

DAP

“Dealer Administration Program”



Software Operation Manual (Basic Edition)

V2.00

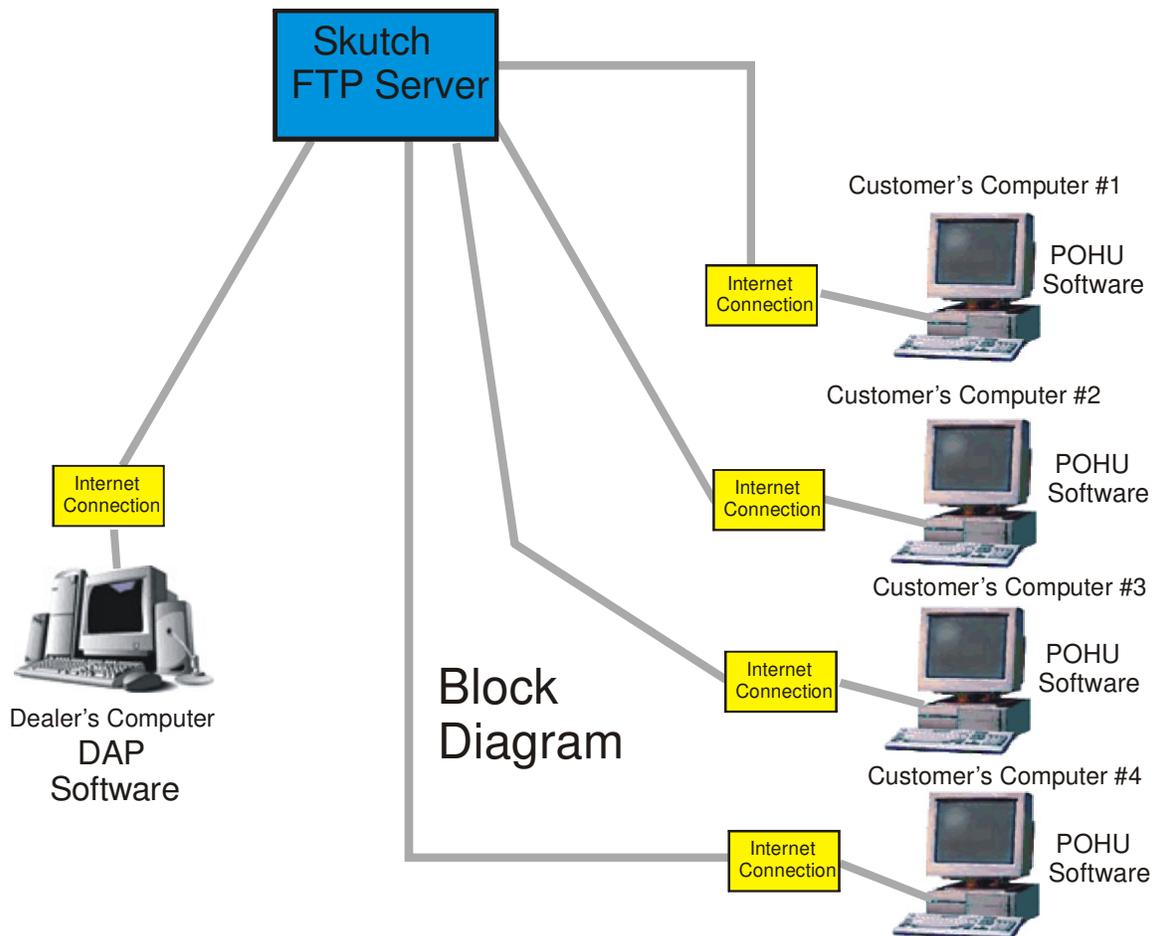
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Introduction

The DAP software package was designed to provide Dealers with the most simple means for managing Audio Production updates to their Promotion-On-Hold customers. With this system, audio production updates are made via the Internet via FTP protocol. The process is seamless. In simple terms, the Dealer uses DAP to load the audio files, and the customer uses POHU to automatically receive the updates. Neither party has to LOG ON or otherwise interface with the FTP site. It's automatic! This provides fast, low cost updates for you, the Dealer. Just think, you no longer have to ship memory cards or CDs to your customers. The DAP system is by far, the most innovative system available on the market today.

In our first attempt at developing this system, we tried using audio files attached to emails. We found that there were too many problems associated with interfacing to the customer's wide range of email software. Also we found that some security firewalls made it practically impossible to get the attached files through. We then aborted the email approach and switched to a system based on our own FTP server. This method provides much faster transfers, about twice as fast, and a lot less interface problems. This equates to less customer hassle, and we all can appreciate that.



Our present system is made up of two different Software Packages. Both are provided by Skutch on a no charge basis and are available on our web site. The DAP software is for the Dealer, and the POHU software is for the customer. The DAP software must be installed on a single computer and must be pre-setup with assistance from Skutch before the Dealer can use it. Once DAP is set up, the Dealer has the ability to establish as many customers as he/she wishes, without the assistance from Skutch. When the customer installs the POHU software, they will need to call their Dealer to get their registration code. DAP automatically generates this code when you generate a new Customer. Once your customer registers the software with you, it will display your name and telephone number on the POHU software so that they can easily contact you if needed.

DAP Features

- 1- Maintains a Database of each individual customer with detailed information including:
 - A. Company
 - B. Address
 - C. City
 - D. State
 - E. Zip
 - F. Phone Number
 - G. Contact.
- 2- Has a GROUP Mode that allows you to send one audio production to many Customers with only one download. You can have up to 100 different groups.
- 3- Provides a Print Out report of all Customers who have not updated their DL-11. It shows the date sent, the Customer name and city, and shows how many days.
- 4- Maintains an easy to view LOG of all history for each customer. It also shows when the customer actually made the update to their DL-11.
- 5- Allows for easy transfer of MP3 files to the customer.
- 6- Allows the Dealer to control what access the Customer has to previous MP3 files that have been sent by the dealer. The options are as follows:
 - A- Allows the Customer to keep a copy of all MP3 Files, and to switch between them at any time.
 - B- Allows the Customer to keep ONLY a backup of the current MP3 file that the dealer has sent. All others will be erased.
 - C- Allows no copies of any MP3 File to be keep on the Customer's computer. If the customer loses a file the dealer will have to re-send the file.
- 7- Allows the Dealer to easily create and setup their own customers. Customers call the Dealer for the registration codes, not Skutch.
- 8- Allows the Dealer to control how many times per day that the Customer's POHU software checks for updates. The choices are:
 - A- One time every day at 6:00 am.
 - B- Every Hour

- C- Every 30 minutes
- D- Every 15 minutes.

Ease of use for your Customer

Once the customer installs the POHU software, the software will automatically notify the customer when an Update is ready. It instructs the customer to insert the USB Flash drive into the computer. The software auto recognizes that the DL-11 USB Flash Drive has been inserted, copies the new update on the USB Flash drive and tells the customer to go put it back into their DL-11. The only thing the customer needs to know about their computer is where the USB Port is! It's that simple.

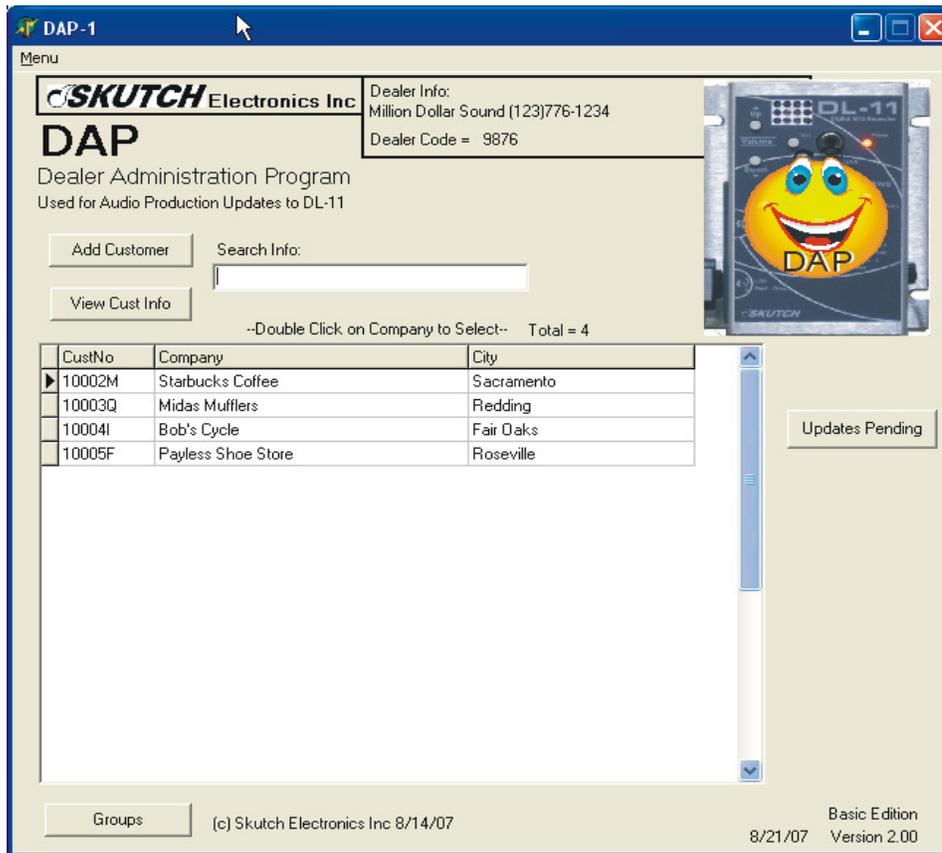
Single Computer Installation:

Both the Dealer software (DAP) and the Customer software (POHU) can ONLY be installed and operated from one specific computer. This means that all dealer updates have to be made from one specific computer.

Installation and Registration

Once the program is installed, you will have to REGISTER it before it can be used. This is mainly for security reasons. Call Skutch at (916) 786-6186 for assistance with registration.

Main Screen [DAP-1]



This is the main screen of the DAP software package. It is the DAP-1 screen. The following functions are accessible through this screen:

- 1. MENU:** Access to
 - a- SETUP:** Used for Registration, System Default settings for Customer Archive, and Customer PING.
 - b- System BACKUP:** Used to back up system data.
 - c- System RESTORE.** Used to restore system data.
- 2. ADD CUSTOMER button:** Used to add a new single customer to the DAP system. Once created, a REGISTRATION code is available for your customer.
- 3. VIEW CUSTOMER INFO button:** Displays and allows editing of customer Information, Customer Archive info, Customer PING settings, Customer LOG info, Transfer Audio File function, Delete File Function.

4. **GROUPS** button: ADD, DELELE, and edit GROUPS. Send Audio Files to GROUPS. DELETE files from groups.

5. **UPDATES PENDING** button: Used to view/print a report of audio updates that have not been updated to their respective DL-11 units.

SETUP [SetUp-3]

The screenshot shows a window titled "Setup-3" with a red background. The main title is "Setup". There are two main sections:

- Registration:** Contains a text box labeled "Enter Dealer Code" with a "Register" button to its right. Below it is a larger text box labeled "Enter Dealer Name and Phone Number".
- Default Info for Customer:** Contains two sub-sections:
 - Archive at Cust Site:** Three radio buttons: "None", "Last One Only", and "All Files". "All Files" is selected.
 - Ping Test:** Four radio buttons: "Once at 6:00 AM", "Once per Hour", "Every 30 Minutes", and "Every 15 minutes". "Once at 6:00 AM" is selected.

REGISTRATION:

Before the Dealer can use DAP , Skutch has to initialize and setup the Dealer site. After this is done, the Dealer must enter their DEALER CODE , that is supplied by Skutch. In the Dealer Name and Phone number box the Dealer should enter their name and Phone number. This information will be transferred to, and displayed on all of your customer's POHU software. Once both the DEALER REGISTRATION CODE and NAME & NUMBER info is entered, click on the REGISTER button.

CHANGING NAME and NUMBER Info ONLY

If you wish to make a change in the Dealer Name and Phone number, simply enter: 99999 in the Dealer code BOX and the new info in the Dealer Name and Number box, then click on REGISTER.

The DEFAULT INFO for CUSTOMER:

This controls the DEFAULT information that is selected when you choose a NEW CUSTOMER. Make the desired changes and it will be saved when the SETUP screen is closed. See ADD CUSTOMER for detailed information.

Add Customer [Customer-2]

This button is used to add a new single customer to your database. If the customer is to be a part of a GROUP, they MUST be entered as a customer first.

The screenshot shows a software window titled "Customer-2" with a blue title bar. The window contains a form for adding a customer. The form has the following fields and options:

- Customer Number: 10007H
- Company: Starbucks Coffee
- Address: 234 Main St
- City: South Hampton
- State: FL
- Zip: 65456
- Contact: Mike Jones
- Phone Number: (777)656-2234
- Options:
 - Archive at Cust Site:
 - None
 - Last One Only
 - All Files
 - Ping Test:
 - Once at 6:00 AM
 - Once per Hour
 - Every 30 Minutes
 - Every 15 minutes

Below the form is a "Clear LOG" button and a "LOG" button. At the bottom of the window is a progress bar showing 0% progress and an "Action" button. A large red "ADD Customer" button is overlaid on the right side of the window. The window also features a yellow smiley face logo and the text "DAP Customer Information Screen".

1- Fill in the customer information. The COMPANY is the only information that is required.

2- Choose the OPTIONS:

Archive at Cust Site

This parameter controls which audio files will be stored onto the customer's computer for later retrieval. This is referred to as an ARCHIVE of audio productions. When the USB Flash Drive from the DL-11 is inserted into the computer, without notification of an Update, the POHU software will allow the user to switch to any one of the audio productions that are ARCHIVED or stored on the computer. This allows the DL-11 to be used as a multi-message machine. Some Dealers might not wish to allow their customers to switch freely between previous audio productions. For this reason we provide the Dealer with this control. The options are:

A- None: No files are stored on the computer. Once updated to the DL-11 the file is erased. In this case you would have to send the customer the file again if they wished to use it.

B- Last One Only: When this option is used, only the last updated audio production is stored on the computer.

C-All Files: This is used when you want your customer to have full access to all audio productions that have ever sent them, at any time.

Ping Test

This parameter controls how often the customer's POHU software checks for updates.

A- Once at 6:00 AM: The computer only checks for updates one time, at 6 AM in the morning.

B- Every Hour: The computer checks for updates each hour. This means that it will check for updates 24 times every day.

C- Every 30 Minutes: The computer checks for updates each 30 minute period or 48 times per day.

D- Every 15 Minutes: The computer checks for updates Every 15 minutes or 96 times a day.

3- Click on the SAVE button. This will save the information and establish the new customer. If you close the screen using the "X" in the upper right hand corner, the information will be aborted and a new customer will not be created.

View Cust Info [Customer-2]

This function is used to displays and edit all customer Information, Customer Archive info, Customer PING settings, Customer LOG info. It also is used to Transfer new Audio Files to an individual customer. It is also used to DELETE audio files that are waiting to be downloaded to the customer.

To help you locate the desired customer, the SEARCH INFO window can be used to help you locate then customer. Simply start typing the name of the customer and the selection in the customer list will be narrowed towards the desired customer. To select the customer, highlight the customer name with a left click on your mouse, then click the VIEW CUST INFO button. You can also just double left click on the customer's name.

The screenshot shows a web-based interface for managing customer information. The title bar reads "Customer-2". The main content area is divided into several sections:

- Customer Information:** Fields for Customer Number (10002M), Company (Starbucks Coffee), Address (233 Franklin Blvd), City (Sacramento), State (CA), Zip (98767), Contact (Mike), and Phone Number (916)777-6542. Buttons for "Save" and "DELETE" are present.
- Options:** A section for configuring settings, including "Archive at Cust Site" (radio buttons for None, Last One Only, All Files) and "Ping Test" (radio buttons for Once at 6:00 AM, Once per Hour, Every 30 Minutes, Every 15 minutes). A "Change Options" button is located below.
- Transfer Audio File To Customer:** A large button for transferring audio files.
- Clear LOG:** A button to clear the log, with a "LOG" link below it.
- Table:** A table with columns "Date", "FileName", and "Status". It contains one entry: "8/23/2007 1:37:26 AM", "--New Customer--", "Start Up".
- Delete File:** A button for deleting files, with "Directory Contents" text below it.
- INIT.TXT:** A text area for displaying file contents.
- Customer Setup Code:** A field showing "9876-10002M".
- Progress Bar:** A progress indicator showing "0%" and "100%" with an "Action" button.

The DAP logo (a smiling yellow face) and the text "DAP Customer Information Screen" are located in the upper right corner of the interface.

Changing Customer Information

To edit customer Information, including Company, Address, City, State, Zip, Contact, or Phone, just type in the changes and click SAVE. You can not change the Customer Number.

CHANGE OPTIONS

To make a change in either ARCHIVE or PING options, click on the CHANGE OPTIONS button and make the desired changes. Closing the ChangeOptions-8 form saves the changes. You will notice a REINIT.TXT file will be added to the customers directory. The changes will take effect when the customer makes his/her next update.

The screenshot displays the 'Customer -2' window in the DAP (Customer Information Screen) application. The main window shows customer details for 'Starbucks Coffee' at '233 Franklin Blvd, Sacramento, CA 98767'. A 'ChangeOptions-8' dialog box is overlaid, titled 'Change Customer Options'. It contains two sections: 'Archive at Cust Site' with radio buttons for 'None', 'Last One Only', and 'All Files' (selected); and 'Ping Test' with radio buttons for 'Once at 6:00 am' (selected), 'Once per Hour', 'Every 30 Minutes', and 'Every 15 Minutes'. The background window also features a 'Save' button, a 'DELETE' button, a 'Transfer Audio File To Customer' button, and a 'Change Options' button. A progress bar at the bottom indicates '0%' progress.

Date	FileName
8/23/2007 1:37:26 AM	--New Cus

Customer Setup Code = **9876-10002M**

0%	Progress	100%	Action
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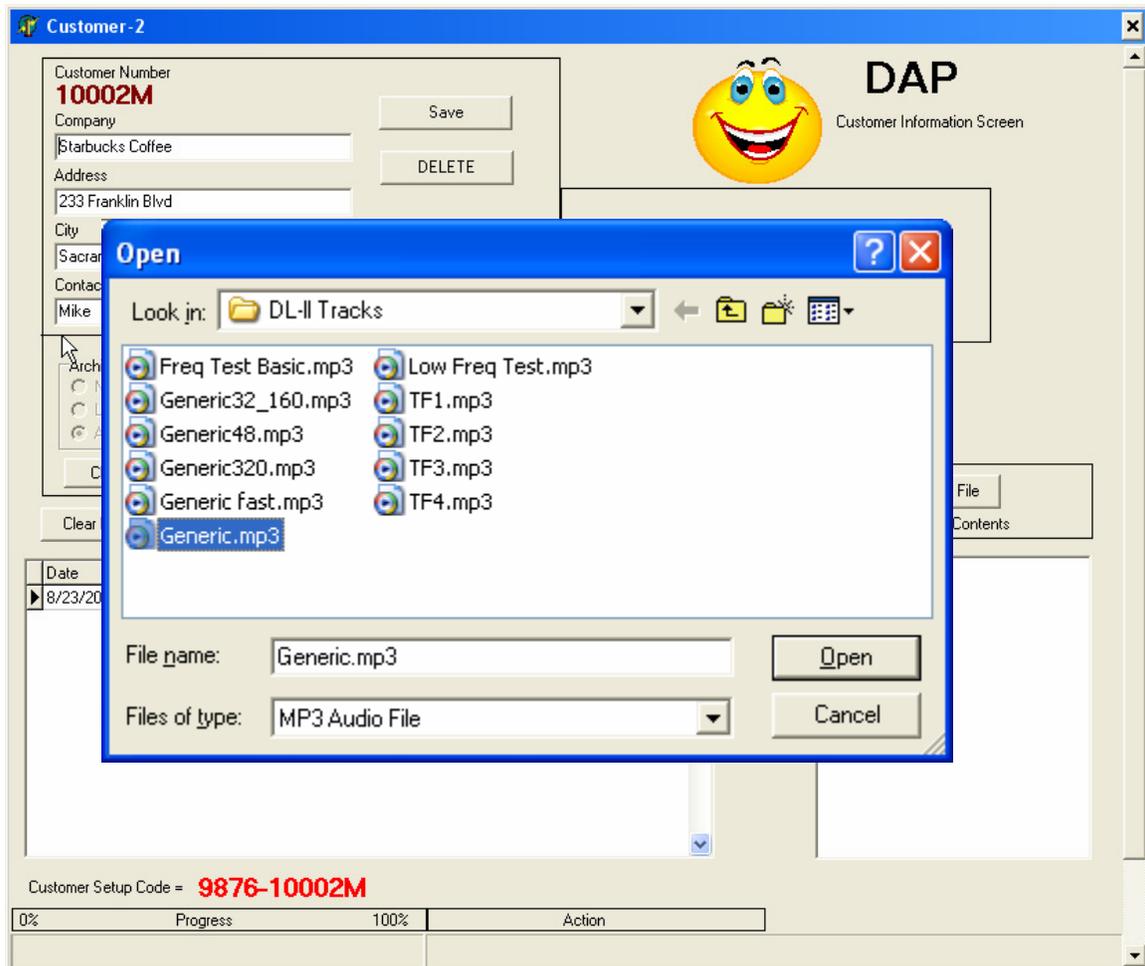
Customer LOG

The customer LOG shows all actions that have taken place on that particular customer. This includes Audio updates and file deletions. The LOG data is used for the UPDATE PENDING REPORT, so if you use the CLEAR LOG function, it will not be able to report if the DL-11 has not been updated. To delete the LOG press the CLEAR LOG button.

Transfer Audio File to Customer

This button is used to download a new audio production to your customer. Click the button, select the MP3 from the desired folder by double clicking on it, and the file will

be transferred. You can transfer multiple files, but the customer's POHU will update the DL-11 with the last file, based on alpha-numeric order. For this reason we suggest that you transfer one file at a time.



You will notice that the new file name will be in the LOG and the customer Directory.

Delete File

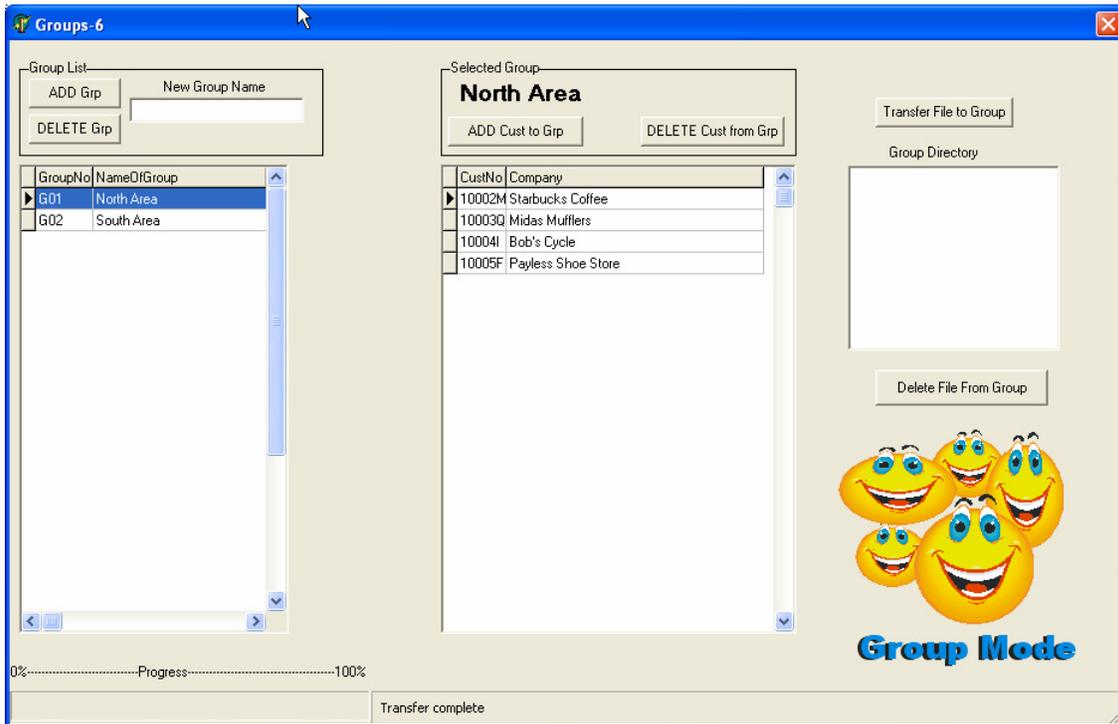
This button is used to delete an MP3 file that is currently in the customer directory, waiting to be downloaded to the customer's POHU software (DL-11). Deleting the file will prevent the file from being transferred to the DL-11.

Customer Setup Code

This is the code that you provide to your customer so that they can REGISTER their POHU software to your account.

Groups [Groups-6]

This function is used to create and edit groups of individual customers. Each Group can have from 1 to 1000 customers in it. You can have up to 100 groups defined. Each Group is identified by a unique name. Once a group is created a single MP3 file can be transferred in GROUP MODE, and all customers in that group will receive the updated audio file.



Group Directory

This box shows all MP3 files that are ready to be downloaded to the customers in the specific group.

Transfer File to Group

This function allows you to select the MP3 file that you wish to transfer to all customers in the presently selected Group. A file named GROUP.TXT will be stored in each individual customer directory.

Delete File From Group

This button allows you to delete a file from the GROUP Directory. You must manually remove MP3 files from the Group Directory after all customers have been updated.

ADD Grp

This ADDS a new Group to DAP. Enter a new Group Name and click on ADD Grp.

DELETE Grp

Used to delete an existing GROUP. To use this function, first highlight the desired Group in the Group box, then click on DELETE Grp.

ADD Cust to Grp

This is used to add an existing customer to the current selected Group.

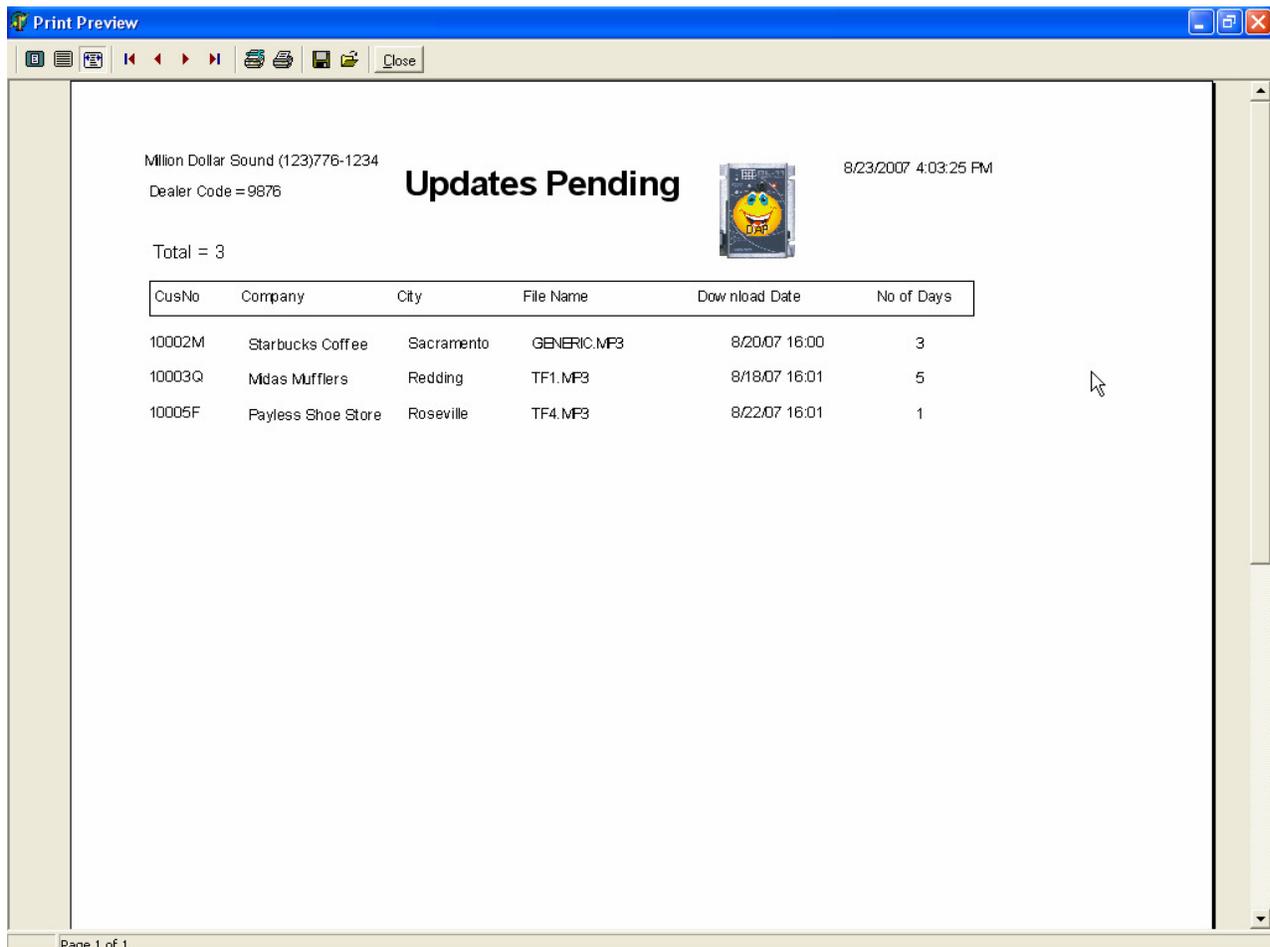
DELETE Cust from Grp

This is used to remove a customer from the current selected Group. In this case you must highlight the customer first in the Customer Box.

Updates Pending

This function allows you to View and/or Print a list of all customers who currently have Updates Pending. This means that they might have received the update on their computer, but they have not actually updated their DL-11 yet. DAP keeps you well informed of the status of your updates which makes it easy for you to manager your customers.

You can easily view the report. If you wish to print a copy, simply click on the PRINT Icon at the top of the form.



Print Preview

Million Dollar Sound (123)776-1234
Dealer Code = 9876

Updates Pending

8/23/2007 4:03:25 PM

Total = 3

CusNo	Company	City	File Name	Download Date	No of Days
10002M	Starbucks Coffee	Sacramento	GENERIC.MP3	8/20/07 16:00	3
10003Q	Midas Mufflers	Redding	TF1.MP3	8/18/07 16:01	5
10005F	Payless Shoe Store	Roseville	TF4.MP3	8/22/07 16:01	1

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