

Case Notebook 3.6.1 – Release information for March 2015

The Westlaw Case Notebook release includes the following enhancements:

Print Designation details on every page for multi-page Designations

New Page Setup option to print the Designation details in the footer of each page on which the Designation is present.

Option to always Print Designation details in footer

New Page Setup option to print Designation page:line range in the transcript footer regardless of whether the Designation includes a Note.

Shorter application startup time when computer is not connected to a network

Open Case dialog now opens in seconds even when computer is offline.

Compatibility with Windows Server 2012 and Windows Server 2012 R2

Added compatibility with Microsoft Windows Server 2012 and 2012 R2.

Compatibility with Microsoft SQL Server 2012

Added compatibility with Microsoft SQL Server 2012.

Open a secure case directly from an .Ins file

Navigate directly to a secure case and bypass the Open Case dialog (assuming the user has that repository in their list) by opening the .Ins file associated with that case.

The following improvements correct known issues from earlier versions:

Reports saved to CSV file do not contain column headings

Corrected issue where saving a Report to a CSV file resulted in loss of the column headers in the CSV file.

Using Send feature from certain text documents does not send complete text to Word or Reports

Corrected issue where using the *Send* feature from certain text documents resulted in the beginning or ending portions of selected or copied text to be dropped.

Word Index will not update if multiple users simultaneously edit same document properties

Corrected issue with secure cases where Word Index corruption was possible when multiple users simultaneously made edits to the properties of the same document.

Missing 'Send to ...' context menus in Outlook 2013

Corrected issue where the right-click 'Send to Case Notebook as Document' and 'Send to Case Notebook as Pleading' menu options were not present for users of Outlook 2013.

Print Preview for transcript Word Index printing always displays column headings

Corrected issue where generating a Print Preview for transcript Word Index always resulted in the display of column headers in the margin.

Selection of Case Notebook transcript text within Drafting Assistant causes Microsoft Word to become unresponsive

Corrected issue where selecting text from a Case Notebook transcript within Drafting Assistant caused Microsoft Word to become unresponsive.

Case Notebook hangs when editing a Designation Type with same name

Corrected issue causing Case Notebook to become unresponsive when editing a Designation Type that shares an exact title with another Type in the case.

Outlines cannot print to Adobe PDF printers

Corrected issue where Outlines could not be printed to Adobe PDF printers.

Incorrect Send menu options in Hosted Case Notebook

Corrected issue in Hosted Case Notebook where the Send menu included incorrect options and did not include the Video option.

Incorrect Designation page numbers display in the transcript footer when printing transcripts that do not begin on p. 1

Corrected issue with printing Designation details in the transcript footer for any transcripts not beginning with p. 1.

Unable to scroll through certain transcripts using the arrow keys or the trackball on the mouse

Corrected issue where the arrow keys and trackball would not properly scroll through the transcript text.

Video clips created from files accessed through VideoSite are empty

Corrected issue where video clips created from files accessed through VideoSite were empty.

The following are known issues for Case Notebook 3.6:

Case Notebook Administration fails to export Case List to CSV file

In Case Notebook Administration, the Export Case List option fails to create the Case List CSV file.

Case Notebook 3.6 – Release information for October 2014

The Westlaw Case Notebook release includes the following enhancements:

Transcript Designations Feature

New feature allows users to mark and add notes to important transcript text for use as trial designations. Designated text is indicated both in Case Notebook and in printed transcripts by colored and textured vertical bars in the margin. The transcript with designations and notes can be submitted to the court before trial. Batch import/export designations as CSV to/from opposing counsel and review summaries of all designations via the Designations List Report.

Firm Central Integration

The Case Notebook delivery option in Firm Central enables the export of Firm Central user documents directly to Case Notebook. Users can deliver document originals or web versions that include Firm Central notes and highlighting. Firm Central markup will import to Case Notebook as Annotations and Notes.

Display page counts for all Documents, Pleadings, Research

Total page count and current page number information is displayed when viewing the contents of the Documents, Pleadings, and Research folders.

Go to First/Last Page options for all Documents, Pleadings, Research

Scroll one page at a time or jump to the first or last page for all content in the Documents, Pleadings, and Research folders.

Office 2013 Support

Case Notebook 3.6 supports Microsoft Office 2013.

Change to OCR column display in Documents table

OCR column in the Documents table displays *OCR*, *N/A*, or blank to make it easier to identify the OCR status of a document.

CSV added to dropdown list of File Types when importing a Load File

Added .csv to the list of File Types when importing a load file to Documents, Pleadings, or Research.

Updated Case Notebook Help System

The contents of the Case Notebook help system were reorganized and expanded to provide quick access to all the features and functions of Case Notebook. All content is indexed, searchable, and cross-referenced with other topics.

The following improvements correct known issues from earlier versions:

Video not scrolling text when transcript does not begin on page 1

Corrected an issue where video playback did not scroll through the transcript text for transcripts that do not begin with page 1.

Word crashes after using the html send function in Drafting Assistant

Corrected an issue causing Word to crash when sending text from a Case Notebook document within Drafting Assistant

Application becomes non-responsive when tabbing through Transcript Summaries

Corrected an issue where tabbing through certain Transcript Summary fields caused the application to become non-responsive

Data loss when importing 3.5 local case using 3.0 Admin

Corrected an issue that caused potential data loss when importing a 3.5.x local case using a 3.0 version of Case Notebook Administration.

4-term searches in quotes crashing Case Notebook

Corrected an issue where running 4-term searches in quotation marks caused the application to become non-responsive.

Unable to import a LEF file made with LiveNote Central online LEF Maker

Corrected an issue where LEF files made with LiveNote Central online LEF Maker could not be imported into Case Notebook.

The following are known issues for Case Notebook 3.6:

Video performance through Citrix

Transcripts with synchronized video experience a variety of playback problems on Citrix. Saved video clips from transcripts with synchronized video experience a variety of playback problems on Citrix.

Formatting issues resulting from full-document OCR conversions for certain documents types

Full-document OCR conversions through Drafting Assistant for documents with certain formatting (eg. tables, multiple columns, line numbering, text boxes) can result in improper text conversions in the resulting document.

Cannot send MPEG-2 video clips to PowerPoint

"PowerPoint cannot insert a video from the selected file" error when inserting an MPEG-2 video into a PowerPoint 2013 or 2010 presentation.

Cannot import transcript designations from PCF files

Designations do not import when importing PCF files.

Sending video to TrialDirector does not work on Windows 8

Case Notebook supports versions of Trial Director which are not compatible with Windows 8. Sending annotations to TrialDirector will not work on Windows 8.

Sending video to PowerPoint not functional without “Office Shared Features” installed from Microsoft Office

Transcript text with synchronized video cannot be sent to PowerPoint unless the “Office Shared Features” option in Microsoft Office is installed.

Overlapping Designation Note text in transcript footer in Print Preview

Designation Note text can sometimes overlap the page:line range in the transcript footer when viewing in Print Preview (no impact to print output).

Case Notebook 3.5.1 – Release information for September 2013

The following improvements correct known issues from earlier versions:

Saving Transcript Annotations Files

Corrected issue which caused Transcript Annotations Files to list incorrect page numbers and Issue names.

Importing Transcript Annotations Files

Corrected issue which caused Case Notebook to create Annotations on incorrect pages when importing from a custom-created CSV file.

Blank End Position Field in Transcript Annotations Files

Changed behavior of Transcript Annotations Files so that a blank 'End Position' field in a CSV file will mark the transcript through the end of the selected line.

RAS Connection Changes

Prevent certain RAS connection errors by not allowing Case Notebook to connect to any older version of RAS.

Importing Lextranet Load Files

Corrected issue which caused errors when importing Lextranet load files.

Opening Annotations Folder in Navigation Pane

Corrected issue which caused slowness in opening Annotations folder in Navigation Pane for certain large image files.

Send to Realtime Chat

Corrected issue which caused Send to Realtime Chat to fail to send the text to chat.

Importing Older RealLegal Binder Projects

Corrected issue which caused errors with transcript dates when importing older RealLegal Binder projects that have a date associated with the time.

Issues Report

Corrected issue which caused Issues Reports to omit data when choosing a subset of all available documents.

Word Index Display when Importing through RAS

Corrected issue which caused the display of an empty Word Index when importing long text files and OCR'ed image files through a RAS connection.

Westlaw Case Notebook 3.5 – Release information for May 2013

The Westlaw Case Notebook release includes the following enhancements:

OCR Text Delivery

Image converted to text using Case Notebook's Optical Character Recognition (OCR) technology can be delivered directly to the word processor. Converted OCR text from Case Notebook documents can also be delivered to work product via the Case Notebook integration with Westlaw Drafting Assistant.

Portal

The Case Notebook Portal component facilitates building of custom web parts into matter-centric intranet pages, allowing intranet users to view lists of Case Notebook matter-centric information and open the full text of the Case Notebook materials in the desktop client.

Batch Transcript Annotation Import (Designations)

Import CSV files containing annotations or designations from opposing counsel. Imported data becomes Transcript Annotations in Case Notebook. Transcript annotations can also be exported to a CSV file from Case Notebook to provide to opposing counsel or other Case Notebook users.

Save Documents List as CSV

Save Documents grid to a CSV file for creating exhibit lists or advanced sorting and filtering.

Search Highlighting

Customize search highlighting color and choose default color.

Updated SQL Express

Case Notebook now installs SQL Server Express 2008.

OCR Options

New OCR processing options to improve handling of low resolution images, rotated pages.

Default Settings for Issues Reports

All issues and options are deselected by default when first opening the Issues Report dialog.

The following improvements correct known issues from earlier versions:

Autotags Report

Changed the way hits are displayed when Autotag consists of a multiple words in quotes.

Updating Linked Transcripts With Publisher Bundles

Corrected issue which caused links to exhibits in a transcript to break when updating the transcript with a Publisher bundle.

Updating Linked Transcripts with LEF Files

Corrected issue which caused duplicate exhibit links to be created when updating a transcript with a LEF file.

Character Recognition in Repository Cases

Corrected issue which caused a system failure when a user attempts to open a document in a repository case while another user uses the Character Recognition tool in the same case.

Quick Mark Display in Printed Transcripts

Corrected issue which prevented Quick Marks from displaying in printed transcript even if *Include Quick Marks* option is selected.

The following are known issues for Case Notebook 3.5:

Small Business Server Compatibility

2003 Small Business server 32-bit and 2008 R2 Small Business server 64-bit do not support the installation of SQL Server Express 2008.

Westlaw Case Notebook 3.0.1 – Release information for August 2012

The Westlaw Case Notebook release includes the following enhancements:

French Canadian Operating System Support

Westlaw Case Notebook supports installation on French Canadian language versions of Windows 7, Vista and XP operating systems.

The following improvements correct known issues from earlier versions:

Transcript Dates Changed During Legacy LiveNote Upgrade

Corrected an issue which caused incorrect Transcript dates to transfer to Case Notebook 3.0, when upgrading from legacy versions of LiveNote software.

LiveNote Realtime Refresh

Corrected text transcription issues with the LiveNote Realtime refresh feature, which was implemented in Case Notebook version 3.0.

Westlaw Case Notebook 3.0 – Release information for April 2012

The Westlaw Case Notebook release includes the following enhancements:

Westlaw CaseLogistix Integration

Send to Westlaw Case Notebook from Westlaw CaseLogistix delivers additional work product and metadata properties, including Tags, Intellifolders, Notes, Redacted text locations, Date Sent, Date Received, Date Created, Date Accessed, Date Modified, Date Printed and Custodian.

WestlawNext Integration

Send to Westlaw Case Notebook from WestlawNext delivers additional work product added in WestlawNext as text highlights, notes pertaining to highlighted text and notes pertaining to the entire document. Exporting this information to Case Notebook allows access to the work product added to WestlawNext research with a click of a button.

Data Groups Sub-categories

Case Notebook supports sub-categories for Data Groups (folders), allowing support of imported Intellifolders from Westlaw CaseLogistix and offers new options familiar to Microsoft Outlook users.

Data Properties Overview

View all Properties of Transcripts, Documents, Pleadings and Research on an Overview tab, with links to view and edit existing Properties on their respective tabs.

Document Properties List

View Document Properties in a tabular list, allowing flexible sorting options and multi-selection and deletion options.

Realtime Rapid Refresh

The court reporter can make updates to the text of the Transcript during breaks in a Realtime deposition and the attorney will see the updates in Realtime and in the rough draft at the end of the Realtime session.

LiveNote Local Stream

The court reporter can broadcast LiveNote Realtime Stream on a local area network at deposition location, without need for a serial connection cable or an internet connection.

Batch Print Options

New batch print option allows printing of the linked Exhibits in the same print request with the Transcript.

Sorting for Reports

New sorting options for the following reports: Issues, All Annotations, Characters, Transcript Summaries & Quick Marks.

Reports Display Options

New display options for Reports include the option to display data Properties in the Report result.

Header and Footer on Printouts

Display descriptive information about a Transcript (e.g. deponent name, deposition date) in the header and footer of each page for easy identification of printouts of selected Transcript pages.

Issues Sub-folder in Navigation Pane

Annotations can be viewed in folder categories in the left Navigation Pane, using the new option found in View > Display Options.

Case Summary

A new option found in File > Case Properties displays a summary of the case contents, including the number of Transcripts, Documents, Pleadings and Research in the case.

Administration Search Index Rebuild

The administrator can rebuild the search index for a secure Case Notebook case as a background process during the repository upgrade.

Supported Platforms

In Terminal Server mode, Case Notebook will run on Windows Server 2008 R2 and Windows Server 2008 R2 SP1 for Citrix XenApp version 6.

Branding Updates

New product icons and branding standardize display of the product name to Westlaw Case Notebook.

OCR Engine Upgrade

Upgrade the built-in Optical Character Recognition (OCR) technology to the latest version.

The following improvements correct known issues from earlier versions:

Transfer to PowerPoint

Improved display issues when sending certain annotation to PowerPoint.

Full Text Search

Improved slow Full Text Search performance with certain types of quotation search operator and near operator searches.

Rebuild Character Smart Tags

Corrected error when trying to use the Tools > Advanced > Rebuild Character Smart Tags...using a Citrix client.

Annotation Display on Printouts

Corrected error printing Documents with Annotations displayed in the footer to correctly display the annotation information on the same page as the annotated passage of text.

Realtime Transcript Format after Disconnection

Corrected behavior which caused a Transcript formatted for a number other than 25 lines per page to be re-formatted to 25 lines per page, after disconnection from Realtime session.

Annotations of Single Alpha-Numeric Characters

Corrected issue which did not allow users to open or access the right-click menu for annotations of single alpha-numeric characters.

Printing Individual Transcript Pages with Annotations

Corrected issue which caused the incorrect pages of Transcripts to print when annotations are added to the footer and individual pages are selected for printing.

Full Text Search using Accent Marks

Corrected issue which did not return Full Text Search results when searching native text containing accented words, using search characters which also contain the same accent marks.

Upgrading Repository User Transfer

When performing a Repository upgrade from legacy LiveNote 10 to Case Notebook 3.0, group users from the LiveNote 10 case are no longer incorrectly added as individual users to the Case Notebook case. Note, this issue will still occur if attempting to upgrade from legacy LiveNote 10 to Case Notebook 1.6 or 2.6.

Auto Tag Character Limitation

Corrected issue which caused an incorrect limitation on the number of alpha-numeric characters which can be marked as an Auto Tag.

Sorting Data in Left Navigation Pane

Corrected issue which caused a system failure when sorting a Document, Pleading or Research item, when only one item exists in the case.

The following are known issues for Case Notebook 3.0:

Microsoft Office 2010 64-Bit Compatibility

The Case Notebook integration with Drafting Assistant will not be available in the Microsoft Word interface for the Office 2010 64-bit version. The workaround for Drafting Assistant users, with Case Notebook, will be use of the full desktop Case Notebook client.

West Case Notebook 2.6 – Release information for September 2011

The West Case Notebook release includes the following enhancements:

Sorting Options

Sort Full Text Searches, Full Text Search Reports & Auto Tag Reports by Number of Hits, Date, Reverse Date and Title.

Legacy LiveNote Repository Upgrade Improvements

Legacy LiveNote Repository upgrade process is streamlined with enhancements to the Administration software.

Play Video and Edit Video Clip Updates

Right-click anywhere in a video-synchronized transcript and select Play Video. Edit the start and end point of annotated video clips.

Attachments

Attachment locations will display an icon in the left margin of Transcripts.

Add to Data Groups

Categorize data sent from Outlook & CaseLogistix into Data Groups.

Annotation Changes Offline

Change and delete annotations (with proper user rights) while replicated offline.

Copy with Page & Line Citation

Copy with Page & Line for Transcript text also delivers a citation to the passage.

Online Lessons

Access free online training via the “Online Lessons” option in the Help menu.

The following improvements correct known issues from earlier versions:

CaseMap Links

Convert links sent to CaseMap from legacy LiveNote versions 8.3, 9 & 10 to ensure working links back to West LiveNote/Case Notebook.

Reports for Drafting Assistant

Corrected linking issues in the Key Facts Report created for Drafting Assistant.

Full Text Search Wildcard

Corrected search issues related to the character wildcard (*).

Print Dialog Window

Corrected the Print dialog window display slowness for Reports with video.

Data Groups Display Performance

Data Groups performance improved when editing certain Groups data.

Realtime Word Indexing

Corrected errors with Realtime word index if connecting an existing transcript.

OCR and PDF Documents

Updated process for recognizing borders between image and text in PDF files.

Outlook 2010 Send to Case Notebook Integration

Updated Send to Case Notebook from Outlook 2010 to correct set up error occurring in limited circumstances.

West Case Notebook 2.5 – Release information for March 2011

The West Case Notebook release includes the following enhancements:

Enhanced Performance

Improved system performance and increased capacity.

Support for Office 2010

West Case Notebook 2.5 supports Microsoft Office 2010.

Print from Display Pane

Print and Print Preview options available on the display pane toolbar.

Send as Research

Send data to the West Case Notebook “Research” category from Windows Explorer.

Load Files Support for Groups

Add batches of information to Data Groups while importing Load Files or multiple files.

Export Key Facts to CSV

Improved display for Key Facts saved as .CSV.

Spell Check all of a Transcript’s Summaries

Spell check all Transcript Summary items.

iManage DMS DeskSite and FileSite Integration

West Case Notebook iCommand allows users to send data to Case Notebook from iManage DeskSite and FileSite.

The following improvements correct known issues from earlier versions:

CaseMap Links

Send to CaseMap creates a working link back to West Case Notebook 2.5.

Full Text Search Results

The Full Text Search Results list does not collapse after making an annotation.

Full Text Search Data Selections

Data selections for Full Text Search carry over to Full Text Search Report.

Remote Access Server (RAS)

Corrected issues which occurred under specific circumstances when multiple users accessed Remote Access Server (RAS).

OCR File Replication

Corrected issues related to replication of OCR files.

LEF Files

Corrected handling of LEF files with four character file extensions.

West Case Notebook 2.1 – Release information for October 2010

Below is a list of some minor new features and bug fixes in West Case Notebook v2.1. The primary purpose of v2.1 is to integrate with Westlaw Drafting Assistant – allowing you to bring West Case Notebook case files into a word processor (Word and WordPerfect).

Updated Gil Bower Demo Case Materials

Enhancements to the demo case make it easier to work with Transcript Summaries and Key Facts.

- All Transcript Summaries removed for the Transcript of the “Cynthia Roth” deposition, leaving space to create new Transcript Summary items.
- Removed the last Transcript Summary entry for each deposition Transcript, leaving space to create new Transcript Summary items.
- Deposition Transcript annotations added as sources for some Key Facts.

The following improvements correct known issues from earlier versions:

Annotation Highlights and Notes in Reports

Corrected display issues with annotation highlights and notes occurring in some reports.

Changed User Name when Case Offline

Corrected issues related to logging into an offline database if the user name is changed in West LiveNote Administration while the user is offline.

Selective Replication of Data Groups and Outlines

Corrected issues related to selective replication of data groups and outlines.

PowerPoint Integration

Corrected issues related to sending information to PowerPoint from some Reports and Key Facts.

Character Recognition

Improvements to the Character recognition processing and accuracy.

Annotation Note, Full Text Search, Right-click Options

Full right-click menu options are displayed when right-clicking the Annotation Note hit within a full text search result list.

Annotation Full Text Search, Annotation Dialog

The annotation property dialog opens, allowing editing of the annotation, when clicking an Annotation Note hit within a full text search result list.

Transcript Summary

No longer able to change the first page/line of an existing Transcript Summary item to be in a range of another existing transcript summary item.

OCR and PDF Documents

Updated process to better recognize existing OCR from Adobe PDF documents.

West Case Notebook 2.0 – Release information for August 2010

The West Case Notebook release includes the following enhancements:

Folder options

- Folder display in the left-hand navigation pane.
- Use Data Groups to organize display.
- Organize display in navigation pane by data properties.

Characters

- Import Characters in batch from Microsoft Outlook Contacts.
- Identify Person and Company names in West Case Notebook data during indexing.
- Generate Character reports from the automatically tagged names.

Selective Replication

You can select specific documents for use in an off-line mode.

Remote Access Server (RAS)

- West Case Notebook 2.1 desktop application can remotely access centralized West Case Notebook Repository data via HTTP or HTTPS.
- RAS uses a set of components running on IIS T that act as a web service to communicate with Repository.

Outlines

- Insert links to exhibits in the Outline.
- One print window for the Outline, annotated work-product copies of the exhibits and sets of original exhibits for distribution.
- A basic word processor to create outlines of witness examination questions and topics.

Transcript Summary Tool

- Built-in Transcript Summary tool allows you to summarize depositions without switching between applications.
- Create and save a useful pre-formatted Transcript Summary report.

Print Word Index

Transcript printing and page setup options now allow you to append and print the word index for full-sized and condensed Transcripts. The word index prints at the end of the printed Transcript.

Indexing and OCR in Background

The search index is built in the background, allowing you to keep working while the build/rebuild takes place.

Sub-Issues

Create numbered subcategories for Issue highlighting.

Send to Word

File name and page references are now included for Documents, Pleadings and non-Westlaw Research. This feature makes it easier to cite to Exhibits and Pleadings in drafting projects.

OCR Processing Error Handling

If you import multiple image documents and an OCR processing error occurs on one or more of those images, West Case Notebook silently skip the file with the OCR error until the entire process has completed. After the OCR process completes, a dialog lists all of the skipped documents that could not be OCR'd. You have the option to copy the list to a clipboard for further review of the underlying data. The items with OCR errors do not have a check box in the OCR status list.

Single Character Indexing

West Case Notebook can index single alpha-numeric characters.

Create Characters from CSV

West Case Notebook can import CSV files created from exporting contacts in Microsoft Outlook, as well as custom CSV files created with the same formatting as the Outlook export format.

Data Selection List Sorting

The data tab selection lists for Reports, Search and so forth is now displayed in columns that you can sort by Title and Date.

Adding to Data Groups

Add items to a Data Group using the context menus available for data listed in left navigation pane.

Linked Exhibits Display Order

Exhibits are linked in the order of their appearance in the transcript, in the left navigation pane.

OCR Upgrade

The ABBYY OCR engine has been upgraded to latest SDK. The latest versions increase processing speed and accuracy.

Key Facts Report

Key Facts Report allows you to create a summary report of some or all of the Key Facts of the case.

Send Key Facts

The option to Send Key Facts to Word and WordPerfect allows you to select one or more Key Facts and send them directly to their drafting project.

Case Reports

Case Reports allow the selection of individual Key Facts.

OCR Information Imported

When PDF imports contain embedded OCR data that West Case Notebook can recognize, the import procedure does not re-OCR the data; in other words, the import is faster.

Update KeyCite Flags

- Update KeyCite Flags menu option is now under the Tools dropdown.
- The login for the Update KeyCite Flags process allows you to enter OnePass information.

Foreign Character support

Support for Latin-based foreign language characters in serial Realtime and data properties.

Support for Additional Systems

West LiveNote Repository will support SQL Server 2005 or SQL Server 2008 if a named instance (for example, WESTLIVENOTE) exists on the server.

The following improvements correct known issues from earlier versions:

Support for Additional File Formats

West Case Notebook supports JPEG2000 or JBIG2 images embedded in PDFs.

Pausing Realtime

Clicking a paused Transcript does not cause the Transcript to continue scrolling; the Transcript remains paused.

Installation

The West Case Notebook installer detects the current operating system and stops the installation when the operating system is not supported.

LEF Files from Publisher 5.x

Corrected errors with native file formatted Documents importing from a LEF file created with Publisher 5.X.

LEF Files with Linked TIFF Exhibits

Corrected errors with LEF files retaining *.tiff file format linked Exhibits.

Transcripts with More Than 85 Characters in a Line

Corrected import processing of Transcripts with more than 85 characters in a single line.

Westlaw Research Data and Word Index

Corrected Word Index processing for certain Westlaw research data which previously caused the system to hang up.