

**NCH Swift Sound**  
**Express Dictate Computer Dictation System**

*This manual is intended for use with Express Dictate Version 4.10. More information on other versions of Express Dictate can be found at [www.nch.com.au/express](http://www.nch.com.au/express).*

# Express Dictate

## Contents

Page 3 -	<b>About Express Dictate (Overview)</b>
Page 4 -	<b>Quick Start Guide</b>
Page 5 -	<b>Main Window Reference</b>
Page 7 -	<b>Options</b>
Page 8 -	~ <b>Devices</b>
Page 9 -	~ <b>General</b>
Page 10 -	~ <b>Keys</b>
Page 11 -	~ <b>Send</b>
Page 12 -	~ ~ <b>Send to Typist Recipient Properties</b>
Page 16 -	~ <b>User</b>
Page 17 -	<b>Keyboard Shortcut Reference</b>
Page 18 -	<b>Transfer from Portable Handheld Recorder (Dock)</b>
Page 21 -	<b>Dictation Attachment</b>
Page 22 -	<b>View Sent Work Progress</b>
Page 23 -	<b>Hand or Foot-Pedal Controllers</b>
Page 25 -	<b>Working with Multiple Users</b>
Page 26 -	<b>Typing Services Directory</b>
Page 27 -	<b>Troubleshooting Problems</b>
Page 29 -	<b>Purchase and Register Software</b>
Page 31 -	<b>Express Dictate Software Licence Terms</b>

## Technical Support

If you have difficulties using Express Dictate, please read the applicable topic before requesting support. If your problem is not covered in this manual (including the **Troubleshooting Problems** page), please view the up-to-date Express Dictate Online Technical Support [www.nch.com.au/express/support.html](http://www.nch.com.au/express/support.html). If that does not solve your problem, you can contact us using the technical support contacts listed on that page.

## Software Suggestions and Feedback

If you have any suggestions for improvements to Express Dictate or suggestions for other audio software that you might need, please let us know on our Suggestions web page at [www.nch.com.au/suggestions](http://www.nch.com.au/suggestions). Many of our software projects have been undertaken after suggestions from users like you. You get a free upgrade if we follow your suggestion.

## Software Development

If you desire a personalised change for Express Dictate, please post it on our Application Development and Customization Services page at [www.nch.com.au/development/index.html](http://www.nch.com.au/development/index.html).

## Express Dictate

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## About Express Dictate

Express Dictate is a computer based dictation recording application. You dictate using your computer or a portable recorder and send your recordings to your typist or assistant by email, the Internet or over your computer network. Express Dictate can dramatically improve the turn around time for work and, most importantly, lets you work from wherever you want. As long as you have access to a computer with email, you can dictate from where you are - even overseas.

Express Dictate uses state of the art digital audio processing and compression technology to record and transmit the audio. It also includes features such as automatic editing, encryption of recordings and voice activated recording.

You can also use a portable recorder while you are away from your computer. The Express Dictate Transfer from Portable Recorder ("Dock") feature lets you transfer the dictation quickly and easily and send it to your typist or assistant via the Internet or your computer network.

Express Dictate is designed to have the features that you need made as simple as possible and is reliable for day to day operation.

### *System Requirements*

- ~ Pentium 800MHz or above
- ~ Windows 95/98/NT/2000/Me/XP/2003/Vista
- ~ Sound Card
- ~ Microphone & Speakers (or Headset)
- ~ [Optional] Handcontroller (to control dictation without your keyboard)
- ~ [Optional] Internet Connection (to send files via the Internet)
- ~ [Optional] Computer Network (to send files using LAN)

A version of Express Dictate is available for Pocket PC and Palm devices. It is called Pocket Dictate and can be downloaded at [www.nch.com.au/pocket/index.html](http://www.nch.com.au/pocket/index.html).

In order to use dictation files made with Express Dictate the person who types your work must install Express Scribe, which includes many features including variable speed playback, foot pedal operation and more. Express Scribe is free and can be downloaded at the Express Scribe web site [www.nch.com.au/scribe/index.html](http://www.nch.com.au/scribe/index.html).

You must purchase (register) a licence to use Express Dictate for more than 14 days. For more information about purchasing a licence, including current pricing, please visit [www.nch.com.au/express/register](http://www.nch.com.au/express/register).

Express Dictate is part of NCH Swift Sound's Business Audio Software. For more information, please see [www.nch.com.au/software](http://www.nch.com.au/software).

## Quick Start Guide

### Creating a New Dictation (Ctrl+N)

Express Dictate stores recordings as "Dictations" that are similar to tapes. Usually each job will be a separate Dictation. For example, if you dictate a letter, the recording will be an Express Dictate "Dictation". Each Dictation can have its own priority (importance) that determines its order for typing.

To create a new dictation press Ctrl+N (hold down the Control key and press N).

### Recording (F5)

Recording is controlled by using the F5 key. To start recording press and hold down the F5 key. When you want to pause recording, release the key. Alternatively you can lock recording on by quickly pressing the F5 key. To stop recording press the F5 key again.

If you rewind and start recording in the middle of a dictation, the default record mode is Record Overwrite which, when selected, deletes all the recording from that point on and overwrites it. You can also select Record Insert (insert at the point) or Record at End (jump to end then record).

The maximum record duration for any single file is 4 hours. To make longer recordings use either the MSRS - Multi-Channel Courtroom or Conference Recorder (for more information please see [www.nch.com.au/msrs/index.html](http://www.nch.com.au/msrs/index.html)) or the VRS Recording System (for more information see [www.nch.com.au/vrs/index.html](http://www.nch.com.au/vrs/index.html)). Both of these programs will automatically split files.

### Playback (F9)

Playback is controlled by using the F9 key. To start playback, press the F9 key. To stop, press the F9 key again. Alternatively you can press and hold down the F9 key to play.

### Moving Back and Forward (← → F7 F8 Home End)

To move back and forward in the dictation use the F7 and F8 keys. To move directly to the start, press the Home key. To move directly to the end, press the End key.

There are many more features that you can use while recording. For more information, please see ***Main Window Reference***.

### Send the Dictation (Ctrl+S)

When you have completed recording, send the dictation to your typist using Ctrl+S. (Hold down the Control key and press S).

# Main Window Reference

## Dictation Management

### *New Dictation (Ctrl+N)*

To create a new dictation click on the New button or use Ctrl+N.

### *Send Dictation (Ctrl+S)*

To send the selected dictation to your typist, click on the Send button or use Ctrl+S.

This will send the dictation to the default typist-recipient. If you want to select the typist-recipient from a list, click Ctrl+R.

### *Save Dictation As...*

Normally you would have setup your typist as a typist-recipient and just use the Send option (above). But if you need to manually save the file (as .dct or .wav) on your hard drive you can use this option.

NOTE: You do not need to save your dictations when you exit Express Dictate. Express Dictate saves your current dictation automatically when you close it.

### *Rename Dictation (F2)*

The dictation can be renamed by pressing the F2 key.

### *Delete Dictation (Ctrl+Delete)*

To delete a dictation press Ctrl+Delete then confirm that you wish to delete.

### *Dictation Notes*

This notepad can have any text related to the dictation. It is useful to include difficult names or addresses for accuracy.

You can also paste large text extracts from other documents, Internet pages and any other text on your computer here to save your typist retyping the material. To do this, open the other document, select the text and copy (Ctrl+C). Then click in the Notes window and Paste (Ctrl+V).

## Control

### *Play (F9)*

To play use the F9 key. Pressing F9 starts or stops playback. If you press and hold down the F9 key, play will continue until you release the key.

### *Record (F5)*

To record use the F5 key. Pressing F5 starts or stops recording. If you press and hold down F5, recording will continue until you release the key.

If you rewind and start recording in the middle of a dictation, the default record mode is Record Overwrite which, when selected, deletes all the recording from that point on and overwrites it. You can also select Record Insert (insert at the point) or Record at End (jump to end then record).

If you deleted something you did not want to, you can undo by Ctrl+Z.

*Stop (Esc)*

To stop, you can also use the escape key.

*Moving back and forward (← → F7 F8 Home End)*

To move back and forward, use the F7 and F8 keys. You can also use the left (←) and right (→) arrow keys. To move to the start directly, press Home. To move to the end, press End.

### **Dock - Transfer from Portable Recorder (Ctrl+D)**

To open dock from a portable recorder using the last used method, click on the Dock button or press Ctrl+D. For more information about the Dock feature see ***Transfer from Portable Recorder (Dock)***.

## Options

To open the Options dialog box, select the Options menu from the menu bar or click the <Options> button on the Express Dictate Main Window.

*Options Tabs:*

***Devices***

***General***

***Keys***

***Send***

***User***

## Options - Devices

To open Device settings use the menu Options -> Devices.

### Recording

#### *Sound Record Device*

If you have more than one sound card installed in your computer, use this pull down list to select the one to be used for recording.

#### *Audio Input Channel*

Use this pull down list to select the input channel for recording. The recommended setting is "Microphone" or "Mic-In". If you have problems using the mic-in setting, select Windows Record Mixer and open the Windows Record Mixer to manually adjust settings.

#### *Record Volume Level*

Adjust the recording volume using this fader. When the level is set correctly, the level display on the Main Window will just touch into the red when recording.

If you have selected Windows Record Mixer, you can click on the button <Open Windows Record Mixer> for manual mixer settings.

#### *Voice Activate Level*

This controls voice activated recording. The default settings is -15dB. If recording starts too early, increase the setting to up to -10dB to reduce sensitivity. If recording does not start or words are chopped off at the end, reduce the level to -20dB to increase sensitivity. Note: You should adjust the Record Volume Level first. Voice Activate problems are often due to incorrect record level settings.

### Playback

#### *Sound Play Device*

If you have more than one sound card installed, use this pullback list to select the device for recording.

#### *Play Volume Level*

This is the volume setting for voice playback.

### Hand or Foot Pedal Control

Express Dictate can be operated with a hand controller or foot pedals connected to the USB, Game or Serial (COM) port.

For more information about this see ***Hand or Foot-Pedal Controllers.***



## Options - General

To open General settings use the menu Options -> General.

### Create New Dictation

#### *Prompt for Data*

When you create a new dictation, Express Dictate can prompt for more data. This can be used to prompt for a file reference number (eg. Case Number, Patient Number etc.) or any other information to be attached to the recording.

The entered data is stored in the Notes circumfixed with XML tags so the data can be easily searched by database software. The name of the tag can also be set. Do not use spaces in the XML tag names. The data can be viewed on Express Dictate, Express Scribe and Express Delegate and can be extracted by third party dictation management software using ETOOLS (see [www.nch.com.au/etools/index.htm](http://www.nch.com.au/etools/index.htm)).

Express Dictate also provides the option of using an Additional Prompt if you wish.

#### *Validation of prompt data*

To prevent mistakes when the user is prompted for data you can specify a minimum and maximum number of characters to ensure that the data is valid. For example if your file numbers are always 6 characters use 6 and 6 to prevent the user entering anything else.

Click the <Validation> button to open Express Dictate's Prompt Data Validation window to specify the number of characters for the validation check to look for.

#### *Insert default note for new dictation*

When this option is ticked, whenever a new dictation is created Express Dictate copies the default template text into the Notes field. This is useful if you want the dictator to fill in template details which are then sent with the dictation.

### Audio Confirmation Tones

If you use Express Dictate when not watching the screen, it can be useful to have an audio confirmation when recording starts and when stopped, and when sending dictation. By default these settings are off.

### Others

#### *Delete sent recording(s) after (days)*

When Express Dictate "sends" a dictation, it keeps a copy of that dictation so you can recover it later and / or view work progress. By default these files are deleted automatically after 30 days. You can change the number of days here. To disable autodelete enter 0 (zero).

#### *Warn when hard drive space is low (below MB)*

Express Dictate will warn you when your hard drive space is running low. By default this is 200MB.

## Options - Keys

To open System-Wide Hot Keys settings use the menu Options -> Keys.

When you are working with Express Dictate open in the foreground, you can control recording using the Standard Keys - see ***Keyboard Shortcut Reference***.

You can also assign 'hot' keys that can be used to control dictation while you are working in other application with Express Dictate in the background. To do this, use the Keys tab of Options. Click <Add>, press the key that you want to use (including Alt or Ctrl if required) then select the command.

NOTE: Hot key assignments override the standard key assignments.

### **Use numeric keyboard controls**

By default this option is on and you can control dictation use the keys on the numeric keypad (see ***Keyboard Shortcut Reference***). If, however, you need to use the keypad for data entry you can turn off these keys.

## Options - Send

To open recipient Send settings use the menu Options -> Send.

To send your dictations, you require at least one Typist Recipient. You can have multiple recipients. For example, your own assistant might be a recipient and an external typing pool might be another. When you send a dictation, you can select to whom you wish to send the dictation.

To add a recipient, click <New Recipient>. This will open the ***Typist Recipient Properties*** dialog box where you can set the details.

To view the Properties of an existing recipient, click on that recipient's Name to highlight it and then click the <Properties> button. This will open the ***Typist Recipient Properties*** dialog box where you can review the recipient's current details.

To remove an existing recipient's entry completely, click on that recipient's Name to highlight it and then click the <Delete> button.

## Send To Typist Recipient Properties

The Send to Typist Recipient Properties box will open when you click <New Recipient> or <Properties> from the Send tab of Options.

### Recipient tab:

#### *Recipient Name*

Each recipient or send method can be named. Type the name of the typist into the box.

### Send Method

For each recipient, you can select how the dictation will be sent.

#### *Email*

If you select this option, the recipient will be sent the dictation as a file attached to an email.

Enter the email address of the typist in the Email Address box.

#### *Email - Settings*

Click the <Settings> button to open the Email Settings window. By default Express Dictate uses the MAPI system to send email using your existing email software (Eudora, Outlook, Lotus Notes etc.). To use this you must have email software installed and set as the "default MAPI server". The advantage of this system is that your email software manages the email. However, there can be some problems with some email software. If you have MAPI problems, try the alternative SMTP options:

*Use SMTP to send email directly to the mail server* - this is the process where the email is sent using a networked SMTP server. The SMTP server usually is provided by your ISP. Its role is to relay emails for you. You do not require an installed email client. You must enter the SMTP mailhost used by your ISP for sending of mail (ask them if you do not know it) and your email return address.

If when using SMTP you receive an error message, it might be that your server requires an authenticated login (a username and password) to send email. If this is the case, check (tick) the "Server requires authentication" box and enter your User Name and Password into the boxes.

*Send directly to other side (work as own SMTP server)* - when this option is selected the software sends the email directly to the remote persons email address using a simple internal SMTP server. No outgoing server relays the email.

NOTE: The 'Use SMTP to send email directly to the mail server' option is preferred. The problem with the 'Send directly' method is that if the remote email server is down, email will fail. SMTP servers normally queue or pool mail for 12 hours.

*Default Reply Email* - this option is enabled if either of the SMTP send methods is selected. Enter the email address that you want to specify as the default reply email address.

### *Automatically split the file if greater than (MB)*

Many mail servers will reject incoming email file attachments if they are above a certain size. By enabling this file split option, Express Dictate will automatically split a dictation recording file larger than the size you specify here (in MB) into multiple smaller sequential file attachments. Each of these smaller attachments is sent by separate email and will include a sequence number in the filename so that the multiple split dictation files can be played back in the correct order when received for transcription.

### *Local Area Network (LAN) ...*

If your typist is in your own office, the fastest way to send typing to them is over your computer network. Your typist must have a share folder on the network. If necessary ask your systems administrator to create a suitable folder.

Enter the full name of the shared folder in the "Folder or Drive". For example, your shared folder might be "H:\Shared\Typing\My Typist". Please note your typist's software (Express Scribe) must also be setup accordingly.

### *... or Floppy Disk*

You can send dictations on floppy disk. To do this select the "Local Area Network or Floppy Drive" option and enter the name of the drive in the Folder or Drive box (for example "a:" if you are using the A drive).

### *Direct Internet Connect (upload to typist using FTP)*

Express Dictate can send dictations directly to an Internet server. This is faster than the email option but requires that your typist have access to a web hosting (FTP) service to store the files.

Select the Direct Internet Connection option and enter the Server, User Name, Password and Directory as setup for your FTP server for your typist.

For more information about establishing a Direct Internet Connection, refer to the Help pages of Express Scribe.

### *Run Command Line Process (Advanced Option)*

This option is designed only for advanced dictation automation solutions. If selected, whenever the user clicks Send Express Dictate will run the selected exe or bat file. The exe can then do almost anything with the dictation file. You pass the full file path to the exe or batch file using %filepath%.

For example, to use the Windows tool xcopy to copy the file to a preset folder (say C:\AAA) use a line like this: `xcopy.exe "%filepath%" "c:\AAA"`. Note that %filepath% will almost always need to be enclosed in inverted commas (because the path could have spaces).

## **Display confirmation before sending**

When this option is enabled, a "Confirm Send" popup dialog box will be displayed when a dictation file is sent, asking if you are sure that you want to send the selected dictation.

## Set Default

Click the <Set Default> button to make the recipient the default recipient (when you send using Ctrl+S from the Main Window).

If this button is grayed out, then the current recipient is already the default.

## File tab:

### File

The recommended file format is the DCT format which includes the sender information, notes and file priority with the recording. The DCT format can also be encrypted. Both the WAV and MP3 file formats are also available for use - with the restrictions noted.

If you are sending your recordings via the Internet or email, you can reduce the file size using audio compression. Audio compression can dramatically reduce upload times but can also reduce audio quality.

To select a suitable record format, click on the <Select Audio Compression Format> button. You must ensure that your typist running Express Scribe has the same codec that you select on their computer. (It is best to use a standard Windows codec - see below).

Recommended format is "GSM 6.10" (good balance). More information about formats is available at [www.nch.com.au/acm/index.html](http://www.nch.com.au/acm/index.html).

### *File Name Format*

You can specify the format of the name of the sent file. (This is the actual internal file name not the more user friendly display name you see on Express Dictate and Express Scribe).

The names of files include text and one or more variables that Express Dictate expands for each file. Variables are circumfixed with % and can include:

%filenumber% - a unique number that Express Dictate assigns to each file.

%filename% - the display name of the file (eg. Dictation 123).

%filepriority% - the dictator selected priority (eg. "High").

%userid% - the registration id of the dictator (to ensure all files are unique).

%username% - the name of the dictator (eg. Joe Bloggs).

%usercompany% - the dictator's company (as set on User Settings).

%YYYY% %MM% %DD% %HH %MIN% %SS% - Year, month, day, hour, minutes and seconds respectively.

If you have set Express Dictate to prompt for additional data when a file is named you can also include the data fields in the file name (eg. %fileno%). See the General tab of Options for more.

You must include at least %filenumber% in the file name (and in multiuser environments %userid% too). This ensures that all files are unique so they do not write over each other.

The default file name format is %userid%-%filenumber% %filename% by %username%. With this default, an example of an expanded sent file name is "7123-1245 Dictation 1245 by Joe Bloggs.dct".

#### *Use Automatic Gain Control*

Enabling this option will reduce variations in the output level of the audio from the dictation file, producing a more constant and balanced volume.

### **Security**

#### *Encrypt recordings for additional security and privacy*

Express Dictate can encrypt the recordings (and notes) to protect security and privacy if you are sending the recordings over the Internet. Only typists who have the same key set in their Express Scribe transcription software can open the recording or view the notes. The key can contain up to 64 ASCII characters, offering 256 bit security. The key is case sensitive.

To use encryption, you must select the DCT file format. You must also have an Express Dictate Medical Legal User License. Encryption is not available with a Professional or Academic User License.

### **Backup Sent Dictations**

#### *Mirror all sent dictations to this folder*

Express Dictate keeps a copy of each dictation file it sends in the Application Data folder of the user who created the dictation. These are automatically deleted after the number of days specified in ***Options - General***.

For long-term or backup retention of completed dictation files, all sent dictations can be mirrored (i.e. a duplicate copy is retained) to a folder of your choice. This folder can be a local folder on the computer running Express Dictate, or a network folder. Click the <...> button to browse for the folder to use.

## Options - User

To open User settings use the menu Options -> User.

The user information is sent with every dictation for the reference of your typist. This is particularly useful if your typing is done in a typing pool.

NOTE: You need to purchase a registration to enter user information because Express Dictate uses your assigned ID to ensure that each user's dictations are unique. Under the Express Dictate Licence Terms, your name and email address must be registered. The name cannot be changed after registration (without purchasing a new registration).

### *Data Folder*

This is the folder Express Dictate uses to keep the current and sent dictations in. By default this is in the User specific Application Data folder. If you want to let users 'share' their data you can point this folder to some shared folder. You can also point it to a network folder so you can 'roam' with your dictations.



## Keyboard Reference

The keys listed below can be used when Express Dictate is open in the foreground. If you want to set 'hot' keys to control dictation while Express Dictate is running in the background, see ***Using System-Wide Hot Keys***.

F1	Display Help
F2	Rename Dictation
F5	(Press) Record (or Stop Record) in Default Record Mode
F5	(Held Down) Record in Default Record Mode
F7	Rewind
F8	Forward
F9	(Press) Start or Stop Play
F9	(Held Down) Play
F10	Play Normal Speed
F11	Play Slow Speed
F12	Play Fast Speed
←	Rewind
→	Forward
Home	Go to start
End	Go to End
Ctrl+D	Dock
Ctrl+N	New Dictation
Ctrl+O	Recover Old Dictation
Ctrl+H	Attach File to Dictation
Ctrl+R	Send to Selected Recipient
Ctrl+S	Send to Default Recipient
Ctrl+V	(Notes only) Paste Text as Notes
Ctrl+W	View Sent Dictation Work Progress
Ctrl+Z	Undo last recording
Ctrl+Del	Delete Dictation
Insert	Insert Mode On/Off
Ctrl+F5	Record in Overwrite Mode
Shift+F5	Record in At-End Mode
Alt+F4	Exit Express Dictate
NumPad 1	Go to End
NumPad 4	Rewind
NumPad 5	Stop
NumPad 6	Forward
NumPad 7	Go to Start
NumPad 0	(Press) Start or Stop Record
NumPad 0	(Held Down) Record
NumPad .	(Press) Start or Stop Play
NumPad .	(Held Down) Play

## Transfer from Portable Handheld Recorders - Dock

Express Dictate supports 2 methods to transfer recordings from a handheld recorder. If you have a digital handheld recorder (or Pocket PC device) that uses the open wav file format and comes with its own connection cable and software you can use the Audio File Transfer Method. If you are using an analog microcassette recorder or a digital recorder that uses proprietary formats you can use the Audio Cable Method to record in the dictation.

NOTE: If you have a handheld Pocket PC device you should install the Express Dictate partner application Pocket Dictate on your PDA by downloading it from [www.nch.com.au/pocket](http://www.nch.com.au/pocket).

### **Dock - Audio File Transfer Method**

Use this option if you are using a PocketPC device or a digital recorder that uses the open wav file format to record your dictation.

Your handheld recorder must come with software that will automatically transfer the recordings and place them in a folder on your hard drive. For Pocket PC devices Microsoft ActiveSync can be setup to do this (see below).

Once you have setup your handheld software, using Express Dictate select File / Transfer from Portable (Dock) / Audio File Transfer Method then browse to the folder on your hard drive where the docking software of your handheld has been set to download the wav files.

After you have done this once, to Dock in future simply click on the Dock button on the main window (after the handheld software has completed downloading the files).

#### *Sony Recorders / Memory Stick Devices*

There is one additional step when docking files from Sony Recorders - using the Sony Voice editor to export to wav files. This can be done very quickly once you know how.

Open Sony Voice Editor program. Follow the normal process to load files from the recorder or memory stick into the default Voice folder of the Sony Voice Editor. Once new folders/files are loaded into the Voice Editor, select the menu item File / Save as VOICE Folder. Browse to a folder that you have created for docking recordings. Select Wav file (16 bit) under Save as Type. Click on save.

Once this process is complete, use the Express Dictate Dock - Audio File Transfer method and point to the same folder that you saved to.

### **Dock - Audio Cable Method**

This method must be used if you are using an analog microcassette recorder or the digital handheld you have uses a non-standard proprietary format.

The process is simply playing back the recording into the computer. This can be more effective then it might sound because with a duplex sound card and accurate threshold detect levels, the transfer can happen automatically in the background while you continue to type.

In order to transfer a recording from a portable dictaphone or notetaker into Express Dictate, you need to connect a lead between the Ear socket on the portable and the Line-In socket of the

sound card. You should be able to purchase a suitable lead from an electronics store for under \$10.

## **Connection Settings**

### *Sound Record Device*

If you have more than 1 sound card in your computer, select the sound card connected to your portable in this pull down list.

### *Audio Input Channel*

This would usually be "Line" or "Line-In" for the transfer connection.

### *Record Volume Level*

Adjust the record volume so that the level display just touches into the red in the louder peaks during dictation.

### *Activate Level*

Transfer will automatically start and stop using the level of the incoming audio. The default setting is -15dB. If recording starts too early or does not automatically stop at the end of the tap, increase this level. If recording does not start correctly, or chops the end of a recording, reduce this level. You should correctly adjust the record volume level before you adjust the activate level.

### *High Speed Transfer at speed (%)*

If the player that you use to play in audio recordings can play back at double speed, Express Dictate can dock the recordings at high speed. Tick the 'high speed transfer' option and select the speed in percent (200 is double speed). As the recording is docked at high speed Express Dictate will automatically convert it down to normal speed.

## **Dictation**

### *Dictation Name*

You can rename the transfer dictation. For example, you can rename the dictation to the name of the client or the type of job.

### *Notes*

As when dictating directly, you can type notes relating to the dictation directly in the Notes box. Typically you might type difficult to spell names or addresses.

### *Automatically Send when Done*

When this option is checked, Express Dictate will send the dictation immediately when transfer is done. In day to day operation you will check this box.

For testing or if you want to add dictate further, uncheck this box.

### *Restart*

If recording has started incorrectly, click the <Restart> button to start recording from the start of the tape.

### *Done*

When transfer is complete, click the <Done> button.

You should not need to do this manually. The Transfer Window should automatically close 15 seconds after the end of the recording. As long as your record volume and activate levels are set correctly, you should be able to start recording and "walk away".

## Dictation Attachment

### Attaching a file to the dictation

*Attach File(s)...*

This option on the Express Dictate software's Dictation menu lets you select and attach files to your dictation before it is sent.

This will only work when you choose to save files in .dct format. See ***Typist Recipient Properties*** for more information on selecting the file format.

*Open Attachment List*

This will open a window that lists any files already attached to the selected dictation.

## **View Sent Work Progress**

You can view the progress of your dictations which you have sent for typing. Open the Work Progress Dialog Box using Ctrl+W from the Main Window, or by selecting the *View Sent Work Progress...* option from the Dictation menu.

This only works with dictations sent using a direct Internet connection or the computer network connection (not Email). With the computer network connection, the progress will be updated almost immediately. With the Internet connection, the progress log will only be updated when you log into your server by sending a dictation.

### **Update status / update always**

The <Update> button is used to refresh your list of sent dictations. If you have the "update always" option selected this list will be updated each time you open the Work Progress screen. Users sending files by e-mail or ftp with a slow Internet connection may want to disable this option.

### **Play**

The <Play> button is used to play the selected sent dictation

### **Backup**

The <Backup> button can be used to make a backup of the sent dictation, either to CD using our Express Burn CD burning software (see [www.nch.com.au/burn](http://www.nch.com.au/burn)), or to a local or a shared network folder.

### **Logs**

Click the <Logs> button to display the Express Dictate Sent Log list.

## Hand or Foot-Pedal Hardware Controllers

Recording and playback in Express Dictate can be controlled by hand or foot pedal controllers connected to one of the computer's game, serial or USB ports.

For the latest information about hand controllers and foot pedals, including recommended models and where to purchase, please see [www.nch.com.au/express/controllers.html](http://www.nch.com.au/express/controllers.html).

### VIS Voice Input Station

The VIS is a professional hand controller including a microphone, slide switch record control, user definable base buttons and more. It connects to a USB port.

After you have plugged in the VIS, select the option in the Hand Controllers pull down list on the hardware. Express Dictate will then detect and connect to the controller automatically.

For more information about the VIS and where to buy, please see [www.nch.com.au/hardware/dictation.html](http://www.nch.com.au/hardware/dictation.html).

### VIS With Laser Barcode Scanner

A model of the VIS is also available with a built-in barcode scanner. This is perfect if you use barcodes on all your files. By just scanning the barcode, the file number will be attached to the dictation. This saves typing and reduces the risk of error.

You can also have barcodes printed for specific functions (eg. new dictation, send dictation etc.) and stick them around your workplace. This makes it easier to work without needing to touch the keyboard.

For more information about the VIS with laser barcode scanner and where to buy, please see [www.nch.com.au/hardware/dictation.html](http://www.nch.com.au/hardware/dictation.html).

### SpeechMike

After you have plugged in the Philips SpeechMike and installed the drivers that come with it, Express Dictate will detect it automatically.

### Other Controllers / Pedals

A transcription foot pedal may also be setup for use with Express Dictate, allowing you to dictate hands-free. Please see [www.nch.com.au/hardware/pedals.html](http://www.nch.com.au/hardware/pedals.html) for more information about the available options.

Once you have connected the foot pedals to your computer, select the Control Port on the Devices Tab of Options. Then, for each of the 3 or 4 pedals or buttons, select the command that applies for that pedal. You can use the <Test Controller> button to test the controller, the port and to find which number corresponds to which pedal or button.

*A Simpler Option:* If you only want to be able to start and stop recording, you might not need to connect special controllers. Using a microphone with an on-off switch lets you start and stop recording using Express Dictate's voice activated recording system. When the microphone is switched off, Express Dictate will not record.

## **Technical Specifications of Controller Wiring**

This information is supplied only, as-is, for the information of qualified electronics people to wire their own controllers and for manufacturers of controllers for Express Dictate.

### *Game Port Controllers*

The 15 pin D type male plug must be wired as follows: Pins 1, 3 and 6 must be connected. A pedal switch between 2 and 4 is Reverse. A pedal switch between pins 5 and 7 is fast-forward. A pedal switch between pins 10 and 5 is play. A pedal switch between pins 14 and 5 is record.

### *Serial Port Controllers*

Wire the 9 pin D-type plug as follows:

- Ground - Pin 4
- Play - Pin 1
- Rewind - Pin 6
- Forward - Pin 8



## **Working with Multiple Users**

Express Dictate lets multiple users dictate on a single computer. Each user has their own dictations, sender information and preferred typist recipients which will automatically open depending on who logs onto the computer.

Each user of Express Dictate must purchase a separate Express Dictate User Licence. For more information about purchasing a licence, including current pricing, please visit [www.nch.com.au/express/register](http://www.nch.com.au/express/register).

## **Typing Services Index**

NCH Swift Sound maintains a directory of professional typing or secretarial businesses that can be retained to type dictations sent by Express Dictate. This directory can be viewed at [www.nch.com.au/express/services/index.html](http://www.nch.com.au/express/services/index.html).

If you do not have your own typist, or have excess typing work, you can find a suitable service fast using the above web page.

If you operate a business that provides professional typing services, you can list your service (after being properly qualified). Please see the above page for more information about being listed.

## Troubleshooting Problems

These are some of the problems (and solutions) found with Express Dictate.

### Recording does not start

If the recording does not start at all then check you have selected your sound card as the "Sound Record Device" and that you are not running any other software that is using the card at the same time.

### Recording appears to start but the level meter stays blank (eg. silence) or very low

Check:

- Is a microphone connected to the correct Mic socket on the Sound Card?
- Have you selected the correct Sound Card and "Mic-In" as the Sound In Device in "Options - Devices"? Alternatively, try the Windows Record Mixer channel and Open Windows Record Mixer to adjust the mixer manually.
- Does your computer/sound card only have one sound card sound input for both line and microphone? If so, double click on the yellow speaker icon on the task bar to open the Windows Mixer, click "Advanced" and see if there is a Microphone Boost option.

### Email Send fails

If you have email problems when using MAPI:

1. Do you have MAPI compliant email software installed? Eudora, Netscape Mail, Lotus Notes and Outlook(\*) are MAPI compliant. If you do not have MAPI software installed, simply download and install the free version of Eudora from [tu cows.com](http://tu cows.com).
2. Have you setup your email software as the default MAPI server? In Eudora use Tools / Advanced / MAPI / Always. In Outlook use Tools / Options / Make Default.
3. \*Outlook Problems: Some versions of Outlook cause problems because the automated send feature is disabled or it prompts you every time it needs to send a message (which defeats the purpose of automated email!). The easiest solution to this problem is to simply download the free version of Eudora from [tu cows.com](http://tu cows.com). You will still be able to use Outlook as your main email application but you can setup Eudora simply for sending automated mail. Alternatively you can use SMTP.

If you have any of the above problems you should consider using the Internal Simple SMTP. To do this, click on the Settings button next to email on the Typist Recipient Properties box. Select Internal Simple SMTP and enter your ISP's mailhost server and your email address.

If you have email problems when using Internal Simple SMTP:

1. Have you entered your ISP SMTP mailhost server using the Settings button on Typist Recipient Properties?
2. If you receive an error message when attempting to send mail with SMTP your server may require authentication (ie. username and password) to send email. Use the format `username:password@smtp.yourmailhost.com` for the mailhost.

### Email Sending Takes Too Long

You should select an audio compression format to reduce file size so files upload faster. To do

this select Settings -> Recipient Send Settings -> Properties -> Select Audio Compression Format and select a suitable format. For a guide for which format to select see [www.nch.com.au/acm](http://www.nch.com.au/acm). The recommended format is GSM6.10.

As a practical measure if you are sending files by Internet over a slow connection, break up your dictation into smaller parts and send each as you finish them.

### **Last part of recording is cut off**

You may have set your voice activation level too high. Lower the voice activation level by opening Express Dictate, selecting the settings menu and opening hardware settings. Configure the voice activation level slider bar by moving the bar backwards. Be aware that if you select too low a setting the program may also respond to background sound.

### **Working with Philips SpeechMike**

Simply install SpeechMike following the instructions provided by Philips. Then Express Dictate automatically detects it and can be controlled by it.

### **Lost Files**

If a file goes missing or is accidentally deleted by your typist, you can recover the file using "Recover Sent Dictations" and resend it.

If a file goes 'missing' in Express Dictate check you have logged on as the correct user. Each user has their own files list.

If none of the above solve your problem, please view the up-to-date Express Dictate Online Technical Support [www.nch.com.au/express/support.html](http://www.nch.com.au/express/support.html). If that does not solve your problem, you can contact us using the technical support contacts listed on that page.

## Purchase and Register Software

Each user of Express Dictate must purchase (register) a User License to use Express Dictate for more than 14 days. For more information about purchasing a license, including current pricing, please visit [www.nch.com.au/express/register](http://www.nch.com.au/express/register).

After buying a User License you will receive a 12-digit license serial number. To activate the User License you must enter this serial number on the Activate Software web page at [www.nch.com.au/activate](http://www.nch.com.au/activate) to receive a registration and activation code for that license.

Once you have obtained your license registration and activation code, select the "Register User Licence" option from the Express Dictate "Dictation" menu to open the software registration window:

**Register Software Express Dictate**

**Step 1: Purchase Online**

To use this software you must purchase a license for each user of the software. If you haven't got one, please click on the below link to purchase it.

[Purchase License](#)

**Step 2: Activate Serial Number**

After purchase, you need to activate your 12 digit serial number which will be supplied to you on the screen and by email. If you have not activated your serial number, please click on the below link.

[Activate Online](#)

**Step 3: Enter the license details**

Enter the registration details EXACTLY as they appear on activation and sent by email.

Name (or Business Name):	<input type="text"/>
Location:	<input type="text" value="eg. Springfield CA 812345"/>
User Name:	<input type="text" value="eg. Joe Bloggs"/>
User Email:	<input type="text" value="eg. joe@company.com"/>
Express ID - Key	<input type="text" value="eg. 123456"/> - <input type="text" value="eg. xdhfnekf"/>

OK Cancel Help

Enter the details of the registration and activation code into the "Step 3: Enter the license details" section. You will notice that code has 4 details (Name - Email - ID - Key), and there are 6 boxes to be filled in on the registration window. The following steps explain what to enter and where:

- (i) For the "Name (or Business Name):" entry use either the name of your business, or if

you don't have a business name, use the Name from the User License registration and activation code.

(ii) The User License registration and activation code does not include a Location detail, so just enter your City and State in the "Location" box.

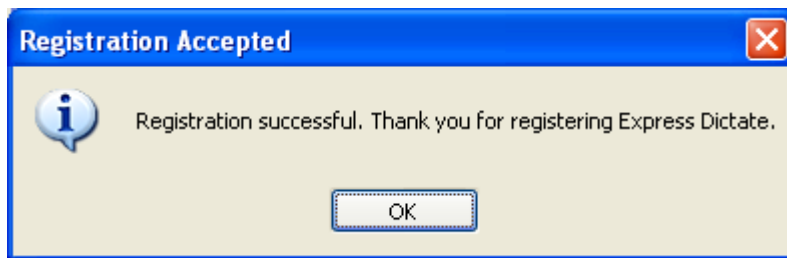
(iii) Enter the Name from the User License registration and activation code for the "User Name" box.

(iv) For "Email", enter the Email address from the code.

(v) Enter the ID number and the Key from the code in the two remaining boxes provided for the "Express ID - Key". Note that the Key is comprised of 8 lowercase letters, and contains no numbers or uppercase characters.

It is essential that you enter all of the registration and activation code details exactly as they appear in the email.

Click the <OK> button to complete the User License registration and activation. If you have done things correctly the following message will be displayed:



Clicking the <OK> button on the Registration Accepted message will close both the message and the registration window.

### **If your key is not accepted...**

1. Check you have entered the Name, Email, ID and Key exactly as they appear on the email containing the license registration and activation code.
2. If the software license was purchased a while ago for a previous version of the software, the license registration and activation code that you are using may not work with more recent versions of Express Dictate. In this case you must purchase a license upgrade at [www.nch.com.au/upgrade](http://www.nch.com.au/upgrade).
3. If your user license registration and activation code has worked previously with the version of Express Dictate that you are using, the Key from the code may require updating. Contact NCH Technical Support using the email form at [www.nch.com.au/support/regcontact.html](http://www.nch.com.au/support/regcontact.html) on the website, and include the full details [Name - Email - ID - Key] of your code.

## Express Dictate Licence Terms

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7. If you use Express Dictate for more than 14 days you must purchase a licence from NCH Swift Sound for each user who uses the software.
8. The contract arising out of this agreement is governed by the laws and courts of the Australian Capital Territory.

### **Express Dictate**

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[www.nch.com.au/express](http://www.nch.com.au/express)

## Notes