main left window and all the installed voice prompts will appear in the right window, once again showing the origin and the path of the messages where they were originally installed. The welcoming messages are stored according to the language spoken.

► Interval time between messages

The **interval time** set between each voice prompt (see window n° 4), can be selected on the small square appearing on top left side of the message window. Should you wish to make a few messages to follow each other quickly, simply click the message and then change the time indicated on top of the column. Then re-click the messages where this time needs to be changed and it will accept the preset interval in seconds showing above the column. To listen to the voice prompts click the message and you can hear it while a player will show underneath, identical to the player when listening to the music files.

► Recording your own messages

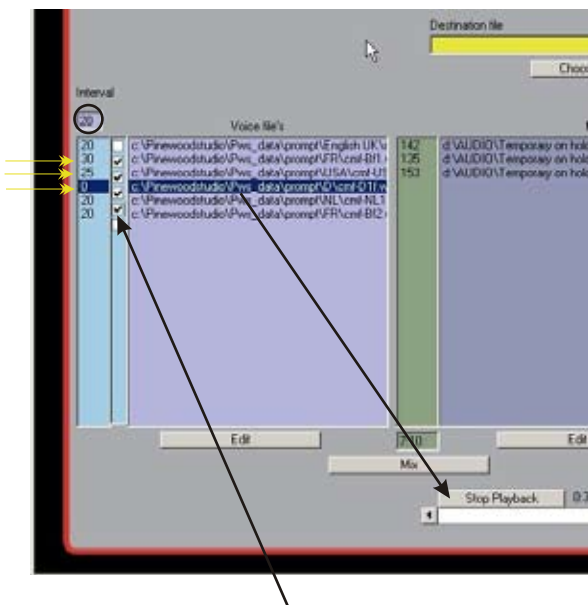
By plugging a microphone into the soundcard of your PC, it is perfectly possible to record messages in your own voice. This means that the software supplied with the sound-card is to be used. The microphone input should be activated and the recording level adjusted before to start recording. The recorded file which should be saved in wav format must be converted into the same Codec as the existing voice prompts. (Mono, 16bit , 22050 Khz sampling rate) to be useable in a mix file.

► Gear2voice software

If you do not wish or cannot record someone’s voice with a microphone, there are 2 other options available to you : Have your messages spoken by professional artists in a recording studio or use **gear2voice software**. This program makes it possible to convert text into spoken words (audio). Simply type the phrase you wish to hear in the language of your choice (program gives access to more than 20 languages) and the program will let you hear a female voice, speaking your text. Corrections in intonations or pronunciation can be made

by phonetic changes or punctuation marks. For each language there is a separate user manual. It is also possible to create its own database with words needed repeatedly with the phonetic changes so they will be recognised by the program. Only the saved sentences in the program will be charged on a time basis. A USB dongle supplied with the DVD-ROM gives you 15 min of recording time. Messages can so be created quickly, (no delivery delay) and available at an attractive cost.

Window 4



► Practical note

The total play time of the audio mix file will be set by its longest selection. If your music play list time exceeds the message play list time, the music will go on playing untill its end and will repeat the selected messages in chronological order untill the music will reach its end. If your messages list time exceeds the music play time, than the selected music will be restarted as a loop playing the messages untill the end and will then start all over again.

Play only once, certain voice prompts

If a voice prompt message should only be played once, e.g., when a relative short loop is used, the messages that need to be repeated must be “checked”. All the non-checked messages will not be repeated after they have been played the first time. This is an advantage if the total on-hold audio mix is used in a trigger mode. Most MOH players cannot play music in a trigger mode but if you dispose of a trigger startable player you can use this feature..

Loading Music files but WITHOUT mixing them with Voice Prompts

If you would like to download music into without mixing it with Voice prompts, (e.g. If you received a production with voices already mixed in or simply do not wish to add anything to the music) you can proceed by clicking on the “Mix” button. A small message window will than appear “No voice prompts selected, continue with music only ?” You can then proceed and select a “Yes” or a “No” answer. If your answer is Yes, the music file will be ready to be converted into mp3 and you should read the next paragraph on how to Mix your files.

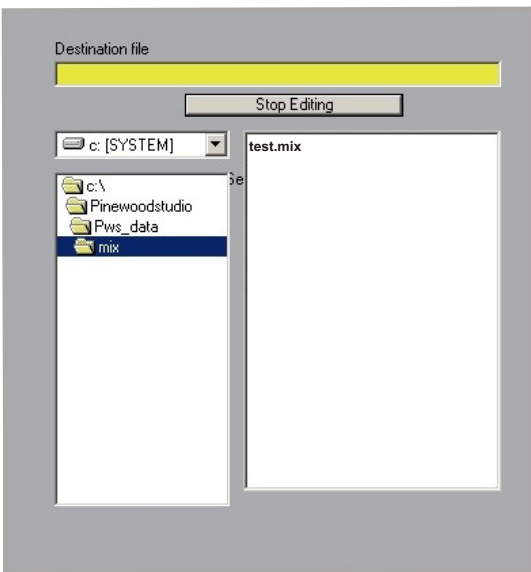
► Mixing Music and Voice prompts into one file

When using the program for the first time and wishing to mix a selection of music and messages into one file, after having clicked the “MIX” button, a small dialog window will request you to choose a destination file. After clicking the destination file a single file will appear : “test.mix” This file can be renamed with your new file name. After naming this mix file, click on “Stop Editing” and simply press the “MIX” button under the music and prompt files and the program will start mixing the components into one “PWS” file..

► Saving the Mix-Files configuration for later

Once that the “Mix” button has been clicked all the individual music and prompt files are mixed into a larger single file. From the moment that files are mixed into eachtother it is no longer possible to make any changes to that file. Such files carry the suffix “.pws”. If you wish to keep the composition before it will become unchangeable in its mixed form, it is possible to save it and change all its parameters and components. To do so, please click “File” in the menu bar in the upper left corner and select “save mixed configuration”. A pop-up window will than appear as shown herunder in Window 6 which will allow you to save the configuration in a directory of your choice. These files will bear the suffix “.mix”. If a saved mix is to be retrieved, click on “File” and select “ open saved mix configuration”. Any editing can than be executed on the saved configuration and mixed into a new pws-file.

Window 5



Window 6



Window 7A



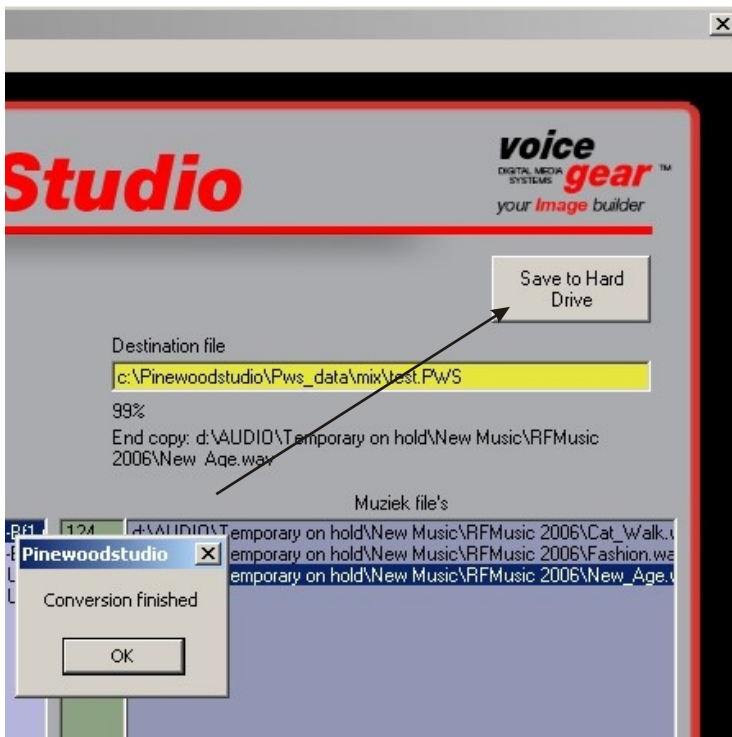
Window n°7A shows a mix-file in progress..

Window 7B



Window n° 7B shows that the mix file is available but still needs to be saved to the PC hard drive

Window 8



Once the mix-file is completed please click on the rectangular grey button appearing on the upper Right side of the **PineWoodStudio** interface < Save to hard drive > (window n°8)

Saving the mixed file to your hard drive

Before clicking the “Save to Hard Drive” button, the original mix file which is still in written with a “PWS” termination and now needs to be converted into 2 identical MOH files but in a different format : The first file is a WAV-file with a 22.050KHz sampling rate and the second file will be an mp-3 file. This will allow the file to be played in a MOH-player in a recognisable format. The program will be showing the progress of this process and warn you when both files will have been saved to the hard drive of your computer. You can now close the **PineWoodStudio** software

Copying (or e-mailing) the saved file(s) into your MOH player

You now dispose of 2 identical MOH files, one in WAV-format at 22.040KHz sampling rate and a second file saved in mp3-format. If you are using an USB equipped player simply connect the player on the USB port of your computer and selecting the file on your HDD simply drag & drop the file into the memory of the MOH player. Make sure the file has been copied onto the MOH player and than disconnect your player by respecting the USB protocol.

If you have a MOH system with a flash card reader, simply insert the flash card in a flash card reader and copy/paste or drag & drop the file in the desired format onto the flash card. Re-insert the updated card into the MOH player and you are ready to play.

If your MOH file is not too large (less than 5Mb) you can also e-mail the file to your other branches as an attachment.

ADDING NEW TOOLS

As a legal owner of the **PineWoodStudio** we already can announce you that we will add a few new tools. One of them will allow you to save the mixes made with this program in a WAV format that will make it possible to play the mix in a built-in player of a telephone switchboard, also known as P(A)BX. If you have activated this software program with a PAYCODE and filled in the questionnaire, you will be recognized and authorised to download the new tool(s) when they will become available.

IN THE EVENT OF A COMPUTER CRASH

Nobody wishes it would be possible but if it happens, and you only would like to change the Hard disk, it is possible to re-install the PineWoodStudio again and re-activated the program on this new hard disk without having to pay for this license. If so please contact your dealer for assistance.

IMPORTANT:

In the event of a crash, and also change or upgrade your operating system, a free activation will not be acceptable. Also please note that the installation onto a second computer or laptop, even inside the same company will be considered as a new licence and will not be free of charge. Thank you for your confidence in our products.

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