

Instruction Manual for the **Start - Stop *PEDAL POWER*** For Real Player™



2-pedal system with Interface Box



3-pedal system, stand-alone

Perform foot-pedal control of Real Network's Real Player™ using any PC (laptop portable or desktop) running Windows 95/98/2000/XP/ME/NT4.0 and equipped with the included serial , USB, or Gameport pedal Use your feet to activate play/pause/backstep and rewind functions for a variety of audio and video file formats.

HTH Engineering, Inc., 825 Cypress Trail Dr. Tarpon Springs, FL 34688 USA
TEL: (866) 254-0714 FAX: (810) 821-6940 <http://www.startstop.com>

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CONGRATULATIONS!

Thank you for purchasing the Start Stop PEDAL POWER for Real Player™ (SSRP) System.

FEATURES INCLUDE:

- Perform foot-pedal control of Real Network's Real Player™ using any PC (laptop portable or desktop) running Windows 95/98/2000/NT4.0/XP
- No batteries required- self-powered by your computer

WHAT YOU'LL NEED TO USE THE SSRP

-A 233 MHz Intel Pentium™ PC or equivalent with a minimum of 64 Megs of RAM (laptop, portable or desktop) with multimedia capabilities running Windows 95, 98, XP, 2000, ME or NT 4.0. is required for most audio formats (e.g. .WAV, Truespeech .WAV™) and some video formats (e.g. Microsoft .AVI, and Quicktime™ .MOV's).

-For streaming video and audio media only (e.g., Real Video™ and Real Audio™), the faster the processor the better, to minimize transcription backstep time (this is when you tap the left pedal to back up the video). The streaming media format must be "rebuffered" and re-decoded by your PC before playback can begin again, and is a function of your PC's processing power. Recommend a minimum of a 300-350 MHz Intel Pentium II™ or equivalent with 64-128 Megs of RAM, for optimum performance when transcribing Real Video™.



2-pedal
unit



3-pedal unit plugs into PC
(interface box not required)

Typical Setup with Laptop, Start Stop Transcription Interface Box for 2-pedal version, external microphone and pedal examples (2-pedal and 3-pedal units)



-An unused, standard GAME PORT (15 pin connector)



or Serial Port (9 Pin connector)



or USB port

(depending on the type of pedal you purchased).

-A single pedal, dual pedal, or stand-alone 3-pedal assembly (included).

-An internet connection (14.4K bps or faster) with the capability to download files from the internet.

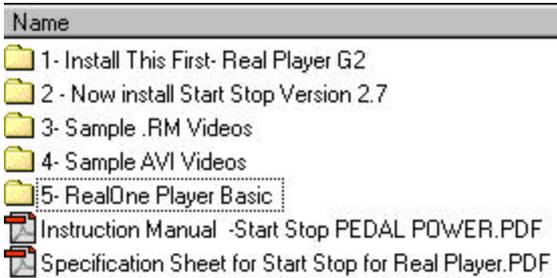
WHAT IS INCLUDED WITH YOUR SSPP :

QTY	Description
1	Pedal Assembly (2 or three pedal) and Software on CD-ROM
1	Instruction Manual (this manual)

INSTALLATION INSTRUCTIONS

- 1) Check to see if you have Real Player already installed. If so, it is recommended that you un-install it and install the version(s) included on this disk. To determine if you already have Real Player, click on Start...Settings...Control Panel...Add/Remove Programs...and look for any applications that begin with "Real Player." If so, highlight it, and then click the Add/Remove button to remove it.

- 2) Insert the Start Stop PEDAL POWER install CD into the appropriate drive of your computer (e.g. drive d:).
- 3) Using the Windows File Explorer (you can launch this by clicking on START...PROGRAMS...then clicking on **Windows Explorer**), browse the CD provided to the following location:



- 4) Double-click into the "1 - Install this First- Real Player G2" folder, and you will see:

Name	Size	Type
r32_g20_3sm.exe	3,138KB	Application

- 5) Double-click on the r32_g20_3sm.exe file to install the Real Player G2™. The Real Player G2™ must be successfully installed before proceeding. Please follow the on-screen instructions. At the end of the installation, the Real Player™ will attempt to connect your computer to the internet to complete the installation. Do not allow it to upgrade itself at this time, download plug-ins, etc. You just want the basic installation to begin with. The Real Player™ must work correctly as a stand-alone application on your PC, before proceeding with the next step of the installation.

- 6) Now go to Folder 5 “Real One Player Basic” and double click on this folder. Inside you will see the RealOneGold.exe file:



Follow the on-screen directions. We recommend that you do not allow it to upgrade you any more, or do anything other than the minimum to begin with. Re-boot your PC, and verify that Real One Player works correctly.

- 7) Now use Windows Explorer to go to the folder labeled “2 – Now install Start Stop Version 2.7”. Double-click on this folder, and located the file called "SETUP.EXE " (or your computer may just show it as “Setup” without the .exe showing) within the folder to install the Start Stop software. Double-click on this file, and follow the on-screen instructions. **Re-boot your PC.**
- 8) For the **Serial Port or Gameport 3-Pedal units**, plug it directly into the serial port or Gameport, depending on the model you have.

If you have the **2-Pedal Serial unit with the external interface box**, plug the serial interface box into your computer’s serial port, and then plug the 2-pedal assembly into the round silver jack on the interface box. Make sure the pedal plug completely seats into the interface box.

For the **USB 3-Pedal unit**, do **not** plug the pedal in at this time.

- 9) After re-booting, you can launch the Start Stop PEDAL POWER for REAL PLAYER by going to START..PROGRAMS.... You will see this screen appear:



- 10) CONFIGURE FOR YOUR TYPE OF PEDAL:



The first time you start the Start Stop application, it will show this pedal selection screen. Pick the type of pedal you have, then click OK and follow the on-screen directions. (If you make a mistake, or want to re-start this screen, click on “Configure”...”Select Pedal Type” from the Start Stop’s main screen.

USB Pedal owners: proceed to Step 11

Serial Port owners: skip to step 12

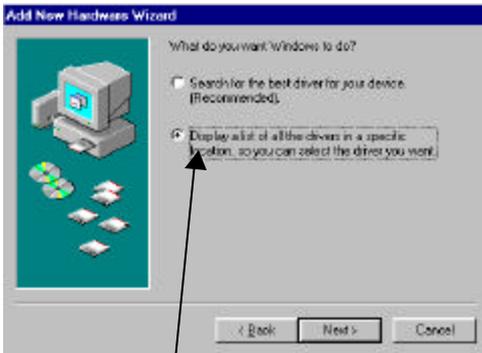
Gameport Pedal owners: skip to Step 13

- 11) USB PEDAL: With your PC up and running normally, connect the pedal to your USB port. A new device will be recognized when you plug in the pedal:

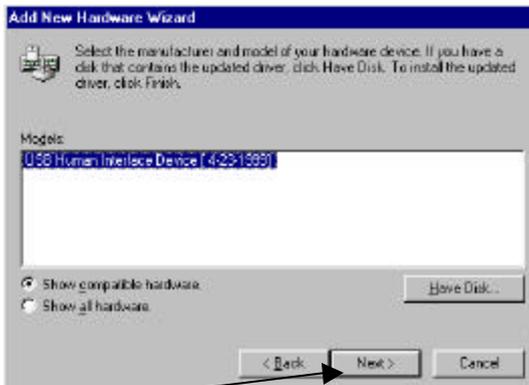


Note: Your Windows Operating System CD might be required to complete the installation of the USB Foot Pedal. Please make sure that it is available prior to connecting the Foot Pedal to your PC.

Note: The installation sequence of the USB devices might differ from one OS to another. The sequence below is the most common.



Be sure and select the 2nd option, “Display a list of all drivers in a specific location, so you can select the drivers you want”, and click the Next button.



Click Next

Your computer may ask you for the Windows Operating System CD. If so, you will have a screen similar to this example, shown for Windows 98 Second Edition:



Insert the OS CD and click OK.



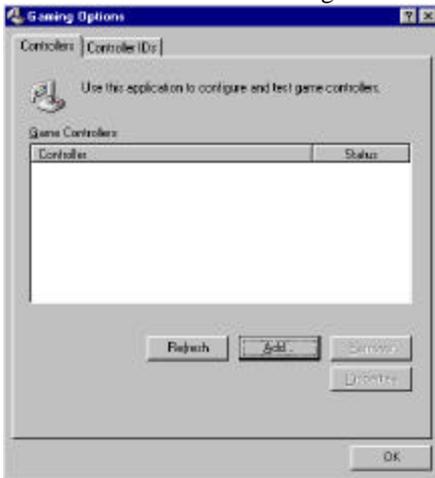
The driver install is complete. Now you can press the pedals and look for the Start Stop screen's photos of the pedals to animate (move) in sync with your foot. Skip to step 11

- 12) SERIAL PORT PEDAL (2 and 3 pedal models): Select Configure from the menu, then COM Port, and select the COM port that matches the serial port that your SSTI is plugged into. A typical PC will use COM1:, and you can just press the pedals and look for the photo of the pedal to animate (move) in sync with your foot. If no pedals move, then place a check-mark next to "COM2:" from the Configure COM Port menu , and then click on File...Exit.. on the Start Stop. Re-launch the Start Stop, so that the new COM port change will take effect. Once you have found the port, the SSTI will "remember" that port forever, until you change it again. Now skip to step 11.
- 13) GAMEPORT PEDAL: Connect pedal to your PC's Game (joystick) port. Make sure that the connector is firmly seated, and then gently tighten down the two thumbscrews on the pedal connector.

Go to the Windows Control Panel (Start....Settings....Control Panel),

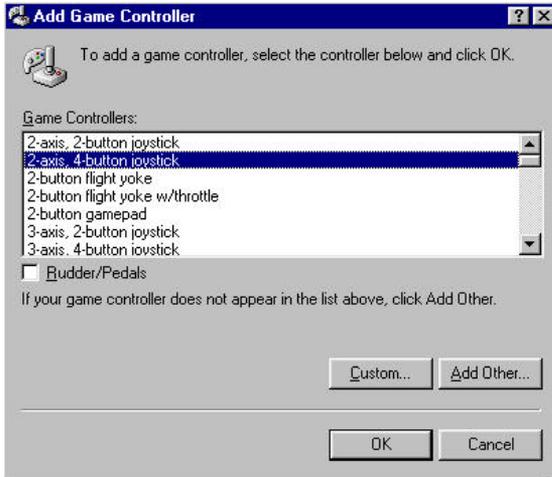


and double-click on the Gaming Options icon:
You will then see the following screen:

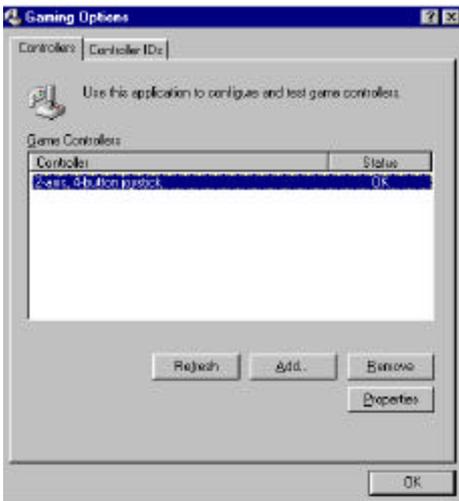


(Note: If Controllers are already listed in the white box, you will need to delete them all. Click on the Remove button to delete existing controllers).

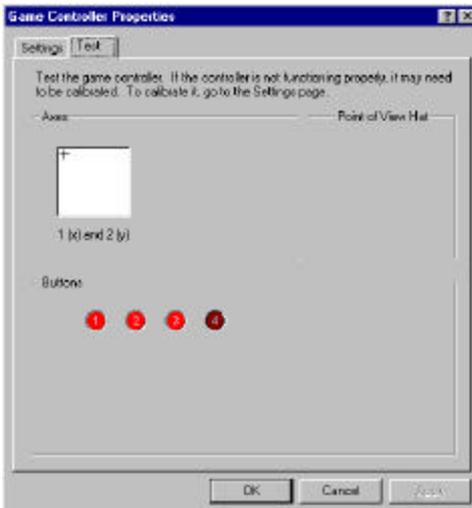
Click on the Add button, and select “2 axis, 4 button joystick”:



The selected item should appear on your Controller list:



You can test the pedals by clicking on the Properties button..
You will see the 1, 2 and 3 buttons light up when pedal(s) are pressed.
The example below shows what happens when all three pedals are pressed at once:



Now you can press the pedals and look for the Start Stop screen's photos of the pedals to animate (move) in sync with your foot.

14) Your installation is done.

OPERATION

Note: The Start Stop PEDAL POWER is a stand-alone application that invokes Real Player functionality on its own. Do not launch or run the regular Real Player™ application when using the Start Stop.

FEATURES- MAIN SCREEN

The screenshot shows the 'Start Stop PEDAL POWER' application window. The interface includes a menu bar (File, DRI, Configure, Window, Help, Exit), two pedal icons (Pedal #1 and Pedal #2), a 'Step Back' button with a '2 Secs' field, a 'Play/Pause' button with a 'Backstep' checkbox and an 'Amount' field set to '3', a 'x2 play' checkbox, and file statistics (File Loaded: iper57.m, File Length: 00:00:42, File Size: 750.5 KB). A video player window shows a pink car. At the bottom, there are playback controls (play, stop, previous, next, volume) and a 'real' logo.

Pressing the right pedal icon= PLAY the clip.
Release = PAUSE

Select Large, Medium or Small View

Animated Pedals
Move up & down with actual foot pedals

Select any Step Back (incremental rewind) from 1-99 seconds with each press of the left pedal

If box checked, skips ahead at x2 speed for quick location of audio or video clip positions.

If box is checked, the right pedal release is followed by a Backstep, adjustable from 1-99 seconds. Great for repeating an audio or video segment or syllable missed during transcription

320 x 200 Video Window (large view)

File Statistics

Elapsed Time/Total Time

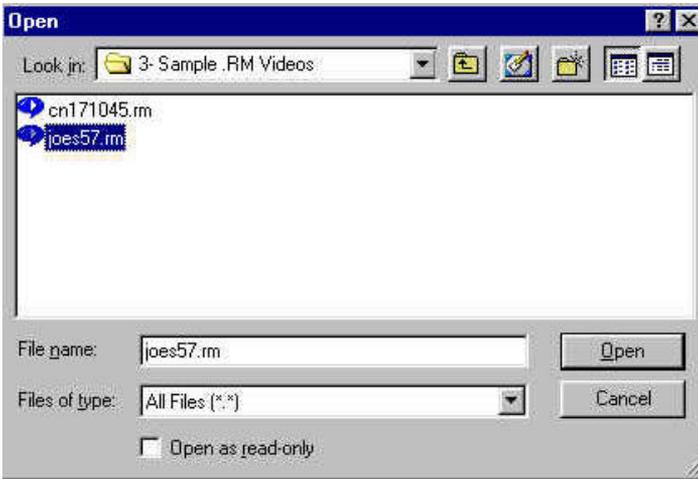
Volume Control and Mute

Mouse-click controls

FILE MENU

This is the preferred method for loading an audio or video file into the Start Stop:

Whenever you select the **F**ile function from the main screen, the following menu will appear (file contents will depend on your computer):



The FILE menu lets you browse your hard drive or network. Select the media file you want to launch, then either double-click on it, or click the Open button to load the file into the Start Stop for playing/transcribing.

When you press the right pedal down, and hold it, your media clip will begin to play. It is normal to see “buffering” or “connecting” messages at the bottom of the screen when playing certain types of media clips, (e.g. Real Audio, Real Video). Once the audio or video begins to play, you can lift up on the right pedal to pause the clip. Pressing the right pedal down again will cause the clip to play from several seconds back, as set by the Amount box underneath the right pedal icon on the screen.

The software automatically saves your last file directory position, as well as your other user preferences (back-step amount, back-step after pause, etc.).

You can also navigate around the file menu screen using the TAB keys, ARROW keys, and ENTER (RETURN) key.

CONFIGURE Sub-menus (from Main Menu)

COM PORT: Selects one of four possible Serial Ports (COM1 -COM4)

Auto Play:, Go to URL:, and Edit Preferences:

See OPTIONAL FEATURES section later in this manual. These are features for advanced users, and are not normally accessed or changed.

WINDOW Sub-Menus

Large, Medium or Small Screen: Selects different screen sizes as shown below.

ALWAYS ON TOP: Checking this item will keep the Start Stop screen on top of your work at all times.

Large Screen Mode (320x240 Video Window):



You can
change
screen
size here

Medium Screen Mode (1/2 size video window):



Small Screen Mode (no video, just audio):



SCREEN RESOLUTION

The Large screen size supports 320 x 240 resolution.

KEYBOARD SHORTCUTS

-CONTROL + LEFT OR RIGHT Arrow = 1 second forward or backward per key press; holding down the key increments the media clip forward or backward repeatedly at the typematic key rate (same as the regular Real Player G2's default Fast Forward/Rewind settings)

-CONTROL + ALT + LEFT OR RIGHT Arrow: 5 second increments; repeats when held.

-CONTROL + SHIFT + LEFT OR RIGHT ARROW: 10 second increments; repeats when held.

-CONTROL + SHIFT + ALT + LEFT OR RIGHT ARROW: 1 minute increments; repeats when held.

X2 PLAYBACK

A checkbox, when checked, causes Real Video™ clips to proceed at twice normal speed when the PLAY/PAUSE pedal is pressed. Since the Real Media clips are streaming technology, there is a slight “jumpiness” as it skips ahead, but it's great for locating a particular section in a long video.

VOLUME CONTROL:

These are standard Real Player hotkey controls for Volume Up and Volume Down (10% increments for each key press). These are assigned to CONTROL + Up Arrow= Volume Up, and CONTROL + Down Arrow for Volume Down.

PLAY/PAUSE and STOP:

These are the standard Real Player hotkey controls (CONTROL + P for PLAY/PAUSE, and CONTROL + S for STOP).

OPTIONAL FEATURES for Advanced Users

COMMAND-LINE LAUNCHABLE EXECUTABLE

You can launch the SSRP with a file-name command-line argument. Also, you can file-associate the media extensions you want (e.g. .RM, .WAV, .AVI, so that when you click on a media file, it automatically launches the Start Stop PEDAL POWER interface and plays that media clip.

The general syntax for command-line launching is [Drive\Path\Start Stop Main EXE file], space, [Media Path/File name]. For example, go to Start, then Run, then type "c:\Program Files\Start Stop PEDAL POWER for Real Player G2 (TM)\Start Stop PEDAL POWER RP24.exe c:\Program Files\Real\RealPlayer\audiosig.rm" to play the Real Audio theme song. The program does not assume a default path; the full path for both the executable and the targeted media file must be specified. You can command-line launch from a Windows or DOS batch file, or type it in manually from the Start...Run line.

FILE/WEB LINK ASSOCIATION

File association is standard. Right click on the media file type you want to associate (e.g. .RM), while holding down the SHIFT key. From the right-click menu, select OPEN WITH... then browse your way to the Start Stop executable, and check the box that says "Always open with this program" before clicking OK. Once this is done, you can double-click on a media file from Windows, and it will automatically launch the Start Stop application and cue it up for playing. Note that the regular Real Player application is aggressive in its "claiming" of its native file extensions (.RM and .RAM), so be sure that you have disabled this feature in Real Player before attempting to file-associate with the Start Stop. To do this, go to View... Preferences, select the Upgrade Tab, and un-check the box that says "Always play Real Networks' Media with Real Player".. Your browser (e.g. Netscape or IE) may require separate setup steps to properly associate the Start Stop application with the browser. The Start Stop application works best when only one copy is running at a time, since it tasks the resources of the Real Player interface. Once the web browser is set up correctly, it is possible to click on a Real Audio or Real Video file on the web, and transcribe it over the internet in real time, with automatic launching of the Start Stop, and using the pedals to control the streaming.

AUTOPLAY FEATURE

Used in conjunction with Command-line launching previously described. This feature is accessible from the Configure menu on the main screen, and lets you decide whether you want files to begin playing automatically when you first click on them, or just "cue" them up, with play beginning only after you click on the PLAY pedal. The SSRP executable will remember your selection the next time you launch it.

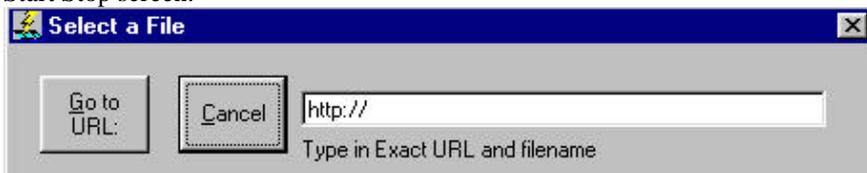
EDIT PREFERENCES

Allows you to edit the properties of the Real Player application. These preferences are pre-set, and do not need to be changed unless you are an

advanced user. Refer to on-line documentation and help from <http://www.realaudio.com> for more information on the setting and usage.

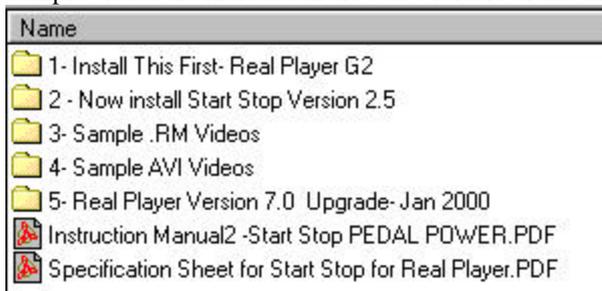
URL

This is a manual command line interface box that allows direct launching and playing of streaming media or non-streaming media located on the web. For example, if you type <http://www.startstop.com/realplayer/joes57.rm> in the text box, and click on the “Go to URL” button, the media file will be loaded into the Start Stop “live” over the internet, assuming that you have a valid internet connection and that you are currently on-line. Note that you need the exact, complete, string including URL and filename. The playback will not start until you press and hold the right hand pedal, or click on the “play” button on the Start Stop screen.



SAMPLE REAL MEDIA VIDEOS

Sample videos are included in the 3 & 4 folders of the CD-ROM.



Please note that the CNN news clip has been encoded at a low rate, and will not appear "smooth" (i.e. it has a low frame rate) when played back. However, the joes57.rm clip should play back smoothly. This indicates that you have enough processing power in your PC to run Real Video transcription in real time. Real Audio is less resource taxing; if Real Video works well, then Real Audio will work even better, even with a somewhat slower PC.

“Time Stamp Functions”

You can assign the left pedal to automatically type in text, and your choice of elapsed time, real time or offset real time directly into your focused Word Processor screen. Check the Enable checkbox if you want this feature.

The pedal picture for the left pedal will change to show “Time” as its function:



This lets you automatically show the exact time that each person said something. Useful for court reporters and those doing closed caption work (e.g. Real Text transcription, or other synchronized text/audio system coding).

Select the format you want to use (elapsed time e.g. “00:01:04”, or elapsed time with offset e.g. “08:01:04” if you have 30,000 seconds of offset typed in = 8 hours or 8 AM, or Real Time e.g. “March 21, 2001 4:18:02 PM”). Use “0” in the offset window if you don’t need an offset. The offset represents the number of seconds since midnight: e.g. 30000 seconds is 60 seconds/minute x 60 minutes/hour x 8 hours. Offsets can be positive or negative.

Example of word processor output with time stamping enabled:
(you transcribe the audio, but tap the foot pedal to enter the **bolded text** automatically):

This is a test 00:01:02 elapsed time Hello there, how are you doing?
This is a test 00:01:04 elapsed time Doing just great, thank you!
This is a test 00:01:06 elapsed time And in the morning, I'm making waffles!

You can enter leading and trailing characters surrounding the time stamp. For instance, if you type "{ENTER} This is a test " (no quotes) and " elapsed time" (as shown in above example), the cursor on your word processor will return to the beginning of a new line every time you tap the left pedal and will type in "This is a test 00:01:04 elapsed time " at the beginning of the line.

A complete list of "control characters" you can type, in addition to numbers, letters, and punctuation is listed in the Appendix B. Note: The Quote punctuation mark ("") is the only character that is not supported for the time stamping feature. Future releases will support entry of quote marks into the Leading and Trailing character boxes.

SPECIFICATIONS

Transcription Functions:

Left Pedal: Step Back 'N' seconds, where N=1 to 99 seconds

Right Pedal: Play/Pause toggle, or optionally Play/Pause followed by Step Back "M" Seconds, where "M"=1 to 99 seconds

x2 Mode: Skips forward at X2 speed when playing back Real Video clips stored on hard drive.

Video Screen Size: 320 x 200 pixels

Media Types Played:

Audio

All Real Audio formats (streaming from internet or local to hard drive), plus popular Microsoft .WAV, TrueSpeech Compressed .WAV, MP3, Raw Audio (.AU), .AIF, .MID, .MIDI music and other audio formats..

Video

All Real Video formats (streaming from internet or local to hard drive), plus Microsoft Movies (.AVI), Quicktime Movies (.MOV), and MPEG Movies (.MPG)

Graphics

Graphics Interchange Format (.GIF)

By File Extension: .wav, .smi, .rt, .rp, .gif, .au, .smil, .swf, .mpg, .avi, .rm, .ra, .rmm, .mpv, .aif, .asf, .rtx, .mp2, .m75, .m15, .mpv, .mp3

Operating Systems Supported: Windows 95, Windows 98, Windows NT 4.0, Windows 2000, Windows ME, Windows XP™

Recommended Computer:

Audio and Video Media except Real Video

Pentium-class processor (e.g. Pentium 233 or higher) for most audio and video modes.

Real Video

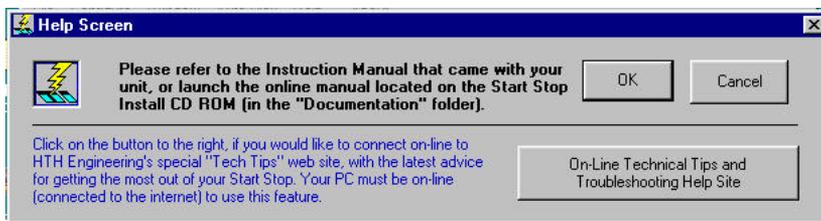
For transcribing with Real Video (a streaming format), Pentium II-class CPU at 300 MHz or above, with 64-128 MB of RAM, to reduce streaming media processing lag times. If internet real-time streaming is used, transcription response will be proportional to internet connection speed. Where possible, Real Video clips should be stored first on the local hard drive.

Keyboard Shortcuts: Full keyboard shortcuts for all functions on main screen and file selection screen

Software Required: Real Network's Real Player G2, available free from their web site at www.realaudio.com, or from the install CD (included). The Start Stop PEDAL POWER for Real Player G2(TM) software must be installed after a successful installation of the Real Player.

On Line Web-Based Built-In Help

This feature lets you click and view the latest tech tips and upgrades to get the most out of your Start Stop. Click on HELP from your Start Stop Screen.



You can get the latest tech tips, upgrades and other information by clicking on the On-Line Technical Tips button.

APPENDIX B – Time Stamp Control Codes (optional)

Key	Code
BACKSPACE	{BACKSPACE}, {BS}, or {BKSP}
BREAK	{BREAK}
CAPS LOCK	{CAPSLOCK}
DEL	{DELETE} or {DEL}
DOWN ARROW	{DOWN}
END	{END}
ENTER	{ENTER} or ~
ESC	{ESC}
HELP	{HELP}
HOME	{HOME}
INS	{INSERT}
LEFT ARROW	{LEFT}
NUM LOCK	{NUMLOCK}
PAGE DOWN	{PGDN}
PAGE UP	{PGUP}
PRINT SCREEN	{PRTSC}
RIGHT ARROW	{RIGHT}
SCROLL LOCK	{SCROLLLOCK}
TAB	{TAB}
UP ARROW	{UP}
F1	{F1}
F2	{F2}
F3	{F3}
F4	{F4}
F5	{F5}
F6	{F6}
F7	{F7}
F8	{F8}
F9	{F9}

TROUBLESHOOTING GUIDE

Problem: When the Start Stop software is started, the screen comes up, but nothing happens when the pedals are pressed in the “up” or “down” position.

Solution: Check your connections carefully. Is the SSRP Interface box connected securely to the correct serial port on your computer? Please check to make sure that your serial port is correctly configured to match--COM1: must be selected for physical COM1: if this is the port that you are using. Sometimes, someone else or some other program has installed software that "usurps" or takes over the port. Examples include: if you have a hot-syncing program for PALM PILOT, or LAPLINK, or an over-zealous mouse driver. Sometimes you might think the COM port is free, but has really been disabled by the factory or by a PC technician who installed your internal modem and needed a spare COM port, thereby disabling your external COM port (the connector is there, but "nobody's home"). If you don't have a free, working, uncommitted COM (serial) port available, consult your PC manufacturer or a local computer technician for help.

Some older PCs only with two COM ports will use one for the mouse, and the other port for an external modem or other serial device. If necessary, you can buy a low-cost serial card for about \$20-25 and then you will have new COM port(s) available to use with the Start Stop.

Problem: Can't seem to play .AVI files or other formats as described. It requests that I connect to the internet to get a plug-in. Why is it doing that?

Solution: The Real Player software will sometimes ask you to connect to the internet to download the latest plug-ins for various media formats. Some are built-in (e.g. Real Media formats--Audio/Video) but others are missing when you first start (.AVI). This is normal. You must have the internet available through your modem and have a working, valid internet service provider, in order to allow the Real Player to download certain plug-ins (e.g. AVI) that it needs. The Real Player will grow with you. As Real Networks implements new audio and video plug-ins in the future (please check periodically using their Check for Update feature from the regular stand-alone Real Player application installed in step 1), you will be able to download these new plug-ins via your internet connection.

Problem: Real Player™ doesn't work right, or doesn't seem to install correctly. or doesn't connect to the internet, etc...

Solution: The Real Player™ software is developed and owned by Real Networks (www.realaudio.com). Please view their web site and read their troubleshooting tips for Real Player problems. The Start Stop PEDAL POWER unit merely controls the functions of the Real Player software already installed. If the Real Player (stand alone product) works correctly, then the Start Stop PEDAL POWER will control the Real Player functions correctly. Note, however, that the regular Real Player application should not be running while using the Start Stop; the Start Stop will invoke the functions of the Real Player it needs on its own. If you run the regular Real Player concurrently with the Start Stop application, your resources will be diluted and it may not work correctly.

Problem: After I download certain Real Audio or Real Video files (.rm format) from my company's server onto my hard drive, the Start Stop will play them, but then I get a "Buffering..." or "Seeking" banner at the bottom of the video, and it won't go away when I press the play pedal again.

Solution:

If you used the Open URL...command and manually typed in a web address of an .RM or .RA file: This type of real-time streaming is only practical if you have a fast internet connection (Direct PC, Cable Modem, T1 line, DSL, ADSL etc.). If you don't have a high speed connection, then download the entire file to your local hard drive first , and then play it from there using the File...Open menu commands.

Are you sure you downloaded the entire .RM or .RA clip?: Re-download the file, and make sure that it's the full length, original file. The internet environment is not always consistent--network congestion, noise on your telephone lines, and even power-company surges can affect the integrity of your downloaded audio or video clip. Most of the time they come through intact, but other times only a PARTIAL download occurs.

This is a common problem when downloading long files over the internet, and sometimes subtle. Let's say the original file "12345.rm" is 495,130 bytes on your company's server. You download it to your hard drive, but unknown to you, it only saved 60% of the file, or 297,000 bytes. Guess what? You now have a partial download of the file that gives problems to the Start Stop application. The original Real Player G2 application from Real Networks may be able to play a partial clip, but the Start Stop needs the entire file intact in order to provide you with backstepping, pausing, and playing features needed for transcription

What you can do to make sure that you downloaded the entire clip:

1) Make note of the expected file size in bytes as shown on your company's server. Compare this size to the size of the file that you downloaded to your hard drive. Use the Windows File Explorer (Start...Programs..Windows Explorer) and then find the file you just downloaded and right-click on it. Now choose Properties and view the file size in bytes, and compare this to what the company server said it was supposed to be.

It gets a little tricky if you work in K or M bytes, so try to compare BYTES to BYTES. Why? Because the definition of K (Kilo) and M (Mega) can be ambiguous. Some applications define K =1000, while other use the binary definition where K=1024. For example, the example above of a file of size 495,130, when expressed as Kbytes, could be shown as 495K (495,130 divided by 1000), or 483K (495,130 divided by 1024).

Computer too slow?: Another problem could be that your computer is too slow to play Real Video or Real Audio files well. Please follow the minimum recommendations guide in the SPECIFICATIONS section of this manual. The Start Stop software does not "slow down" Real Player; it only activates its functions. If your regular stand-alone Real Player can quickly follow your play/pause, and especially back-up-then-play commands using the built-in slider, then the Start Stop will do just as well. Playing video and compressed streaming video requires millions of calculations in real time. Very large audio clips (e.g. > 30-60 minutes) will take more processor power, and may result in delays after backstepping. Always use the fastest PC possible with smallest audio or video clip, if possible, for optimum transcription performance. Delays experienced on a given PC are in direct proportion to the CPU's available RAM, Speed, and type. A Pentium II performance will be superior to a "Celeron" at a given speed. PC vintage is also important. The latest PC's have faster chipsets and internal bus structures, and will out-perform a PC that was made as little as 6 months ago at the same processor speed.

Inadvertently launching multiple copies of the Start Stop software?:

If you have file-associated the .RM extension or .RA extension, then each time you double-click on an .RM or .RA file, it will launch the Start Stop software. If you continue to click and open a second or third .RM or .RA file, eventually your PC will have too many copies of the Start Stop running, eating up Window's system resources. Solution: only launch a single copy of Start Stop by clicking on Start...Programs...Start Stop PEDAL POWER... and then use

Start Stop's File...Open menu to launch your clips one at a time. You can see if you've inadvertently launched multiple copies of the Start Stop by simultaneously typing ALT + CTRL + DEL to see the Windows Task List; if you see more than one copy of the Start Stop running, then you know that you may need to close one copy and operate in the single-launch mode described.

Files too long?: If your .RA or .RM files are very long (e.g. 5-10 Megabytes each), then your computer's speed (or lack thereof) may become a factor in backstepping delay or pedal responsiveness. Try a shorter file length and prove to yourself if this is true with your machine. If so, then try to generate (or request from the employer's download site) that the files are broken up into smaller chunks.

TECH SUPPORT: Send e-mail to: techsupport@startstop.com

Please include the following information:

-Detailed description of your problem or question, Your Name, Company Name, Address, Telephone Number, Date Purchased, details on the type of computer you are using, and the type of product purchased from HTH Engineering.

TELEPHONE and FAX-BASED TECH SUPPORT: Call (866) 254-0714 toll-free (Clearwater, FL, USA). Free for the first 30 days after purchase. Thereafter, \$15 per call or incident, up to 30 minutes (VISA MC AMEX and Discover accepted) may be charged. Tech Support Hours: 9AM-5:30 PM Eastern Time Zone, Monday through Friday. FAX: (810) 821-6940.

LIMITED WARRANTY

This unit is guaranteed against defects in material or manufacture for a period of 1 year from the date of original purchase. Call (727) 939-8853 for return instructions.

The unit will be repaired or replaced, at seller's discretion. Shipping costs cannot be refunded. No other warranties are expressed or implied. Seller accepts no liability for fitness for use in intended application. Liability is limited strictly to the purchase price of the unit.

HTH Engineering, Inc., 825 Cypress Trail Dr. Tarpon Springs, FL 34688

Toll-Free: (866) 254-0714

FAX: (810) 821-6940

Website: www.startstop.com

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