

WaveCart Lite

Installation & Operations Manual

Information info@bsiusa.com

Validation Codes
codes@bsiusa.com

Website www.bsiusa.com

Sales

Phone: 541-338-8588 Fax: 541-338-8656 sales@bsiusa.com **Technical Support** 541-342-5250 <u>support.bsiusa.com</u>

Broadcast Software International 909 International Way Springfield, Oregon 97477 USA Copyright 1989-2015. All Rights Reserved. 25 June 2015 – Manual WaveCart Lite 5.1

WaveCart Lite 5.1 Manual

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Introduction

WaveCart is the original on-screen, Cart Machine in use by thousands of broadcasters around the World and was even used at the Atlanta Olympic Games!



WaveCart uses a standard PC and sound-card to play back multiple audio files, optionally to different audio outputs and can automatically sequence from one deck to another.

Each of the decks has a label clearly showing information about the audio file being played and there are timers showing Elapsed, Remaining and Intro countdown.

As well as up to 10 on-screen decks, an additional 24 HotKeys are available for frequently used audio files.

Information about how to get started with WaveCart is explained in the QuickStart section.

For any questions of a technical nature related to WaveCart, please refer to http://support.bsiusa.com

Getting Started

Consult the following sections for information on installation, configuring, using and getting the most out of WaveCart.

- Installation
- Starting the program
- QuickStart Guide
- · Adding New Files
- Main Screen
- Security Options
- Registration & Validation
- Support

Installing WaveCart

System Requirements

The computer system needed to run WaveCart very much depends on exactly what you want to do. WaveCart will run on a wide range of computers, but some features will require more than a bare-bones minimum.

Bare-bones Minimum

Intel Core 2 Duo, 2.4Ghz Processor (we do not recommend AMD, Pentium or Celeron processors) Microsoft Windows XP Professional (we do not recommend using any operating system designed for Servers as these are not optimized for multimedia use) 2GB memory

USB Port (for Hardware Key)

At least one Sound Card, with Wave or WDM Drivers on Windows XP, or WDM drivers on Windows 7+

Recommended Configuration

Intel Core i3, 2.4Ghz or higher

Windows Windows 7 Professional 32bit or 64bit or Windows 8/8.1 32bit or 64bit 4GB RAM for 32bit operating systems, 8GB RAM for 64bit operating systems

USB Port (for Hardware Key)

2 x SATA Hard Drives (one for Windows, one for audio files)

Professional Sound Card with multiple audio streams with WDM Drivers

Optimization

Most off-the-shelf PCs are designed and configured for home or small office use. The demands of a multimedia computer running 24/7 are very different.

While WaveCart will run with either configuration, for maximum performance and long-term stability we highly recommend purchasing a correctly configured, custom multimedia PC directly from BSI.

Our technical support department can assist you with any software or hardware purchased directly from BSI, but we cannot guarantee to assist you configuring computers purchased elsewhere and / or may make a charge for doing so.

If you plan to supply and configure your own PC, we highly recommend obtaining a copy of the Microsoft Resource Kit and ensuring that you have optimized your computer for performance rather than appearance.

Installation

To Install WaveCart from the BSI Install CD, insert the CD into your CD-ROM drive.

If you have disabled the autorun feature of your CD-ROM, run the **setup.exe** file on the CD.

Use the drop-down box to select **WaveCart** and then click the **Install** button

Follow the on-screen prompts, and selecting **Full** if you are installing for the first time, or **Upgrade** to preserve settings from a previous installation of WaveCart.

IMPORTANT NOTE:

WaveCart 5.0 requires a Hardware Key to validate the program. Please ensure that you have installed the **Sentinel Driver** before trying to register the program. You'll find a copy on the BSI Install CD and on the drivers page of our Web Site.

Uninstalling

To Uninstall WaveCart

- 1. Click the **Start** button.
- 2. Select Control Panel.
- Double-click Add/Remove Programs.
- 4. Click Change or Remove Programs.
- 5. Then select **WaveCart** from the list of programs that can be automatically removed.
- Click the **Remove** button to uninstall WaveCart.

WaveCart's uninstall program will have deleted any files it created that are no longer is use by any other programs still installed on your PC.

It will not delete any user generated files, including Audio Files, Events Logs, Stacks etc.

QuickStart

Starting WaveCart

To start WaveCart, click the WaveCart icon found in the **Start** menu, in **Programs** > **Broadcast Software**.

You can also double-click the Desktop Icon. \

WaveCart installs some sample audio files* which by default are installed in **c:\bsi32\audio**.

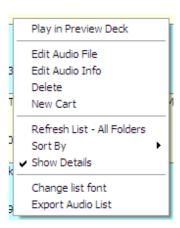
You'll see the sample audio files in the **Audio List** on the right-hand side of WaveCart's main window.

If you have difficulty reading the details, **Right-Click** and select **Change list font** to select a larger font.

To view more than just the Artist and Title, select **Show Details** from the same menu. You'll then be able to see more information about the audio file such as OutCue, Intro, Length and Start and End Dates.

* To reduce size, the supplied sample audio files are 16-bit, 22Khz, Mono. When you add your own audio files, we suggest using 16-bit, 44.1Khz, Stereo files (linear PCM .wav) although WaveCart will also play MP3 and MPEG Layer 2 files (if your audio card supports MPEG Layer 2 playback, or if you have a suitable audio codec).





To load audio files into the play decks, **click** the audio file and then the numbered button of the deck you wish to load. (You can also **drag and drop** the audio file into the play deck too).

The control buttons will no longer be grayed out and you can **Play**, **Pause**, or **Eject** the audio file by clicking the relevant buttons.



When a file is playing, the eject button is replaced by a **Stop** button.

Adding New Files

As previously mentioned, sample audio files are installed in **c:\bsi32\audio** and any additional files saved into the same folder will appear in the **Audio List**.

We recommend using a separate hard drive for your audio files and it's easy to configure WaveCart to monitor additional folders for new audio files using the companion **SoundHound** utility. The utility constantly monitors selected folders for new or modified audio files and keeps WaveCart's **Audio List** up-to-date.

SoundHound is usually automatically launched when WaveCart starts and appears as a pair of binoculars in the System Tray. Double-click the icon to view **SoundHound**.

From the **Folders** tab click the **Add a folder** icon and browse to the folder you want to add. We recommend using up to 8 folders and that all folders should be on your local hard drive. While there are no physical limitations in WaveCart that prevent you doing otherwise, we are unable to support any issues arising out of your failure to adhere to our recommendations.

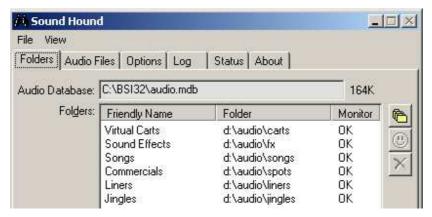
Rather than reference different folders by their actual paths, you can give each path a **friendly** name (for example, Songs, Spots, Sound Effects, etc.) and tell WaveCart to display the friendly name instead (in the Program Options).

When you no longer want to monitor a folder, highlight the folder you want to remove and click the **Remove a folder** icon.

There are two diagnostic functions on the **Folders** tab which are useful when optimizing or trouble-shooting your system.

Firstly, the location and size of the **Audio Database** are easily obtained from this screen. Over time, the database will increase and should be deleted (with WaveCart shut down). It will be automatically rebuilt once WaveCart is restarted.

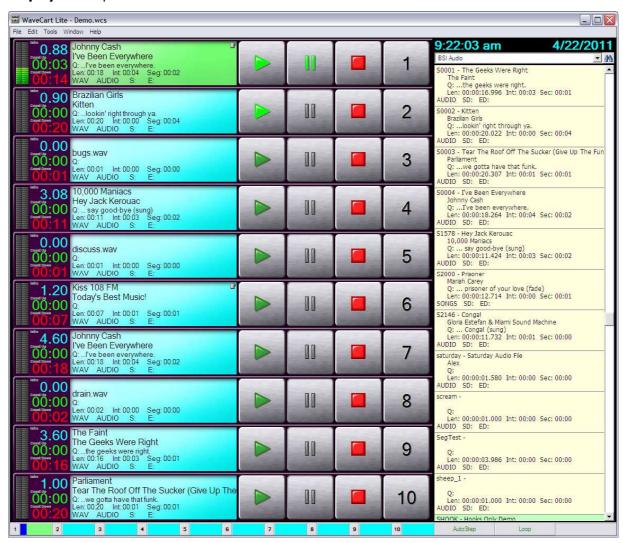
Secondly, the **Monitor** column indicates whether or not there's a problem monitoring a particular folder. If all is well, you'll see an **OK** in this column.



NOTE: WaveCart has been designed to work optimally with the number of files most stations schedule, between 2,500 and 3,500. We do not recommend using more than 5,000 files (the number of songs you can comfortably store on a single 250 GB hard drive) as performance will reduce after that point due, in part to the larger database.

Main Screen

WaveCart's main screen displays up to 10 Play Decks and the **Audio** List. Use the **Window > Optimize Display** menu option to fit the maximum number of decks on screen.



The left-hand scroll bar can be used to scroll the decks up and down if your display will not accommodate all ten decks on screen at the same time.

The right-hand scroll bar is used to navigate through the list of audio files.

The Status Bar at the bottom of the user interface contains 10 deck position indicators and buttons for **AutoStep** and **Loop**.

AutoStep & Loop

The **AutoStep** feature allows play decks to sequence automatically. This is useful for segueing songs automatically, or running a spot break.

Loop allows play back to continuously sequence through the decks (this relies on the Program Option to reload a deck once playback has finished). This is especially useful where virtual carts are used and can form a rudimentary automation or sustaining service.

The **AutoStep** and **Loop** indicators can also be used to toggle each option on and off. Green indicates the feature is active, while red shows that the feature is not in use.

AutoStep	Loop
----------	------

Level Meters

If the sound card you're using provides a Windows MME compliant Peak Meter control (such as our recommended AudioScience cards) then WaveCart will display the audio level on each deck's meters. Most domestic and many semi-pro sound cards do not provide a Peak Meter control.



Timers

Each deck has three timers; an **Intro** countdown is displayed in blue, the **Elapsed** time is shown in green, and the **Remaining** time is shown in red.



Deck Label

When loaded, the play deck label will display the audio filename, Artist & Title information together with (depending on the display height chosen) the **OutCue**, **Length**, **Intro**, **Segue**, **File Type**, **Category**, **Start Date**, and **End Date**.

```
Massive Attack
Teardrop
Q: ...fades
Len: 05:28 Int: 00:43 Seg: 00:12
MP3 AUDIO S: 2000/01/01 E: 2010/12/31
```

While playing, the label background turns **Green**.

When a deck is paused, it turns **Cyan** and (if **Attempt Segues** is checked) will automatically start when the deck before it reaches the Segue point.

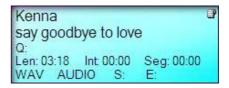
While a deck is fading out (if the pertinent fade options have been configured), the label turns Yellow.

WaveCart will also look at the Start and End Date of an audio file and warn you that the audio file is not valid for play by turning the background color **Red**. WaveCart will not prevent you from playing the file though. The label will also be turned **Red** when an error situation occurs, such as attempting to load an audio file that can not be found.

Double-clicking on the deck label will perform a search of the currently displayed audio list for the currently loaded audio file. If a cart is loaded in the deck, double-clicking on the label will search for the cart file, but holding down the Shift key and double clicking will search for the current audio file from that cart.

Hovering the mouse cursor over the artist or title fields will pop-up a tool-tip with the file name of the currently loaded audio file

When a Cart is loaded, the Cart logo will be displayed in the upper right corner of the deck label. If that deck is not currently playing, single left-clicking on the icon will load the next item in the cart. Double left-clicking on the icon will reload the next-to-play event for non-randomized carts. Right clicking on the icon will open the currently loaded cart in the Cart Editor.



Hovering the mouse cursor over the cart icon will pop-up a tool-tip with the file name of the currently loaded cart.

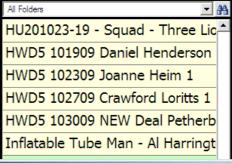
Play Controls

The touch-screen compatible **Play Controls** allow you to Play, Pause and Stop a file. (If the file is already stopped, you can Eject the deck).

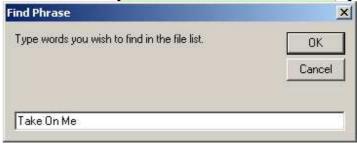


Audio List Controls

By default, the **Audio List** will show the contents of all folders monitored by **SoundHound**. Using the drop down box you can limit the audio list display to any single folder that SoundHound is monitoring.



Using the **Find** button, you can search the **Audio List** for a particular phrase (for example, Artist or Title).



Status Bar

The **Status Bar** provides a handy visual reference to the play position of each of the decks. Clicking on any of the deck position indicators will cause the deck stack to scroll to that deck if your current WaveCart window isn't showing all decks on the screen at once.



Menus

File

- Open Stack Opens a previously saved Stack of play decks
- Save Stack Saves the currently loaded Stack of play decks
- Save Stack As Allows you to save the current Stack of play decks with a different name
- Exit Shuts down WaveCart

Edit

- New Cart To create a new Virtual Cart, click this option
- **Edit Audio File** Opens your (optional) Audio Editor application, such as Adobe Audition. (The path to this must be setup in the **Program Options**).
- Edit Audio Info Launches the BSI Info Editor allowing you to store additional information inside the audio file itself
- **HotKeys Setup** Launches the HotKeys setup allowing you to select the Current and StartUp HotKeys sets.
- Find Allows you to search the Audio List for a phrase (such as Artist or Title)
- Find Again Searches the Audio List for the next instance of a phrase

Tools

- **Update Folder List** Refreshes the audio folders and the Audio List with the current SoundHound data.
- AutoStep Activates automatic sequencing of the decks
- HotKeys Displays the current HotKeys Palette
- **Loop** If decks are not cleared after they have played, then WaveCart will sequence from deck 1 to 10 and then restart deck 1 again and loop the decks.
- Deck Height Adjust the height of the Play Decks
- Clear Decks Unloads all decks
- Pause All Decks Pauses all currently loaded decks, allowing them to sequence automatically if the relevant options are selected
- **UnPause All Decks** Clears pause and places decks into stopped mode. Decks will no longer automatically sequence
- **Program Options** Displays WaveCart's Program Options

Window

 Optimize Display – Maximizes the number of decks displayed on screen based on your screen resolution.

Help

- WaveCart Help Opens the Help File
- **Technical Support** Opens your default Web Browser and navigates to the BSI Support Centre (requires Internet Access)
- Security Allows access to WaveCart's Security Options
- **Register** Validates your Hardware Key with the provided Validation Code to prevent WaveCart shutting down every few minutes
- **About** Display the Registration Status and WaveCart Version.

Audio List (Right-Click Menu)

- Play Auditions the highlighted file
- Edit Info Launches the Info Edito
- Edit Audio Opens your (optional) Audio Editor
- **Delete** Permanently deletes the currently highlighted file
- New Cart Creates new Virtual Cart
- Refresh List Refreshes the audio list (forcing a database refresh)
- Sort By Sorts the audio list using any one of the following parameters:

Artist/Advertiser

Category

Description

End Date

Length

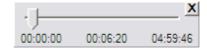
Name

Start Date

- Ascending Sorts the list in Ascending order
- **Descending** Sorts the list in Descending order
- Show Details Toggles whether full or limited details of each audio file are displayed
- Change list font Allows you select a different Windows font for the Audio List

Play Deck (Right-Click Menu)

- Quick Load Allows you to quickly enter a known filename to load into the selected deck
- **Scrubber** Opens up a scrubber allowing you to navigate through the audio file. Click the **X** to close the scrubber.



About

The **Help > About** menu option displays information about WaveCart including the full version number and registration status.



You can also view the full **License Agreement** from this screen.

Cart Viewer

As well as audio files, WaveCart supports the use of **Virtual Carts** (the ability to store multiple audio files in a single file). Within WaveCart (and BSI Simian) Virtual Carts are often abbreviated to Carts but are otherwise identical.

Events inside a virtual cart can either be played individually, with the next (or optionally random) file played next time the cart is played...or multiple events can be played 'back-to-back' (but not overlapped).

Launch the **Cart Viewer** from the Audio List's right-click menu or right-click any existing cart (colored green in the Audio List). You can also open the Cart Viewer using the **Edit > New Cart** or **CTRL+R** shortcut.

Create a new blank cart by clicking the **New Cart** icon and drag files from the Audio List into the cart.



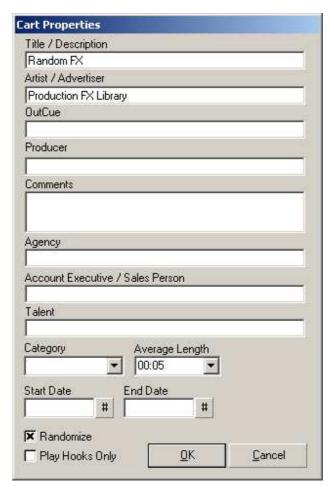
Using the **Edit** menu, you can Cut, Copy, or Paste files within a cart. To make an individual item in a cart next to play, use the **Edit** > **Make Next** option.

If you need to play multiple events in a cart back-to-back (it is not possible to overlap items within a cart, only between *different* carts and / or audio files) use the + key on each subsequent event you want to play. (The first item in a cart cannot have a + mark otherwise the cart would loop continuously).

In the example below, three events will play each time the cart is used. You can toggle the + mark with the + key on your keyboard.



Before saving the cart, select the cart **Properties** from the Save Dialog, or **File > Properties** menu. Although the information is optional, it's helpful to enter as much information as possible as it can be useful in the future.



Average Length

Although optional, it's useful to enter an accurate value here so that when the Audio List is sorted, the cart is displayed in the correct position.

Carts are colored green in the Audio List.

SONGS - Randomized Songs

Randomize

Events within a virtual cart can be randomized. This makes them ideal for things like rotating liners, jingles, filler music, etc.

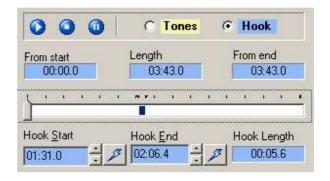
When the randomized option is selected, each time the cart is played a random event will be selected from those events in the cart that have not already been played. When all events have been played, the process is restarted.

As carts are written to each time they're played (to update this information) it's important to ensure that carts are in a folder of their own. Otherwise, each time a cart is played, it could trigger a SoundHound refresh of your entire music library.

Play Hooks Only

When this option is selected, WaveCart will only play the section of the song in the cart that you have designated as the **Hook** using the Info Editor tool.

Utilizing this feature provides the opportunity to forward sell songs that are coming up by dragging a selection of upcoming songs into a cart and selecting the **Play Hooks Only** option.

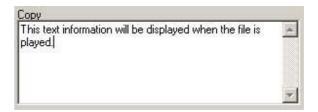


Copy Text

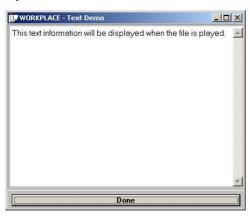
Although originally intended to display live copy for spots, WaveCart customers around the World have also found other novel uses of embedding textual information into their audio files which is displayed when the file is played.

For example, the latest Weather or Traffic Reports can be displayed when the relevant bed is played; or the latest news headlines when the News Sounder fires. Or you could embed liner notes for all your latest play list songs.

The information displayed is embedded into the audio file using the Info Editor **Copy** field.



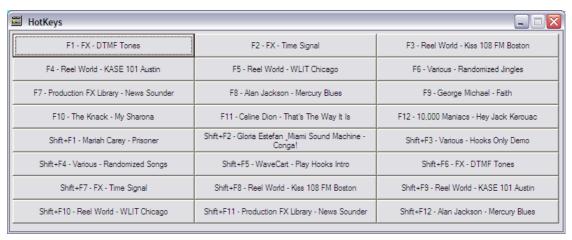
Any information entered into that field can be displayed each time that file is played. Just activate the option from the main **Program Options**.



HotKeys

As well as WaveCart's 10 play decks, there are an additional 24 **HotKeys** which are played using the F1 to F12 and SHIFT+F1 to SHIFT+F12 buttons on your keyboard, or from the **HotKeys** palette.

To view the HotKeys palette, click **Tools > HotKeys** from the main menu. You can re-size the palette horizontally if you find that, as in the example below, not all the HotKey names fit in the default space provided.



WaveCart supports multiple Hotkeys Palettes which are setup from the **Edit > HotKeys Setup** menu.

Click the **New HotKeys Set** icon to create a new set...

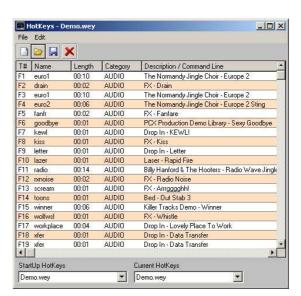
...or open an existing HotKeys Set to modify it.

Assign the HotKeys by dragging files from the **Audio List**. (F13 to F24 refer to the SHIFT+F1 to SHIFT+F12 buttons).

To remove a previously assigned event, highlight it and click the **Clear HotKey Event** icon.

Click the **Save HotKeys Set** button when finished.

Use the drop down boxes to select the **Current HotKeys** and the HotKeys set loaded when
WaveCart is restarted.



Registration

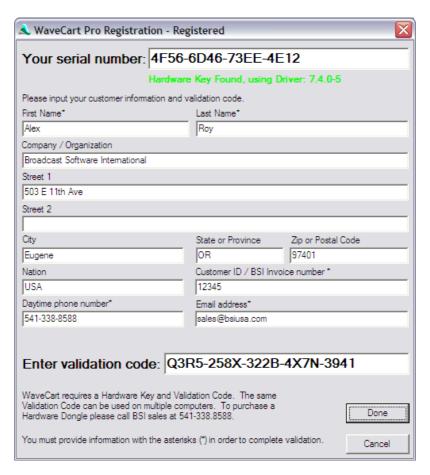
To purchase a copy of WaveCart, visit http://www.bsiusa.com.

IMPORTANT NOTE: WaveCart requires a Hardware Dongle; please ensure that you have installed the **Sentinel Driver** and inserted the USB Hardware key before registering the program.

Once you have purchased your copy of WaveCart, you will be provided with a USB Hardware Key and corresponding **Validation Code**.

You need to **Register** the program with the **Validation Code** to prevent the program shutting down every few minutes.

- 1. Select **Help** > **Register** from the main menu
- 2. Check that **Your serial number** matches the one written on the tag attached to your Hardware Key and enter all your information shown on the screen below.



- 3. **Enter validation code** as provided with your hardware key. Click **Done** when finished.
- 4. WaveCart is now registered (you can check on the **Help** > **About** screen and will no longer shut down every few minutes.

Security

To prevent users having access to all of WaveCart's features, you can optionally password protect some of the main menu options.

To setup WaveCart's security options, click **Help** > **Security** from the main menu. The first time you do this, you'll be asked to choose a **Security password**.



PLEASE DO NOT FORGET THIS PASSWORD AS YOU CANNOT MODIFY THE SECURITY SETTINGS WITHOUT IT!

Make a note of your chosen password in safe place, enter is twice as directed, and click **DK** when done.



Security Options

- Hide FILE menu This hides the main File menu and removes all the options, including the ability to shut down WaveCart.
- Hide TOOLS menu This hides the main Tools menu and removes all the options, including the Program Options. As hiding this menu also removes the shortcut to pause or clear all decks most users are likely to chose to hide the [Program] options only.
- **Hide [PROGRAM] OPTIONS menu** Rather than restrict use of all the features available on the **Tools** menu, selecting this option will just hide the **Program Options** menu.
- Change Password From time to time, you may wish to update the security password. Please make a careful note of the new password and update your records as you will not be able to access the security settings without the password.



Stacks

WaveCart can save and recall stacks of decks, making it easy to save, load, and reuse frequently used collections of carts or event entire spot breaks.

When **Stacks** are saved, you can optionally enter additional information such as an **Air Date** together with Description and additional comments.

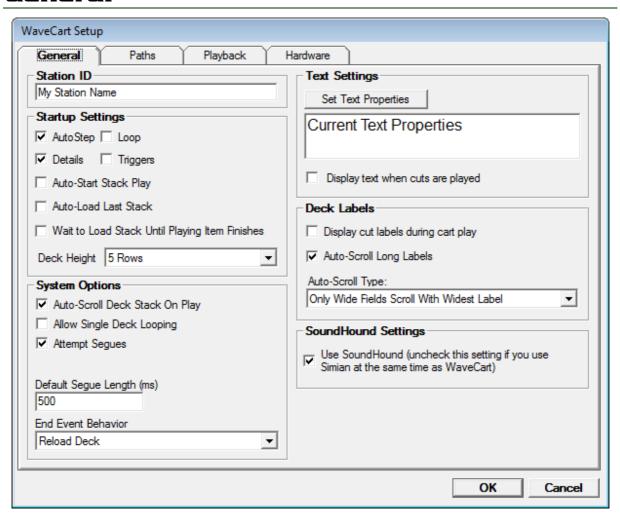
This information is then displayed in the **File > Open Stacks** menu option.



Program Options

To setup WaveCart's **Program Options** select **Tools > Program Options** from the main menu.

General



Station ID

This field allows you to customize the title bar of WaveCart. This could also be used as reminder of your station's strap line.



Startup Settings

Use these options to select which features are active when WaveCart is started. These options can also be turned on and off while WaveCart is running.

- Loop WaveCart will be placed into Loop mode, continously sequencing play decks
- Details Audio List Show Full Details selected
- AutoStep Play Decks will automatically sequence
- **Deck Height** Selects the vertical size of the Play Decks.

System Options

- **Attempt Segues** If supported by your sound card, WaveCart attempt to overlap play decks when in AutoStep mode. The next deck will be started when the Segue point of the previously playing deck is reached.
- **Default Segue** If no Segue Marker has been placed in the audio file, the default segue length is used.
- End Event Behavior Usually, it's desirable to Clear Deck to prevent replay of the same event. The Reload Deck option is useful when WaveCart is in Loop mode, perhaps with randomized carts, to provide a continous audio feed.

Text Settings

• You can customize the font and font size when the **Display text when cuts are played** option is selected. This display any text entered in the **Copy** field of the audio file using **Info Editor**.

Deck Labels

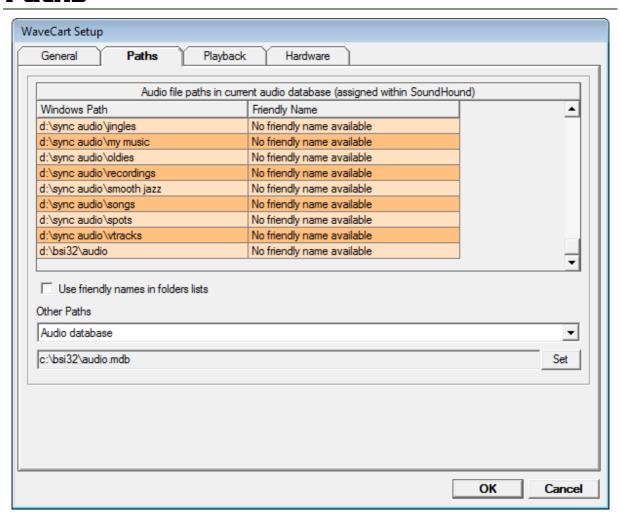
- **Display Cut Labels During Cart Play** This option forces the Play Deck label to display the audio file information from within the cart, rather than the generic Virtual Cart information.
- **Auto-Scroll Long Labels** With this option enabled, if the text in a deck's display label is too wide, it will automatically scroll so you can see the full text. Several scroll styles are available from the **Auto-Scroll** dropdown.

SoundHound Settings

•Use SoundHound

Unless another BSI application is already running SoundHound on your PC, then this option should be checked. WaveCart will continue to work if SoundHound is not running, but will not add any new files to the Audio list.

Paths



Audio file paths are setup using the **SoundHound** utility, selecting the **Use friendly names in folders lists** option displayed the friendly name in the Audio Folder List instead of the full file path.



• Other Paths – Allows you to set paths to a different audio database, an optional Audio Editor (not supplied) and the folder for your Stacks.

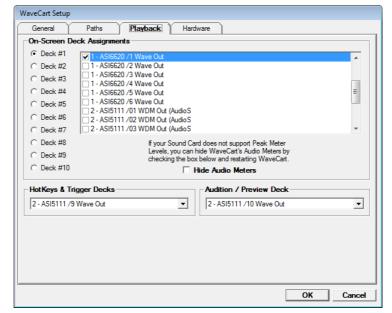
Playback (Legacy version for Windows XP)

NOTE: The version of the Playback Tab shown below will only be displayed when running Stinger on computers running Windows XP. For setup on Windows 7 or later, see the next section: <u>Playback Tab</u> (<u>Version for Windows 7 or later</u>).

The Playback tab allows you to assign a different wave out device or sound card for each of the Play Decks, the HotKey & Trigger Decks and the Audio list Preview Deck.

It is not uncommon to only use two wave out devices for the main play decks, routed to two different physical outputs, with odd decks assigned to one output and even decks to the other - with a domestic on-board audio card routed to a pair of PC speakers for audition / preview purposes.

However, WaveCart supports a different output for each of the 10 onscreen and two hidden decks (HotKeys/Triggers deck & Preview deck). The capability of your sound card will determine how many files can be played back at the same time and how many different devices are available.



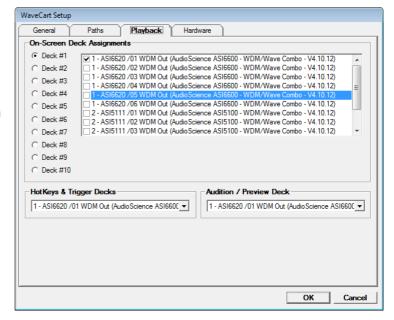
Playback (for Windows 7 and later)

NOTE: The version of the Playback Tab shown below will only be displayed when running Stinger on computers running Windows 7 or later. For setup on Windows XP, see the previous section: <u>Playback</u> Tab (Legacy Version for Windows XP).

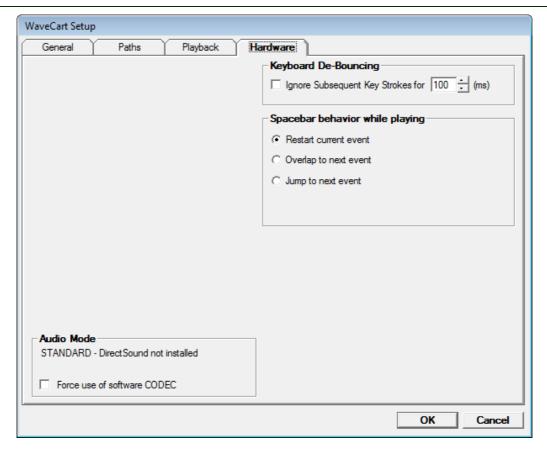
The Playback tab allows you to assign a different wave out device or sound card for each of the Play Decks, the HotKey & Trigger Decks and the Audio list Preview Deck.

However, WaveCart supports a different output for each of the 10 onscreen and two hidden decks (HotKeys/Triggers deck & Preview deck). The capability of your sound card will determine how many files can be played back at the same time and how many different devices are available.

Commonly, the playback decks will be set to use the same physical play device (or even decks to one play device, and odd decks to another if manual fading of playback from your console is desired). Either way, with the new audio engine WaveCart uses when Windows 7 or later is detected, multiple decks can use the the same physical audio device and still all play at the same time, or you can set each deck to a different physical device if desired.



Hardware



Keyboard De-Bouncing

If you find that keys are accidentally being double-pressed, you can configure the **Keyboard De-Bouncing** option to ignore keyboard presses that occur more often than a specified length of time. Simply enable the **Ignore Subsequent Key Strokes** check box, and set the time selector to the desired number of milliseconds.

Spacebar Behavior While Playing

Use this option to determine what effect pressing the Spacebar has when a deck is playing.

Audio Mode

NOTE: This section is only displayed on Windows XP and Windows 7 32bit systems running the Legacy audio engine. On systems using the new audio engine, these settings don't apply and therefore are not displayed.

• **Standard** – This is the default audio mode, requiring multiple play streams (or multiple sound cards) in order to overlap files.

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- DirectSound When DirectSound mode is selected, then providing your sound card has full (not emulated) DirectSound support (and DirectSound is available on your PC) you can overlop multiple audio files using a single audio device even if your audio card usually only allows a single audio file to be played at the same time.
- Force use of software CODEC WaveCart supports playback of Linear PCM (.wav), ADPCM, MP3 and MPEG Layer 3 file formats. If a format is not directly support by your audio card, this option forces audio to be played through an optional Windows ACM codec instead. Most modern PCs are supplied with an MP3 codec, but you may need to purchase a special MPEG Layer 2 ACM codec from BSI to support playback of MPEG Layer 2 (including Content Depot) files.

Support

Technical Support for WaveCart is provided by our online Support Center at http://support.bsiusa.com.

Information about product updates and answers to common questions are available 24-hours-a-day.

If our **FAQ** or **User Forum** doesn't provide the answers you need, or if you have a problem of a technical nature relating to our software or any hardware we have supplied, then please use the links provided to submit a Support Ticket.

We aim to respond to all **Support Tickets** within 60-minutes during normal weekdays, from 6am to 6pm (PST).

Please note that **Telephone Support** for WaveCart is only available to customers that have purchased a Tech Support Plan; and we cannot undertake to diagnose or configure hardware that we have not directly supplied.

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