Dictator

DocShuttle™

Internet Transcription Software

Dictator Manual
Software Version 5

DocShuttle is a simple and affordable solution for managing medical dictation and transcription over the Internet.
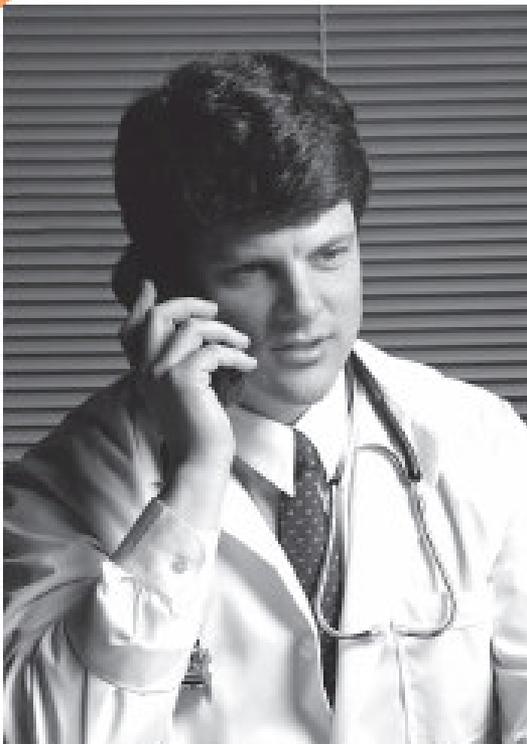
bytescribe
Dictation & Transcription Solutions

www.bytescribe.com

DocShuttle Dictator

by Bytescribe, Inc.

Additional Documentation

For more information on using DocShuttle Dictator, please visit:

- **DocShuttle Frequently Asked Questions (FAQ's)** — go to www.bytescribe.com/faqs.htm

- **DocShuttle Dictator Help Files** — click on the **Help** menu and select **Contents**

- **DocShuttle Tutorial** — go to www.bytescribe.com/support

- **Supplemental Guides** — go to www.bytescribe.com/support

Personal Technical Support

To contact Bytescribe for additional technical support:

- **By Phone** — (408) 987-5628

- **By E-mail** — docshuttle@bytescribe.com

Upgrades

For product upgrades:

- **Within DocShuttle Dictator —** click on the **Help** menu and select **Check For Upgrades**

- **Bytescribe Website** — visit www.bytescribe.com/downloads for the installation file for the newest version of DocShuttle Client

Product Overview

DocShuttle Internet Transcription Software is an affordable and easy-to-use suite of software products used to manage workflow of dictation and transcription over the Internet.

DocShuttle features:

- Automated transfer of voice files and text documents

- Complete tracking and management

- Secure, automated encryption of audio and document files

- Integration with dictation systems and handheld recorders for a virtually unlimited number of remote dictators and transcriptionists.
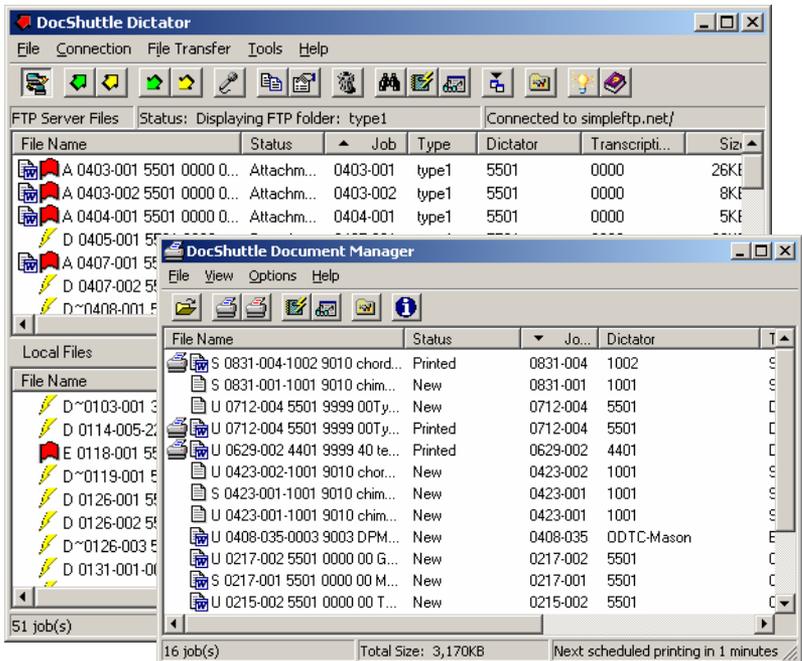
DocShuttle modules

A full DocShuttle system is comprised of three modules: Administrator, Client and Dictator.
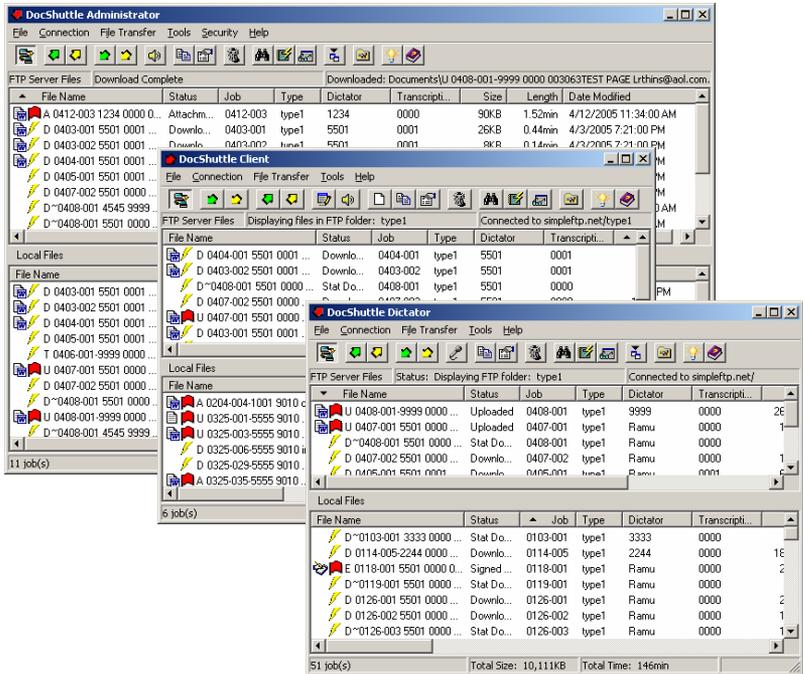
DocShuttle Administrator is the central administrative module for the transcription company or facility using the system.

DocShuttle Administrator is used to set up the FTP site, set security and user permissions, manage workflow, upload files from dictation systems and/or handheld recorders, and archive files.

DocShuttle Client is the transcribe module, and is used by each remote transcriptionist to download and decrypt dictation files. It can also be used to send the completed documents to an editor or QA transcriptionist, back to the transcription office, or directly to the dictator's office.

DocShuttle Dictator is the dictate module. DocShuttle Dictator can be used to automatically upload dictation files to the FTP site for transcription and to download documents for printing. Each installation of DocShuttle Dictator can support up to 5 individual dictators with unique user ID's.

QuickStart Guide for DocShuttle Dictator

Step 1. Check your Connection Settings

First, check your connection settings in DocShuttle Client by clicking on the **Tools** menu and selecting **Settings**. Make sure you have a valid setting for **Host address**, **User name** and **Password**. If there is a subfolder on your FTP server that you will be using, enter that folder name in the **Root Directory** field of the settings window.

Also check with your administrator for the **User's Job Type** and **User's 4-Digit ID** settings.

Note: If you are having problems connecting to your site, try connecting to the sample FTP site using the settings that came with the software.

Step 2. Connect to the FTP Site

Once you have checked your settings, click the **Connect** button in the top left corner of the DocShuttle window, or click on the **Connection** menu and select **Connect to FTP**. The DocShuttle software will attempt to connect to the FTP site.

If DocShuttle is able to connect without error, there will be a status message at the top of the window showing Logged in and DocShuttle will display any available files on the site in the top pane of the DocShuttle window

Note: If you have trouble connecting to the FTP site, please view the Troubleshooting section.

Step 3. Get Files to Upload

You must first get some files to upload. Just as a quick test, try dragging any .wav file from Windows Explorer and dropping it into the DocShuttle window. The file should automatically import and show up in the bottom pane of the DocShuttle window. Try the same for several other .wav files. Once these files have been imported, they are ready to be uploaded.

Step 4. Upload Files to FTP Site

To upload the voice files to the FTP site, click the button with the green arrow pointing up, or click the **File Transfer** menu and select **Upload New Files**. You can also upload selected files by dragging them from the

bottom pane of the DocShuttle window to the top pane using the mouse. The file transfer should begin and a progress bar should appear showing the current status.

Once the files have been uploaded to the FTP site, the files will appear with a Transferred status and yellow icon in the bottom pane and a New status and green icon in the top pane.

*Note: If there is an error uploading, please see the **Troubleshooting** section of this manual*

Once the files are uploaded, the dictator will wait for the transcriptionists to download and transcribe the voice files and then upload the completed text document back to the site. To view the curent status of each job, right-mouse-click anywhere in the top pane of the DocShuttle window and select Refresh from the popup menu that appears. See the **File Management and Workflow** section of this manual for more information.

Step 5. Download Completed Text Documents

Once a transcriptionist has completed a job and uploaded a document file, the voice file will appear with an Uploaded status in the top pane of the DocShuttle window and will have an additional white document icon. To download any attachments, click the button with the green arrow pointing down, or click the **File Transfer** menu and select **Download New Files** menu option. Any completed text documents that have been uploaded by a transcriptionist will be downloaded to your local hard drive.

Step 6. View and Print Completed Text Documents

Click the **Tools** menu and select **Document Manager**. This will display the Document Manager window. All downloaded documents will appear here. To view a Microsoft Word document, simply double-click on the document you wish to view. To print Microsoft Word documents, highlight the files you wish to print and then right-mouse-click on the selected files and choose **Print** from the popup menu that appears.

You may automatically schedule printing of all newly downloaded Word documents by clicking the **Options** menu in Document Manger, selecting **Settings**, and checking the **Schedule Printing** checkbox.

If the documents are not Microsoft Word documents, you will need to click on the **Tools** menu in DocShuttle Dictator and select **View Document Folder**. This will display, in Windows Explorer, the folder on the local computer that contains the documents. You may view and print any and all documents from this window.

Using DocShuttle Dictator

The DocShuttle Dictator module is installed on a single computer, and can handle dictation for 1-5 dictating physicians.

The DocShuttle Dictator module allows importing of voice files from handheld recorders or other digital recorders, uploading of voice files to an FTP site, and downloading of completed documents from the FTP site. DocShuttle Dictator can also print Microsoft Word documents. Each of these features can be automated.
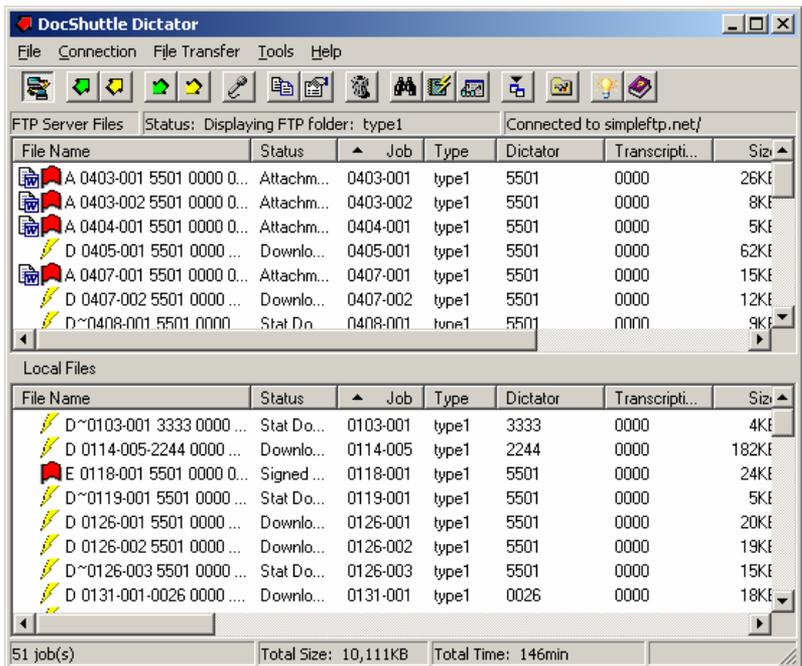
The DocShuttle Dictator window has two panes. The top pane displays files on the FTP server. The bottom pane displays files on the local computer hard drive. DocShuttle Dictator users can track the status of jobs in real-time, showing the status of each job in the top pane.

Files can be uploaded to the FTP server either by dragging files from the bottom pane to the top pane or by clicking the arrows in the button bar at the top of the window.

All files, including both audio and document files, can be automatically and securely encrypted with 256 bit encryption.

Configuring DocShuttle Dictator

To configure the settings of DocShuttle Client, click **Tools** menu and select **Settings**. This will display the **Settings** window.

Check with the system administrator for the settings in this window. The **Host address**, **User name** and **Password** must be entered in order for DocShuttle Dictator to be able to connect to the FTP site. If dictation files are stored in a subfolder on the FTP site, the subfolder path should be entered in the **Root Directory** field. These four settings will usually be the same for each DocShuttle Client user

The **User's Job Type** and **User's 4-Digit ID** fields should also be filled in, and may be different for each user.

Connecting to the FTP Site

Once the settings have been entered, simply press the Connect button on DocShuttle Dictator to connect to the FTP site. Once connected, all files in the User's Job Type folder on the FTP server will be displayed in the DocShuttle Dictator window. All new files can be uploaded by pressing the Upload New Files button. Many functions can be performed by right-clicking within the panes of the DocShuttle Dictator window.

Importing Voice Files from Handheld Recorders

Voice files may be imported from digital handheld recorders, or from other systems that create sound files. So long as the files are saved onto a computer on the local network, DocShuttle Dictator can import them. Importing gives a file a DocShuttle filename, and copies the file to a location on your computer.

There are two methods for importing voice files. One method is to specify the import directory where files may be found in the Settings window. Click the **Tools** menu, select **Settings**, then click the **Import** Tab.
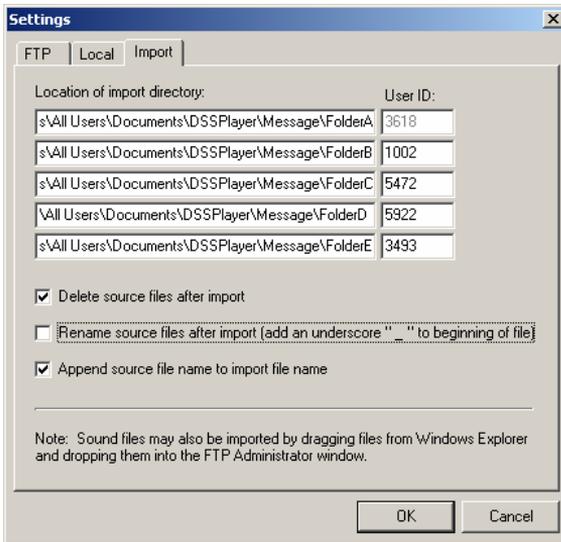
Specify the import directory and user ID for each folder. For each line, files imported from the folder on the left will automatically be marked with the User ID on the right. Once the settings have been entered, you may import files by clicking the **Tools** menu and selecting **Import Files**.

The second method for importing files is to drag-and-drop sound files directly from Windows Explorer – or the desktop – into the DocShuttle Dictator window. This method will import files into the default job type folder using the default User ID (the first line on the Import tab).

Uploading Voice Files

Uploading places the files on the FTP site where a transcriptionist with proper permissions and DocShuttle Client can see and retrieve them. DocShuttle Dictator must be connected to the FTP site in order to upload, and there are two ways to upload files.

The first simply is to click on the green up arrow button on the DocShuttle Dictator menu bar. This will upload all newly imported files, and is the most commonly used method.

The second way is to select only the files you want to upload and then either click on the yellow up arrow button or else drag the files from the bottom pane to the top pane of DocShuttle Dictator.

Downloading Document Files

In DocShuttle Dictator, you can monitor the status of a file in the top pane. Once the status of the file is U (for Uploaded), you can download the document into DocShuttle Dictator.

DocShuttle Dictator must be connected to the FTP site in order to retrieve document files, and there are two ways to perform the download.

The first simply is to click on the green down arrow button on the DocShuttle Dictator menu bar. This will download any and all documents in that are not currently in the bottom pane , and is the most commonly used method.

The second way is to select only the files you want to download and then either click on the yellow down arrow button or else drag the files from the top pane to the bottom pane of DocShuttle Dictator.

Automating DocShuttle Dictator

It is possible to automate importing, uploading, and downloading of all files using DocShuttle's scheduling functions, which are located on the Local tab in Settings.

To turn on the scheduled features, click the **Tools** menu, select **Settings**, then click the **Local** tab. At the bottom of the window will be check boxes for each scheduled function. Click to place a check mark in the box for each feature you want automated.
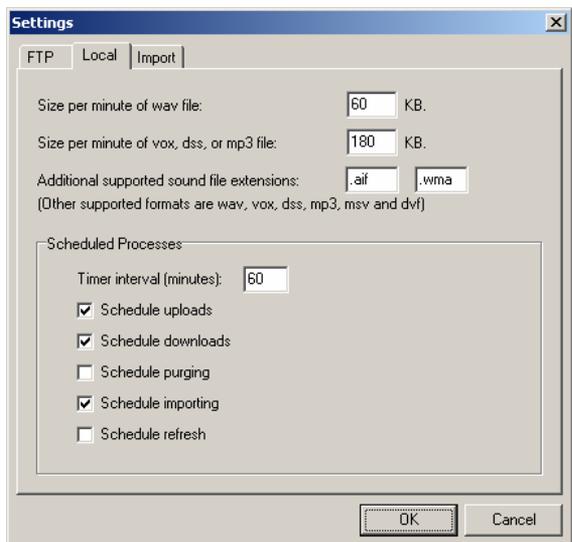
Managing Files using DocShuttle Dictator
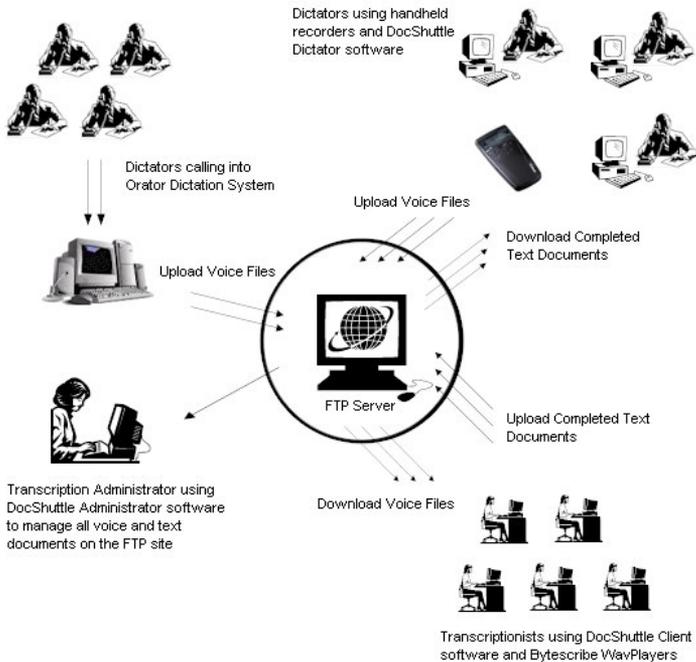
File management using DocShuttle Dictator is easy because the status of all files is shown in the program window. The status of files in DocShuttle is shown using colorful, easy to read icons. There are two columns of icons. The left column indicates the status of the attached text document. The right column of icons indicates the status of the voice file.

Local files (bottom pane) can be either **New**, **Stat**, or **Transferred**. Files that have not been uploaded have either **New** or **Stat** status. Once they have been uploaded to the FTP site, they will have the **Transferred** status.

FTP Files (top pane) can be either **New**, **Downloaded**, **Completed**, or **Uploaded**. When files are first uploaded, they will all have a **New** status.

| | S ... | Stat |
| N ... | New |

D ... Downloaded

A ... Attachment → M ... Marked for QA

Q ... Sent for QA

U ... Uploaded ← R ... Being Reviewed

e ... Signature Pending

E ... Signed Electronically
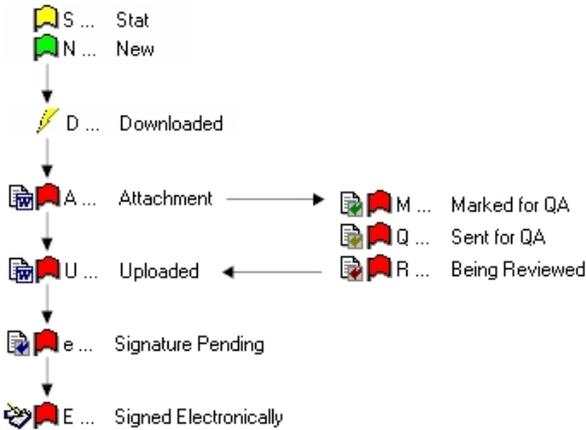
Diagram showing workflow of files using DocShuttle software.

When a transcriptionist downloads a file, the status will turn to **Downloaded** and the file will appear with a yellow lightning bolt icon. If the transcriptionist attaches a text document and uploads the document, the status will turn to **Uploaded** and the file will appear with a white document icon.

Using the DocShuttle Document Manager

To view all completed text documents, click on the **Tools** menu and select **Document Manager**. The Document Manager window will appear.

The Document Manager displays all attached documents for a particular voice file. This window enables functions such as printing, viewing, searching and creating reports.

DocShuttle Document Manager

File   View   Options   Help

File Name	▲	S	Job No.	Dictator	Transcripti...	Size (KB)	File Date ▲
U 0520-133 0020 0013 02 St...		New	0520-133	Bruce Khan	Lisa Arjuna	29	5/23/2005
U 0519-664 0021 0013 02 H...		New	0519-664	Nicloe Curlew	Lisa Arjuna	34	5/23/2005
U 0519-655 0021 0013 02 S...		New	0519-655	Nicloe Curlew	Lisa Arjuna	36	5/23/2005
U 0519-646 0021 0013 02 Cl...		New	0519-646	Nicloe Curlew	Lisa Arjuna	33	5/23/2005
U 0518-636 0021 0010 02 L...		New	0518-636	Nicloe Curlew	Giles Manas	31	5/23/2005
U 0518-619 0021 0013 02 S...		New	0518-619	Nicloe Curlew	Lisa Arjuna	26	5/23/2005
U 0518-201 0020 0013 02 Kr...		New	0518-201	Bruce Khan	Lisa Arjuna	31	5/23/2005
U 0518-197 0020 0013 02 St...		New	0518-197	Bruce Khan	Lisa Arjuna	34	5/23/2005
U 0518-195 0020 0010 02 Jo...		New	0518-195	Bruce Khan	Giles Manas	26	5/23/2005
U 0505-765 0021 0010 02 S...		New	0505-765	Nicloe Curlew	Giles Manas	28	5/23/2005

42 job(s)   Total Size: 3,882KB

Purging and Deleting Files

Files that have been marked as Completed or Uploaded on the local hard drive may be purged using the Purge Files button. In the Settings window, you may specify how old files must be before they are purged. This function works by deleting each file that meets the criteria specified. The user may also manually delete files from the local drive by right-clicking on selected files and choosing the Delete option from the popup menu that appears.

Reports in DocShuttle Client

There are two kinds of reports in DocShuttle: Quick Reports and Custom Reports. Both report types can be created either from within the main DocShuttle Client window or from within Document Manager.

Quick Reports

To create a Quick Report, highlight files you wish to appear in the report from the Local pane of DocShuttle window. Then click the **Quick Report** button. A report will appear in a new text file, allowing you to print, modify, or save the report.
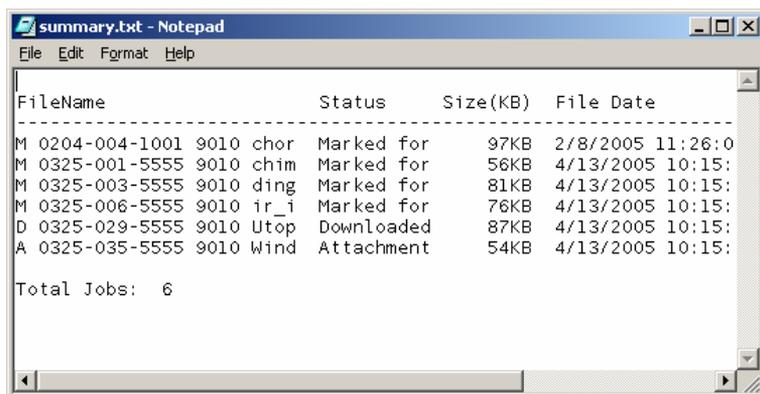
Another method of creating a Quick Report is to right-click in the Local pane and select **Report of Local Files** from the popup menu. Similarly, to create a report of FTP files, right-click in the FTP pane and select **Report of FTP Files**.

Custom Reports

To create a Custom Report, click the **Custom Report** button. The **Custom Report** window will appear with a number of fields. Specify the criteria for the report and click the **Create** button.

A text file, similar to the one created by the Quick Report, will be created as the output of the report.

If the documents downloaded by DocShuttle are Microsoft Word documents and Microsoft Word is installed on the computer, you may select the **Include MS Word Statistics** checkbox to include line count information in the report.

DocShuttle Troubleshooting

I have a problem connecting to an FTP site

Check the DocShuttle Log (click **Tools > View Log**) to see if any information is given as to why the connection failed.

First, verify that your computer is connected to the Internet. Try opening an Internet browser to see if you can see web pages. DocShuttle will not work without an Internet connection.

Second, try turning on DocShuttle's Passive Mode setting. In the **Settings** window (click **Tools > Settings**) find the box labeled **Use Passive FTP Mode** and click to put a check mark in that box.

Third, verify that you can connect to an FTP site. Some firewalls and Internet Service Providers (ISP's) block FTP access. Open your web browser and enter ftp://sample:sample@simpleftp.net in the address bar, then hit enter. You should be able to see some files and folders in your web browser. If you cannot connect through FTP, you may need change settings in your firewall or contact your ISP.

Fourth, verify that your host address, user name and password are correct in the **Settings** window (click **Tools > Settings**). Check with your administrator to verify these settings. Your host address will usually be something like mywebsite.com or an IP address like 192.168.100.1.

Finally, verify that your FTP address is accessible. Try using another FTP program to connect to the same FTP site (Microsoft Internet Explorer, WS_FTP, CuteFTP, etc.)

I can connect to an FTP site, but I can't see any files

First, check the **Root Directory** setting in the **Settings** window (click **Tools > Settings**). This setting is usually blank. Only if the job type folders exist in a subfolder on the FTP site should there be a subfolder name in this field..

Second, make sure that the someone has created folders on the FTP site using DocShuttle Administrator. DocShuttle Client requires a particular folder structure on the FTP site. See DocShuttle Administrator Help files for more information.

Finally, make sure he files on the FTP site are of the correct type. DocShuttle will display files with .wav, .vox, .dss, .mp3, .msv, and .dvf extensions. Also, the files must have been uploaded by DocShuttle Dictator or Administrator in order for DocShuttle Client to see them.

I can connect to an FTP site, but I can't transfer files (upload or download)

First, if you have been able to upload or download previously, check to see that you are still connected to the FTP site. Some FTP sites will automatically disconnect you after so many minutes without any activity. Try disconnecting and reconnecting.

Second, if you have never been able to upload or download to this site, then you may not have proper permissions to the FTP site. Check with your FTP host to see what your FTP permissions are for the username and password you are using. In order to use DocShuttle, each user must have permissions to Read, Write, Overwrite, Delete, and Rename files on the FTP server.

Finally, some FTP servers do not allow files with spaces in the names to be uploaded. Check with your FTP administrator to see if you have a server that does not allow spaces in the filename. In some cases, Doc-Shuttle files can be created without any spaces in the file names.

When I download a voice file, it cannot be played or will not open.

First, the file may have been decrypted with the wrong decryption password. Check with the administrator to see if files being uploaded are encrypted and if so, double-check to see that you have the correct encryption password. If you did have an incorrect encryption password, you will need to re-download the file in order to decrypt it properly.

Second, check the file size of the downloaded file. Make sure that the size of the downloaded file exactly matches the size of the file on the FTP site. If it is not, it may not have downloaded correctly.

Finally, the file may have become corrupted on download. Try re-downloading the file and see if it can play.

I'm getting an error message that says List Index out of bounds.

The error you are receiving is usually caused by a corrupted file, usually either a downloaded audio, header, or document file, or else a corruption in the **ftplog.txt** file. Please close the DocShuttle software and try the following.

First, try deleting the **ftplog.txt** file in the installation folder (usually the C:\Program Files\Bytescribe\DocShuttle Client folder). You may need to restart your computer. After removing the file, please start your Doc-

Shuttle software again and see if you get the error.

Second, if you continue to get the error, please try removing all of the files from the subfolders within the DocShuttle installation folder. Inside the DocShuttle installation folder are subfolders named Documents and Headers, as well as all of the type folders. There may be a file in one of these folders that is corrupt and is causing the error, so please move the files to an archive folder somewhere else on your computer.

Please note, these include your dictation files, so you may not want to delete them entirely. You just need to remove them from the folders that DocShuttle uses.

After you have removed all of the files from all of the subfolders in the DocShuttle installation folder, please start your DocShuttle software again and see if you get the error.

Finally, if you still continue to get the error, please try uninstalling the software and installing to a totally different folder. During installation, you will need to change the name of the folder into which DocShuttle is being installed. This will perform a completely clean installation of Doc-Shuttle in another folder, so that none of the old files are being used.

The DocShuttle Software System allows transcription companies to easily manage workflow for unlimited remote dictators and transcriptionists. DocShuttle consists of three modules: Administrator, Client and Dictator. Each module has an easy-to-use interface specifically designed for the functions of that user. Whether you are uploading, downloading, managing workflow or organizing files, DocShuttle puts it all at your fingertips, easily and efficiently.

After installation, follow the instructions included with your DocShuttle to register your software.

If you have any problems installing the DocShuttle software, please look in the "Troubleshooting" section of this manual for help. Bytescribe Development Company also offers a line of affordable, reliable digital dictation systems. If you are interested in finding out about our other products, please visit our website.

Thank you for purchasing the DocShuttle by Bytescribe!

bytescribe
Dictation & Transcription Solutions

Bytescribe, Inc.
3606 Pine Lane SE, Suite C
Birmingham, AL 35022
email: docshuttle@bytescribe.com
www.bytescribe.com