![Skutch logo] **SKUTCH**
"TELECOMMUNICATION PRODUCTS TO SOLVE TELECOMMUNICATION PROBLEMS"

Promotion On Hold Update Software

(Used with the DL-11 MP3 Repeater)

Dealer Operation Manual

V1.1

Introduction:

The **Promotion On Hold Update** software is an innovative product that provides an easy to use, reliable, customer friendly method for updating the DL-11 with new audio productions.

It provides the following three key features:

1. It automatically notifies the customer when an update is ready. The customer does not have to check their emails! It notifies the customer once a day until the update has been completed. This means that your updates will be implemented in a timely manor.

2. It automatically copies the new audio production to the USB Flash Drive once the drive is placed into the computer. This eliminates the need for customers to "Drag and Drop" the attached update file, from an email, to the USB Flash Drive. "Drag and Drop" can be a real problem for customers who are not computer literate. It can be very frustrating for both the Dealer and the customer. Our software solves this problem.

3. It provides Dealer security. The Dealer can choose his own unique six digit password code. Once established, only the original Dealer will be able to make updates to your customer via the Promotion On Hold Update software. This prevents other Dealers from sending updates to your customers. This security is for the software ONLY. A customer can still "Drag and Drop" any MP3 file directly to the USB Flash Drive.

The Promotion On Hold Update software is the most innovative and easiest method available for providing fast, reliable, and customer friendly audio production updates.

Customer Instructions:

The software is available on our web site on a NO CHARGE basis. The following are the minimum computer requirements:

Operating System: Windows XP, VISTA, NT, or WIN 2000
Email Software: . Outlook Express, Outlook or any MAPI compliant program.
Internet Connection: Real time (full time) HIGH SPEED, DSL, or CABLE suggested.
Email address: The computer MUST have a valid default email address assigned to it.
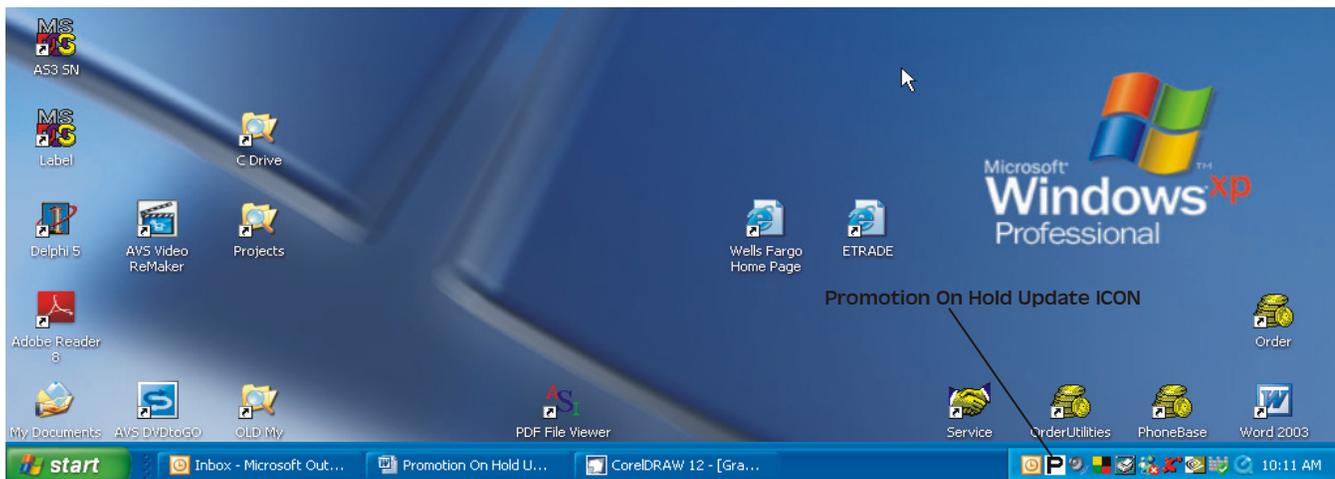
Customer Installation Instructions:

1. Close all programs before starting.

2. The customer downloads the Promotion On Hold Update software from our web site at the following link:

www.skutchelectronics.com/pohu.asp

3. After clicking on the "Download" button, select "OPEN" or "RUN". The program will now be installed. It is automatically placed in the Start Up menu so that it will always load on boot up. After the installation is complete, the computer will automatically re-boot.

Customer Operation:

The software runs "minimized" and the icon can be found in the "System Tray" as shown below. The ICON is a black letter "P", on a white background.

Displaying the Program

You can open the program by either; RIGHT clicking on the "P" ICON, then select "Show Promotion On Hold Update; or by double clicking on the ICON itself.

Auto Search for new Updates:

The software automatically checks for new email updates. When the program is "minimized", it checks for new updates everyday at 6:00 am. When the program is OPEN, it checks for updates, upon opening, then every 5 minutes thereafter until it is minimized. The program also checks for updates when ever the computer is booted up.
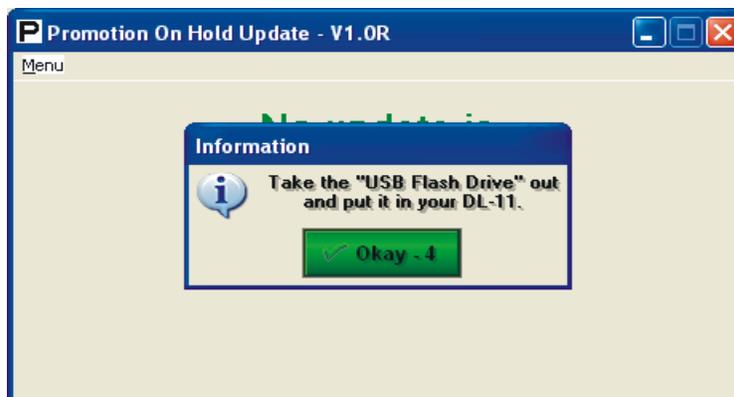
Detection Of a New Update

 Once the software detects a new update is ready, it automatically makes an archive copy of the new audio production, and deletes the email from the INBOX. It then notifies the customer by displaying the following box:

 The customer does not have to check their emails! The software does it for them. If the customer is too busy to make the update at that time, they can click on the "Remind me Tomorrow" button. The software will keep reminding them each day until they perform the update.

Once the customer inserts the USB Flash Drive into the computer, the computer auto detects it and automatically copies the new audio program onto the USB Flash Drive. Once copied, it notifies you that you can remove the USB Flash Drive. The software automatically "EJECTS" the USB Flash Drive for safe removal.

When this screen is displayed the customer removes the USB Flash drive and re-inserts it back into the DL-11. That's it!
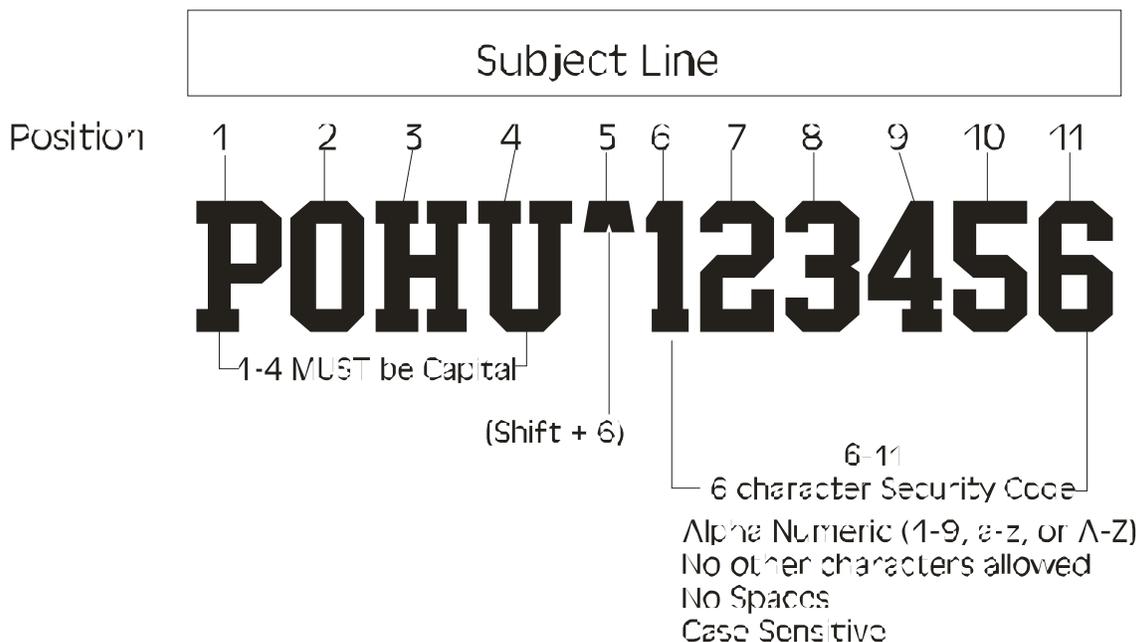
Dealer Instructions:

To send a customer a new audio production you must follow these steps:

1. Create the new audio production and convert it into MP3 format. The extension of the file MUST be ".mp3".

2. Create a new email to your customer. In the "**TO:**" box type the email address. NOTE: This email address MUST be the DEFAULT email address on the computer where the Promotion On Hold Update software is running.

3. The "**Subject:**" is the ONLY text that is REQUIRED. This text MUST be 11 characters. The first 5 characters MUST be: POHU^. The last six make up the Update Security Code. All characters are case sensitive. See "More on the Subject Line".

4. Attach a single MP3 file. If more than 1 MP3 file is attached, the software will only copy the first one. Before the software copies the new MP3 it erases the old MP3 file on the USB Flash Drive.

5. Send the email. That's it!

You are free to put any message in the body text.

More on the Subject Line

This string of characters MUST be 11 characters in length. If there are under 11, or over 11 characters, the update will not be detected.

The 1-5 position MUST be (caps only):   **POHU^**

To produce the ^ character, simply hold down the Shift key, and press the 6 key on the top row of the keyboard.

Update Security Code:

Positions 6-11 of the Subject line is your unique Update Security access code. It is case sensitive and MUST be made up of VALID characters ONLY. If an email is sent with one or more invalid character(s), the email (update) will be ignored. Valid characters are: 0-9, a-z, A-Z. No other characters can be used, including SPACES. This code is automatically set into the software during the FIRST email update. This means that the first email UPDATE is not security controlled. Once the security code is established with the first UPDATE, no updates can be made without the established security code. This security code can not be erased or changed. Skutch Support is the only one that has the ability to erase the security code. We suggest that you select a single security code and use it for all of your customers.

Update Security Code Indicator:

 Once a Update Security Code has been accepted, the letter "R" will be displayed at the end of the version number on the main screen. This is the only indication that the software has a security code assigned to it. Once a security code is set, it can only be cleared by Skutch Technical Support.

The Update Security Code can ONLY be Alpha-Numeric Characters. This code is CASE SENSITIVE. Valid character are: 0-9,a-z,A-Z.

Unique Valid Security Codes:

123456
9a7Tgt
Abcdef
ABCDEF
00Tthk
zXc6rR

NON-Valid Security Codes

123-56
MARK G
Q~r8jh
A sx_&

USB Flash Drive Registration:

In order to use this software, the USB Flash Drive MUST be registered with Skutch. The USB Flash Drive that comes with your DL-11 has been pre-registered. If you should buy a new USB Flash Drive, you will have to register the drive by inserting it into your computer and calling Skutch. You will need your DL-11 serial number in order to get the access code for registration. To register a USB Flash Drive call (916) 786-6186.

Technical Support

If you have any problems you can call Skutch for technical support. We are available from 7:30am till 4:30pm, Pacific Time, Monday Through Friday, excluding Holidays.

(916) 786-6186