

NCH Swift Sound IMS Telephone On Hold Player

This manual has been created for use with IMS Version 3.08. More information on other versions of IMS can be found at www.nch.com.au/ims/index.html.

IMS Telephone On-Hold Messages Player

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IMS On-Hold Messages Player

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Related Business Audio Software

- ~ BMS Business Music System - www.nch.com.au/bms/index.html
- ~ IVM Telephone Answering Attendant - www.nch.com.au/ivm/index.html
- ~ WavePad Audio Editing Software - www.nch.com.au/wavepad/masters.html
- ~ VRS Call Recording System - www.nch.com.au/vrs/index.html

This software is supplied with generic on-hold messages in American English, Australian English, English, Spanish, French or German. If you have loaded the wrong version, please load the correct version from www.nch.com.au/ims.

Professional customised on-hold messages will keep callers informed, enhance business reputation, prevent caller hangups and increase sales. For professional voicing and studio production of on-hold messages in Australia, please refer to www.nch.com.au/onhold.

Generic on-hold, history on-hold, trivia time on-hold and copyright free music can be downloaded free at www.nch.com.au/ims. Some free on-hold subscription channels are also available at www.audiochannel.net.

If you have any difficulties running this program, please review **Troubleshooting Problems**. If that does not solve your problem, or for bug reports, please use the form at www.nch.com.au/ims/support.html to contact technical support.

This software is used by professional on-hold production studios and is supplied by telephone system suppliers. If you would like more information about our reseller or supplier arrangements, please see our reseller terms at www.nch.com.au/reseller.

IMS Overview

IMS plays telephone on hold messages using a Windows computer with any standard sound card or voice modem. The software runs in the background using the CPU idle time and the buffer on the sound card or voice modem which connect to the MOH port on your PBX or your telephone line. The computer can still be used as normal.

If you have a Windows computer in your office, this is the most advanced and most affordable way to play on hold messages to your callers when they are on hold or being transferred.

Features:

- Real time mixing of messages and music to create an endless presentation.
- Message scheduling to commence and expire on certain dates and to play only on certain days of the week or times of day.
- Fully digital audio ensuring that your messages sound good, are clear and are easy to listen to.
- Almost unlimited message and music capacity.
- State-of-the-art 'fuzzy logic' formula achieves the optimal message rotation rate.
- Direct user control over messages and message scheduling. You can control the scheduling directly at your computer, or it can be set by the studio that produces your messages.
- User recorded messages. The software is usually used with professionally recorded messages but the software also allows you to record your own messages directly and simply by plugging in a microphone.
- Automatic Online Internet Updates or updates on a 3.5" diskette or on CD-ROM. The automatic Internet connection ensures that if you are using a studio to produce your messages regularly, your messages can be uploaded automatically by your production studio.
- Voice Synthesizer function to synthesize speech from text if required.
- For use with Telephone PBX systems with message/music on-hold feature, and can also work directly with VoIP phones used in your business.
- Free download for use with free generic packages and free music (see below).

System Requirements

- Windows 95/NT4/98/2000/Me/XP/2003/Vista.
- Sound Support (check for a speaker out socket on the computer).
- Either:
 - a) Traditional Office Telephone System (PBX) with and 'onhold' option; or
 - b) For VoIP systems, a VoIP PBX (eg. Axon Virtual PBX).

IMS is just one component of the NCH Swift Sound suite of audio software for business. If you have not done so already, please visit www.nch.com.au/software/ to download many other audio related programs.

Install, Setup and Run Software

After you have run the IMS setup program the Software Licence Terms will be displayed. You must accept all of these terms to use IMS. If you accept the terms click "I Accept" and <Next> to continue installation. If you do not accept, click <Cancel> to quit the installation.

Once you have accepted the licence terms IMS will install on your computer and load the default on hold messages and music automatically and be running. IMS will usually run in the background all the time and the installer sets it to run automatically when the computer is logged on (to change this, see ***Settings ~ General***). You can open IMS at any time by double-clicking on the icon on your desktop.

By this stage the IMS should be open and running and on-hold messages should be playing through your speakers. You now need to connect your on-hold messages to your telephone system. See ***Connecting On Hold Messages***.

Whenever you need to open the IMS On-Hold Message Player, click on the icon on your desktop.

If you wish to use the speech synthesizer function, you might need to download and install a free speech engine if you do not have one installed on your computer. You can download the engine using the links at www.nch.com.au/speech.

Connecting On-Hold Messages

The IMS On-Hold Message player can be used to play on-hold messages with a telephone PBX system. The IMS plays on-hold messages using a sound card which is connected to the telephone PBX system.

Telephone PBX Systems

Requirements

- Telephone system with a music/messages socket. Almost all modern phone systems have this feature. For more information refer to the documentation provided with your telephone system or consult with your telephone system supplier.
- Cable to connect this computer to the messages on-hold socket. In Australia and the UK a Line Isolation Unit (LIU) is required to connect the sound card to the telephone messages on-hold socket. In the USA and Canada a line isolation unit is not required but a suitable connector is needed. If you already have Radio/CD on-hold, the LIU/connector will be connected to the Radio/CD. Otherwise your telephone system supplier should be able to supply a suitable LIU/Connector.
- Sound Card in this computer. This software requires a Sound Card that can play 11.025Khz at 16bit. Almost all sound cards supplied for Windows computers these days can do this. If you do not have a sound card, one can be purchased cheaply for around \$US20. To see if you have a sound card in the computer, click on the "Settings" button which will display a pull down list of all installed sound cards (Note: there may be more than one sound card in your computer).

Setup

1. Select the sound card. Click on the "Settings" button, and select the sound card from the pull down list "Sound Out Device".
2. Connect the Line Isolation Unit (or suitable connector) to the computer. Plug the 3.5mm earphone type plug into the "SPK" connection of the sound card.
3. Connect the Line Isolation Unit to the telephone system.
4. Adjust the volume of on hold messages (see ***Adjusting Volume***).

Adjusting Volume

To adjust the volume, use the menu "File -> Settings" or click on the <Settings> button. Use the volume slider to increase and decrease the volume. The softest setting is -36db and the loudest is 12db. Typical volume settings range between -12db and 6db. When you are satisfied with the level of the on-hold messages, click OK.

If the sound volume is too low when the volume is set at 12db try the following:

- Sound Out Device: On some sound cards, the same sound card will appear as 2 or 3 different sound out devices. Try changing the sound out device in the drop down menu below.
- Line Out/Speaker Out sockets. If there are 2 output sockets on the sound card, use the SPK/Speaker Out and not the Line Out socket.
- Volume adjustment on sound cards. Some sound cards have a volume control on the back next to the sockets - try changing it.
- Line Isolation Unit adjustments. Modern LIUs have volume adjustments which can be changed with a screwdriver. Try that adjustment.

If none of the above increases the volume, the problem probably lies in the telephone system (in most telephone systems, the on-hold volume can be adjusted internally). Contact your telephone system supplier.

If the telephone line quality in your area is bad, try changing the Audio Quality Processing in the Settings Window. Where there are poor quality lines, a higher volume will create more distortion. In these circumstances it is often better to have slightly softer messages than distorted messages.

Loading Messages or Music

Messages or music from a professional production studio can be supplied as follows:

- MOH file on compact disk.
- MOH file attached to an email.
- Automatic on-line connection.

You can also load or create your own messages and music by:

- Loading wav or mp3 files.
- 'Ripping' music tracks from CD.
- Recording your own messages.

To Load a MOH file on CD (On-Hold CD-ROM)

Simply insert the CD into the drive. Loading will start automatically within a few seconds.

To Load a MOH file attached to an email (Update On-Hold Email)

Try to open the attachment. If it opens IMS should load it automatically.

If you cannot open the attachment, or if the attachment does not load when you open it, save the file to your desktop then double click on the file on your desktop to load it.

To use an Online Internet Connection

Use this option only if the studio that produces for you provides an online update service.

Click on the Load button and select the Online Content Update option. Enter the studio provided server address (eg. ftp.yourstudio.com).

If you tick the Automatic Daily Login and Update Check box. IMS will connect and check for new updates at 3 a.m. every morning. This means the studio can update your messages at any time automatically.

To load wav or mp3 files

If you have messages or music as wav or mp3 files click "Load -> Wav/Mp3 File as Music" or "Load -> Wav/Mp3 File as Message" then browse to locate the file.

To 'rip' audio CD music tracks

Insert your audio CD, use the menu item "Load -> CD Audio Track as Music", select the track, and click Load. (You can select more than one at a time holding down the shift or control key while selecting).

To record your own messages directly

Press F5 and record your message.

If recording does not work, check (a) your microphone is plugged into the computer and (b) open Windows Record Mixer from the Record Control and check the microphone fader is up.

Professionally voiced, recorded and produced messages

Professionally customised on-hold messages will keep callers informed, enhance business reputation, prevent caller hangups and increase sales. If you wish to have on-hold messages produced or updated in Australia, please see the On Hold Messages Production Service web page at www.nch.com.au/onhold.

Professionally voiced and produced generic on-hold, history on-hold and copyright free music can be downloaded free at www.nch.com.au/ims.

Professional Encoder I-Producer

The Professional Encoder for the IMS, the I-Producer, can be downloaded at www.nch.com.au/iproducer. The software is designed for professional studio use only. For more information about our studio partner programme which includes wholesale pricing, listing on our indexes and referrals, please see our reseller page at www.nch.com.au/ims/reseller.html.

Recording Music and Audio Files

You can record your own audio files and music tracks (subject to copyright laws). This music will be mixed with the messages and can be scheduled to commence or expire on certain dates.

This option can only be used if you have enabled User Record in the Settings dialog box.

To record your own sounds, follow these steps:

1. Ensure that your sound card Record Mixer is set to record from a CD player or Microphone.
To access the Record Mixer, double click on the speaker icon on the task bar then select Options/Properties/Recording/OK.
2. Enable and select the User Record Device using the Settings dialog box.
3. Click on the New Record button.
4. Record your Sound file or Music track. (You will need to press play for a CD Player).
5. When recording is complete, click on the Stop button.

When you click Stop, the IMS will then process the recorded audio for telephone including: start and end trim, automatic level control, equalisation, compression and limiting.

To record again repeat steps 3 to 5.

Working with multiple IMS players on a single PC

If you have more than one soundcard installed, you can also run multiple instances of IMS Onhold Music Player on a single machine. These players will have totally different music, settings and announcements.

To view the list of all IMS players installed on your PC, use the menu option "File -> Setup Multiplayers". All players are listed with their names and status ("Running" or "Not Running").

To add a new player, click on the Add button and specify the player name. You also need to select the sound out device for the player by go to Settings->Audio.

To remove or open a player, select the player from the list and click Remove or Open button.

File Menu

To open the File Menu options, click on the "File" menu:

File -> Load

See ***Loading Messages or Music***

File -> Print Script

This will print a copy of the script of your on-hold messages.

File -> Settings

See ***Settings***.

File -> Setup Recording Device

See ***Settings***.

File -> Register Software

See ***Purchasing and Registering IMS***.

File -> Setup Multiplayers

See ***Working with multiple IMS players on a single PC***.

File -> Close

Use this option to close the IMS but leave it playing in the background.

File -> Exit

This closes IMS completely and stops the messages playing.

Message Menu

To open the Message Menu options, click on the "Message" menu.

Play

Click this or press F9 to play the selected message.

New Record

Use this option or press F5 to record a new message.

New Synthesized Voice

To have the IMS automatically synthesize voice from text that you enter, click on the "Synthesize Speech" option then either enter your text or paste text that you have copied from another document directly into the text box using Ctrl+V. Select the "voice" you want to use, then click "Synthesize Speech".

Load

Wave and mp3 Files

To load wav or mp3 files, click on the "Import Files(s)" button and select the files you wish to load. You can select multiple files at the same time by holding down the shift key while selecting the files.

CD Audio Track as Message

Use this option to select and load an audio track from your CD as an on hold message.

Packed On-hold CD

Use this option to load a .moh file from CD into IMS. Note that the load feature will only look for the MOH file matching your registration. For instance, if your ID is 21354 IMS will look for the ohm21354.moh file.

Packed MOH File (Emailed)

Use this option if an MOH file has been delivered by email. With the browse option locate your email attachments folder and then open the moh file.

Tip: If you do not know the name of the directory into which the file was downloaded from the internet, use the Windows Search function to find files "*.nch" or "*.moh". Do this by selecting the start menu, then clicking search -> all files and folders.

Edit

Clicking this option will let you use our Wavepad Sound Editor software (see www.nch.com.au/wavepad) to edit the selected message. For more information check the WavePad help files.

Rename

Click this or press F2 to rename the selected message.

Delete

Select this option to delete the selected message/s.

Disable this Message

Select this option to stop playing the selected on-hold message without deleting it.

Change Date/Time Validity

This option lets you determine the time of day, days of the week, and date range for the selected onhold message. If you do not want a specific start or expiration date for your on-hold message, do not use this option.

For more information see ***Change Date/Time Validity***.

Message Rotation Rate

You can set the rotation rate of a message relative to the other messages (and the music gap). For instance a message set to Medium will play more often than a message set to Low. The music gaps will be longer if most messages have a low rotation rate.

The actual rotation rate and music gap time is determined by a complex formula.

Mix Music with Message

Usually music is played before each message and faded under a message. If you want a message to play without music, deselect this option.

Wave and mp3 Files

To load wav or mp3 files, click on the "Import Files(s)" button and select the files you wish to load. You can select multiple files at the same time by holding down the shift key while selecting the files.

Music Menu

Use the Music Menu to:

- Select the music tracks to be used.
- Record new music, load a music file or copy a CD Track.

To open the Music Menu options, click on the "Music" menu.

Play

Click this option to play the selected music track.

New Record

Use this option or press F5 to record a new music track.

Load

Use this option to load new music tracks for IMS. See *Loading Messages or Music* for more information.

Edit

Clicking this option will let you use our Wavepad Sound Editor software (see www.nch.com.au/wavepad) to edit the selected message. For more information check the WavePad help files.

Rename

Click this or press F2 to rename the selected music.

Delete

Select this option to delete the selected music track/s.

Disable this Track

Select this option to stop playing the selected music track without deleting it.

Change Date/Time Validity

This option lets you change the dates on which your on hold music will commence and expire. If you do not want a specific start or expiration date for your on-hold music track, do not use this option.

For more information see *Change Date/Time Validity*.

Change Rotation Rate

The IMS will start a new music track after a preselected number of messages. You can change the number of messages for which a particular track will play using the rotation rate list.

Music Libraries

Some music selections are available free for downloading at www.nch.com.au/ims. Please visit that site for more information.

Other music selections are available and custom music disks can be made to order (subject to copyright) by your professional on-hold message supplier.

For advanced users, the I-Producer is available at www.nch.com.au/iproducer can be used to record and repeat-loop music tracks.

Settings

To open the Settings window, select the Settings item from the File menu.

Settings ~ Audio Processing

Settings ~ VoIP

Settings ~ General

Settings ~ Audio Processing

Sound Out Device

Select the device which will be used to play your on-hold messages. This can be either a sound card (PBX option), or a voice modem (Single Line option).

Please note that more than one sound card can be installed in a computer. This can be useful for the message audition function (see below).

On-Hold Volume Level

To adjust the volume of the on-hold messages, enter a number between -36db and 12db. The softest setting is -36db and the loudest is 12db. Typical volume settings range between -12db and 6db.

If the sound volume is too low when the volume is set at 12db try the following:

- Sound Out Device: On some sound cards, the same sound card will appear as 2 or 3 different sound out devices. Try changing the sound out device in the drop down menu.
- Line Out/Speaker Out sockets. If there are 2 output sockets on the sound card, use the SPK/Speaker Out and not the Line Out socket.
- Volume adjustment on sound cards. Some sound cards have a volume control on the back next the sockets - try changing it.
- Line Isolation Unit adjustments. Modern LIUs have volume adjustments which can be changed with a screwdriver. Try that adjustment.

If none of the above increases the volume, the problem probably lies in the telephone system (in most telephone systems, the on-hold volume can be adjusted internally). Contact your telephone system supplier.

Audio Quality Processing

The IMS includes a DSP function to improve audio quality. The function can be adjusted for different telephone line qualities. If you have very low quality telephone lines, select the "poor" or "very bad" telephone line options.

Music Gaps

Length relative to Messages

Use this option to select the length of time music is played between information messages. The actual length of time is dependant on the number of messages being played, their rotation rates, along with if "Intelligent Message Scheduling" is in effect.

Scheduling

Use Intelligent Message Scheduling

IMS uses a powerful statistical formula to determine when, and how frequently, to play a

message to achieve the maximum probability that the message will be heard without being repetitive. When Intelligent Scheduling is used, the messages will not necessarily be played in strict order and the music gaps will stretch or shorten to suit the number of valid messages.

If you need the messages to be played in strict order, disable this option.

Settings ~ VoIP

VoIP On-Hold Server

IMS can also link to other computers on the network or Internet to stream on-hold audio using TCP/IP. This option will allow whatever audio is being played through the IMS to stream through the VoIP line and be heard by the caller being put on-hold. To use this option you must have software that will run as a receiver (eg. our Express Talk VoIP Softphone v 1.01 or later - see www.nch.com.au/talk).

Follow these steps to enable IMS to run as a VoIP On-Hold Server for Express Talk:

~ In IMS: Open the Settings and click the "VoIP" tab. In the "VoIP On-Hold Server" box, check the option "Run as On-Hold Server", and in the "TCP/IP Server Port" field, nominate a port or leave it at the default value of 606. Now click the "Open Firewall" button to ensure that this port will not be blocked by your firewall.

~ In Express Talk: Set the "IMS server" field to the IP address of the computer running IMS, making sure you also specify a port number e.g. 192.168.0.1:606 . Make sure the port number is the exact same number you entered into IMS. If IMS is running on the same computer running Express Talk, use the IP address "127.0.0.1" or "localhost".

That's it! Any time you put a caller on hold in Express Talk, they will now hear whatever audio is playing through IMS.

VoIP On-Hold Extension

IMS can also act as an on-hold source for Axon VoIP Virtual PBX (for more information about Axon see www.nch.com.au/pbx). This option will allow whatever audio is being played through the IMS to stream through the VoIP line and be heard by the caller being put on-hold.

NOTE: If Axon is already installed on the same computer as IMS, when IMS first runs it will setup the default parameters automatically.

Follow these steps to enable IMS to run as a VoIP On-Hold Extension for Axon:

~ In IMS: Open the Settings and click the "VoIP" tab. In the "VoIP On-Hold Extension" box, check the option "Run as On-Hold Extension", and in the "Sip Server" field, enter the IP address of the computer running Axon. If Axon is running on the same computer as IMS, then use "localhost".

In the "Sip Account Number" field, enter the account number being used, the default value is 197. "Password" should be set to the same password that Axon uses. All of these parameters for line 197 can be gained from the Extensions tab under the Axon Web Control.

Create Sip Logs (Advanced Option)

This option will create log files that can help in following the activity of the VoIP SIP connections.

Log all RTP (audio) packets (Advanced Option)

This will log all audio data that is sent and received.

NOTE: IMS logs are accessed via the <View Log Files> button in **Settings - General**.

Settings ~ General

The General tab lets you determine your play, record, and editing options, and choose whether IMS will run when you start your computer.

Play, Record and Edit Options

Enable Audition Play

You can play (audition) specific messages using the "Message Control" dialog box and audition music using the "Music Selection" dialog box. Use this option to enable and select the sound card to be used. You can use the same sound card that plays the on-hold messages. When you do use the same device, the on-hold messages will be interrupted. Ideally two sound cards can be used. One sound card can be used to play on-hold messages and the other used to audition messages.

Enable User Record

You can record your own messages using the "Message Control" dialog box. Use this option to enable and select this feature. You can use the same sound card that plays the on-hold messages. When you do use the same device, the on-hold messages will be interrupted. To avoid this, two sound cards can be used: one sound card to play on-hold messages and the other used to record messages. "Duplex" sound cards also allow simultaneous record and replay but the quality is often poor when you record while replay continues. Use the "Stop while Recording" option to disable a sound card's duplex feature for better quality audio.

Stop On-Hold Messages While Recording

Select this option to disable IMS while recording a new file.

Stop On-Hold Messages While Editing

If you do not want your on-hold messages to play while editing an announcement, select this option.

Startup Run Mode

Run IMS automatically as tray icon on system startup

Select this option if you want IMS to automatically run when your computer starts.

There are a number of modes of running automatically which you can select in the pull down list.

If you want IMS to run always irrespective of whether anyone is logged on select one of the "Run As Service" options. When running as a service IMS will start before any users log on and continue to play after the user logs off.

By default when running as a service IMS will 'show' and be accessible to all users as an icon on the tray of task bar. You can change this to limit it to the current user or no users. If you plan to use Windows Terminal or Remote Desktop you probably should restrict IMS to a local user or no users.

Running as a service only takes effect the next time you restart the PC. You should also check that it works after restarting your computer.

CAUTION: If you use the run as service option, take care to check that the IMS restarts. Microsoft Windows Multimedia has a bug which means that it does not always run correctly. If the IMS runs but no sound plays, you may need to reinstall Windows, your Sound Card and the IMS (in that order).

Windows NT/2000/XP: To install the software as a service on a Windows NT/2000/XP computer, the software must be installed by a user with System Administrator Access. If you have installed your software and you do not have Administrator Access, please ask your system administrator to reinstall the software to ensure that the software runs before you log on.

View Log Files

Click the <View Log Files> button to open the IMS Telephone On-Hold Player log file folder.

Change Date/Time Validity

Commencement and Expiration dates and times

The selected message or music track will play only between the commence and the expiration dates.

Enter the dates in the format yyyy-mm-dd (eg. 2006-06-31 is 31 Jun 2006). Enter the times in the format hh:mm:ss using 24 hour time. For example 2.15pm would be 14:15:00.

You can leave the dates blank if not require.

Time Of Day

The selected message will only play between specified times of day. Enter the times in the hh:mm:ss format (as above). To play the message 24 hours every day enter From "00:00:00" To "24:00:00".

This option is not available for music tracks.

Days of Week

Select the days of the week when the selected message should play.

This option is not available for music tracks.

Troubleshooting Problems

No sound plays on hold

1. Have you selected the sound card as required? Click on settings and select from the pull down list. Set the volume level to 12db for test purposes. If you expect to use a sound card but no sound card is displayed on the pull down list, check that the Windows Sound Drivers provided with the Sound Card have been installed. Refer to the documentation provided with the sound card.
2. Have you loaded messages and music? If messages have been correctly loaded, the message names should appear in the "Messages" list on the main IMS window. If no messages are displayed, try to load the messages again. See ***Loading Messages or Music***.
3. Is the Line Isolation Unit plugged into the correct socket of the sound card? Usually it is the socket marked "SPK" or "OUT".

If all of the above have been checked try plugging earphones or speakers into the sound card "SPK" or "OUT" socket. If the on hold messages play through the earphones or speakers then the problem lies with the Line Isolation Unit or the Telephone System. See ***Connecting On-Hold Messages*** or contact your telephone system supplier for more help.

The audio quality is poor

This is because of poor telephone lines in the area, or because of a poor quality telephone system or voice modem. The IMS includes processing to minimise distortion. Click on "Settings" and selected "poor" or "very bad" telephone lines. Sometimes it is better to have soft, clear messages than loud, distorted messages. Try reducing the level. If the problem is severe contact your telephone system supplier.

Sound volume is too low

If the sound volume is too low when the volume is set at 100 try the following:

- Wave out device: On some sound cards, the same sound card will appear as 2 or 3 different sound out devices. Try changing the sound out device in the Settings dialog box.
- Line Out/Speaker Out sockets. If there are 2 output sockets on the sound card, use the SPK/Speaker Out and not the Line Out socket.
- Volume adjustment on sound cards. Some sound cards have a volume control on the back next to the sockets - try adjusting it.
- Line Isolation Unit adjustments. Modern LIUs have adjustments which can be changed with a screwdriver.

If none of the above increase the volume, the problem probably lies in the telephone system. Contact your telephone system supplier.

Unable to record messages or music

If you have difficulty recording messages or music check that:

- The microphone/CD is plugged into the correct socket of the sound card;
- The correct sound card (wave in device) is enabled and selected as the Record Control box; and,
- The mixer settings for the sound card Record Mixer is set to record from the microphone/CD. Click on Windows Record Mixer from the Record Control box.

To Uninstall this Software

Use Start -> Control Panel -> Add Remove Programs -> Uninstall IMS.

If none of the above solves your problem please contact our technical support department using the contacts on the page www.nch.com.au/ims/support.html.

Purchasing and Registering IMS

IMS requires purchase and registration of a license for each installation of the software after the 14 day trial period expires. You can view current pricing information at www.nch.com.au/ims/register/index.html.

After you purchase a software licence from us, you will receive two emails. One email is the Invoice/Receipt, and the other Software Purchase email contains your full 11-digit licence serial number and instructions on how to use this serial number to activate your software licence. This is done by entering the licence serial number and your personal details at www.nch.com.au/activate on our website.

Once you have done this, the licence registration and activation code details (Name - Location - ID - Key) will be displayed on your browser window, and they will also be automatically emailed to you. Upon receipt of your registration and activation code, select *File -> Register Software* from the IMS menu bar, enter your registration code details exactly as provided, and then click the <Register> button.

NOTE: When you receive the email containing the licence registration and activation code you should heed the advice on that email and print out a copy of it immediately, and keep that hard copy in a safe place.

After you have setup and registered IMS please backup the IMS folder C:\Documents and Settings\All Users\Application Data\NCH Swift Sound\IMS. If your hard drive crashes or you need to upgrade your computer then this backup will be required to restore your IMS setup after installing a new copy of the software.

Software Licence Terms

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