Voice Solutions

System
User Manual

Apptec Corporation

Digital Accessories Corporation

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Questions or Comments, contact us by email
Apptec Corporation, Apptec@OptOnline.net

Digital Accessories Corporation, Jim@DAC-Voice-Solutions.com

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PREPARING YOUR SYSTEM FOR USE

Installation

Your Voice Solutions digital dictation system has many advanced features with which you can customize how it interacts with each person that will use it.

To assist in swiftly configuring your system, just point the mouse over an item in the System Manager for a quick reminder of that feature's use. For more detailed descriptions of all the system's features please refer to this manual.

Once the system's installation has been completed[1] you may turn the system's power on. Once Windows has completed booting-up, the system's **Startup Manager** will automatically start your dictation/transcription system and display the **Navigator** window.

Configuration

To begin using this system you just need to take a few moments to enroll your users and assign each one a User ID. The User ID is the number a user (an author or a transcriptionist) will enter to identify him or herself to the system.

In the **Navigator** window click on the **System Manager** key and then the **Log-in** key. You may now enroll your authors and transcriptionists into the system and configure their personal profile as desired. Once you have finished enrolling your system's users and have clicked on **Exit,** the system is now ready for use.

User Training

Instruct each user of the system on the proper use of it. If you are cutting over from an old system let them know exactly when the new system will be on-line so they are prepared in advance. Make sure they know who to contact should they have any questions. And most importantly, follow up with each user after a few days to make sure they have become comfortable with the system and its operation.

[1] The system installation is complete when all the system's components and telephony hook-ups have been installed, the Channel and System menus of the System Manager have been configured to match the telephony hook-up configuration, and one or more test dictations have been recorded and transcribed.

SYSTEM MODULES

The Voice Solutions Dictation software consists of modules that perform specialized tasks while interacting with each other in a coordinated manner to provide dictation and transcription functionality.

These modules consist of the Startup Manager, the Channel(s), the File Manager, the Navigator, and the System Manager.

A brief explanation of each module's specialized tasks can be found below and on the following page.

Startup:
The Startup Manager automatically engages after Windows has completed booting. Its first task is to perform various maintenance operations on the system's databases. Its next task is to start the Channel(s) and the File Manager. Its final task is to start the Navigator.
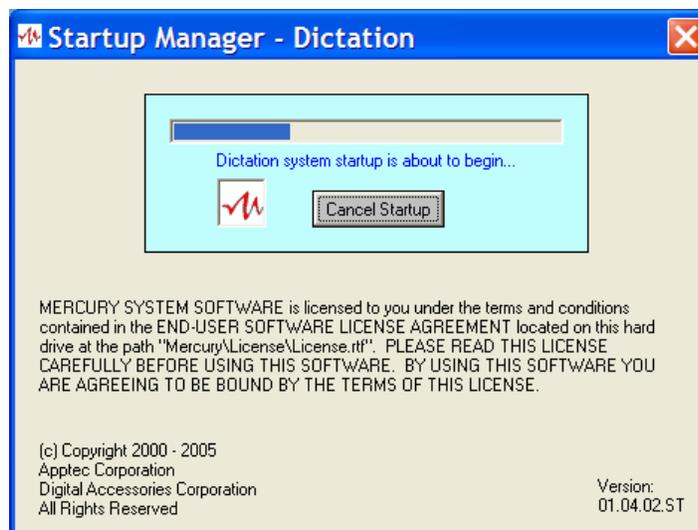
Channel:
Each Channel is associated with a physical channel on one or more voice cards. Once a Channel is called it begins interacting with that user. The interaction is specific to each user depending on if they are an author or a transctiptionist, and further depending on how their personal profile is configured.

File Manager:

The File Manager coordinates the distribution of work to each transctiptionist. The system can be configured to automatically route work (by one or more criteria) to a transcriptionist, or a transcriptionist can request the mode of work distribution. The File Manager also coordinates the distribution of saved work to that document's author.
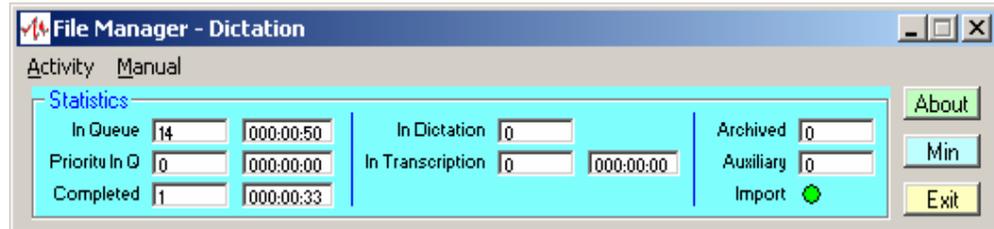
Navigator:

The Navigator is the main system module with which the system's administrator interfaces with the system.

The Navigator can show details about each document in the system. It can also show the statistics of how much work is available, how much work is complete, how much work is currently in progress, and the hard drive space available for new recordings.

The Navigator also provides a key with which to enter the **System Manager**. The System Manager provides the system administrator with the ability to configure the system's operation with an intuitive "point and click" interface. All aspects of the system's operation, and its interaction with each user are set or adjusted from its clearly defined menus.
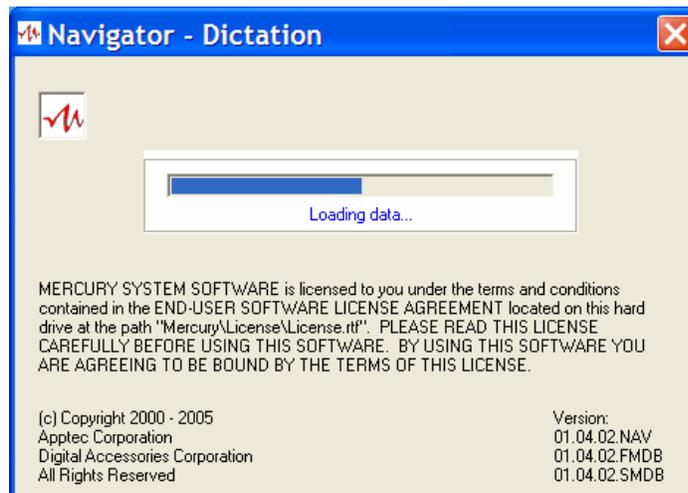
SYSTEM MANAGER

LOG-IN

To log-in to the System Manager, use the Supervisor's User ID of 990. The Supervisor's default Password is blank. *If you enter a password for the Supervisor, this password will be required to be entered the next time you log-in to the System Manager.*

Log-in

User ID: 990   Password:

Log-in   Cancel

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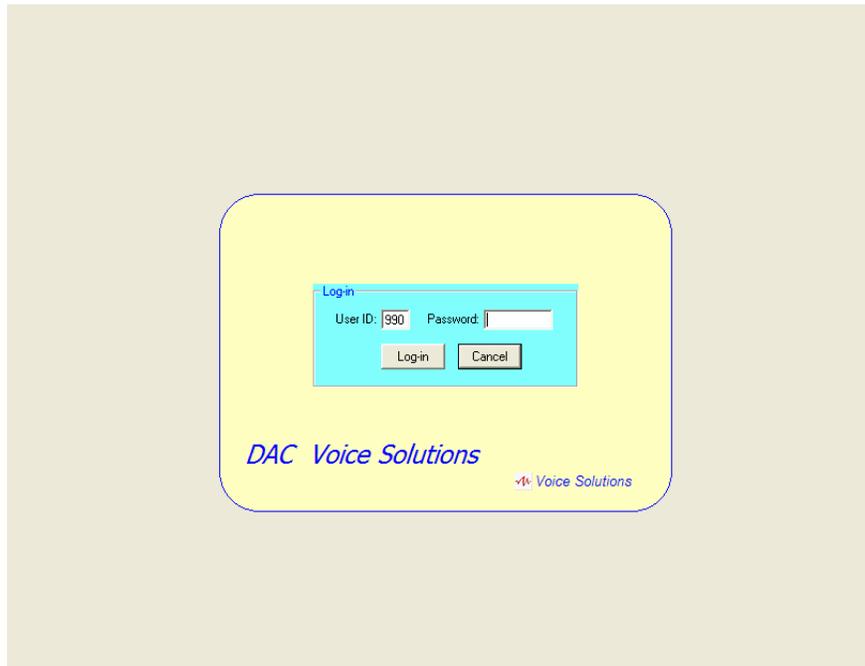
LOADING:

While the System Manager loads its data it gives you an opportunity to read the License Agreement information, and to view the version information for this software module and its databases.

System Manager - Dictation

Loading database...

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SELECTIONS:

The System Manager's main window provides a Selections menu from which to easily select the item you wish to set. The Selections include Author, Transcriptionist, Administrator (the system supervisor), Keymaps, Categories, Channel, System, Prompts and Maintenance. *Upon entering System Manager the Author setting is automatically shown.*

All changes made within the System Manager's menus are automatically saved upon exiting the System Manager (by clicking "Exit"). At that time the current settings are available to the system, (except for the Channel Mode and Channel Off-Hook Detection mode (Loop or Ring) which are used to enable or disable the channel and to configure each Channel to Loop or Ring mode when the Channel initially starts up).
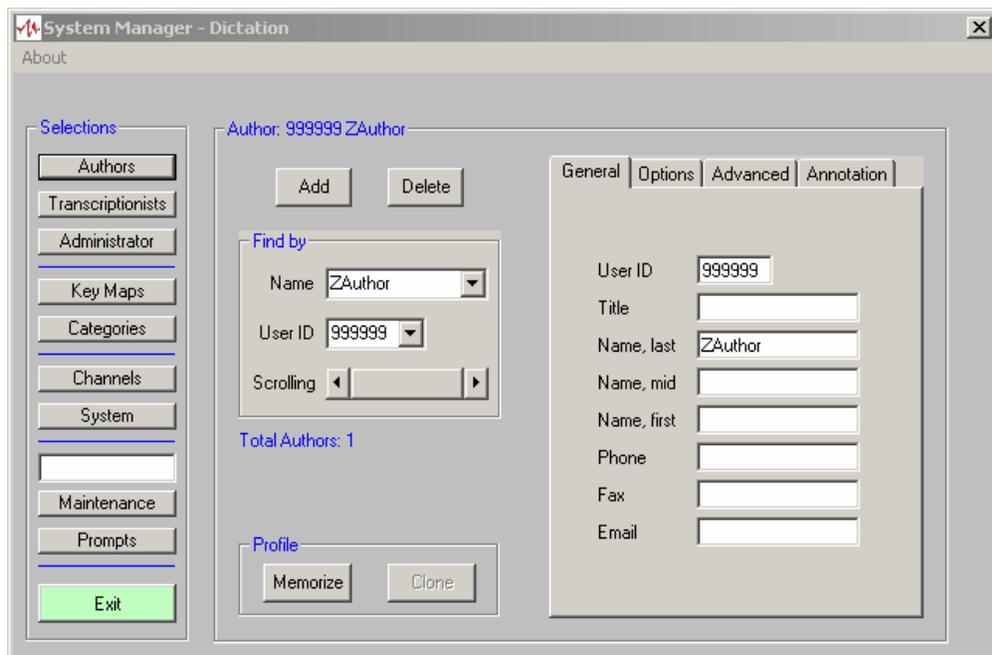
AUTHORS:

The Authors Selection is a menu from which to enroll (add) authors into the system and to set their parameters. As each author has a unique profile, the system can interact with each author differently or similarly.

A default author, User ID of 999999 is pre-enrolled in the system and can not be deleted. This author can be used as a model for cloning.

To enroll an author, simply click on "**Add**" and a blank profile will be displayed. You must enter a valid User ID and the author's Last Name before you can click on "**Save**" to save this new author. After you click "Add" but before you click "Save", if you change your mind about adding this author, you can click on "Cancel".

Before or after you click "Save", you can go to the other tabs (Options, Advanced, Annotation) to configure this author's other parameters.

Any time later, you can adjust an author's profile parameters, including his/her last name simply by making the change. *(To change an author's User ID you must delete and then re-add that author.)*

The "**Memorize**" and "**Clone**" feature can assist in configuring author profiles where a group of authors will have similar settings. Add the system's authors then enter their unique Title and Name and save that information. Then scroll to the author profile you wish to copy from and press the "**Memorize**" key. Next scroll to the authors you wish to configure as you have the memorized author, and press the "**Clone**" key. The cloned parameters include Phone, Fax, Email, as well as all parameters in the Options, Advanced and Annotation tabs.

General Tab:

Author User ID's can be set from 1 to 898 and from 1000 to 999999.

The author's "**Name, last**" may contain characters (A-Z) or numbers (0-9) and may not contain spaces. The "**FIND by (Name, User ID, Scrolling)**" keys can be used to locate the profile of a particular author. The "**Total Authors**" indicates the total number of author profiles.
Options Tab:

The "**Greeting**" setting set to "General" plays the standard welcome prompt (Welcome) when the author logs-in. Set to "Personal" it plays a custom prompt to that user upon log-in. *How to create a custom greeting prompt is described in the Administrator section of this manual.* Set to "None" it does not play a greeting prompt.

If the "**Department**" parameter is checked, the author will be prompted to enter a Department number. The number to the right of that parameter is the default Department number which will be tagged to a document if the author just enters "#" (pound) at that prompt, or if the Department parameter is unchecked. This allows an author to categorize a document as being of a particular Department either by default (by just entering # at this prompt), or by entering a number from 1 to 99.

If the "**Secretary**" parameter is checked, the author will be prompted to enter a Secretary Selection number. The number and name to the right of that parameter is the default Secretary Selection which will be tagged to a document if the author just enters "#" (pound) at that prompt, or if the Secretary parameter is unchecked.

This allows an author to direct a document to a specific secretary (transcriptionist) either by default (by just entering # at this prompt), or by entering a variation of the secretary's User ID (omitting the leading 9 and any leading zeros in the secretary's User ID) followed by #. Secretaries with User ID from 901 to 989 are selected with Secretary Selection numbers of 1 to 89 respectively. Setting this parameter to 0 by selecting "Any Secretary", or entering 0# at the prompt tags that document as non-exclusive (available to any secretary).

If the "**Worktype**" parameter is checked, the author will be prompted to

enter a Worktype number. The number to the right of that parameter is the default Worktype which will be tagged to a document if the author just enters "#" (pound) at that prompt, or if the Worktype parameter is unchecked. This allows an author to categorize a document as being of a particular Worktype either by default (by just entering # at this prompt), or by entering a number from 0 to 99.

If the "**Subject**" parameter is checked, the author will be prompted to enter a Subject number. If the author does not have a subject number to enter, he/she just enters "#" (pound) at that prompt. This allows an author to categorize a document as belonging to a particular Subject. The subject length may be set between 1 and 15. The "Subject" heading may alternatively show as "**Patient**" or "**Client**" depending on the System Style setting (Business, Medical, or Legal). An alternate prompt to be played in place of the default "EnterSub" may be selected.

If the "**Rad Mic Mode**" parameter is checked, the subject prompt will be repeated when * is entered on the phone or station.

If the "**Record Bong**" parameter is checked, the author will hear a beep tone when the system begins to record (when the author slides the microphone to record, or when the author enters the record touch-tone from the phone's keypad, or when AutoRecord mode is engaged. Its volume and duration can be set.

If the "**Record Tone/VOR**" parameter is checked, the author will hear a talk-down-tone when the system is recording and the user's voice is below a certain threshold. Its volume and sensitivity can be set.

If the "**Auto Record**" parameter is checked the system will play the "Begin dictating after the tone" prompt and automatically enter record mode after the author has logged-in and entered any requested parameters (Secretary Selection, Worktype, and/or Subject). After reviewing (playing back) a portion of a document, once the end of the document is reached the system will play the "Continue dictating after the tone" prompt and automatically begin recording again.

The "**Overwrite Tune**" parameter may be adjusted to fine-tune the backspace amount each time recording is stopped.

If the "**Stop Tone**" parameter is checked the system will play the stop tone when the Stop command is entered. *The stop tone will always play when a document is played to its end.*
If the "**Completed Prompt**" parameter is checked the system will

speak the document number when the document is completed.

If the "**Save Documents**" parameter is checked the author can save one or more unfinished documents by entering the "Save" command.

If the "**Saved Prompt**" parameter is checked and the author has one or more saved documents, upon log-in a prompt will speak the number of saved documents.

Advanced Tab:
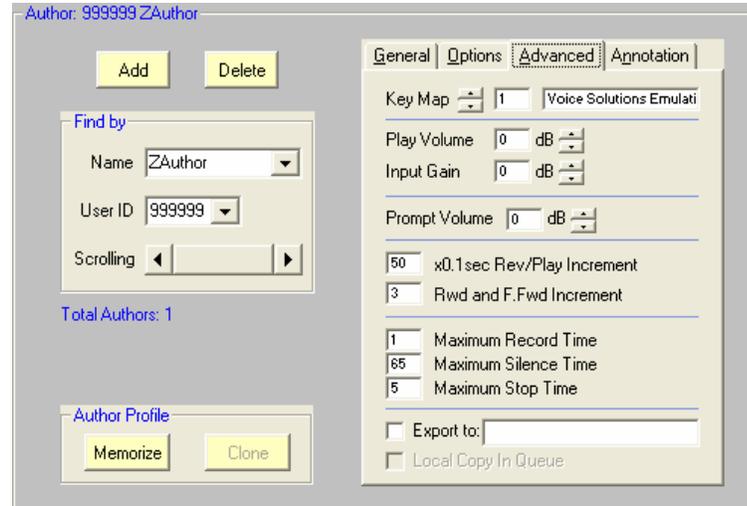
The "**Key Map**" selection chooses which of the ten author key maps (the command versus touch-tone(s)) which the author will use to control the recording session.

The "**Play Volume**" parameter can be set in 1 dB (decibel) increments from a maximum of +10 dB to a minimum of –10 dB. The nominal playback volume is 0 dB. The playback volume can be increased or decreased by changing this parameter. Typically it should be sufficient to change the playback volume by only a few dB to make the volume softer or louder as desired.

The "**Record Gain**" parameter can be set in 1 dB (decibel) increments from a maximum of +5 dB to a minimum of –5 dB. The nominal record gain is 0 dB. *Normally you should not change this parameter. If you do change this parameter to increase or decrease the record gain, you should not change it by more than a few dB.*

The "**Prompt Volume**" parameter can be set in 1 dB (decibel)

increments from a maximum of +10 dB to a minimum of –10 dB. The nominal prompt volume is 0 dB. The prompt volume can be increased or decreased to make the prompt volume softer or louder as desired.

The "**Rev/Play Increment**" is the number of tenths of seconds the document will automatically backup each time the Play touch-tone is entered. Its range is 1 to 99 thus the Rev/Play Increment can be set from 0.1 to 9.9 seconds in one tenth of a second increments.

The "**Rwd and F.Fwd Increment**" is the number of seconds the document will rewind or fast forward for each beep of the rewind or fast forward tone. Its range is 0 to 99 seconds, thus the Rewind or Fast Forward Increment can be set in 1 second increments.

The "**Maximum Record Time**" parameter can be set from 0 to 999 minutes in 1 minute increments. If this parameter is set greater than 0, this is the maximum time an author can remain in record mode before the system will automatically change to stop mode. If set to 0 the record time is not automatically limited by the system. *If the Channel's Maximum Record Time is set to other than 0 that value overrides the Author's Maximum Record Time.*

The "**Maximum Silence Time**" parameter can be set from 0 to 999 seconds in 1 second increments. If this parameter is set greater than 0, this is the maximum time an author can remain in record mode without speaking before the system will automatically change to stop mode. If set to 0 the silence time is not automatically limited by the system. *If the Channel's Maximum Silence Time is set to other than 0 that value overrides the Author's Maximum Silence Time.*

The "**Maximum Stop Time**" parameter can be set from 0 to 999 minutes in 1 minute increments. If this parameter is set greater than 0, this is the maximum time an author can remain in stop mode before the system will automatically disconnect that channel. If set to 0 the stop time is not automatically limited by the system. *If the Channel's Maximum Stop Time is set to other than 0 that value overrides the Author's Maximum Stop Time.*

If the "**Export To**" checkbox is checked and an export path is entered then this author's documents will be exported when the author presses Letter End or hangs up. Saved documents will not be exported. Check "**Local copy In Queue**" to keep the local copy in queue, uncheck it to mark the local copy completed. The document will show a secondary status of "exported".

Annotation Tab:
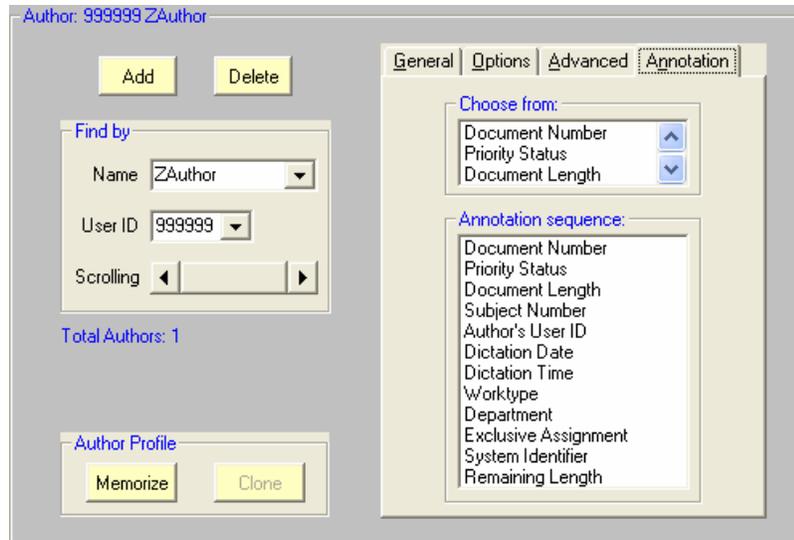
"**Annotation**" is a feature that plays a sequence of prompts to the author consisting of one or more document parameters.

The author can request the system to annotate a document by entering the Annotate command. This request can be made after a recording has begun and is currently stopped.

The sequence for the annotation is selected by choosing each item in the desired order. A particular item can be repeated if desired. To remove an item from the annotation sequence you would click on that item. To change the sequence for an annotation, all items would be removed then new items would be added in the desired order.

The Document Length annotation will be spoken as "0 seconds" as the document length is not computed until after the recording has been completed.

TRANSCRIPTIONISTS:

The Transcriptionists Setting is a menu from which to enroll (add) transcriptionists (secretaries) into the system and to set their parameters. As each transcriptionist has a unique profile, the system can interact with each transcriptionist differently or similarly.

A default transcriptionist, User ID of 989 is pre-enrolled in the system and can not be deleted. This transcriptionist can be used as a model for cloning.

To enroll a transcriptionist, simply click on "**Add**" and a blank profile will be displayed. You must enter a valid User ID and the transcriptionist's Last Name before you can click on "**Save**" to save this new transcriptionist. After you click "Add" but before you click "Save", if you change your mind about adding this transcriptionist, you can click on "Cancel".

Before or after you click "Save", you can go to the other tabs (Options, Advanced) to configure this transcriptionist's other parameters.

Any time later, you can adjust a transcriptionist's profile parameters, including his/her last name simply by making the change. *(To change a transcriptionist's User ID you must delete and then re-add that transcriptionist.)*

During log-in the system will remind the transcriptionist if he/she has saved jobs if he/she had previously saved one or more jobs.

The "**FIND by (Name, UserID, Scrolling)**" key can be used to locate the profile of a particular transcriptionist.

The "**Total Transcriptionists**" indicates the total number of transcriptionist profiles.

The "**Memorize**" and "**Clone**" feature can assist in configuring transcriptionist profiles where a group of transcriptionists will have similar settings. Add the system's transcriptionists then enter their unique Title and Name and save that information. Then scroll to the transcriptionist profile you wish to copy from and press the "**Memorize**" key. Next scroll to the transcriptionists you wish to configure as you have the memorized transcriptionist, and press the "**Clone**" key. The cloned parameters include Phone, Fax, Email, as well as all parameters in the Options, Advanced and Annotation tabs.

General Tab:

Transcriptionist User ID's can be set from 901 to 989. The transcriptionist's Last Name may contain characters (A-Z) or numbers (0-9) and may not contain spaces.

The "**Password**" parameter can be set from 0 to 9999, or it can be left blank to disable the password prompt. If the password parameter is set to a number the transcriptionist will be asked for his/her password during log-in.

If a transcriptionist has forgotten his/her password the system administrator can enter a new password for that transcriptionist in his/her profile.

Options Tab:

The "**Document Retrieval Modes**" in the Options Tab can be configured to automatically distribute In-Queue work to the transcriptionist in a particular manner, or to allow the transcriptionist to select In-Queue work by one or more means or to select his/her saved work.

*If no document retrieval options are checked, the work distribution mode will be "**by Fifo (First-in, First-out)**" by default.*

If the "**by Exclusive Assignment**" parameter is the only parameter checked, only work that is exclusive to that transcriptionist will be presented to him/her, with priority documents presented before non-priority documents. Exclusive work are documents which have been tagged by an author (either purposely or by default) with a specific Secretary Selection number, thus assigning that document exclusively to a particular secretary (transcriptionist). If the by Exclusive Assignment parameter is checked in conjunction with one or more other retrieval options, the transcriptionist will be prompted for which retrieval mode he/she wishes to use.

If the "**by Category**" parameter is the only parameter checked, the transcriptionist will be prompted to enter a category number. There are 40 categories that the system administrator can configure to categorize work by various criteria. (See the Category menu section of this manual for a full description of what criteria can make up a particular

category.) Documents that meet the selected category will be presented with priority documents presented before non-priority documents. If the by Category parameter is checked in conjunction with one or more other retrieval options, the transcriptionist will be prompted for which retrieval mode he/she wishes to use.

If the "**Specific**" parameter is the only parameter checked, the transcriptionist will be prompted to enter one or more specific criteria by which to retrieve an In-Queue document (if Review Only is unchecked). *If no specific document criteria are checked, the transcriptionist will be prompted to enter the Document Number.*

If the "**by Document Number**" parameter is checked, the transcriptionist will be prompted to enter a document number. *If the by Document Number parameter is checked and one or more other specific document criteria are checked, the transcriptionist will only be prompted to enter the document number. In this case, if the transcriptionist wishes to select work by one or more of the other specific document criteria (Author Id, Worktype, Subject, Department) which are checked, he/she would just enter "#" (pound) when prompted to enter a document number. The system would then prompt the transcriptionist for those other checked specific criteria in sequence. Any of those criteria can be bypassed by just entering "#" at a given prompt.*

If a document is selected for transcription by document number and the document's status is not In-Queue, the system will play a prompt indicating the current status of the document.

The "**by Subject**" heading may alternatively show as "**by Patient**" or "**by Client**" depending on the System Style setting (Business, Medical, or Legal). An alternate prompt to be played in place of the default "EnterSub" may be selected.

Work selected by document number is distributed to a transcriptionist even if that document was tagged with an exclusive Secretary Selection number. All of the other specific document criteria distribute work only if a document is available to that transcriptionist (that is only if a document is either exclusive to that transcriptionist or not exclusive to any transcriptionist), and first those with priority before those without priority.

If the "**Document Retrieval Option, Review Only**" parameter is

unchecked, retrieving a document by document number can be used by a transcriptionist to retrieve In-Queue documents to transcribe, or to retrieve Completed documents to review (proofread). When an In-Queue document has been retrieved, the system will play a prompt indicating "Press play to *transcribe* this document." When a Completed document has been retrieved, the system will play a prompt indicating "Press play to *review* this completed document."

If the "**Document Retrieval Option, Review Only**" parameter is checked, the "**Specific**" document retrieval mode will enable retrieval of documents that are In-Queue (awaiting transcription) as well as those that are Completed (have been transcribed). In either case the system will play a prompt indicating "Press play to *review* this document."

*A Completed document that has been retrieved may not be saved or completed. The user may select the "***Choice***" or "***Skip Over***" command to select another document for review (Review Only checked or unchecked) or transcription (Review Only unchecked).*

If a document is selected for Review Only by document number and that document is not either In-Queue or Completed, the system will play a prompt indicating the current status of the document.

If the "Review Only" parameter is checked, work selected by Document Number <u>or</u> all of the other specific criteria is distributed to a transcriptionist even if that document was tagged with an exclusive Secretary Selection number.

Documents retrieved by a specific criteria (other than document number) with Review Only unchecked are retrieved beginning with the oldest and continuing to the newest. Documents retrieved by specific criteria (other than document number) with Review Only checked are retrieved beginning with the newest and continuing to the oldest.

A transcriptionist can use the retrieval by document number to review (proofread) Completed documents. After a Completed document has been reviewed it is automatically returned to a Completed status with the original transcriptionist's data intact.

If the "**Review Only**" parameter is checked, the "**Specific**" document

retrieval mode will enable retrieval of documents that are In-Queue (awaiting transcription) as well as those that are Completed (have been transcribed). When a Completed or an In-Queue document has been retrieved in Review Only mode the system will play a prompt indicating "Press play to *review* this document."

*A document that has been retrieved in Review Only mode may not be saved or completed. The user may select the "**Choice**" or "**Skip Over**" command to select another document for review.*

If a document is selected for review by document number and that document is not either In-Queue or Completed, the system will play a prompt indicating the current status of the document.

The "**Review Only**" mode may be enabled to give a transcriptionist the ability to review (proofread) Completed documents. After a document has been reviewed it is automatically returned to a Completed status with the original transcriptionist's data intact.

The "**Review Only**" mode may also be enabled to give an author the ability to review Completed or In-Queue documents. After a document has been reviewed it is automatically returned to a Completed or In-Queue status.

If the "**by Fifo (First-in, First-out)**" parameter is the only parameter checked, only work that is available to that transcriptionist (that is only if a document is either exclusive to that transcriptionist or not exclusive to any transcriptionist) will be distributed in a first-in, first-out sequence, presenting priority documents before non-priority documents. If the by Fifo (First-in, First-out) parameter is checked in conjunction with one or more other retrieval options, the transcriptionist will be prompted for which retrieval mode he/she wishes to use.

If the "**by Your Saved Documents**" parameter is the only parameter checked, only work that has been previously saved by a given transcriptionist will be presented to that transcriptionist, presenting documents with priority before non-priority documents. If the by Your Saved Documents parameter is checked in conjunction with one or more other retrieval options, the transcriptionist will be prompted for which retrieval mode he/she wishes to use.

Advanced Tab:

The "**Key Map**" selection chooses which of the ten transcriptionist key maps (the command versus touch-tone(s)) which the transcriptionist will use to control the transcribing session.

The "**Greeting**" setting set to "General" plays the standard welcome prompt (Welcome) when the transcriptionist logs-in. Set to "Personal" it plays a custom prompt to that user upon log-in. *How to create a custom greeting prompt is described in the Administrator section of this manual.* Set to "None" it does not play a greeting prompt.

If the "**Saved Documents Prompt**" parameter is checked and the transcriptionist has one or more saved documents, upon log-in a prompt will speak the number of saved documents.

If the "**Exclusive Documents Prompt**" parameter is checked and the transcriptionist has one or more exclusive documents, upon log-in a prompt will speak the number of exclusive documents.

The "**Play Volume**" parameter can be set in 1 dB (decibel) increments from a maximum of +10 dB to a minimum of –10 dB. The nominal playback volume is 0 dB. The playback volume can be increased or decreased by changing this parameter. Typically it should be sufficient to change the playback volume by only a few dB to make the volume softer or louder.

The "**Prompt Volume**" parameter can be set in 1 dB (decibel)

increments from a maximum of +10 dB to a minimum of –10 dB. The nominal prompt volume is 0 dB. The prompt volume can be increased or decreased to make the prompt volume softer or louder as desired.

The "**Auto-Backspace**" is the number of tenths of seconds the document will automatically backup each time the Play foot pedal is depressed. Its range is 1 to 99 thus the Auto-Backspace Increment can be set from 0.1 to 9.9 seconds in one tenth of a second increments.

The "**Rwd and F.Fwd Increment**" is the number of seconds the document will rewind or fast forward for each beep of the rewind or fast forward tone. Its range is 0 to 99 seconds, thus the Rewind or Fast Forward Increment can be set in 1 second increments.

The "**Maximum Stop Time**" parameter can be set from 0 to 999 minutes in increments of 1 minute. If this parameter is set greater than 0, this is the maximum time a document can remain in stop mode before the system will automatically disconnect that channel. If set to 0 the stop time is not automatically limited by the system. *If the Channel's Maximum Stop Time is set to other than 0 that value overrides the Transcriptionist's Maximum Stop Time.*

If the "**Stop Tone**" parameter is unchecked the system will not play the stop tone when the foot pedal is released. The stop tone will always play when a document is played to its end.

Annotation Tab:
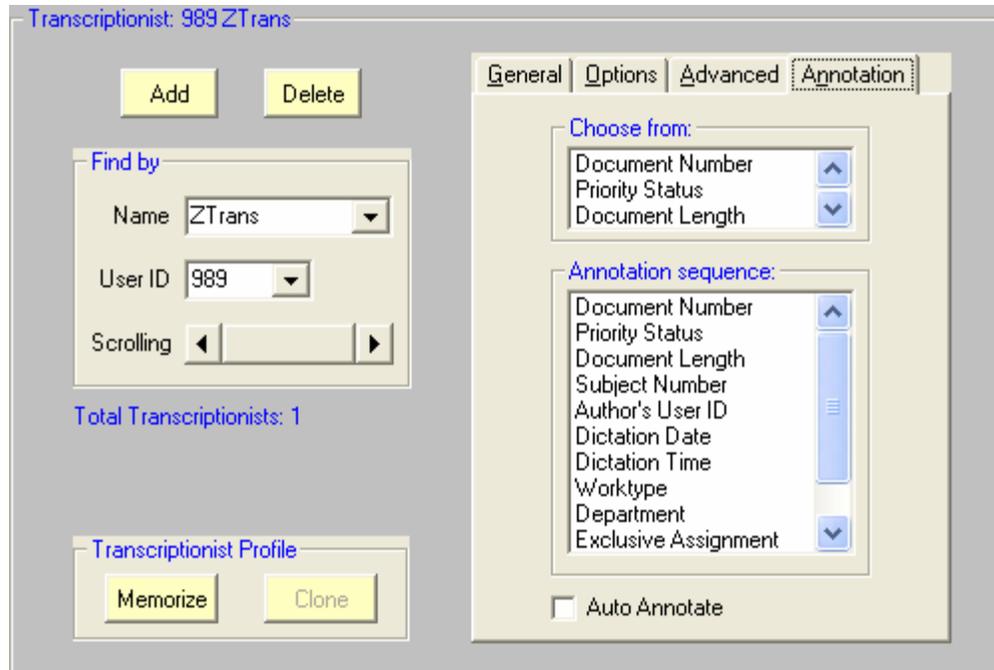
"**Annotation**" is a feature that plays a sequence of prompts to the transcriptionist consisting of one or more document parameters.

The transcriptionist can request the system to annotate a document by entering the Annotate command. This request can be made either before a document is played, or after it has been played and is currently stopped.

The sequence for the annotation is selected by choosing each item in the desired order. A particular item can be repeated if desired. To remove an item from the annotation sequence you would click on that item. To change the sequence for an annotation, remove all items then add new items in the desired order.

If the "**Auto Annotate**" parameter is checked the system will play the annotation the first time play is activated.

ADMINISTRATOR:

The administrator of the system is a person who has been given the responsibility to configure and monitor the system's operation. *The default administrator's User ID is 990 and is pre-enrolled in the system and can not be deleted.*

Initially the administrator's password is blank to allow for the initial entry into the System Manager. **It is recommended that the administrator's password be set so only authorized personnel can gain future access to the System Manager and can shutdown the System by exiting the System's modules.**

Once the Supervisor's password is set, it will be required the next time you enter the System Manager. If the administrator password is forgotten or was not entered accurately, please contact the dealer who sold you the system for a temporary bypass password.

Administrator Call-In Features:
The Administrator can call into the System to hear current **System Statistics** or to create **Personal Greeting Prompts** for all System users.

To hear System Statistics or to create Personal Greeting Prompts log-in to the System and enter the System Administrator's User I.D. and Password if so prompted. You will hear "*For System Statistics press 1, or to create a Personal Greeting press 2*".
<u>**Listen To System Statistics**</u>:

If you press "1" the system will play the following:
"Documents in Queue" (quantity and hours/minutes)
"Priority Documents" (quantity and hours/minutes)
"Drive Space Available" (hours/minutes and percentage)
"System ID"

If you press "*" the system will play the following:
"System ID"
"Drive Space Available" (hours/minutes and percentage)
"Last Rebooted On" (date)
"Documents in Queue" (quantity and hours/minutes)
"Priority Documents" (quantity and hours/minutes)
"Completed Documents" (quantity and hours/minutes)
"Documents in Dictation" (quantity)
"Documents in Transcription" (quantity)
"Archived Documents" (quantity)
"Auxiliary Documents" (quantity)

Create Personal Greeting Prompts:

To record a Personal Greeting Prompt, press "2" at the prompt "*For System Statistics press 1, or to create a Personal Greeting press 2*".

You will then hear "*To create or update a Personal Greeting for a user, please enter their User I.D. followed by the pound key.* "

You may enter a User I.D. that includes any author (1-899 and 1000-999999), any transcriptionist (901-989), or the administrator (990).

You will then hear the prompt "*To begin recording the Personal Greeting press 2, when finished press 3.*"

After recording the prompt and pressing 3, the prompt will automatically be played for your review. You will then hear the prompt "*To accept this Personal Greeting press pound, to listen to it again press 3, or to re-record it press 2.*"
Once you are satisfied with the prompt and have pressed pound to accept it you will hear the prompt "*Personal Greeting accepted.*"

You will then hear the prompt "*For System Statistics press 1, or to create a Personal Greeting press 2*". You may then listen to the current System Statistics, create another Personal Greeting Prompt, or hang-up when finished.

KEY MAPS:

The system provides a total of 20 different key maps. The first ten (1 – 10) are designated for Authors, and the next ten (11-20) are designated for Transcriptionists. A key map is a touch-tone or combination of touch-tones that represent a specific command.
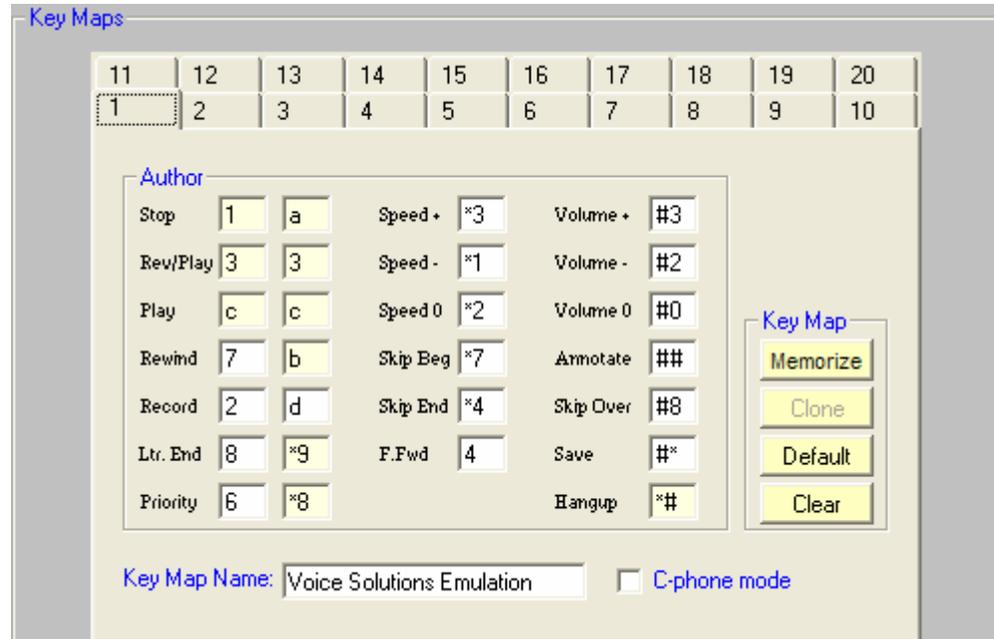
The author and the transcriptionist key map sets contain some predefined emulations, as well as spare key maps that can be customized as desired.

The valid characters for a key map parameter are 0 through 9, plus * # a b c and d. As well combinations of * and the aforementioned, or the combination of # plus the aforementioned are valid.

After updating or creating a key map check that no two commands in a particular key map are set to the exact same touch-tone sequence.

An author may already be familiar with a particular key map. If so you can set that author's profile to use that key map to enable him/her to begin using the system with little or no training.

Similarly through the assignment of a key map for which a transcriptionist has a compatible transcribe station, the transcriptionist be able to transcribe from the Voice Solutions System with no additional transcribe station purchase.
AUTHOR KEY MAP:

Use the memorize key to copy the keymap settings. Use the clone key to paste the keymap settings into another keymap.

"**Stop**", stops playing, recording, fast forwarding or rewinding.
"**Rev/Play**", auto backspaces then begins playing.
"**Play**", begins playing.
"**Rewind**", begins rewinding.
"**F.Fwd**", begins fast forwarding.
"**Record**", begins recording.
"**Ltr. End**", tags the document as available for transcription and then prompts the author to begin a new document (dictation).
"**Priority**", toggles a document tag to indicate priority or non-priority.

"**Speed +**", incrementally increases the speed of playback.
"**Speed -**", incrementally decreases the speed of playback.
"**Speed 0**", immediately returns the speed of playback to normal.

"**Skip Beg**", skips to the beginning of the document and plays it.
"**Skip End**", skips to the end of the document and stops.
"**Hangup**", enters a Ltr. End command and then the system hangs up.

"**Volume +**", incrementally increases the volume of playback by 1 dB.
"**Volume –**", incrementally decreases the volume of playback by 1 dB.
"**Volume 0**", immediately returns to the volume as set in your profile.

"**Annotate**", speaks one or more parameters for the current document.
"**Skip Over**", skips to the next document in review mode.
"**Save**", tags the document as Saved-Auth (saved by author).

"**Key Map Name**", text to describe this key map.

"**C-phone mode**", check when using a C-phone.
TRANSCRIPTIONIST KEY MAP:

Use the memorize key to copy the keymap settings. Use the clone key to paste the keymap settings into another keymap.

"**Stop**", stops playing, recording, fast forwarding or rewinding.
"**Rev/Play**", reverses (per the Rev/Play setting) then begins playing.
"**Rewind**", begins rewinding.
"**F.Fwd**", begins fast forwarding.

 "**Complete**", tags the document as complete (transcribed) and either supplies the next appropriate document to the transcriptionist or requests the transcriptionist's distribution choice (as appropriate depending on the transcriptionist's profile configuration and/or his/her document distribution choice).

"**Save**", tags the document as Saved-Tran (saved by the current transcriptionist) and then either supplies the next appropriate document to the transcriptionist or requests the transcriptionist's distribution choice (as appropriate depending on the transcriptionist's profile configuration and/or his/her document distribution choice).

"**Speed +**", incrementally increases the speed of playback.
"**Speed -**", incrementally decreases the speed of playback.
"**Speed 0**", immediately returns the speed of playback to normal.

"**Skip Beg**", skips to the beginning of the document and plays it.
"**Skip End**", skips to the end of the document and stops.

"**Volume +**", incrementally increases the volume of playback by 1 dB.
"**Volume –**", incrementally decreases the volume of playback by 1 dB.
"**Volume 0**", immediately returns to the volume as set in your profile.

"**Annotate**", speaks one or more parameters for the current document.

"**Skip Over**", returns the current distributed document to "In Queue" or

"Saved" status (as appropriate) and requests the next document that meets the current document distribution choice or default.

"**Choice**", returns the current distributed document to "In Queue" or "Saved" status (as appropriate) and plays the document distribution choice prompt(s) (if the transcriptionist profile has one or more distribution options selected).

"**Hangup**", if playing a previously saved document automatically changes that document back to a Saved By Trans status, or if playing a document from the queue automatically changes the document status to In Queue, and then the system hangs up.

"**Key Map Name**", text to describe this key map.

CATEGORIES:

The system provides 100 different category definitions. If a transcriptionist's profile has the Category "**Enable**" parameter checked, the transcriptionist may select work from enabled categories.

You may name each category for reference purposes.

Each category is defined by one or more parameters. These include Author ID, Worktype, Department, Secretary, Subject and System ID.

The "**Subject**" heading may alternatively show as "**Patient**" or "**Client**" depending on the System Style setting (Business, Medical, or Legal).

Check a parameter to include it in the category definition and then enter appropriate values for the fields of each parameter.

To define a category that will not distribute work tagged as exclusive to a transcriptionist other than the intended transcriptionist, the Secretary two parameters must both be set to 0 and the Secretary item must be checked.

Check "**Export To**" and enter an export path to its right to enable exporting of documents that meet the category's definition. Check "**Keep a local copy In Queue**" to keep the local copy in queue, uncheck it to mark the local copy completed. The document will show a secondary status of "exported".

A document is tagged for export when an author presses Letter End or hangs up. A copy of an exported document is placed in a holding directory until the Navigator is ready to transfer it to its intended destination. The Navigator will transfer an exported document when the intended destination is available and has enough free drive space to accommodate the document.

Use memorize and clone to copy a category setting to another category.

CHANNELS:

The Channels menu shows the configuration for each channel. *The actual number of available channels in your system is dependent on how many channels were purchased and installed.*

Changes to the Channel Mode, Off-Hook Detection mode (Loop or Ring mode), and Call Progress Monitor take affect the next time the Channel is started.

Channel Mode:
If the "**Enable**" parameter is checked this channel will be enabled, providing there is a corresponding channel present on one or more voice boards. The Channel Mode is set to "**Normal Operation**" for normal operation, to "**Ring-No-Answer**" for the Channel to remain On-Hook and ignore loop or ring start conditions, or to "**Busy-Out**" for the Channel to remain Off-Hook and ignore loop or ring start conditions. *The two latter modes are used for maintenance purposes only.*

Off-Hook Detection:
The off-hook detection option should be set to **Loop** if this channel is connected to a dictate or transcribe station either directly or through a bias-box. It would be set to **Ring** if this channel is connected to a standard analog telephone line. If it is set to Ring, the **Count** is set to the number of rings (between 1 and 99) you wish this channel to answer on.
On-Hook Detection:

The on-hook detection parameter allows the channel to sense when the user has hung-up by monitoring the telephone line's CPC pulse. This parameter can be set between 1 and 999 (10 ms to 9.99 sec in 10-ms increments), or to 0 to disable it.

This parameter is set by your Voice Solutions dealer and you should not change it.

Call Progress Monitor:
The call progress monitor parameter allows the channel to sense when the user has hung-up by monitoring the telephone line's CPM tones. This parameter can be set to 0 to disable it.

This parameter is set by your Voice Solutions dealer and you should not change it.

Play Volume:
This compensation parameter allows you to increase or decrease the playback volume in 1 dB increments to compensate for varying line conditions. The default value is 0 dB, but it can be set from –10 dB to +10 dB. Typically it would not be changed more than a few dB. *This parameter is additive to the play volume parameter of the particular user whom is currently using this channel.*

Input Gain:
This compensation parameter allows you to increase or decrease the record gain in 1 dB increments to compensate for varying line conditions. The default value is 0 dB, but it can be set from –10 dB to +10 dB. *This parameter is additive to the record gain parameter of the particular author whom is currently using this channel.*

Normally you should not change this parameter. If you do change this parameter to increase or decrease the record gain, you should not change it by more than a few dB.

Record:
The "**Max. Record Time**" parameter can be set from 0 to 999 minutes in 1 minute increments. If this parameter is set greater than 0, this is the maximum time an author can remain in record mode before the system will automatically change to stop mode. If set greater than 0 the record time set in the Channel overrides the record time set in the Author's profile. Set to 0 for the author profile's record time setting to take effect.

The "**Max. Silence Time**" parameter can be set from 0 to 65 seconds in 1 second increments. If this parameter is set greater than 0, this is the maximum time an author can remain in record mode without speaking before the system will automatically change to stop mode. If set greater than 0 the silence time set in the Channel overrides the silence time set in the Author's profile. Set to 0 for the author profile's silence time setting to take effect.

Stop:

The "**Max. Stop Time**" parameter can be set from 0 to 999 minutes in 1 minute increments. If this parameter is set greater than 0, this is the maximum time a user can remain in stop mode before the system will automatically disconnect that channel. If set greater than 0 the stop time set in the Channel overrides the stop time set in the user's profile. Set to 0 for the user profile's stop time setting to take effect.

Automatic User Log-in:

This parameter allows the channel to automatically log-in the user whose User ID is entered in the "**User ID**" parameter. To disable automatic user log-in leave this parameter blank.

Echo Cancellation:

This parameter is set by your Voice Solutions dealer and you should not change it.

Dtmf Detection:

These parameters are set by your Voice Solutions dealer and you should not change them.

SYSTEM:

The System Parameters window provides various system-wide configuration settings and parameters.
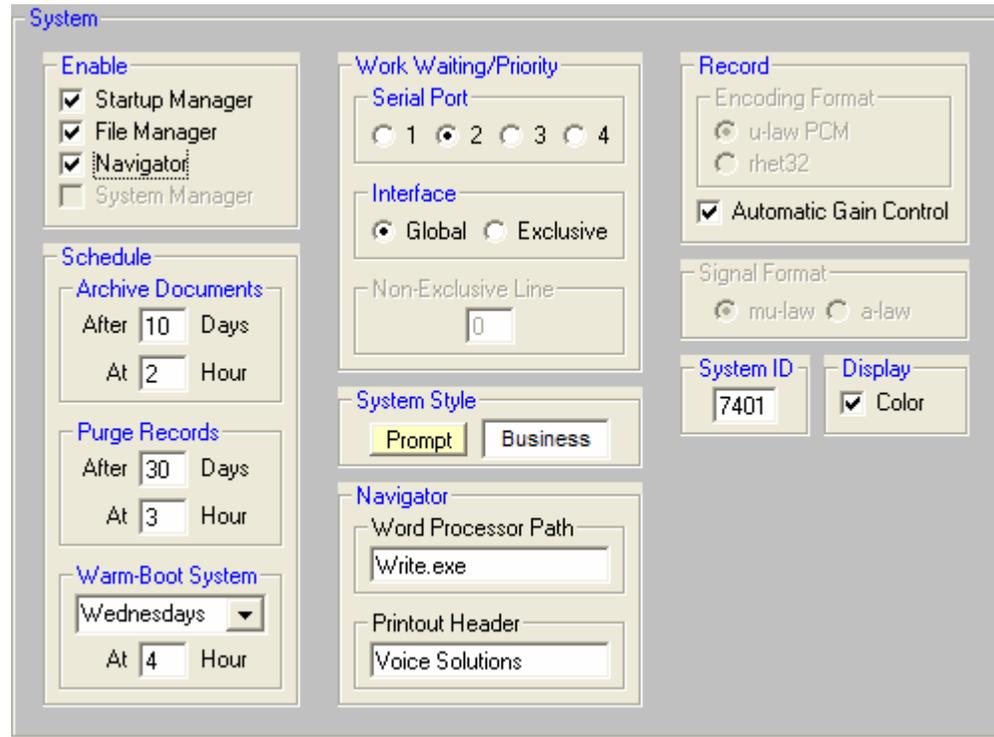
Enable:
The enable feature determines which system modules will run the next time the system is powered-on. If "**Startup**" is not checked, no system modules will run. If only Startup is checked the system will run the Startup module, perform automatic maintenance tasks and run any channels that are already enabled.

If Startup and "**System Manager**" are checked, upon power-on the system will perform its automatic maintenance tasks and then run the System Manager. This is the default when new software is installed so that the only module initially run is the System Manager from which to enroll the users and set the system's configurations. During the system configuration you would enable the appropriate channels so they will run at the next system power-on.

The "**File Manager**" when checked (along with at least Startup) will run the File Manager after the Startup module has completed its maintenance tasks.

The "**Navigator**" when checked (along with at least Startup) will run the

Navigator module after the Startup module has completed its maintenance tasks.

The "**System Manager**" when checked (along with at least Startup) will run the System Manager module after the Startup module has completed its maintenance tasks.

For normal system operation only Startup, File Manager, and Navigator should be checked.

Schedule:
The schedule tells the system when to perform maintenance tasks that include archiving of completed documents, purging of old records, and warm-booting of the system. ***These tasks should be scheduled in sequence.*** *For example: Archive at 2 am, Purge at 3 am, and then Warm-boot at 4 am.*

Archive Documents:
Archiving deletes a voice file that has already been transcribed. The archive process frees hard drive space for new dictation. *Typically the archive process would be delayed by some number of days so that a file is available to have its status changed (for example: so it can be re-transcribed), should the need arrive.*

The "**After**" parameter sets the number of days (1 to 30) in 1 day increments a completed document will be held until it is made available for archiving. *It can be set to 0 to disable archiving, but* **archiving should be enabled to keep the system from eventually filling up completely.**

The "**At**" parameter selects the hour of each day (in 24-hour format) in 1 hour increments when the archive process will perform its function. *Typically the At parameter would be set to an hour in the early morning (such as 2 AM) when the system is expected to be least busy.* **The File Manager must be running for Archiving to take place.** When a document is archived its status is changed to "Archived".

Purge Records:
Purging deletes the entries of archived work from the database. The purge process streamlines the database by removing entries of old work from it. *Typically the purge process would be delayed by some number of days so that the record of a document's existence and completion is available to print or save as an archived document report in the Navigator.*

The "**After**" parameter sets the number of days (1 to 30) in 1 day increments an archived document's record will be held until it is made available for purging. *It can be set to 0 to disable purging, but **purging should be enabled so that the system can automatically maintain the efficiency of the database.***

The "**At**" parameter selects the hour of each day (in 24 hour format) in 1 hour increments when the purge process will perform its function. *Typically the At parameter would be set to an hour in the early morning (such as 3 AM) when the system is expected to be least busy. **The File Manager must be running for Purging to take place.***

Warm-boot System:
Warm-booting the system allows Windows and the computer system's memory to refresh itself, and provides an opportunity for the Startup Manager to perform its maintenance tasks.

Warm-booting can be set to activate daily, or once a week by selecting a day of the week. *It can be set to 0 to disable warm-booting, but **warm-booting should be enabled so that the system can automatically maintain itself at peak efficiency.***

The "**At**" parameter selects the hour (in 24 hour format) in 1 hour increments when the warm-boot process will perform its function. *Typically the At parameter would be set to an hour in the early morning (such as 4 AM) when the system is expected to be least busy. **The File Manager must be running for Warm-booting to take place.***

Work Waiting/Priority:
Certain direct wired dictate and transcribe stations manufactured by Digital Accessories Corporation have a "**WORK**" LED which can indicate if there is work available to transcribe (by lighting), and can indicate if some of the work available to transcribe is priority work (by flashing). To use the Work Waiting indicator you must be using one of these stations and it's associated interface box.

"**Serial Port**"
The Work Waiting selection chooses which serial port (COM 1, 2, 3 or 4 on the system computer) the Work Waiting indication is sent to. The default serial port setting for the Work Waiting indicator is COM 2.

"**Interface**"
Digital Accessories Corporation manufacturers two styles of interface boxes that signal the Work Waiting indication to its stations. The "**Global**" interface lights all station lights if there is any work available in the system, and flashes all station lights if there is any priority work available in the system. The "**Exclusive**" interface lights a particular station's light or flashes that particular station's light only if that station's transcriptionist has work exclusively assigned to him or her. The Exclusive Work Waiting interface has up to 89 separate outputs corresponding to the 89 possible Secretary Selections numbers.

"**Non-Exclusive Line**"
Enter a line number (1 to 89) to use to signal when there are priority or non-priority non-exclusive documents. Set to 0 to disable this feature.

System Style:
The System Style can be set to "**Business"** or "**Medical"** or "**Legal**" by pressing the "**Prompt**" key. This selection determines whether the system prompts the author for "**subject**", "**patient i.d.**", **or "case or client**" number, respectively. It also determines the appropriate heading that is displayed in the Navigator's and in the Personal Navigator's filter definition section, and in the System Manager.

Navigator:
The Navigator module will use the following two settings when requested to Print a document list report.

The "**Word Processor Path**" is the path to a Word Processing program to which a list of documents can be printed from, or saved to floppy disk from. *The default Word Processor path is set to Windows built-in word processor "Write.exe".*
The "**Printout Header**" is any text that you wish to have displayed and printed at the top a document list report.

Record:
The "**Encoding Format**" default is "u-law PCM". *Contact your Voice Solutions dealer if you desire to change the encoding format.*

The "**Automatic Gain Control**" if checked enables automatic gain control (AGC) during recording to maintain the relative level of the recording even if the author should speak softly. *The default is to enable AGC.*

Signal Format:

This parameter is set by your Voice Solutions dealer and you should not change it.

System Identifier:
The "**System ID"** is a four-digit number that can be set to uniquely identify this system. It is automatically set to a random number when the system software is initially installed. The System ID is tagged to each new dictation, it is displayed on the Navigator's windows, and it can be used as a criteria by which to list documents in the Navigator.

Display:
The "**Color**" option may be checked when the system is connected to a color monitor, and it may be unchecked when the system is connected to a monochrome monitor.

MAINTENANCE:
This is a password-protected menu that is for use by your Voice Solutions dealer.

PROMPTS:
This is a password-protected menu that is for use by your Voice Solutions dealer.

The prompt utility can be used to edit the content of the standard prompts as well as to create personal greeting prompts.

To create or edit a personal greeting it is recommended that you use the Administrator Call-In feature.

NAVIGATOR

Once the system has been initially configured, the Navigator will start upon the next power-on of the system.
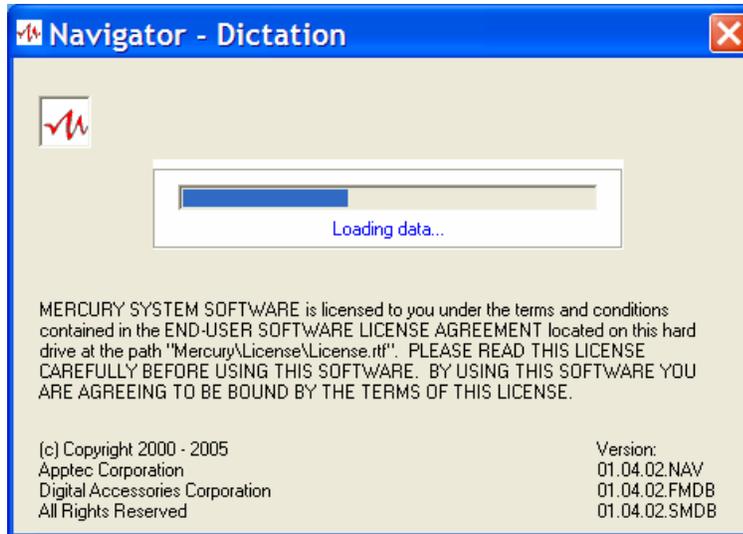
The main menu of the Navigator provides keys to activate the Document window or the Activity Monitor window, to run the System Manager, or to Shutdown the system.
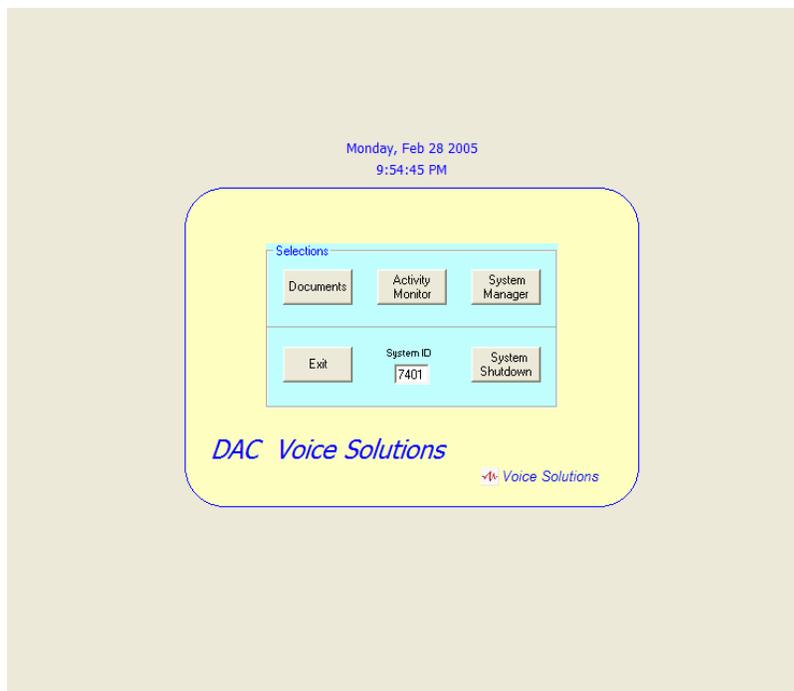
DOCUMENTS:
Each time the Navigator is started, it loads the Names and User ID's of the current authors and transcriptionists who are enrolled in the system. It also creates a list of the available exclusive assignment numbers and secretary names from the transcriptionist's User ID's and creates a list of the available filter names.

Filter Name:
There are six default filter definitions. The default definitions can not be deleted. Additional filter definitions can be added to suit your individual needs.

To add a new filter definition, enter a new filter name into the "**Filter Name**" field. Then define this new filter's characteristics by clicking the checkbox and then selecting or entering the criteria for one or more filter parameters. After you have completed configuring this filter definition, click on the "**Save**" command key to save this definition.

To modify a filter definition, click on the filter's name in the "**Filter Name**" field. Then modify this filter's characteristics by clicking the checkbox and then selecting or entering the criteria for one or more filter parameters. After you have completed re-configuring this filter definition, click on the "**Save**" command key, then confirm that you wish to overwrite this filter's definition. *The default filter definitions can not be modified.*

To change a filter's name, click on the filter's name in the "**Filter Name**" field. Then modify this filter's name and click on the Save command key, then click on the filter's old name and click on the "**Delete**" command key to delete the old filter definition. *The default filter names can not be changed.*

You can choose the "**Backlogged**" filter to show all the documents that are currently available for transcription. These are the documents which have an "**In Queue**" status.

You can choose the "**Priority Backlogged**" filter to show all the documents that are prioritized and are currently available for transcription. These are the documents which have an "**In Queue**" status and a "**Priority**" indication of "Y" (Priority indication of Yes).

You can choose the "**All Active Documents**" filter to show all the documents that are currently in the system, except for those with an archived status.

You can choose the "**All Documents**" filter to show all the documents that are currently in the system, regardless of their respective status.

Or you can create additional filter definitions as you need them. For example you could create definitions to show all the work from a particular department, or for a particular Worktype, or the work assigned to a particular secretary, or from a particular author. You can also bind the definition with a particular time frame. And the options and combinations go on and on.

"**Author**", choose either by last name or by User ID.

"**Transcriptionist**", either by last name or by User ID.

"**Status**", the choices are:
"**In Queue**", those documents available for transcription.
"**Completed**", those documents already transcribed.
"**Saved by Tran**", those documents saved by a transcriptionist.
"**Saved by Auth**", those documents saved by an author.
"**In Dictation**", those documents currently being recorded.
"**In Transcription**", those documents currently being transcribed.
"**All Active Docs**", all the above documents.
"**Archived**", those documents already archived.
"**Auxiliary**", those documents tagged with an auxiliary status.

"**Secondary Status**", the choices are:
"**Imported**", those documents that have been imported.
"**Exported**", those documents that have been exported.
"**Recovered**", those documents that have been recovered.

"**Priority**", prioritized work ("**Y**") or non-prioritized work ("**N**").

"**< Minutes**", documents whose length is less than a selected number of minutes. The increments are 1 through 9 in 1 minute increments, and 10 through 60 in 10-minute increments.

"**Sys Id**", documents that are tagged with a particular system's unique identification number.

"**Date Recorded**", documents that were recorded on a particular date (by setting "**From**" and "**To**" to the desired date), or those that were recorded within a particular range of dates.

"**Date Transcribed**", documents that were transcribed on a particular date (by setting "**From**" and "**To**" to the desired date), or those that were transcribed within a particular range of dates.

"**Exclusive Assignment**", documents that an author exclusively assigned to a particular secretary (transcriptionist). The Exc/Asg number is a representation of the secretary's User ID with its leading digit "9" omitted and any leading zeroes omitted. For example the Exc/Asg number for User ID 901 is "1", and for User ID 920 is "20".

"**Dept**", documents that are tagged with a particular department.

"**Work**", documents that are tagged with a particular Worktype.

"**Subject**", documents that are tagged with a particular subject number. This heading will be "Subject", "Patient", or "Client" depending on the System Style setting of "Business", "Medical", or "Legal".

"**Channel**", documents that were recorded on a particular channel.

"**Encode**", the encoded format of the document.

List:
Once you have selected the desired filter definition, click on the "**List**" command key to see a list of the documents that meet the criteria in the selected filter definition.

If there are more than 10 documents to list, the following message will dynamically show the number of documents retrieved. Press "**Halt**" to stop the listing of the documents.

*If you "**Print**" a document list that was halted, a notation indicating "…Note: The document list may be incomplete as the user halted the listing." will be displayed at the end of the report.*

The Document List can be scrolled to the right to see additional document data.

The Document List can be scrolled further to the right to see additional document data.

The sequence of the parameters in the Document List can be changed to suit your needs. To change the sequence of the parameters simply click and drag one to the left or right as desired. When it is in the desired location release the mouse key. *When the Navigator is exited it automatically saves the current sequence for each parameter in the document list.*

Once a document list is shown, you may click on any column heading to alphabetically sort the list by that parameter. Click again on the same column heading to reverse the alphabetical sort by that parameter.

Once a document list is shown, you may click on the "**Totals**" command key to learn the total number of documents and the total lengths for the documents currently shown in the document list.

Edit document status and vital statistics:

To edit an In-Queue or Completed document's status or vital statistics double-click that document in the document list.

Enter the Administrator password, then click on "**Edit**" to retrieve that document for editing.
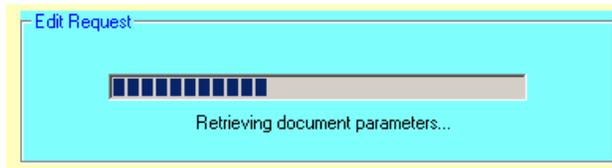
The following message will be displayed until the File Manager has finished preparing that document for updating.
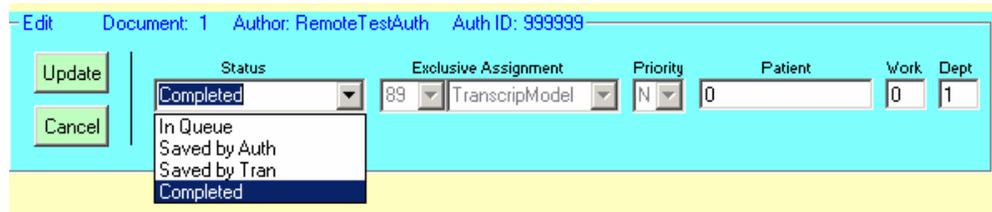
Once the document's status and/or vital statistics have been changed press the "**Update**" key. If no change is desired press the "**Cancel**" key.

The vital statistics of a document that has the status of "**In Queue**" may be changed, and its status may also be changed to "**Saved-Auth**". The vital statistics of a document that has the status of "**Completed**" may also be changed and its status may be changed to "**In Queue**", or "**Saved-Auth**", or "**Saved-Tran**". The vital statistics include **Exclusive Assignment**, **Priority, Subject, Work (worktype),** and **Dept (department)**.

The "Subject" heading may alternatively show as "Patient" or "Client" depending on the System Style setting of Business, Medical, or Legal.

Print:
Once a document list has been generated, you may click on the "**Print**" command key to generate a file that is automatically opened in the selected Word Processor.

The report header includes the filter parameters that define the report.

```
NavigatorList - WordPad                                          _ |8| X|
File  Edit  View  Insert  Format  Help

 D |cf|B|  B|Q|  A|  X|b|B|D|  B|

Document Status Report                  Created on 8/29/2002 at 10:42:41 PM
Created by VOICE SOLUTIONS Digital Dictation System         System ID 9278
Created for Voice Solutions Document Information
_____

Filter: All Documents          Subject:                        S-ID:
Author:                        Recorded from:     to:
Trans:                         Transcribed from:  to:

Status:            Sec/Sta:                   <Mins:     Ch:      Enc:
Pri:               Exc/Asg:                   Work:      Dept:
_____

 DOC    STATUS   AUTH-NAME     A-ID   AUTH-DATE  DEPT PRI SUBJECT
 S-ID   TAT      TRAN-NAME     T-ID   TRAN-DATE  WORK ASG LENGTH
+-----+--------+-------------+------+----------+----+---+--------------+
 25     Saved-T  Andy          1      8 22 2002  1    No  0
 9278   04/21:24 ZTrans        989    8 27 2002  0    0   000:00:12
+-----+--------+-------------+------+----------+----+---+--------------+
 26     In-Tran  Andy          1      8 22 2002  1    No  0
 9278   31/03:47 ZTrans        989    9 22 2002  0    0   000:00:14
+-----+--------+-------------+------+----------+----+---+--------------+
```

```
|
| _____

Report Totals --> Documents: 28    Time: 000:01:58
```

The report totals for "**Documents**" and "**Time**" are shown at the end of the report.

If the report is a result of a document list that was halted, the message "…Note: The document list may be incomplete as the user halted the listing." will be displayed at the end of the report.

Using your Word Processor, you can print the report, fax the report (if you have Fax software configured as a printer), or you can save the report if you desire.

The "SUBJECT" heading may alternatively show as "PATIENT" or "CLIENT" depending on the System Style setting of Business, Medical, or Legal.

Group Export:
To export a group of In-Queue documents click "**Group Export**".

Then select all documents by clicking the up arrow. Select none by clicking the down arrow. Select or unselect one or more by clicking on each document.

Then choose the person or system to export the group of documents to. You may also enter a manual path in the text box below the other "**Export To**" selections.

Check "**Keep a local copy In Queue**" to keep a local copy of the selected documents in queue. Uncheck it to mark them completed.

Click "**Export**" to export the selected documents to the chosen path.

Activity Monitor:

From the main Navigator menu, you can click on the "**Activity Monitor**" command key to monitor channel and statistic activity.
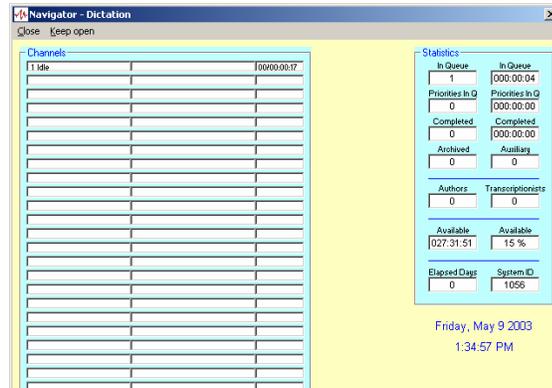
The "**Channels**" activity monitor shows each channel's current operational state, the user type, user id and user name, and the elapsed time in the current state (in days/hours:minutes:seconds).

The "**Statistics**" activity monitor shows the following statistics:

In Queue: those documents available for transcription.
Priority In Q: those In Queue documents which are priorities.
Completed: those documents already transcribed.
Archived: those documents already archived.
Auxiliary: those documents tagged with an auxiliary status.

Authors: the number of authors currently online.
Transcriptionists: the number of transcriptionists currently online.

Available: the available capacity for new recording.
Elapsed Days: the days elapsed since the last system reboot.

System ID: the System Identification number for this system.

The statistic time windows are in hours:minutes:seconds format. The Available windows display both the available time for new recording and the available percentage of hard drive space for new recording.

The Activity Monitor window updates each parameter once each second and the Activity Monitor window will automatically close and return to the main Navigator menu after one minute. (Click on "**Keep Open**" to disable the *Activity Monitor* window's one minute timeout.)

SYSTEM SHUTDOWN:

From the main Navigator menu, you can click on the "**System Shutdown**" command key to shutdown the system.

Please check that all Channels are Idle before you continue with the system shutdown. If you shutdown the system while a Channel is not Idle that user will be hung-up on without warning. Those documents that are In-Dictation or In-Transcription during shutdown will become In-Queue at system startup.
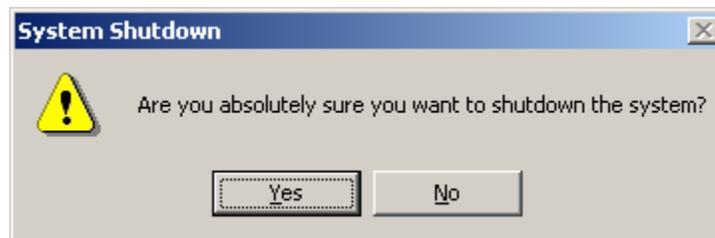
MAINTAINING YOUR SYSTEM

The Voice Solutions system is designed to be virtually self-maintaining. Voice files traverse through various states during their life cycle. They are created by the author, marked "Completed" by the transcriptionist, and then archived and purged by the system. Voice files can be temporarily suspended from this cycle when an author or transcriptionist chooses to "Save" a document because they have not finished recording or transcribing it.

Archive and Purge:
The Archive and Purge features can be disabled, *although this is not recommended*. Enabling these features allows the system to retain completed voice files and their database entries only as long as desired. After which the system will delete the completed voice files (archive) to free-up hard drive space, and later on delete their database entries (purge) to maintain the efficiency of the database.

Archive and purge functions occur on an automatic timed basis, but each can also be engaged in a "**Manual**" mode from a menu selection in the File Manager.
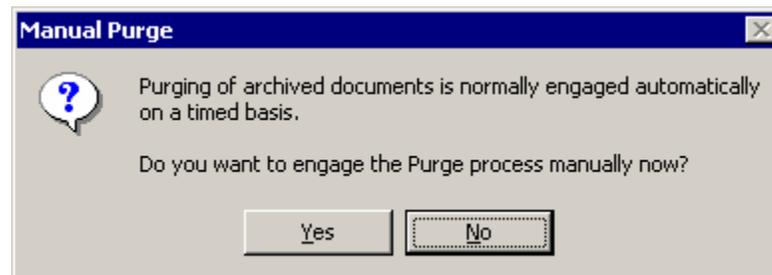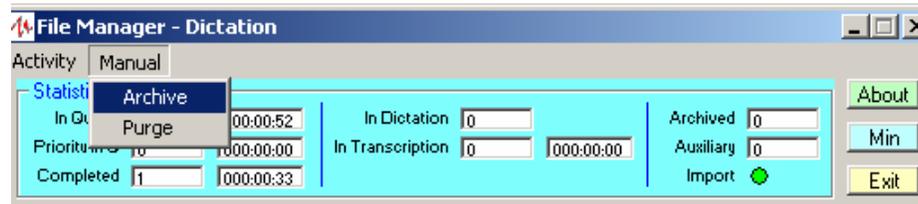
Scheduled Warm-boot:
It is recommended to enable the Scheduled Warm-boot System feature. *Enabling this feature provides a daily or weekly opportunity for Windows and the Voice Solutions Startup Manager to perform certain automatic maintenance tasks that only take place during system startup.*

These startup maintenance tasks include:
a)   Windows initialization.
b)   Compaction of the voice file & system management databases.
c)   Archive and purge (if they are enabled).
d)   Verification and update of the content of the voice file database.
e)   Verification and update of the system's statistics.

System Sentinel:
It is recommended to enable the System Sentinel feature. *Enabling this feature (by enabling Automatically Reinitialize modules) enables the Startup Manager to monitor and secure the operational status of the File Manager and the Channels.*

System Shutdown:
Use the Navigator's System Shutdown command key to shutdown the system automatically.

To manually shutdown the system follow this sequence to properly shutdown the system:
a)   Exit the System Manager (if it is open).
b)   Exit the Navigator.
c)   Click on each ᴧⱴ icon on the task bar (at the bottom of the screen) to maximize the File Manager and each Channel.
d)   Wait until a Channel state shows "Idle" (this tells you that no one is using that channel), then exit that Channel.
e)   Once all Channels have been exited, exit the File Manager.
f)   Shutdown Windows ("Start, Shutdown, OK").
g)   After Windows presents the message "It is now safe to turn off your computer", you may power the computer off.

System Startup:
Once the system has been fully configured for the first time it will automatically start each time the computer is powered-on or warm-booted.

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