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Introduction

This user guide introduces you to WinScribe and provides important information about using WinScribe.

Welcome to WinScribe Digital Dictation systems

WinScribe is a simple yet powerful dictation system that will immediately improve your dictation turnaround. WinScribe is convenient. It allows you to dictate, edit existing jobs, review jobs and much more from any touch-tone telephone, any Windows PC connected to your organization's network, or from any digital portable recording device.

WinScribe will deliver your job to the most appropriate typist according to job priority, department and job type.

WinScribe has been designed with the author and typist in mind to ensure the job is completed on time, every time. Take a moment to read this User Guide. It will save you time!

- When dictating a new job you may be asked to enter information by using your keyboard, recording a response to one or more questions or a combination of the two. It is important to carefully follow WinScribe's instructions at all times.
- Whenever possible, try to dictate your job in a quiet place. This will not only benefit you as an author, but is also important to the typist who will hear any additional background noise when transcribing your job.
- ALWAYS prepare by having the information you will need before you begin dictation.
- Dependent upon your settings assigned by the System Manager, your ability to change or use some of WinScribe's features may be restricted.
Id Numbers and Security Codes

Your System Manager has assigned you an id number and temporary default security code of 0000. While your id number will never change, you may change your security code as often as you like to protect the confidentiality of your work.

The first time you use WinScribe you need to enter a new security code that is known only to you. This will enroll you as an author and allow you to use WinScribe. You will hear a series of instructions and must respond by pressing the appropriate keys on your telephone keypad.

Before calling the system for the first time, decide on your new security code. It must be from 2 to 10 digits in length. Try to use a code that you will easily remember, but one that is difficult for someone else to guess. Your code cannot be consecutive numbers (e.g. 1234), or numbers that are all the same (e.g. 3333).

Your Security Code is important. It protects your work and your privacy!

Changing Your Security Code

1. Call WinScribe and enter your id number and security code.
2. Press 3 for default settings.
3. Press 4 to change your security code.
4. Enter your new security code.
5. WinScribe will then ask you to please re-enter your new security code to confirm it. Simply re-enter your new security code. The system will confirm that your new security code has been activated.
6. Hang up or select a Main Menu option.
Main Menu Options

Whenever you call WinScribe and enter your id number and security code, the conversation will always begin with the Main Menu options. WinScribe will also inform you if you have any open jobs that require completion.

The Main Menu consists of six options. In most cases, you will be offered all six options unless your System Manager has restricted the use of any of these functions. As you become more familiar with the Main Menu options, you will be able to enter your selection even before WinScribe prompts you.

Accessing Main Menu Options

1. Call WinScribe and enter your id number and security code.
2. WinScribe will then offer the Main Menu options: Press 1 to dictate a new job; Press 2 to edit an existing job (only if you have 'open jobs' to edit); Press 3 to change your default settings; Press 4 to review jobs (only if you have jobs to review); Press 5 to access speech recognition training (only if required); Press 0 for help.

Tip: The help information in the Main Menu gives a general description of system functionality. Context sensitive help is available in edit mode.

If you or another author / reviewer need to access your job for review, ensure that you make a note of the job and / or key number. To obtain the job number follow the instructions described in Obtaining Job Numbers (page 15).
Edit Menu Options

Once you start to dictate a new job, or open a job to edit or review, you have access to the Edit Menu options. For example, you may press 4 to access Bookmarks. The Edit Menu Flow Chart, shown at the beginning of this guide, will familiarize you with WinScribe's editing options.

Access to some editing options may be restricted. Please see your System Manager.
Dictating New Jobs

1. Call WinScribe and enter your id number and security code.
2. Press 1 to dictate a new job.
3. You will be asked to enter information using the keys on your telephone or by recording a response to one or more questions.
4. For example:
   - Enter a department id.
   - Enter a job type id.
   - Enter a customer number.
   - Record address details.
5. When you have entered the required information for the job, you will then hear, *Please record after the tone* and you may begin dictating.
6. Press the # key to end recording. The system will now ask you to: Press 1 to mark this job as complete. This job will now be sent to a typist or will be available for review.
7. Press 2 to leave this job open for future editing. This job will NOT be sent to a typist.
8. Press the * key to continue recording this job.
9. Hang up or select a **Main Menu** option.

**Tip:** Whenever possible, try to dictate your job in a quiet place. This will not only benefit you as an author, but is also important to the typist who will hear any additional background noise when transcribing your job.
Editing Existing Jobs

A job that has been left open may be accessed for editing at any time but cannot be reviewed by another author or reviewer other than you.

1. Call WinScribe and enter your id number and security code.
2. Press 2 to edit an existing job.
3. If you know the job number, enter it immediately then press the # key. Otherwise, press the # key to list your open jobs.
   Note: If you choose to list all open jobs, the system will play the job number, date and time the job was created, the job's key number and other important information.
4. To select a job, Press 1 to edit the job listed. Press 2 for the next job. Press 3 for the previous job. Press the * key to exit.
5. The job is ready for editing when you hear Playback paused. From the Edit Menu Flow Chart make your selection, e.g., press 2 to listen to the job.
6. Press the # key to finish editing. WinScribe will offer the following options: Press 1 to mark this job as complete. This job will now be sent to a typist or be available for review; Press 2 to leave this job open for future editing. This job will NOT be sent to a typist; Press 3 to delete this job and 1 to confirm deletion; Press 4 to discard any changes made to the job during this editing session; Press the * key to continue editing this job.
7. Hang up or select a Main Menu option.

Tip: Ensure that your Edit Menu Flow Chart is at hand until you are conversant with the Edit Menu functions. For context sensitive help, press 0 at any time.

Reviewing Jobs by Job Number

All authors can review and edit their own dictation. Authors who have access can review and, in some cases, edit other authors' dictation. Dictation cannot be accessed for review under the following circumstances:

- When left open, not marked as complete.
- Whilst being typed.
Whilst being reviewed, either pre or post-typing.
- You do not know the job or key number.
- You do not have the correct access level.

To review a job by job number:

1. Call WinScribe and enter your id number and security code.
2. Press 4 to review a job.
3. Enter the job number, then press the # key.
4. The job is ready for review when you hear **Playback paused**. Press 2 to listen to the job, or you may select another editing function from the **Edit Menu Flow Chart**.
5. Press the # key to end job review. Press 1 to mark the review as complete. Press 2 to leave this job open for future editing.
6. Hang up or select a **Main Menu** option.

**Reviewing Jobs by Key Number**

A key number is a reference number that you may be required to enter at the start of new dictation. It can be an account, patient, or some reference number and can only be numeric with telephone dictation. In cases where a job has a key number, it may be used as an alternative to the job number to access a job for review. See your System Manager if you require further information on key numbers for your organization.

To review a job by key number:

1. Call WinScribe and enter your id number and security code.
2. Press 4 to review a job.
3. Press the # key, and then enter the key number.
4. The job is ready for review when you hear **Playback paused**. Press 2 to listen to the job, or you may select another editing function from the **Edit Menu Flow Chart**.
5. Press the # key to end job review. Press 1 to mark the review as complete. Press 2 to leave this job open for future editing.
6. Hang up or select a **Main Menu** option.

In some cases an author's jobs may require review prior to being typed. In these cases, WinScribe automatically assigns the job **Waiting for Review** status. It is then your responsibility as an author to inform your reviewer that the job is waiting and provide the job or key number.
Job Numbers

WinScribe allocates each new job a unique job number. This number is independent of any other numeric information that you may have entered when dictating a new job. The job number may be used to open a job for editing or reviewing.

Obtaining Job Numbers

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to obtain the job number. Follow the standard procedures from the Main Menu to select a new or existing job.
3. Press 3 for edit settings options.
4. Press 6 to obtain the job number.
5. Select another Edit Menu option or press the # key to end job editing.
The job header consists of information entered when the job was originally created, such as reference numbers and address details. You may listen to this information to identify the job you wish to edit or review.

**Listening to Job Headers**

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to listen to the job header. Follow the standard procedures from the **Main Menu** to select a new or existing job.
3. Press 3 for edit settings options.
4. Press 5 then 1 to listen to the job header.
5. Select another **Edit Menu** option or press the # key to end job editing.

**Changing Job Headers**

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to change the job header. Follow the standard procedures from the **Main Menu** to select a new or existing job.
3. Press 3 for edit settings options.
4. Press 5 then 2 to change the job header.
5. Select another **Edit Menu** option or press the # key to end job editing.
Job Priority

An author who has access may change a normal job to a priority job, or a priority job back to normal. Priority jobs are placed ahead of all normal jobs in the typists' queues.

Changing Job Priority

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to change job priority. Follow the standard procedures from the Main Menu to select a new or existing job.
3. Press 3 for edit settings options.
4. Press 1 to change job priority. If job priority is currently OFF, this will turn job priority ON. If job priority is currently ON, this will turn job priority OFF.
5. Select another Edit Menu option or press the # key to end job editing.
To use a bookmark:

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to use bookmarks. Follow the standard procedures from the **Main Menu** to select a new or existing job.
3. Press **4** for bookmark options.
4. Press **1** to insert a bookmark at your current position in the job.
5. Press **2** to go to the next or **3** to go to the previous bookmark in the job. You will be advised if there is no next or previous bookmark.
6. Press **4** to delete a single bookmark. You will be advised if you are not currently on a bookmark.
7. Press **5** to delete ALL bookmarks in the job. You will be advised if there are no bookmarks.

**Tip:** Think of WinScribe’s bookmarks as the equivalent of placing conventional bookmarks in a book that you are reading. They enable you to easily locate and return to specific positions in the book, or in this case, the recording.
**Blocks**

**Deleting Blocks**
Marking a block enables you to select a section of dictation for deletion. Please note that you may have only one marked block at any time.

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to mark a block for deletion. Follow the standard procedures from the **Main Menu** to select a new or existing job.
3. Press **5** during job playback to mark the start of the section to delete.
4. Press **2** to resume job playback.
5. Press **5** during job playback to mark the end of the section to delete. You now have a marked block for deletion.
6. Press **6** then **1** to delete the marked block.
7. Select another **Edit Menu** option or press the **#** key to end job editing.

**Inserting Blocks**
Block insertion enables you to insert a previously deleted block into a new position. For example, you may use this option to relocate a paragraph within your dictation.

1. You must have previously marked a block and deleted it before it can be inserted elsewhere (see previous section).
2. Press **8** to pause playback at the position in which you would like to insert the previously deleted block.
3. Press **6** then **2** to insert.
4. Select another **Edit Menu** option or press the **#** key to end job editing.
Playback Controls

Forward and Rewind Settings
Whether you are dictating a new job, or editing or reviewing an existing job you may use the forward and rewind functions.

To forward:
1. Press 9 for normal forward. Then press 2 to play or press 8 to pause when you want to stop forwarding.
2. Press 99 for fast forward. Then press 2 to play or press 8 to pause when you want to stop going forward.

Press 999 to go to the start. WinScribe will advise you when you have reached the beginning of your dictation.

To rewind:
1. Press 7 for normal rewind. Then press 2 to play or press 8 to pause when you want to stop rewinding.
2. Press 77 for fast rewind. Then press 2 to play or press 8 to pause when you want to stop rewinding.
3. Press 777 to go to the start. WinScribe will advise you when you have reached the beginning of your dictation.

Default Forward and Rewind Settings
The default normal / forward and rewind settings enable you to personalize the speed at which your recordings will be forwarded and rewound. It is likely that you will only need to configure these settings once. Changing these settings will affect all jobs.

Whenever you forward or rewind, WinScribe will simulate the sound made when forwarding or rewinding a standard tape recorder.

Changing Default Forward and Rewind Settings
1. Call WinScribe and enter your id number and security code.
2. Press 3 for default settings.
3. Press 3 to change your forward and rewind settings.

4. Press 1 to change the normal forward and rewind settings or press 2 to change the fast forward and rewind settings.

5. WinScribe will inform you of your current default setting and ask you to enter a new one. For normal forward and rewind, choose a number between 1 and 9. The default is 2. For fast forward and rewind, choose a number between 2 and 99. The default is 10.

6. Hang up or select a Main Menu option.

For every second of the forward rewind sound you hear, WinScribe will forward or rewind by the number of seconds specified in your default settings.

Example: If your normal forward and rewind default setting is 5, then your dictation will progress 5 seconds for every second of the forward / rewind sound. If your fast forward and rewind default setting is 20, then your dictation will progress 20 seconds for every second of the forward / rewind sound.

**Default Speed and Volume Settings**

The default playback speed and volume settings enable you to personalize the speed and volume at which your recordings will be played when editing or reviewing new or existing jobs. It is likely that you will only need to configure these settings once.

Changing these settings will affect all jobs. Please note that you are still able to change playback speed and volume for individual jobs using the Edit Settings options.

To change the default speed and volume settings:

1. Call WinScribe and enter your id number and security code.
2. Press 3 for default settings.
3. Press 1 to change default playback speed, or 2 for default playback volume. WinScribe will inform you of your current setting as a number between 0 and 10. The default is 5.
4. To change your default setting, enter your selection. 0 is the slowest playback speed, 10 is the fastest. Similarly, 0 is the lowest playback volume, 10 is the highest.

5. Hang up or select a Main Menu option.

**Changing Playback Speed and Volume Settings**

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to change playback speed or volume. Follow the standard procedures from the Main Menu to select a new or existing job.
3. Press 3 for Edit Settings options.
4. Press 2 to change playback speed, or 3 for playback volume.
5. Press 1 to decrease the speed or volume by one level. Press 2 to use your default setting. Press 3 to increase the speed or volume by one level.
6. After entering your selection press 2 to listen to the new playback setting.
7. Select another Edit Menu option or press the # key to end job editing.
Prompt Sets

WinScribe provides three levels of verbal instructions called prompts. They are **beginner** for the novice user, **normal** for the experienced user and **expert** for the seasoned professional. As you become more familiar with WinScribe, you may want to change your prompt set.

Changing Prompt Sets

1. Call WinScribe and enter your id number and security code.
2. Press 3 for default settings.
3. Press 5 to change your prompt set.
4. Select **beginner**, **normal** or **expert**.
5. Hang up or select a **Main Menu** option.

Access to changing your prompt set may be restricted. Please see your System Manager.
Pre and Post Typing Review

Certain authors' jobs may require review before or after they have been typed. However, the author may cancel review if necessary. Conversely, some authors' jobs do not require review but review may be set at the author's discretion.

Note: The reviewer requires either the job number or key number to review the job.

Setting / Canceling Pre and Post Typing Review

1. Call WinScribe and enter your id number and security code.
2. You must be dictating or editing a job to set / cancel review. Follow the standard procedures from the Main Menu to select a new or existing job.
3. Press 3 for edit settings options.
4. Press 4 then 1 to change pre-typing, or 4 then 2 for post-typing review. If review is currently set, then review will be cancelled. If review is currently not required, then review will be set.
5. Select another Edit Menu option or press the # key to end job editing.
Record Overwrite Options

Record overwrite allows you to record over existing dictation from any position in a job. For example, you may wish to overwrite the last paragraph of your current job.

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to record overwrite. Follow the standard procedures from the Main Menu to select a new or existing job.
3. Press 2 to play your job.
4. Press 8 to pause playback in the position from which you will overwrite.
5. Press 1 to record.
6. Press 1 to record overwrite.
7. Begin dictating after the tone.
8. Select another Edit Menu option or press the # key to end job editing.
Record Insert Options

Record insert allows you to insert dictation from any position in a job, without overwriting the existing dictation.

1. Call WinScribe and enter your id number and security code.
2. You must be dictating, editing or reviewing a job to record insert. Follow the standard procedures from the **Main Menu** to select a new or existing job.
3. Press 2 to play your job.
4. Press 8 to pause playback in the position from which you will insert.
5. Press 1 to record.
6. Press 2 to record insert.
7. Begin dictating after the tone.
8. Select another **Edit Menu** option or press the # key to end job editing.
Speech Recognition

WinScribe integrates with a number of speech recognition engines to provide speech to text conversion. You do not have to change the way you speak and work because WinScribe uses a unique client / server approach that offers features such as:

- Enabling the author to sign into any PC that has the WinScribe Author interface installed to dictate their work.
- If the WinScribe server supports telephone dictation, the author may dictate using any standard telephone or specialist dictation device.
- Faster document turnaround. WinScribe fully supports the author / typist working method and therefore enables you to concentrate on correcting, formatting and filing, whilst the speech recognition engine does the typing.

Speech Recognition Training

Before using speech recognition, you must first complete the initial training period so that the speech recognition engine has an acoustic reference file for your particular style of speaking. Completing this training will improve the recognition rate of your dictation significantly. Your System Manager will provide you with training details.
Dictation Etiquette

Whether dictating a normal job or a job that will be routed via the speech recognition server try to do the following, as it will assist the typist to transcribe your work.

Speak Clearly

Accurate results depend on clear speaking. It may help to imagine you are giving a presentation to a group or reading the news. Words should be spoken normally, just clearer, and sounds should not be exaggerated or forced.

Pronounce Each Word

For accurate transcription it is important to make sure every word you say is pronounced. A sentence that is perfectly understandable to a person might not be clear enough to the speech recognition server. This change in speaking style does not mean that you have to slow your natural pace. Just be sure to speak clearly and pronounce each word.

Speak In Context

The computer uses the maximum amount of information to decipher your sounds, so speaking in complete sentences provides the best accuracy. Concentrate and think of the correct words, then speak them as full sentences rather than slower "one word at a time" speaking.

Ums and Ahs

Pauses such as um or ah are often mistaken for similar sounding words by speech recognition software. You cannot teach the software to ignore these because they sound almost identical to other words or are used in parts of words. Teach yourself to stop saying um by being silent instead. In time, practice will minimize your ums and ahs.
Speak with Feeling

You do not need to mimic the mono-tone sound of a computerized voice to speak to a computer. Speaking in natural tones will increase accuracy, as well as keep you more refreshed and awake. Imagine you are speaking to family or friends.

Breathing and Posture

Breathing fully and sitting straight will help you speak clearly. If you slouch while dictating, your lungs will be compressed and your voice constrained, making it harder for the computer to understand your words.

Think Before You Speak

This is especially necessary when formulating complex documents. To maintain your train of thought, try composing a sentence in your head before saying it. Speak in complete sentences, or at least complete phrases.
Frequently Asked Questions

What is Context Sensitive Help?
Context sensitive help provides you with a detailed explanation of the current function you are using by pressing 0 at any time.

Where do I go if I need more Help?
Contact your System Manager. Their name and number is provided at the front of this guide.

Can I dictate from home?
Yes. You may use WinScribe from any touch tone telephone in the world, 24 hours a day. Call the number provided at the front of this guide.

Can I dictate more than one job in a single dictation session?
Yes. There is no limit to the number of jobs you may dictate in a single session. Once you have completed a job, Win-Scribe automatically returns to the Main Menu options.

What happens if I hang up the telephone when dictating a new job?
If it is a new job, the system assumes you have finished and marks the job as complete. The job will either be sent to a typist or be available for review. If you are editing or re-viewing an existing job, the job will remain open.

What type of telephone can I use to access the system?
Any telephone that generates touch-tones.
What happens if I complete a job and send it for typing, then later decide to change it?

Assuming that the job has not yet been typed, and is not currently being edited, reviewed or typed, you may use the following option: From the **Main Menu** press 4 for review. You may open the job using either the job or key number.

How long can a single dictation be? Is there a time limit?

No. There is no limit to the length of a job.

What do I do if I forget my author id number and security code?

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