NEAL Transcription Player

User Guide

Software Version 2.7.X.X

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Document Version 2.0

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1 - Introduction

The NEAL Transcription Player is an application for playing media files. Its main purpose is to allow the easy audio transcription of CD discs and other digital media file formats such as WMA (windows media audio), MP3 and WAV (uncompressed audio).
DVD playback maybe possible but is not fully supported or guaranteed.

The player includes the following features:

- Variable back step control.
- Full playback speed rate control whilst maintaining audio pitch (for digital media file formats only).
- NEAL hardware USB foot pedal integration for complete control of media playback.

2 - Getting Started

The NEAL Transcription Player is designed for use on a machine running Microsoft Windows. Everything required to run is included in the installation media, except where additional software is required to support DVD playback or less common audio file formats. Depending on the working environment and security policies of the environment, a systems administrator may be required to install the software with elevated rights.

3 - System Requirements

The following system requirements have been drawn up as a guide only.

- Processor speed: 1.4GHZ or higher
- Memory: 512MB or more
- Hard disk space: 200MB (when ripping CDs and DVDs)
- Operating systems: Windows 10/11
- .NET Framework 4.6.2
- Correctly configured and working PC sound device
- Optional: USB port for the NEAL USB foot pedal
- Optional: CDROM drive for audio CD playback
- Optional: DVD drive for DVD playback

Our customers have successfully installed and operated this software in varied environments such as, Virtual Desktop infrastructure (VDI), Citrix, Terminal server etc. Specialist expertise may be required in such virtual environments and NEAL is unable to offer in virtualisation support in such cases due to the varied platform configurations involved.

4 - Installation Procedure

To install the NEAL Transcription Player, locate the installer files and execute Setup.exe to start the install.

Depending on the destination machine's software configuration and version of windows, the installer may need to install prerequisite components such as Windows Media Player and the Microsoft .NET Framework. If required the software will install these items automatically. If the system prompts for a reboot it is recommended that it is carried out before continuing.

Once the prerequisite checks have been completed the NEAL Transcription Player installer will start.

Simply follow the on screen instructions and the software will install automatically. Upon successful completion a shortcut to the NEAL Transcription Player and a shortcut to the User Guide will have been created in the start menu and on the desktop.

Additional Installation Instructions for users with Windows editions "N" or "KN"

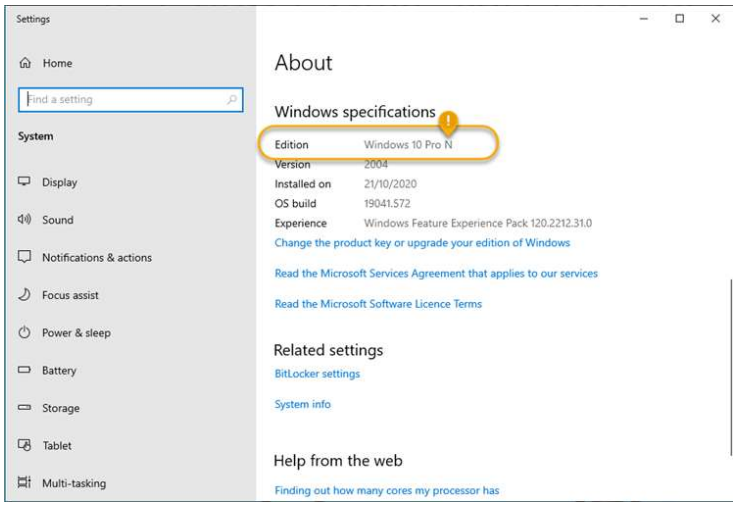
"N" and **"KN"** editions of windows are targeted at European markets and to comply with antitrust laws, are missing media-related features of windows. Note that European users are not forced to purchase this edition of windows.

The Windows Media Feature Pack must be installed before the NEAL Transcription Player can be used with the **"N"** or **"KN"** editions of Windows. This pack restores the missing Windows media features.

How to check the edition of windows

Type **"System Information"** in the start menu and to run the **System Information App**. The App will provide the OS Name. If it has a suffix of **"N"** or **"KN"** (e.g. Windows 10 Pro **N**) then this version of windows requires the Media Pack adding to it.

Alternatively, right click the start button and select system to get the Windows specifications.



Advanced -How to check for Media Feature Pack

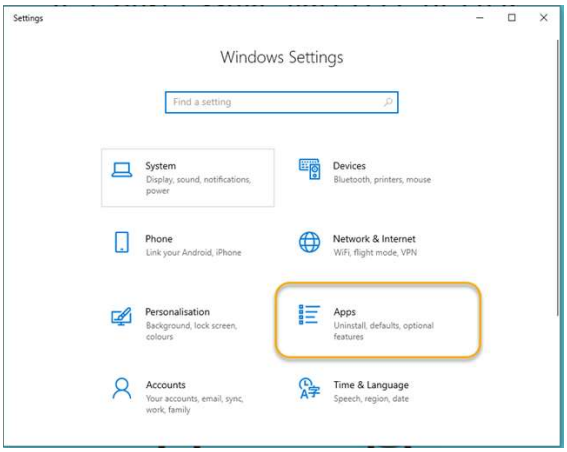
For enterprise IT teams wanting to check for the Media Feature Pack, check the existence of the registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Setup\WindowsFeatures\WindowsMediaVersion

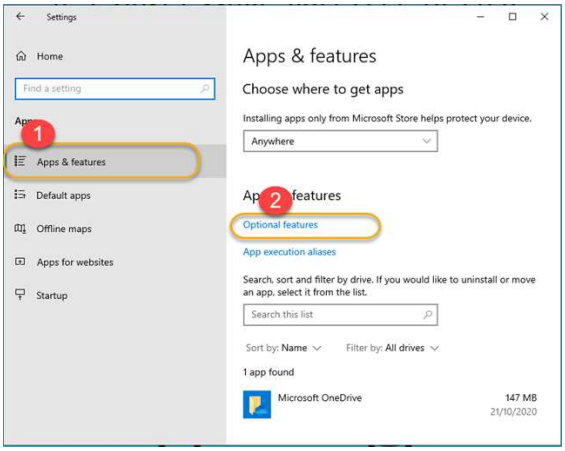
How to add the Media Feature Pack

Type Settings into the Windows start menu, launch the settings App.

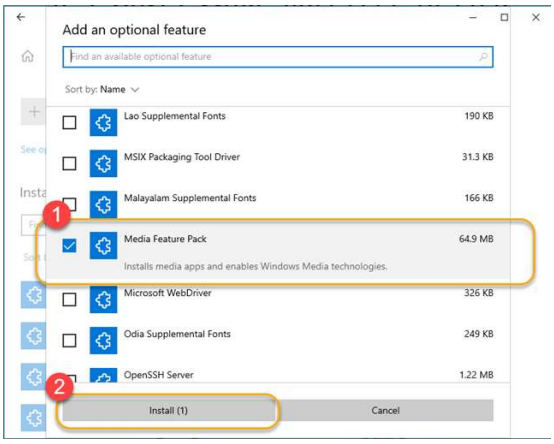
Select **"Apps"**

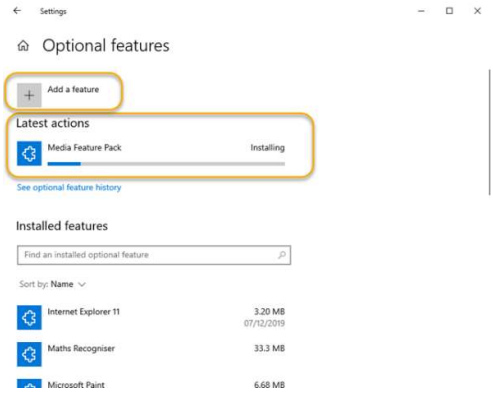


Select **"Optional features"** from the Apps & Features panel



Select **"Add feature"**, **"Media Feature Pack"** and **"Install"**





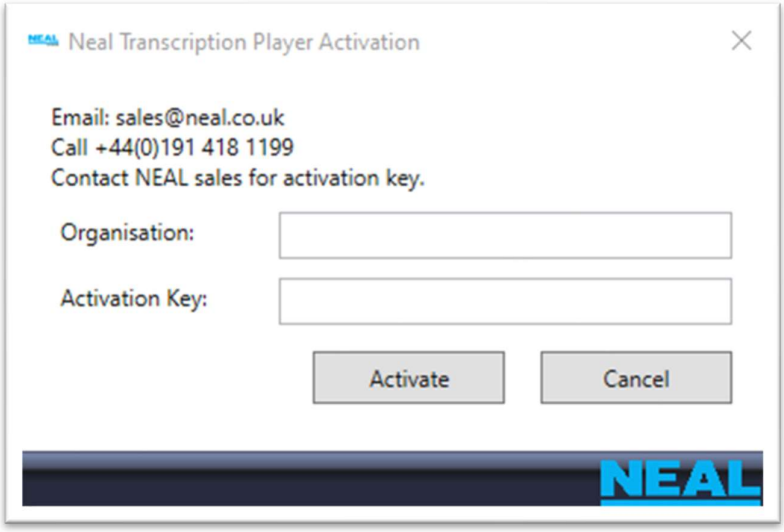
If prompted, a restart of Windows may be required after install.

NEAL Transcription Player should now work as expected.

5 - Software Activation

Double click the shortcut on the desktop to start the NEAL Transcription Player. A shortcut to the application can also be found in the 'NEAL Transcription' folder in the start menu.

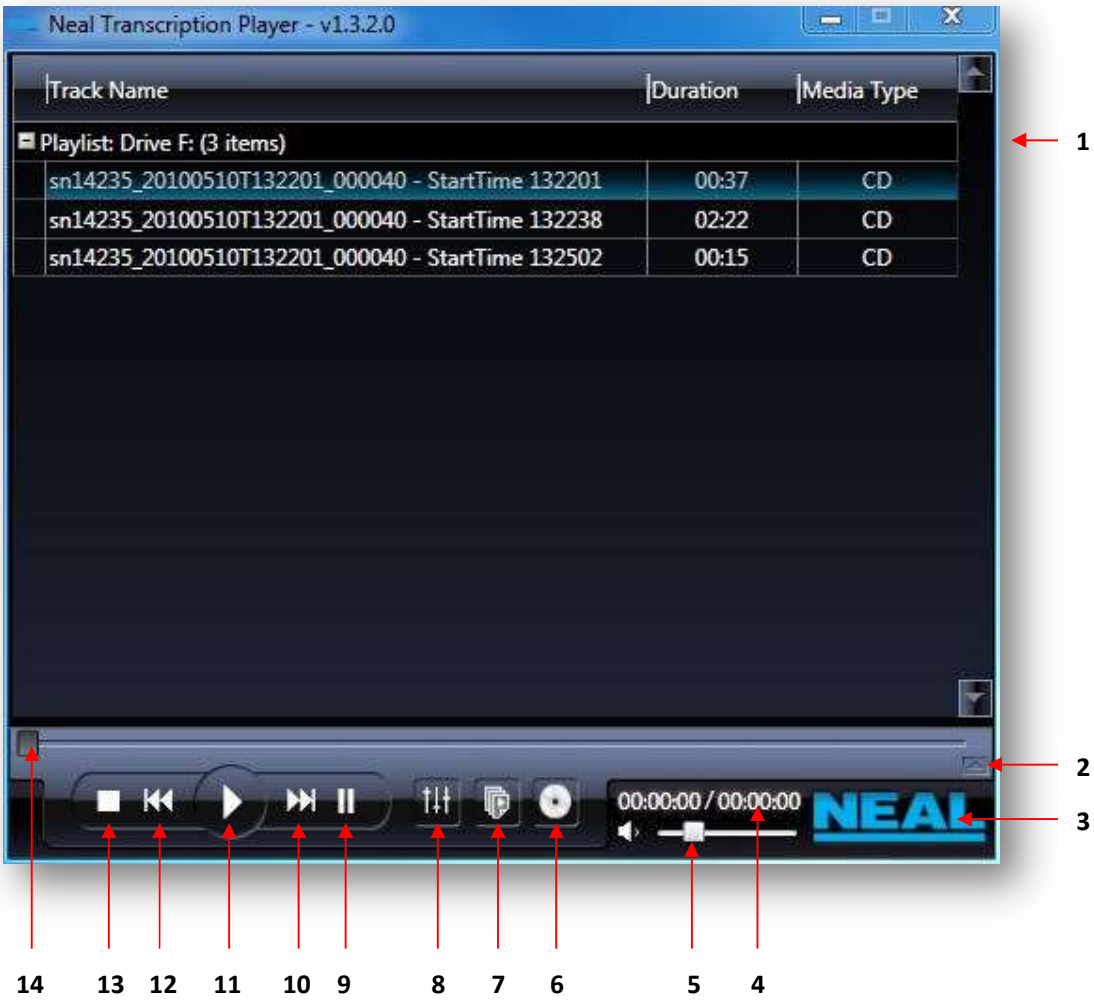
The software must be activated upon first use. To do this please contact NEAL sales by either telephoning +44 (0)191 418 1199 or emailing sales@neal.co.uk.



NEAL sales will provide an activation key which must be entered into the 'Activation Key' text box. The organisation to which the software is licensed should also be entered into the 'Organisation' text box.

Upon clicking the 'Activate' button the application will verify the activation code and, if successful, the NEAL Player Transcription Player will start.

6 - NEAL Transcription Player Interface Overview



1	Main playlist window
2	Toggle 'Mini-Mode' on / off
3	Application Settings
4	Playback counter
5	Volume slider control
6	Rip audio from disc
7	Playlist options
8	Advanced audio controls
9	Pause control
10	Fast forward / Next track control
11	Play control
12	Rewind / Previous track control
13	Stop control
14	Timeline slider control

7 - Main Player Interface Controls

Main playlist window
The main playlist window displays playlists containing tracks from audio CDs, DVDs and media files.

Toggle Mini-Mode on / off
This control toggles the size of the main application window between its full size and minimised space saving size.

Application Settings
This control opens a settings window which allows the user to alter various application settings and view various application details. Please refer to section ***8 –Application Settings*** for further details.

Playback counter
The playback counter displays playback length and the current timeline position of the audio track.

Volume slider control
This control adjusts the volume level of the audio track currently playing.

Playlist options
This control opens a dialog which is used to manage the media file playlist. It includes the following options:

- Add single files
- Add complete folders and sub folders
- Clear the entire playlist.

Note: Playlist items from audio CDs and DVDs are only cleared when the disc is ejected.

Pause control
This control pauses the currently playing audio track. To resume playback simply click the 'Pause' control again or, alternatively, you can resume playback by pressing the 'Play' control.

Fast forward / Next track control
Clicking this control once will cause the playback speed of the currently playing audio track to increase to twice the normal playback speed. To resume normal playback speed click the 'Play' control.

Note: Playback speed adjustment is dependent on the format of the media file being played. Playback speed cannot be adjusted on tracks being played directly from audio CDs or DVDs.

Double clicking this control will cause the player to advance to the next track in the playlist.

Play control
If the player is currently in a 'stopped' state clicking the play control will commence playback of the currently selected track from the beginning. If the player is in either a 'fast forward', 'rewind' or 'pause' state, clicking the play control will cause the audio to resume from its current point in the timeline.

Rewind / Previous track control
Clicking this control once will cause the playback speed and direction of the currently playing audio track to change. Playback will be reversed at twice the normal playback speed. To resume normal playback speed and direction click the 'Play' control.

Note: Playback speed adjustment is dependent on the format of the media file being played. Playback speed cannot be adjusted on tracks being played directly from audio CDs or DVDs.

Double clicking this control will cause the player to advance to the previous track in the playlist.

Stop control
Click this control to stop playback of the current audio track. The current position in the timeline will be set back to beginning of the track.

Advanced audio controls
Clicking this control will open a dialog providing more advanced playback controls. Please refer to section ***15 - Advanced Audio Controls*** for further details on the available options.

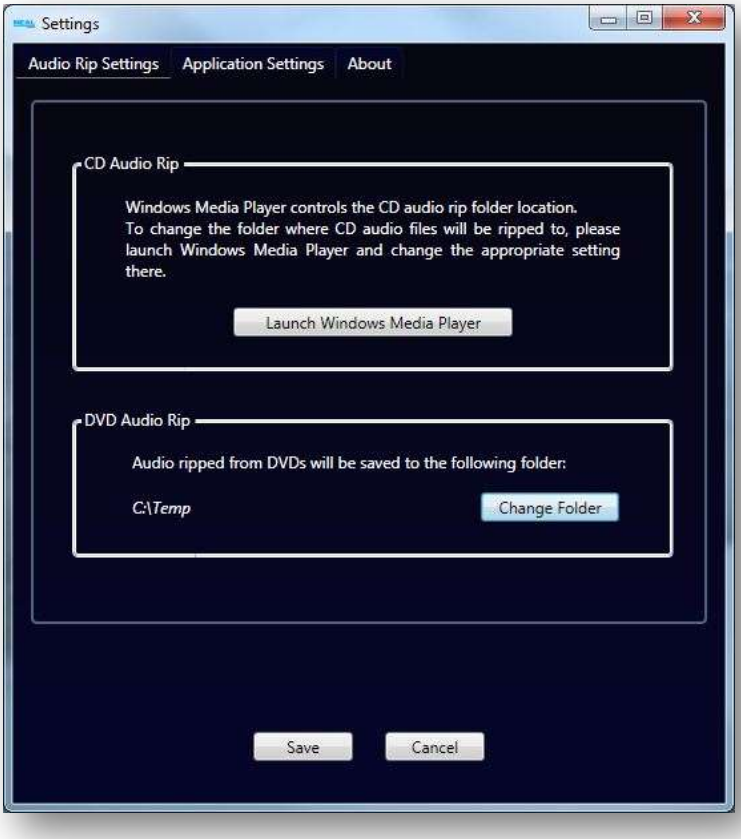
Timeline slider control
This control provides a quick and precise method for moving to specific points in the timeline of the currently playing audio track. To use this control simply select and drag the thumb along the timeline until the desired position is reached. As the position is moved the playback counter will be adjusted to show the time code of the current position.

8 – Application Settings

The NEAL Transcription Player includes a number of application settings which can be adjusted by the user. These application settings are accessed by clicking on the 'Application Settings' control (the NEAL logo) on the main application window.

Audio Rip Settings

Three tabs are available. The first tab contains settings related to CD and DVD audio rip functions.



CD Audio Rip

As stated in section ***16 – Ripping Audio Tracks from CDs and DVDs,*** CD audio rip settings are controlled from Windows Media Player**.** To change any of these settings the user must open Windows Media Player and adjust these settings within that application.

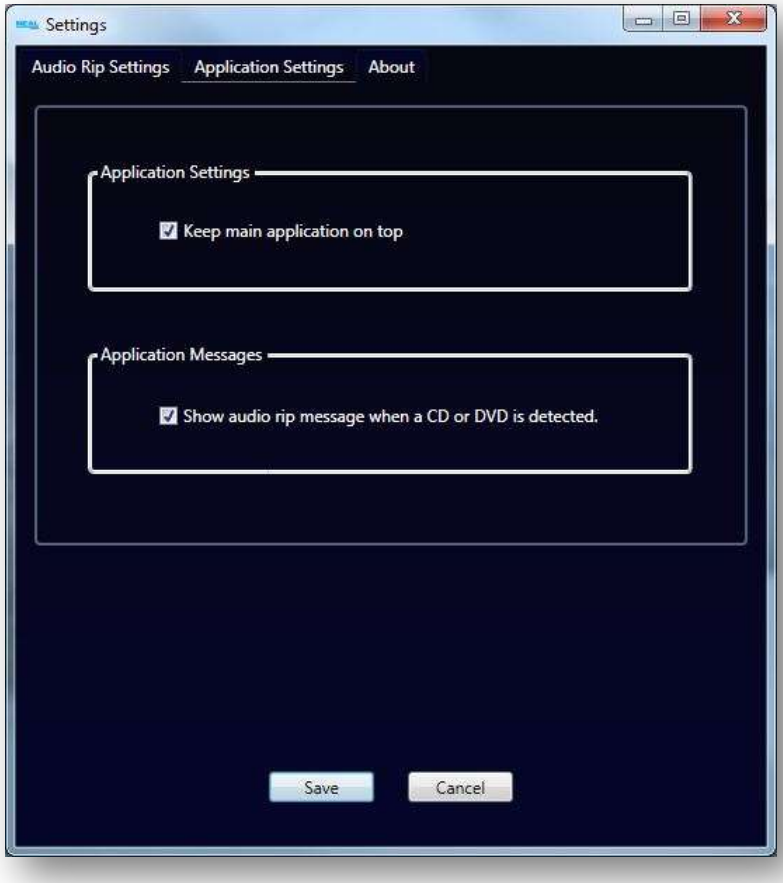
Windows Media Player can be started by clicking the '*Launch Windows Media Player*' button.

DVD Audio Rip

The folder location used to store ripped DVD audio tracks can be changed by clicking the '*Change Folder*' button in the *'DVD Audio Rip*' group box. If this folder location is not set or is not accessible then the user will be prompted to specify this folder.

Application Settings

The second tab contains settings related to the main application and application messages.



Keep main application on top

Tick this checkbox to ensure the NEAL Transcription Player window remains on top of all other application windows on your desktop.

Show audio rip message when a CD or DVD is detected

Tick this checkbox to ensure the message relating to CD and DVD audio ripping is displayed whenever a CD or DVD is detected by the NEAL Transcription Player.

About

The third tab shows general information about the NEAL Transcription Player application.

The two important items of information to note in this window are the application version number and the product serial number.

Saving Changes to the Settings

Once any changes have been made to any settings they can be saved by clicking the '*Save*' button.

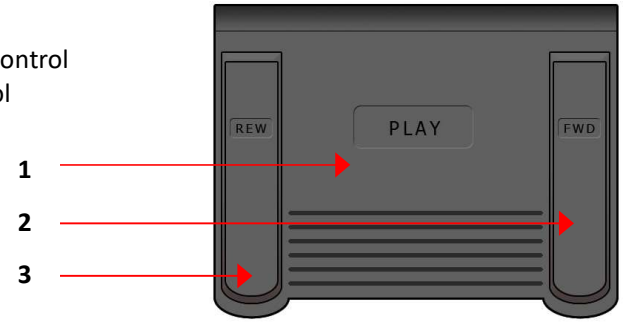
Discarding Changes to the Settings

Changes made to the settings can be discarded by clicking the *'Cancel'* button.

9 - Optional NEAL USB Foot Pedal

The optional NEAL USB foot pedal is recommended for increased transcription speed and accuracy. It is fully compatible with the NEAL Transcription Player.

1 Play control
2 Fast forward control
3 Rewind control



Installing the Foot Pedal

The NEAL foot pedal is compatible with any standard USB compliant port. It requires no additional driver software and is extremely quick and easy to install.

Upon first installing the USB foot pedal it is recommended that you wait at least a minute before trying to use it because windows will initially configure the hardware for first use. Subsequent removal and insertion of the foot pedal will be a much quicker procedure. The foot pedal can even be plugged and unplugged while the NEAL Transcription Player is running. Just wait a few seconds after connecting and it will be ready to use.

Note: Some enterprise environments disable USB ports for security reasons. In these environments seek advice from your systems administrator in order to enable USB for the foot pedal.

Using the Foot Pedal

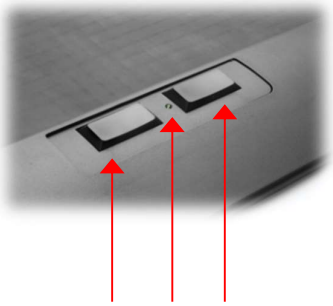
Once installed the foot pedal mimics the on screen controls of the NEAL Transcription Player. To start playback simply press and hold your foot down on the foot pedal play control. To pause the audio simply lift your foot off the foot pedal play control. If the 'Back Step' feature is enabled the audio will jump back a number of seconds in the timeline. This 'Back Step' feature is described in more detail in section ***15 - Advanced Audio Controls***.

To fast forward through the audio track simply press and hold your foot on the foot pedal fast forward control. The audio track will play at approximately twice the normal playback speed until the foot pedal fast forward control is released. To rewind through the audio track simply press and hold your foot on the foot pedal rewind control. The application will rewind back through the audio track at approximately twice the normal playback speed until the rewind control is released.

Note: Playback speed adjustment is dependent on the format of the media file being played. Playback speed cannot be adjusted on CD audio or DVD video tracks.

10 - Optional NEAL USB Hand Control

The optional NEAL USB hand control is recommended for increased transcription speed and accuracy when no foot control can be used. It is fully compatible with the NEAL Transcription Player.



1 Play control
2 Play indication light
3 Fast forward / Rewind control

Installing the Hand Control

The NEAL hand control is compatible with any standard USB compliant port. It requires no additional driver software and is extremely quick and easy to install.

Upon first installing the USB hand control it is recommended that you wait at least a minute before trying to use it because windows will initially configure the hardware for first use. Subsequent removal and insertion of the hand control will be a much quicker procedure. The hand control can even be plugged and unplugged while the NEAL Transcription Player is running. Just wait a few seconds after connecting and it will be ready to use.

Note: Some enterprise environments disable USB ports for security reasons. In these environments seek advice from your systems administrator in order to enable USB for the hand control.

Using the Hand Control

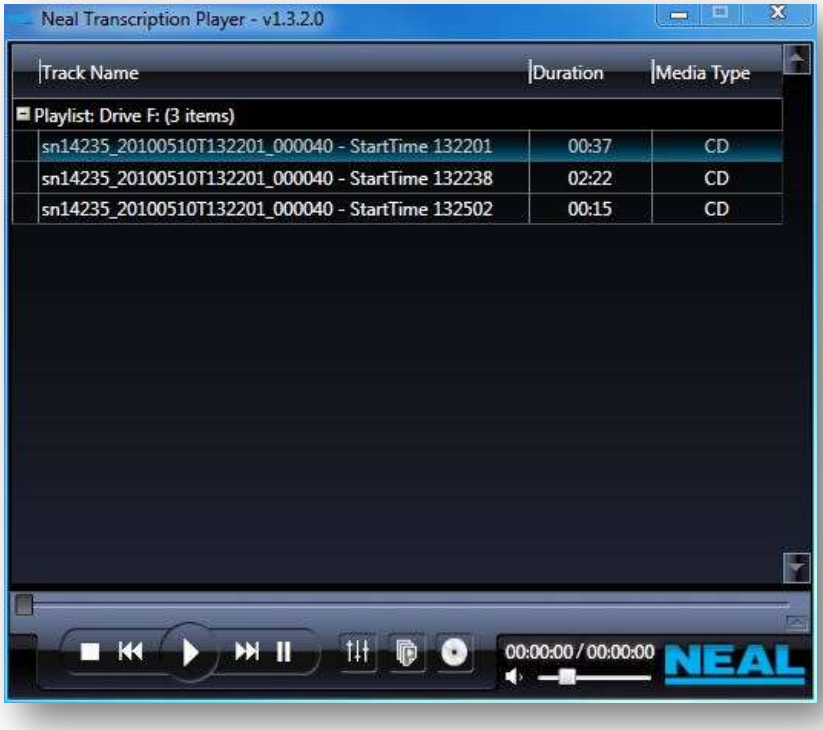
Once installed the hand control mimics some of the basic transport controls of the NEAL Transcription Player. To start playback simply press and release the play control. When the hand control is in playback mode the play indication light will turn on. To pause the audio press and release the play control again. The play indication light will turn off. If the 'Back Step' feature is enabled the audio will jump back a number of seconds in the timeline. This 'Back Step' feature is described in more detail in section ***15 - Advanced Audio Controls***.

To fast forward through the audio track simply press and hold the fast forward / rewind control whilst the track is playing. The audio track will play at approximately twice the normal playback speed until the fast forward / rewind control is released. To rewind through the audio track the track must first be stopped. Once the track has been stopped simply press and hold the fast forward / rewind control and the application will rewind back through the audio track at approximately twice the normal playback speed until the rewind control is released.

Note: Playback speed adjustment is dependent on the format of the media file being played. Playback speed cannot be adjusted on CD audio or DVD video tracks.

11 - Playing an Audio CD

The NEAL Transcription Player can playback red book standard audio CD's. To playback an audio CD start the NEAL Transcription Player and place the disk in the CDROM drive of your PC. After a short period the player will read the disk and, providing it is a valid audio CD, populate the main playlist window with the audio tracks stored on the disk.



To start playback of an audio track simply double click on the required track. If no track is selected in the main playlist and the play button is pressed on the main player interface (or on the optional NEAL USB foot pedal) the player will simply attempt to playback the first track in the playlist.

Once the track has been selected, playback can either be controlled via the media controls on the main player interface or by using the optional NEAL USB foot pedal.

Upon reaching the end of the current track the player will simply commence playback of the next track in the playlist.

If the CD is ejected the CD track listing will automatically be cleared.

12 - Playing a DVD

DVD playback functionality is not fully supported or guaranteed.

When a DVD is inserted into the DVD drive of the PC the NEAL Transcription player will read the disk and, providing it is a valid DVD, populate the main playlist window with the DVD titles stored on the disk.

To start playback of a DVD title track simply double click the left mouse button on the required track. Only the audio portion of the title will be played. The video content of the title will not be displayed. If no track is selected in the main playlist and the play button is pressed on the main player interface (or on the optional NEAL USB foot pedal) the player will simply attempt to playback the first track in the playlist.

Once the track has been selected, playback can either be controlled via the media controls on the main player interface or by using the optional NEAL USB foot pedal.

Upon reaching the end of the current track the player will commence playback of the next track in the playlist. If the DVD is ejected the DVD title playlist will automatically be cleared.

Note: The DVD title 'Duration' times will be displayed once the title track begins playing.

Note: DVD playback capability is not fully supported or guaranteed and is highly dependent on the DVD software codecs installed on the user's PC. For further information on third party software which may provide DVD playback functionality please refer to ***Appendix 1*** *at the end of this guide.*

13 - Playing a Media File

The NEAL Transcription Player can play media file different formats. For further details on supported formats and using third party software to increase the number of supported formats please see ***Appendix 1*** at the end of this guide.

To add a media file to the playlist click the 'Playlist Options' control on the main player interface. The 'Playlist Management' dialog will be displayed.

Three main buttons provide the following functionality:

Add File This allows the user to add single files to the playlist. Multiple files from the same folder can be added by pressing the 'Ctrl' key during the file selection process.

Add Folder This allows the user to add all media files in a folder to the playlist. This option also searches any sub folders for supported media files.

Clear Playlist This allows the user to clear all media file types from the playlist. Note that this only removes the items from the playlist. It does not delete the files from your computer.

Playback of a media file is controlled in exactly the same way as audio CD tracks. Double click a track on the playlist and playback will begin. If the play button is pressed on the main player interface or on the NEAL USB foot pedal without selecting a track, the player will playback the first track in the playlist.

Upon closing the NEAL Transcription Player application the playlist will be automatically saved. The playlist will be automatically re-loaded when the application is re-started making it extremely quick and easy to resume your transcription session.

14 - Advanced Audio Playback Features

Volume Slider Control

The playback volume can be manually adjusted before or during playback by using the volume slider control. Simply select and drag the volume slider further to the right to increase the volume or further to the left to decrease the volume

Note that the volume control is bound to the master volume control within Microsoft Windows. If the volume is very quiet even on the maximum setting you may need to increase the master volume control from within Windows. You may need to contact your systems administrator to have this adjusted.

Timeline Slider Control

The NEAL Transcription Player allows you to move to any point in an audio track almost instantly by using the 'Timeline Slider' control located on the main player interface. Simply select and drag the timeline slider along the time line until the required point in the audio track is reached. While dragging you will notice the playback counter updating dynamically. Playback will then resume from that point in the timeline.

Mini Mode

In order to reduce the on screen footprint of the NEAL Transcription Player a special player state, 'Mini - Mode' has been included. Once audio tracks are loaded into the playlist, 'Mini Mode' can be activated by clicking the 'Toggle Mini Mode' control. The application will now reduce its size and show only the main audio controls.

While in Mini Mode the player can be controlled from the main interface or the optional NEAL USB foot pedal. Clicking the 'Toggle Mini Mode' button again will restore the player to its original size.

15 - Advanced Audio Controls

The NEAL Transcription Player includes a number of advanced audio options allowing playback properties to be changed. These controls can be accessed at anytime during playback by clicking the 'Advanced Audio Controls' control on the main player interface.

Playback Speed

The playback speed can be adjusted by selecting and dragging the playback speed slider. The speed can be adjusted to a value between ¼ of the normal speed up to 1½ normal speed.

Note: Playback speed adjustment is dependent on the format of the media file being played. Playback speed cannot be adjusted on tracks being played directly from audio CDs or DVDs. Please refer to ***Appendix 5*** *for further information.*

Back Step

This sets the number of seconds (up to a maximum of 10) by which the audio will jump back when playback is paused. For example if the back step slider is set to 5 seconds, when the playback is paused and then resumed playback will continue at a point 5 seconds earlier in the timeline.

Note: The back step function works if playback is paused using the foot pedal control or the main Transcription Player pause control.

Balance

This adjusts the audio balance between the left and right channels. Moving the slider up will cause audio to be played back through the right channel. Moving the slider down will cause audio to be played back through the left channel.

Flip REW/FF Pedals

Ticking this check box option will swap the action assigned to the FF/REW controls on the optional NEAL foot pedal. In this mode, the REW pedal will actually fast forward the audio track and the FF pedal will rewind the audio track.

Toggle Play Pedal

Ticking this check box option alters the function of the Play control on the optional NEAL foot pedal. Normal operation is as follows. When the Play control is pressed on the NEAL foot pedal playback begins. When the foot pedal play control is released playback is paused. If this option is checked

then the behaviour is altered such that each depress of the foot pedal toggles between playing the audio track and pausing the audio track.

Note: If Toggle Play is enabled the audio track must be initially started using the main Transcription Player play button. Audio can then be subsequently paused and resumed with each depress of the NEAL foot pedal play control.

Reset All

Clicking the 'Reset All' button will reset all of the advanced audio options back to their default values.

16 – Ripping Audio Tracks from CDs and DVDs

The NEAL Transcription Player includes the capability to rip audio tracks directly from an audio CD or DVD video disc and save them as digital media files onto the user's PC.

The main reason why a user would want to rip the audio from a CD or DVD is that the playback speed cannot be adjusted when playing a DVD disc or audio CD. If the audio is ripped to a digital media file format then the playback speed can be adjusted. Please refer to **Appendix 5** for more information.

It should be noted that the time taken to rip the audio from CD or DVD discs is highly dependent on the specification of the user's PC hardware. In particular a 2 hour DVD recording may take as long as 40 minutes to rip.

Note that modern versions of Windows 10 upwards, do not support playing DVD discs out the box. Additional Codec installations and perhaps purchase will be required (see appendix 2).

Standard Rip Settings for CDs

A number of rip settings from Windows Media Player are used for the CD rip process.

- The location where the ripped files are saved.
- The codec used to encode the ripped file (WMA, WAV or MP3).

If you wish to change either the folder where the ripped files are saved to or the codec used to encode the ripped files please open Windows Media Player and adjust these settings in that application.

Standard Rip Settings for DVDs

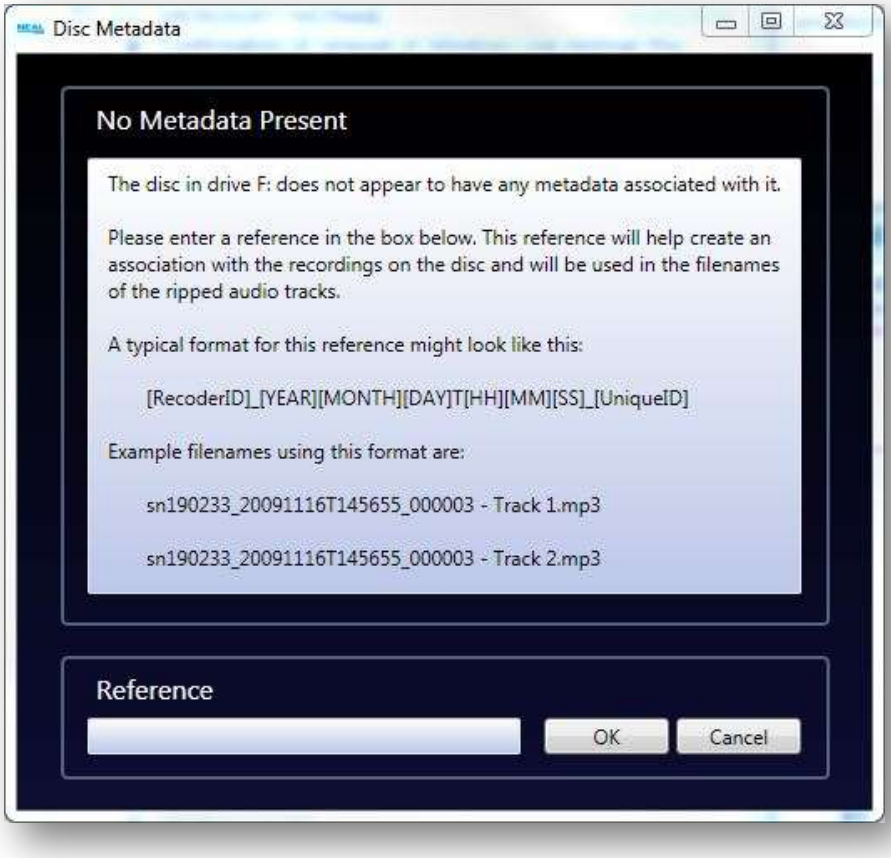
Files ripped from DVDs are saved using the following settings.

- Titles ripped from DVDs are saved in the users *'My Music'* folder.
- Titles are ripped to *'.MP3'* files using MP3 encoding.

Metadata

If the CD or DVD that is being ripped contains an XML log file with metadata associated with the recordings, this metadata will be used to create the filenames for the ripped files. Specifically, the fields '*reference*' and '*starttime*' are used. Multiple tracks on the CD will have the appropriate '*starttime'* field appended to the main '*reference*' field to create a unique filename for each track.

If the CD or DVD does not contain any metadata associated with the recordings then a dialog will be displayed and the user will be asked to enter a reference field manually. Multiple tracks on the CD or DVD will have '*Track n*' (where 'n' is the track / title number) appended to the main '*reference*' field to create a unique filename for each track.



Ripping Audio Tracks from a CD

Once a CD has been inserted into the CDROM drive, the rip process can be started by clicking the '*Rip audio from disc*' control on the main application window.

A '*Rip Audio*' window will open displaying a list of drives which currently have a DVD or CD inserted. When a CD in the list is selected the user should then select the '*Rip all tracks*' item in the '*Select Tracks'* list box. To start ripping all of the CD tracks click the '*Rip Audio*' button.

As the rip progresses the rip status and progress bar will be updated.

The user may cancel the rip process at any stage by clicking the '*Cancel Rip*' button.

The '*Rip Audio*' window may be closed at any time. The rip process will continue in the background. Re-opening the '*Rip Audio*' window will display the current progress of any rip operation.

Once the rip process has successfully completed the ripped tracks will be automatically added to the Transcription Player playlist and the audio CD will be ejected.

If any problems are encountered when ripping audio CDs please refer to **Appendix 3** for some troubleshooting tips.

Note: Please do not attempt to manually eject the disc whilst ripping an audio CD. Doing this may have unwanted side effects. To cancel the rip operation, press the 'Cancel Rip' button on the 'Rip Audio' window.

Ripping Audio Tracks from a DVD

Once a DVD has been inserted into the DVDROM drive, the rip process can be started by clicking the '*Rip audio from disc*' control on the main application window.

A '*Rip Audio*' window will open displaying a list of drives which currently have a DVD or CD inserted. When a DVD in the list is selected the user can then select the individual titles to be ripped. To start ripping the selected titles click the '*Rip Audio*' button.

As the rip progresses the rip status and progress bar will be updated.

The user may cancel the rip process at any stage by clicking the '*Cancel Rip*' button.

The '*Rip Audio*' window may be closed at any time. The rip process will continue in the background. Re-opening the '*Rip Audio*' window will display the current progress of any rip operation.

Once the rip process has successfully completed the ripped tracks will be automatically added to the Transcription Player playlist and the DVD will be ejected.

If any problems are encountered when ripping audio from the DVD, a dialog will be presented to the user showing which titles / tracks were not ripped correctly. Any titles that were ripped correctly will be automatically added to the playlist

If any problems are encountered when ripping audio DVDs please refer to **Appendix 4** for some troubleshooting tips.

Note: Please do not attempt to manually eject the disc whilst ripping a DVD. Doing this may have unwanted side effects. To cancel the rip operation, press the 'Cancel Rip' button on the 'Rip Audio' window.

Appendix 1

Supported Media Formats

The NEAL Transcription Player will play the following types of optical discs.

- Audio Compact Disc (CD)

The NEAL Transcription Player also plays the following audio formats without the need for third party software components.

- Waveform Audio File Format (WAV)
- Windows Media Audio (WMA)
- Windows Media Video (WMV)
- MPEG-1 Audio Layer 3 (MP3)

Additional audio formats can be played with the aid of third party codecs. Please see **Appendix 2** for details on a recommended third party codec that can increase the variety of media formats supported by the NEAL Transcription Player.

DVD Playback

Playback of DVDs using the NEAL Transcription Player is not fully supported or guaranteed. Depending on the software codecs installed on the user's PC, DVD playback may be supported without the need for third party software components. However, in the event that DVD playback does not work correctly a third party software component may be required. Please see Appendix 2 for details on a recommended solution that may provide DVD playback functionality.

Appendix 2

Recommended Third Party Software Components

In order to increase the variety of media formats supported by the NEAL Transcription Player a third party software package called **K-Lite Codec Pack** may be downloaded.

Once installed, this package will allow the playback of significantly more media types. This additional software component comes in a variety of different packages. For most users the 'Standard Pack' should be sufficient. If you are in doubt about which pack to install please consult your systems administrator for further advice.

Please search for and visit the **K-Lite Codec Pack** homepage for further details on the additional media types supported and the various packages available.

Third Party Software Component Support

Please note the following with regards to third party software support.

- **NEAL accepts no liability for third party software components, they are installed and used entirely at the users own risk.**
- **NEAL does not provide support for third party software components.**

Appendix 3

Troubleshooting Tips – Ripping Audio from CDs

The NEAL Transcription Player CD rip functionality relies on a number of settings within Windows Media Player (WMP). The two main issues that may cause a problem when ripping tracks are:

1) Tracks to be ripped appearing in the WMP playlist (possibly from a previous rip attempt using the NEAL Transcription Player or WMP).
2) Tracks not being selected for ripping due to WMP disc rip settings.

The NEAL Transcription Player does attempt to automatically tidy the WMP playlist after a successful or cancelled rip process. However, sometimes ripped items may remain in the WMP playlist. These items in the playlist can also modify the CD rip settings such that certain tracks may not be selected to be ripped. Therefore, it may be necessary to manually delete any items in the WMP playlist that refer to the tracks to be ripped whilst ensuring that all the tracks are selected for ripping.

If tracks are ripped to an unwanted format the user should use WMP to change the rip settings to the format that is required (MP3, WAV or WMA).

Appendix 4

Troubleshooting Tips – Ripping Audio from DVDs

If the DVD rip process appears to end unexpectedly please check the following:

1) Ensure the DVD disc surface is clean. The rip process may end abnormally if any problems reading the DVD disc are encountered.
2) Ensure there is enough free space on the drive where the ripped DVD audio tracks are saved to. If there is not enough room on the drive then the rip process will end abnormally.

Depending on the specification of the user's PC the rip process may take as long as 30 minutes to finish.

Appendix 5

Troubleshooting Tips – Adjusting the Playback Speed

The NEAL Transcription Player has the ability to vary the Playback speed of certain digital media file formats whilst retaining the pitch of the original recording.

The playback speed of audio CDs and DVD discs cannot be adjusted. It is recommended that the user rip the audio from CDs and DVDs in order to adjust the playback speed for these recordings. Please refer to section ***14 – Ripping Audio Tracks from CDs and DVDs*** for more details.

Playback speed can be adjusted and retain its pitch for many digital media file formats. However, some playback speed adjustment functionality is dependent on the user's PC operating system and the format of the media file being played.

The table below summarises the playback speed adjustment functionality for popular media file formats.

File Format	Pitchless Playback Functionality Windows 7 & Windows Vista	Pitchless Playback Functionality Windows XP SP3
WAV (44.1 KHz)	OK	Unable to vary playback rate
WAV (22.05 KHz)	OK	Unable to vary playback rate
WAV (16 KHz)	OK	Playback rate varies – but not pitchless
MP3	OK	OK
MP4	OK	Unable to vary playback rate
WMA	OK	OK

It should be noted that media files stored on a CD data disc or DVD data disc can have their playback speed adjusted as per the information in the table above. Only the playback of audio CDs and DVD video discs cannot be adjusted.

Appendix 5

Troubleshooting Tips – Windows Media Player Playlists

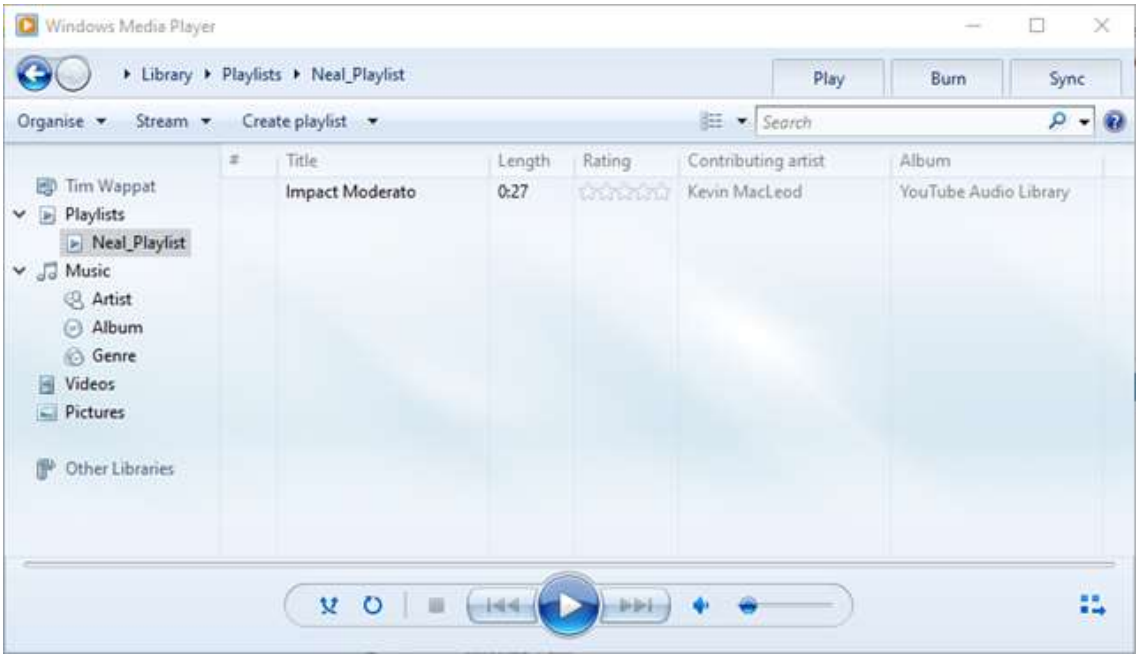
Ensure the Neal transcription player is closed.

Open windows media player, by typing "windows media player" into the start menu (not NEAL transcription player), it should look something like the following screenshots.

Checking Windows Media Player opens and shows playlists

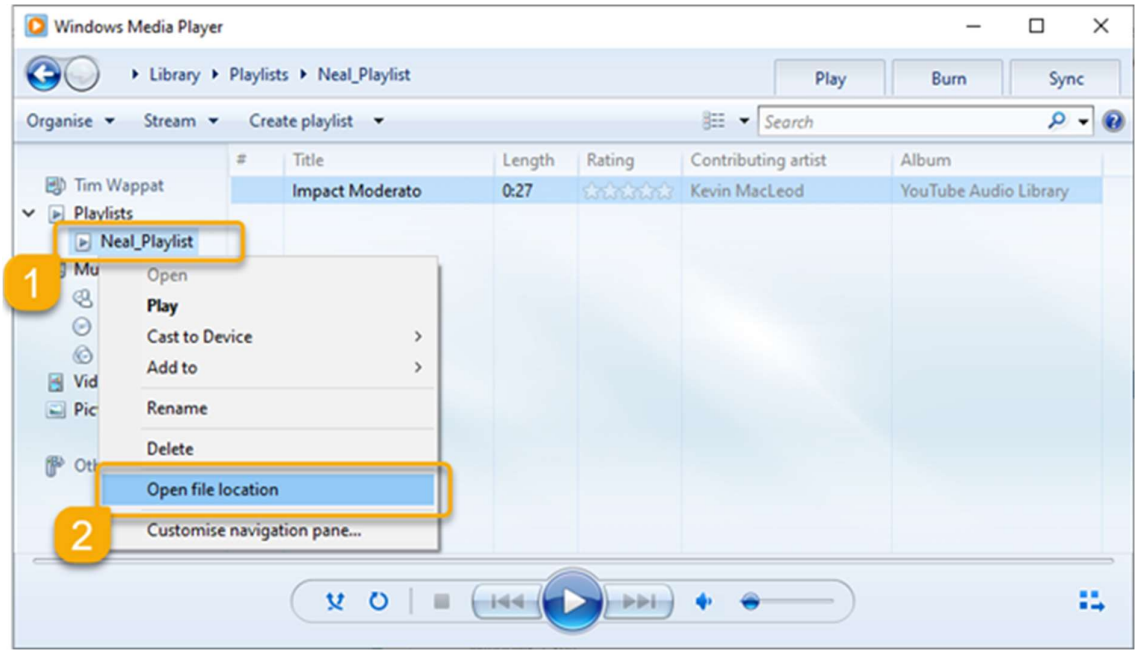
Normally after running the transcription player, you should see a “Neal_Playlist” under Playlists on the left as shown below:

This may be blank in your case, as the application may not have got this far.

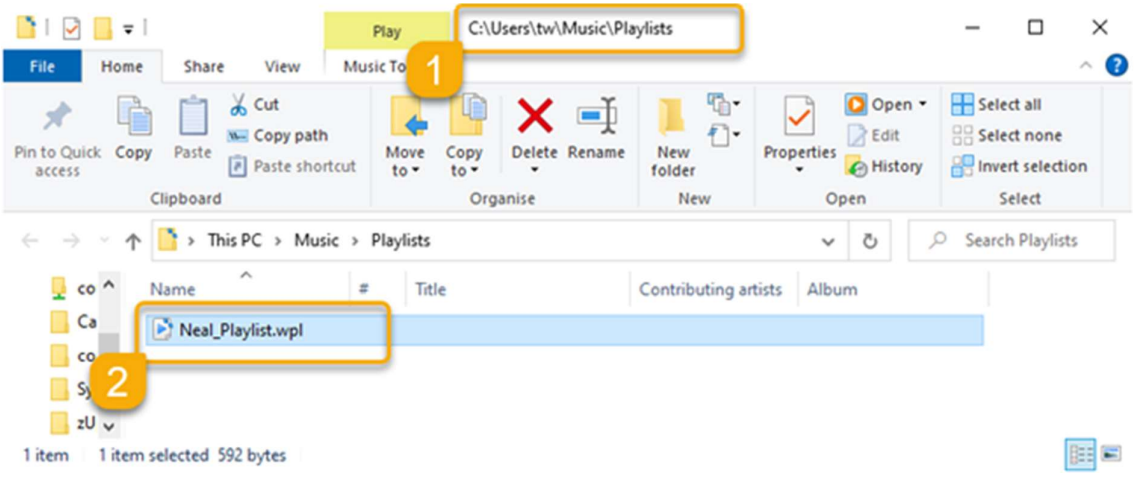


Checking the play lists folder for user access rights

If the play list (or others) exists, right click on the playlist and select “Open file location”. If no play list exists, try creating one (see further down on how to do that) and then explore where it was created.



This will open a windows explorer window with the playlists default folder open.



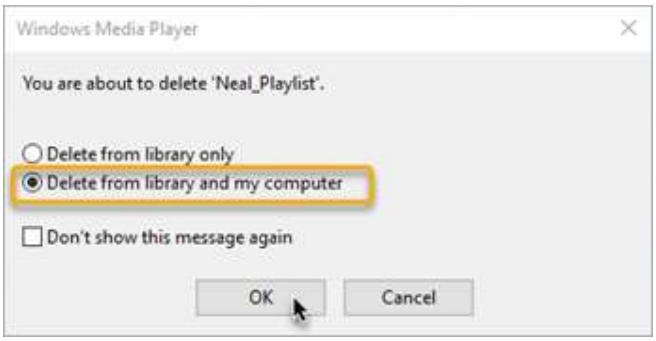
Check the location looks ok for your environment, it should on a standard windows install, be the user's music folder under their profile, for example C:\Users\[Username]\Music\Playlists

Check that the user that the user the application is running under, can open the playlist file in notepad (if the file exists), also check that you can create a new text file in that playlist directory, remember to remove it after you checked. Again, you can use notepad to check this. We are just checking permissions are ok here for that user on the playlist directory.

Delete the play list

If everything looks ok up to this point (no permission errors or strange locations), you can try to remove the Neal_Playlist.wpl, a new one can be created when the player is launched.

To remove the existing play list, in case it is corrupt, from the same menu in media player, just above where the “Open file location” is located, there is a delete option on the menu, click delete.



Select “Delete from library and my computer” – this will remove the playlist. It will not remove any media files, only the playlist that acts as directory of files available to play. This can be build again by adding the files back into a new play list later.

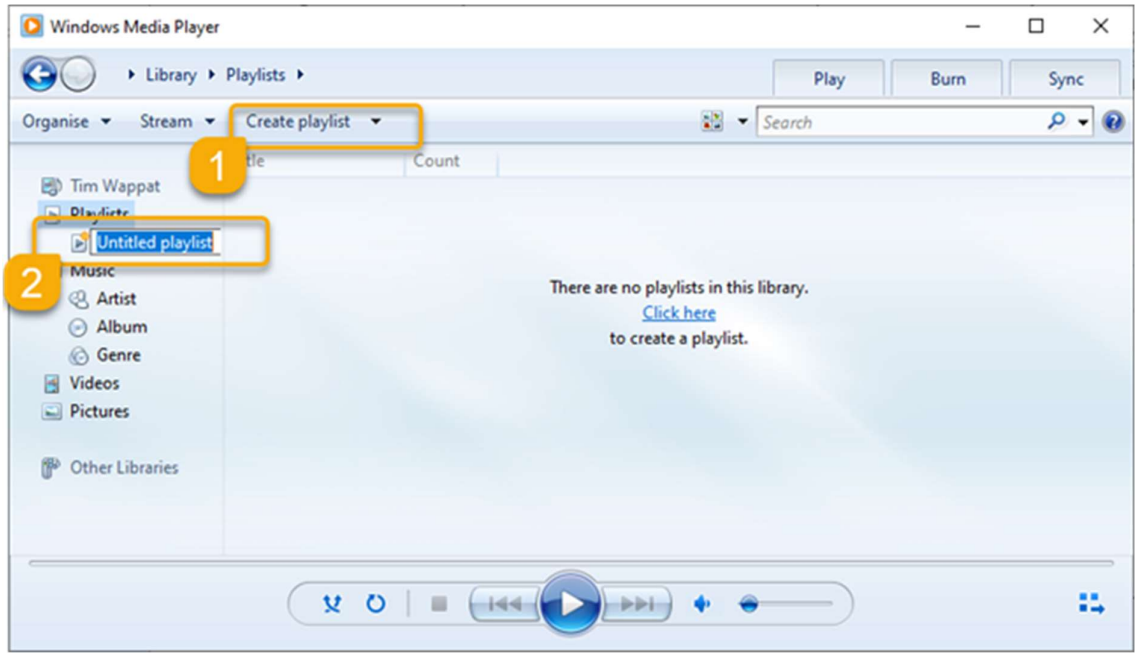
If there is nothing now in this directory, try launching the transcription player again. It should open ok and allow new files to be added to what will be a new playlist.

Note that new play lists do not always show in Windows Media Player if they were created from out side of the application, in this case restart windows media player to see the current play lists.

Creating a new playlist from Windows Media Player

You can also test creating the new play list from within Windows Media Player. Clicking “Create Playlist”(1) then setting the playlist name to “Neal_Playlist”(2).

This will check the creation of playlists is ok on the base machine.


Windows Media Player
Library
Playlists
Play
Burn
Sync
Organise
Stream
Create playlist
Search
1
Count
Tim Wappat
Untitled playlist
2
Music
Artist
Album
Genre
Videos
Pictures
Other Libraries
There are no playlists in this library.
Click here
to create a playlist.