

DP-501 eHold Player

User's Guide

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FCC and CE Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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Product Name: DP-501 eHold Player
Manual Revision: 1.1
Release Date: May 2008

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Package Contents

- (1) Audio player
- (1) Software CD
- (1) Ethernet cable
- (2) Audio cables
- (1) Power adaptor
- (1) This user guide

Hardware Descriptions

Specifications

Memory Capacity: 1 GB

Max. Number of Sound Files: 1

Sound File Format: MP3, CBR/VBR up to 320 kbps, sample rate up to 44.1 KHz

* Stereo files are played in mono with both channels mixed together.

Ethernet Interface: RJ-45, 10/100 Mbps

* Static IP address is required for the player.

Audio Outputs:

- 8 Ohm single ended with 1/8" phone jack (for most applications)

- 600 Ohm balanced with RJ-11 jack

* Both outputs provide the same audio content.

Indicator Lights

System: This light flashes slowly during normal operation.

Play: This light is normally on but turned off during file transfer.

LAN: This light is on if the LAN connection is good, and flashes during network activities such as file transfer.

Volume Control

There are two levels of volume control: hardware and software. The hardware control (via the volume dial on the player) sets the maximum output level. The software control (via the server program) allows you to remotely adjust the volume within the range set by the hardware control.

Hardware Reset Button

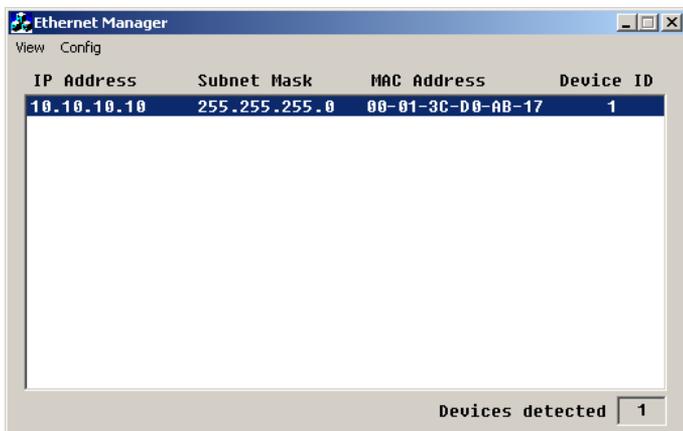
To reset the hardware configurations (such as IP address and passwords) to the factory default, hold this button down for 5 seconds while the player powers up. If you should somehow forget the passwords, use this button to reset the passwords to blank (no password) so that you can access the player again. Remember to re-configure the player afterwards because all the settings will be put back to the factory default.

Hardware Installation

IP Address Configuration

The player is designed to operate as a server requiring a static IP address and a passage through the firewall (port forwarding) in order for the managing PC (which is considered a client) to access it. The static IP address should be obtained from your ISP (Internet Service Provider) unless the player is to be installed on the same LAN as the managing PC bypassing the Internet. In that case, you should obtain the IP address from your network administrator.

The player is pre-configured at the factory with a default IP address which is obviously useless in most cases. Before site installation, we'll need to change the IP address by connecting the player to the same LAN as the managing PC, then run Etm.exe on the software CD. When the program opens, it should display the player's default IP address as the following:



Select *Config > IP Address* and change the IP address to the static IP address assigned to the player. In a few seconds the screen will automatically refresh and show the change. Exit the program and disconnect the player from the LAN. The player is now ready for site installation.

If Etm.exe cannot find the player, disable the firewall on the managing PC temporarily and try again. The firewall can be re-enabled afterwards. If Etm.exe still cannot find the player after the firewall is disabled, it is probably because the player was not connected to the same subnet as the managing PC.

Preload Music

The player comes preloaded with some demo music. If you want to preload your own music before site installation, you should change the player's IP address to be within the subnet of the managing PC. You'll then be able to use the server program and preload the music. Afterwards, you should change the player's IP address back to the real one for site installation.

Site Installation

Before site installation, the player's IP address must have been properly configured as described previously. Depending on the application, the player may be connected to the Internet directly, via a LAN, or not connected to the Internet at all. There are firewall issues in most cases, and you'll need the help of your network administrator to create a passage through the firewall (usually via port forwarding) or the player may not be accessible.

Hook up all the necessary wires and cables securely to the player. There are two audio outputs and only one needs to be used. The 8 Ohm output should be used in most cases. The 600 Ohm output should be used only if the phone system has a RJ-11 connector for the onhold music.

Turn on the player and turn up the volume. Press the Monitor button down to turn on the speaker and you should be able to hear the preloaded music now. Adjust the volume if necessary - both the speaker and the audio output will be affected. The speaker can be turned off by pressing the Monitor button again. The speaker may be left on or off for normal operation.

The Server Program

The server program runs under Windows 2000 and greater. It allows you to set up a database of accounts and upload new contents to the players immediately or at scheduled times. You can also remotely adjust the audio volume within the range set by the manual volume dial. Each account contains contact information such as name, address, phone number and email address. It also contains the player information such as IP address and password. Each account may have only one player associated with it. For multi-location applications, each location should be considered as one account.

Software Installation

Run setup.exe on the software CD to begin the installation process. Prerequisite software such as Microsoft .net and SQL server (compact edition) are also included on the CD and will be installed.

If an older version was previously installed, it must be uninstalled first. When the new version installs, the program will ask you whether you want to replace the old database file "Accounts.sdf". Answer "no" if you want to keep your old database file of accounts you previously set up. You will not be asked this question if this software has never been installed on the managing PC before.

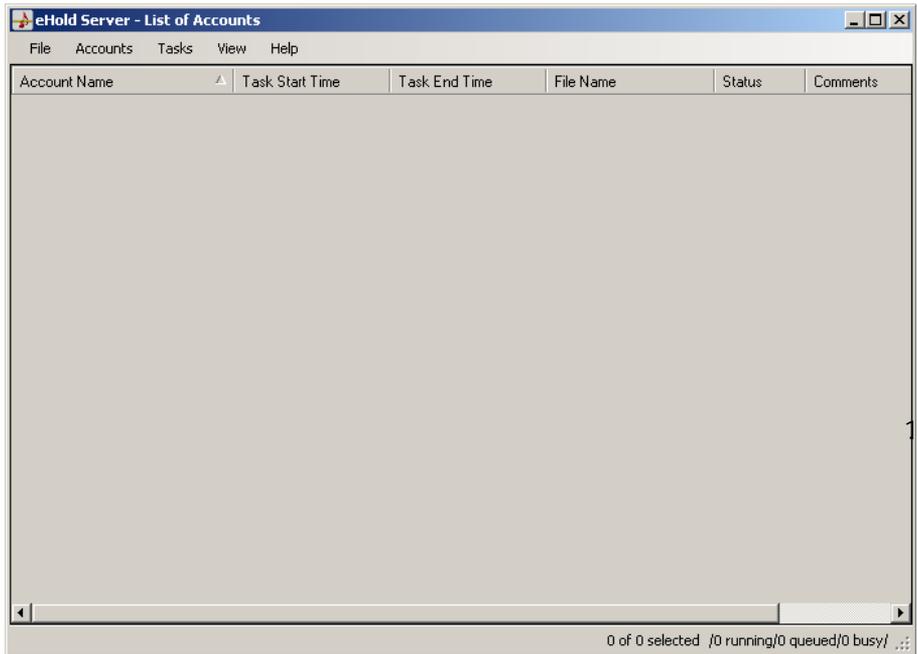
The server program allows you to set up tasks (file transfers) for immediate or future execution. However, the server program needs to be running at the time when the scheduled tasks are supposed to be executed. If the server program is not running at the time, the scheduled tasks will not be executed until the next time the server program runs. Therefore by default a shortcut to the server program is installed in the Programs | Startup folder. This causes the server program to be launched every time the software's owner logs in. The shortcut in the Startup folder can be deleted if this behavior is not needed.

When using Windows Vista it may be necessary to run the server program as the system Administrator.

The first time the server program is run the event log is created. After that server activity will be written to the event log.

Make sure firewall and anti-virus software is correctly configured to allow the server program to access the players.

The Main Menu



The main menu displays a list of all accounts. The most common commands are available by right-clicking in the account list area. Right-click on the status bar at the bottom of the window for task related commands.

Some of the commands allow you to act upon one or more accounts. Select one account by simply clicking on it. Select multiple accounts by shift-clicking (range) and/or control-clicking (individual).

The accounts can be sorted by clicking on a column header. Column order can be changed by dragging column headers to different positions.

Sorting is a very important function as it allows you to list related accounts together for group operations. If you plan to update a group of accounts with the same file on a regular basis, you should give these accounts similar names such as "Acme Corp. - CA", "Acme Corp. - NY" and etc. When you sort on Account Name, these accounts will be listed together for you to range select.

The program is very user friendly and intuitive to use. All you need to do is to set up accounts first then set up tasks for these accounts. The tasks are displayed on the screen with such details as start time, end time, file name and status (result). If a task failed for some reason, the entry will be in red until you clear the task. You can also sort on the Status column so that all failed accounts will be listed together for you to examine.

The Accounts Command

Add Accounts

The screenshot shows a window titled "eHold Server - New Account" with two tabs: "Account" and "Task". The "Account" tab is selected. The window is divided into two main sections. The top section, labeled "Contact", contains several text input fields: "Account Name", "Comments" (a large text area), "Contact", "E-mail", "Phone", "Address", "Address2", "City", "State", "ZIP Code", and "Country". The bottom section, labeled "eHold Player", contains fields for "IP Address", "Password", "HTTP Port" (with a default value of 80), "FIFO Port" (with a default value of 100), and "Digital IO Port" (with a default value of 102). There are three buttons in the "eHold Player" section: "Search", "Config", and "Reset". At the bottom of the window are "Save" and "Cancel" buttons.

In the Contact area, all fields are optional except the Account Name which must be unique. In the eHold Player area, fill in the IP Address but leave the IO Port and the Digital IO Port fields unchanged.

The player has no default password. If you want to set up the password (recommended), click the "Config" button after filling out the IP Address. When the Controller Status web page opens, click the "Login" button. There are two passwords in the next page. The Setup password is what you use to log in this page - the default is blank and that's why you were able to log in without the password previously. The Access password is what the server program uses to access the player (the Password in the eHold Player area.) If someday you lose the passwords, you may reset the player to the default (blank for both passwords) by pressing down the player's hardware reset button for 5 seconds while turning on the power.

The Reset button, not to be confused with the hardware reset button, issues a reset command to the player. Normally the player does not need to be reset. An aborted transfer or loss of network connectivity during a transfer may put the player in a state requiring a reset to restore normal operation. Recycling the player's power will also achieve the goal.

Clicking on the Search button will display a list of eHold players connected to the same subnet as the server PC. To add a listed player to the account, just double click the entry. After the player is added to the account, you may then use the Config button to configure it if necessary. Note that eHold players located outside the subnet are not searchable with this button.

Values of the HTTP Port, the FIFO Port and the Digital IO Port should usually be left unchanged. If there are multiple players (accounts) using the same public static IP address behind the same router, then these software ports need to be changed to unique values for each players. For example,

1st Player: HTTP = 80, FIFO = 100, Digital IO = 102

2nd Player: HTTP = 5000, FIFO = 5001, Digital IO = 5002 (changed from default)

The above software ports are used by the server program to access each player. On the other hand, each player has the same set of hardware ports with the following default values (changable in the device configuration page):

HTTP = 80, FIFO = 100, Digital IO = 102

Therefore, the port forwarding (if firewall is enabled in the router) should be:

1st Player: (public IP) 80 to (private IP) 80, 100 to 100, 102 to 102

2nd Player: (public IP) 5000 to (private IP) 80, 5001 to 100, 5002 to 102

Each player should have a unique private IP address - see IP Address Configuration under Hardware Installation.

Note the HTTP port is used to access the device configuration page only. Do not forward the HTTP port unless you want to access the device configuration page via the Internet.

If you plan to send the same file to a group of accounts on a regular basis, you should give them similar names such as "ABC #1", "ABC #2" and etc. You will then be able to quickly select these accounts using the View/Filter command.

Edit Accounts

You may select one or more accounts for editing. Select multiple accounts by shift-clicking (range) and/or control-clicking (individual).

Duplicate Accounts

This command helps to create multiple accounts with similar data. After setting up the first account manually, you may duplicate it and edit the duplicate to create a new account. All fields will be duplicated except the IP address. Remember to change the account name so that it's unique.

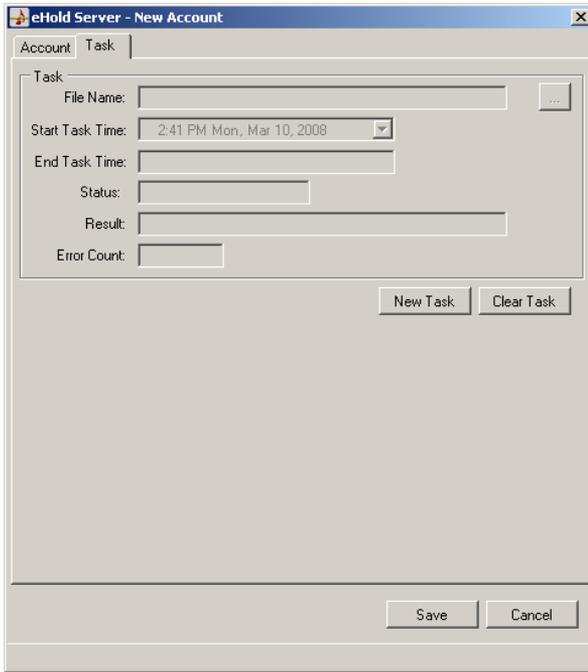
Delete Accounts

You may select one or more accounts for deletion. Select multiple accounts by shift-clicking (range) and/or control-clicking (individual).

The Tasks Command

Edit/Clear Tasks

Use this command to create or clear tasks for one or more accounts. Select multiple accounts by shift-clicking (range) and/or control-clicking (individual).

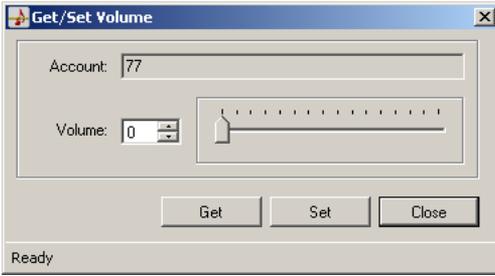


To create a new task, click the New Task button. Next, select the file and the time to upload, and then click the Save button. When you click the New Task button, the Start Task Time will automatically be set to the current time. If you want to start the task immediately, leave it unchanged. Date and time values can easily be incremented and decremented by selecting the value and using the up and down arrows.

When a task is scheduled for future execution, its Status field in the Main Menu becomes "Ready". After a task is executed, its Status field shows the result.

The Clear button is used to clear the status of the previous task, or to delete a task that's scheduled for future execution. You can also use the *Tasks > Clear* command.

Get/Set Volume



Click the Get button to obtain the current volume. Move the slide to the desired value and click the Set button to set the volume. This command works on one or more accounts. Select multiple accounts by shift-clicking (range) and/or control-clicking (individual).

Note that there are two levels of volume control: hardware and software. The hardware control (via the volume dial on the player) sets the maximum output level. The software control (this command) allows you to remotely adjust the volume within the range set by the hardware control.

Start Transfer Now

Use this command to immediately start the task(s) of the selected account(s). If the task has been executed before, it will be executed again.

Abort Queued Tasks

A task will be queued if its time has come but the system is busy executing another task. Use this command to abort queued tasks if any. These queued tasks do not need to be selected. The task status will become "Aborted".

Abort Running Tasks

Use this command to abort the task that's currently being executed. The running task does not need to be selected. The task status will become "Aborted".

The View Command

Plain Text Password

If this box is checked, the account password will be displayed in plain text. Otherwise, it will be displayed as "xxxxxxx".

Show Tool Tips

If this box is checked, tool tips will be displayed when the mouse is moved on certain command buttons.

Filter...

Use this command to view accounts with a common word in the account name. It allows you to quickly narrow in (and subsequently select) a group of accounts from a list of potentially hundreds of accounts. You may view accounts that contains, start with, or end with the common word. Note that accounts without the common word will be hidden but not deleted.

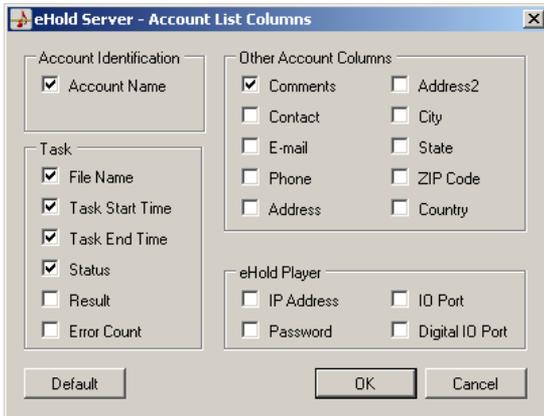
Remove Filter

Remove the filter and view all accounts.

Select All

Use this command to select all accounts.

Select Columns



Select the columns to display in the Main Menu.

The File Command

Admin Preferences

The screenshot shows the 'eHold Server - Admin Preferences' dialog box. It is organized into three main sections:

- eHold Command Timeouts:**
 - Get Volume Timeout (sec): 30
 - Set Volume Timeout (sec): 30
 - Reset Device Timeout (sec): 30
 - Data Send Timeout (msec): 20000
 - Data Receive Timeout (msec): 20000
- Operating Parameters:**
 - Max. Transfer File Threads: 1
 - Transfer Timer Interval (msec): 1500
 - Reset to Send File Delay (msec): 0
 - Progress Timer Interval (msec): 2000
 - Transfer Packet Size (bytes): 1024
- Miscellaneous Preferences:**
 - Show AccountID Checkbox
 - Auto-Dismiss Timeout (sec): 30
 - Cell Date/Time Format: M/dd/yyyy h:mm tt
 - Dialog Date/Time Format: h:mm tt ddd, MMM d, yyyy

At the bottom of the dialog are three buttons: 'Default', 'Save', and 'Cancel'.

Get Volume Timeout

The Get Volume command can take no longer than the value of this timeout. This timeout value must be greater than Data Send and Data Receive Timeout values.

Set Volume Timeout

The Set Volume command can take no longer than the value of this timeout. This timeout value must be greater than Data Send and Data Receive Timeout values.

Reset Device Timeout

The Reset command can take no longer than the value of this timeout. This timeout value must be greater than Data Send and Data Receive Timeout values.

Data Send Timeout

eHold Server socket send data timeout is initialized to this value.

Data Receive Timeout

eHold Server socket receive data timeout is initialized to this value.

Max. Transfer File Threads

This is the maximum number of concurrent transfers. By setting this value greater than 1, multiple transfers should complete faster because more than one will be done at once.

Transfer Timer Interval

The interval at which system queries are services. The eHold Server checks for transfers that are ready to be queued at this interval. Status messages and transitions from queued to running are also performed at this interval.

Reset to Send File Delay

When this value is non-zero, it specifies the delay between issuing a reset and beginning a file transfer. The default value is 0, which means that a reset is not sent prior to beginning a transfer.

Progress Timer Interval

When a transfer is in progress, the percent completion messages are updated at this interval.

Transfer Packet Size

When transferring a file to an eHold Player, data is written to the player 'Transfer Packet Size' bytes at a time.

Show AccountID Checkbox

Each account has an AccountID. This is a unique number that is automatically generated. Accounts that have been saved to the database have positive AccountID numbers whereas newly created accounts have negative AccountIDs. Some of the event log entries identify the account using its AccountID. Check this check box to enable the AccountID column check box to be displayed in the Select Columns dialog box.

Auto-Dismiss Timeout

Messages that are displayed during a transfer are automatically dismissed after the Auto-Dismiss Timeout has elapsed. In this way pending transfers will not be prohibited from running should an error occur. Note that Auto-Dismiss can be disabled by setting this value to zero (0).

Cell Date/Time Format

This string specifies how the Data/Time is displayed in the Task Start and Task End columns of the List of Accounts display. Details for modifying the format string can be found in Microsoft's Standard Date and Time Format Strings topic in the .NET Framework Developer's Guide.

Dialog Date/Time Format

This string specifies how the Data/Time is displayed in the Task Edit dialog. Details for modifying the format string can be found in Microsoft's Standard Date and Time Format Strings topic in the .NET Framework Developer's Guide.