

USER NOTES

The Piano Technicians Journal 20-Year (1979-1999) CD-ROM
(Revised 8/6/01)

USER NOTES UPDATES

The most recent version of these User Notes may be downloaded from:

http://www.ptg.org/CD/PTG_CD_usernotes.pdf

INSTALLATION

When following the directions on the inside back cover of the CD-ROM for installing the CD, please disregard references to "Adobe Acrobat™ Reader 4.0". It is "Adobe Acrobat™ Reader 4.05 with Search" that needs to be installed; any of the four disks may be used to install the "Adobe Acrobat™ Reader 4.05 with Search" onto your computer.

ACROBAT READER VERSION 5

A version of the Acrobat Reader that is more recent than that contained on the PTG Journal 20 Year CD set has been released. Version 5 of the Acrobat Reader is recommended for use with the Journal CD set. However, if you encounter difficulties downloading and installing the Acrobat Reader version 5, please be assured that version 4 of the Acrobat Reader as installed from any one of the four Journal CD's will still work just fine.

Version 5 of the Acrobat Reader with Search may be downloaded for free by clicking on one of the following links:

The Windows installer should be downloaded from:

<http://cgim.adobe.com/acrobat/reader19/download.cgi?JustSendFile=Y&SearchCB=Y>

The Mac installer should be downloaded from:

<ftp://ftp.adobe.com/pub/adobe/acrobatreader/mac/5.x/monolithic/rs500enu.bin>

When the download is complete, run the downloaded installer and please note that you may need to stay connected to the internet while running the downloaded installer.

ALTERNATE ACROBAT READER 5 DOWNLOAD LINKS

If the above direct download links do not work for you, try the following link to the regular Acrobat Reader download page:

<http://www.adobe.com/products/acrobat/readstep2.html>

On this Acrobat Reader download page, please note the boxes labeled Step 1, Step 2, and Step 3: In the Step 1 box, choose your type of computer and please note that the Search function plug-in is an optional feature of version 5 of the Reader, but is required for the proper operation of the PTG Journal CD Set. Be sure to check (choose) the Search option when downloading version 5 of the Acrobat Reader. Step 2 is optional. In the Step 3 Box, click the download button.

WHICH VERSION OF THE READER IS THIS?

To determine which version of the Acrobat Reader is actually running on your computer:

WINDOWS: From within the program, click on Help, then click on About Acrobat Reader. The version number will be directly above the runner graphic tending toward the left.

MAC: Under the Apple Menu, click on About Acrobat Reader. The version number will be in the upper left hand corner to the right of the Adobe logo.

"20 YEARS"

The CD set continues to be referred to as the "20-year" CD for convenience, but the 4 CD set actually includes the Journal issues from January 1979 through December 1999, 21 years.

EXCLUSIONS

Blank spaces will appear on those Journal pages where articles have been excluded at the specific request of the authors. As they requested, the technical articles of Fern Henry and Martin Tittle were excluded from the CD set.

ERRATA

One Journal page that should have been only partially "blanked" (because it contained a portion of an excluded article) was instead fully blanked out. The missing material from that page (June 1983, page 34) is included at the end of this file, in graphics-only format.

FORMAT

The format of the Journal issues on the CD is that of computer-scanned pages plus hidden (OCR) text plus overlaid grayscale scans of photos. The scanned pages are exact duplicates of the original Journal pages. The hidden text facilitates the Search, Find, and Copy functions. However, the optical character recognition (OCR) text is uncorrected, so text copied from the CD set may need word/spelling/punctuation corrections.

THUMBNAILS

Thumbnails are not implemented on the PTJ CD set; the thumbnail pages will appear blank.

THUMBNAILS AND ADOBE READER VERSION 5

The Thumbnail functions DO work on the Piano Technicians Journal 20-Year CD when used with the Acrobat Reader Version 5.

COPY/PASTE

The Acrobat Reader "Selection Tool" has three modes of operation. These modes can be accessed by clicking and holding (Mac) or left-clicking (Windows) on the icon with the large "T" in the menu bar.

To select a whole page of text, use the Text Selection Tool.

To select text from within a single column, use the Column Select Tool.

To select any part of a Journal page (text or graphics), use the Graphics Select Tool.

FIND/SEARCH

"Find" and "Search" are different functions.

The "Find" function looks for a specified term within the current open file.

The "Search" function uses a special "index" file to quickly look for a term anywhere on the entire presently loaded CD.

CONFIGURING THE ADOBE READER ON MACS

On Macintosh computers, to enable full use of the Search function, you may wish to edit the Search Preferences as follows:

Under Query, check the "Show Fields" box.

Under Results, increase "Show Top 100 Documents" to, perhaps, "Show Top 1,000 Documents".

Under Indexes, uncheck the "Automount servers" box.

MULTI-DISK LOOKUPS

The "Emerson Database" is a special file that is intended to facilitate multi-disk lookups. The Emerson Database file is duplicated on all four of the disks, so any disk may be used to look up items that may appear anywhere on the four CD's. Use the Find button on each page of the Emerson database to do a look up; the results may direct you to another CD, but will neither prompt you to insert another CD, nor complete the navigation to the desired place when another CD is inserted.

GLOBAL SEARCHES

The Search function will normally search for items only on the presently loaded CD. For those advanced users with large hard drives (and 3 gigs of available space), a true global search of all four CD's is possible. Copy all four of the CD's to a hard drive, each in a folder called DISK1PTG, DISK2PTG, etc., just as the CD's are named. Then to configure the Acrobat Reader to do a search of all four CD's, double-click on each of the Start.pdf files from each disk's folder; you will have to do this only once because Acrobat Reader should remember to Search all of the copied CD's in the future.

WINDOWS: Step by step instructions for loading the CD's onto a Windows hard drive appear below.

REPRINT KIT CD

If you own the older Journal Reprint CD and copy it to the hard drive, and double-click on its piano.pdf file, it will be included in a global search as well. The Reprint CD has about 100 articles from before 1979 that are not included on the 20 year CD set. The Reprint Kit CD works much better now with the new Acrobat Reader version 4 than it originally did with its older version of the Acrobat Reader.

SEARCH RESULTS

In the Search results frame, note that the "Volume x, Issue x" is all that is shown; however, at the bottom of the search results frame, there is a panel that shows the actual year and month of the magazine for the selected "hit".

The three icons (Search Results, Previous Highlight, Next Highlight) at the far right side of the menu bar are quite useful. They allow navigation through various search "hits" without having to return to the main menu.

MAC WEB LINKS

On a Mac, if you experience difficulties getting the web links to work, have your web browser up and running and connected to the internet before clicking on a web link in the Acrobat Reader.

VIEW OPTIONS

The best view options (Actual Size, Fit in Window, Fit Width) to use in Acrobat Reader depend upon your monitor and the viewing situation. No view option is right for all situations and monitors. Experiment.

Note that you can grab the boundary between the bookmark area and the page viewing area and drag it left or right as needed.

PRINTING FROM THE 20-YEAR JOURNAL CD SET

In order to successfully print material from the Journal CD set, one must understand that the page numbering system in the Acrobat Reader is different from that of the Piano Technicians Journal. Page 1 of the Journal is the first page inside the cover, while the Acrobat Reader page 1 of each Journal is the front cover.

To print Journal pages from the CD, first determine the Acrobat Reader page numbers you wish to print. The Acrobat Reader pages are numbered in the bar at the bottom of the screen. It lists x of xx, where x is the current page number and xx is the total number of pages in that issue of the Journal.

Mac: Go to the File menu and choose Print. In the print dialog box that comes up, to the right of "Pages", enter the first and last page you wish to print in the two fields. Then click on "Print".

Windows: Go to the File menu and choose Print. In the Print window that comes up, in the Print Range box, click beside "Pages from:" and enter the first and last page you wish to print in the two fields. Then click OK. Please note that on Windows machines, if you have used the Text, Column, or Graphics Select tool to highlight a portion of the Journal page, only the highlighted portion of the page will print; this is a powerful feature.

E-MAIL SUPPORT

Questions concerning the use of the The Piano Technicians Journal 20-Year (1979-1999) CD-ROM may be e-mailed to:

cdsupport@ptg.org

CREDITS

The User Notes were prepared by Kent Swafford with contributions and suggestions from John Baird, Carol Beigel, Jim Harvey, Ron Berry, Garret Traylor, Andy Rudoff, Dean Reyburn, and Newton Hunt.

The step-by-step instructions for installing the CD set on a Windows computer were written by Don Rose.

VISUALLY HANDICAPPED USERS

Accessibility Tools for Adobe PDF Documents:

<http://access.adobe.com/>

Access.adobe.com provides a set of free tools that allow visually disabled users to read documents in Adobe PDF format. These tools convert PDF documents into either HTML or ASCII text which can then be read by many screen reading programs.

These tools approximate the logical reading order of the text in an Adobe PDF document and reformat it into a single column of text. This solution provides three benefits:

- * Visually disabled users can use familiar applications, screen readers and Web browsers.
- * PDF files can be accessible on any platform supporting Web browsers and screen readers.
- * Some of the problems screen readers have reading documents with complex layouts are overcome.

Acrobat Access for Windows plug-in

If PDF files are not on the Internet and the user does not want to submit a file as an e-mail attachment, the Acrobat(r) Access plug-in is the solution.

Adobe(r) Acrobat Access 4.0 for Microsoft(r) Windows(r) software is a plug-in for Adobe Acrobat software. The Acrobat Access plug-in converts PDF files on a user's local system into plain text, which can then be read by screen reading programs. How to convert Adobe PDF files using the Acrobat Access plug-in.

Adobe Reader download page for visually impaired:

<http://www.adobe.com/products/acrobat/alternate.html>

INSTALLING THE 5 JOURNAL CD-ROMS TO A WINDOWS HARD DRIVE

(Copying entire content of the CD's to a hard drive requires 2.51 gigs of free space.)

1. create a folder called journal
2. create a folder within journal called disk1ptg
3. create a folder within journal called disk2ptg
4. create a folder within journal called disk3ptg
5. create a folder within journal called disk4ptg
6. create a folder within journal called PTJarchive
7. insert cdrom disk one into drive
8. open cdrom
9. set a block over all items in disk one by rolling over from ctrl to A.
10. click copy
11. move to folder called disk1ptg
12. click paste.
13. wait
14. remove cdrom and put in disk two
15. open cdrom
16. select index and papers by holding down the ctrl key and clicking each one once.
17. click copy
18. move to folder called disk2ptg
19. click paste
20. wait
21. remove cdrom and put in disk three; open cdrom
22. select index and papers by holding down the ctrl key and clicking each one once.
23. click copy
24. move to folder called disk3ptg
25. click paste
26. wait
27. remove cdrom and put in disk four; open cdrom
28. select index and papers by holding down the ctrl key and clicking each one once.
29. click copy
30. move to folder called disk4ptg
31. click paste
32. wait
33. remove cdrom and put in reprint cdrom; open cdrom
34. select index, resource, index.pdx and piano.pdf by holding down the ctrl key and clicking each one once.
35. click copy
36. move to folder called PTJarchive
37. click paste
38. wait
-
39. install adobe acrobat from disk1ptg folder
40. open any .pdf file from disk1ptg folder
41. click global search
42. click indexes
43. click add
44. open the folder called journal
45. open the folder called disk1ptg
46. open the folder called index
47. open the file called index.pdx
48. repeat steps 41 thru 47 selecting disk2ptg\index\index.pdx, disk3ptg\index\index.pdx, disk4ptg\index\index.pdx
49. repeat steps 41 thru 44.
50. open the folder called PTJarchive
51. open the file called index.pdx

Old Timers
Continued from page 20

explained as follows. Although the bridge has moved, the friction and binding at the bridge have held the strings and do not allow them to achieve equilibrium. Forceful playing then resolves the imbalance which had been delayed. Superficially, it would seem as though the tuning was not solidly laid in. But a proper understanding of cause and effect enables us to distinguish the two problems — namely, solidity of tuning technique and effects of temperature and humidity changes — so that we may realize that the situation does not constitute a proper test of our tuning technique.

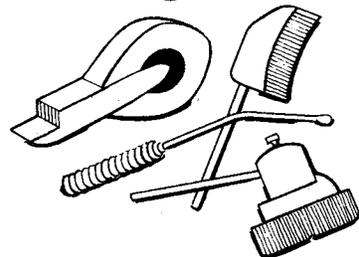
In contrast to the previously described situation, the opposite set of circumstances could occur. If, for example, a piano has been tuned with indifferent attention paid to tuning technique and settling procedures, it is possible to return to such a piano after a period of time and find it relatively well in tune. If the piano has not undergone a variation in environmental conditions and has additionally never been played very forcefully, the tuning may seem to have held up well. It may seem to have stood the test of time. Nevertheless, the tuning technique that was employed is unsatisfactory for a professional piano technician to offer to a professional musician.

Conclusion

For a piano tuner to ensure that he has done all that he might to provide a solid tuning requires that he invest time and effort. It is one of the conditions of our profession that our customers do not always fully appreciate our best efforts. The care we might wish to take is occasionally superfluous to the customer's own perception of his requirements. Are we to cater to our customer's preconceptions on the principle that "the customer is always right"? Or are we rather to regard every customer, demanding professional or undemanding amateur alike, as a challenge to our sense of professional identity? Let us regard each tuning as an opportunity for our customers to sample

the best we have to offer. It is our job as professionals to tell each customer that he deserves good service and that he has a right to good service; then he will come to understand that good service is, in the long term, the most economical.

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