

# **User Guide**

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# **Getting Started**

How does the VS Recorder work specifically? Up to four telephone/DID lines plug into the external voice card, with a USB cable connecting to the desired host computer. The software is loaded and after a few, brief configuration settings are made, the user may begin dictating from any landline or mobile phone. Direct-wired telephony stations may also be used. As the user dictates, the data is written to the host computer. Afterward, the file will automatically be sent to the directory you have designated.

#### - What you will need to know before installation

- > Which computer will you run VS Recorder on? (See System Requirements @ www.dacsolution.com/vsr)
- > Will you be using telephone lines, direct-wired stations, or a combination? (See Direct-wired Telephony Stations)
- Will this computer be near the necessary wiring?
- > Will you be exporting the dictation? If so, is the destination available on the network?
- > How will the dictation be transcribed? Can your transcription application play the files VS Recorder creates?

(See File Format Details)

# Installation

#### Pre-Installer Steps: Windows Server 2008/Vista

#### Step 1

If UAC (User Account Control) is on, you must disable it for VS Recorder to function properly.

Go to Control Panel>Users Accounts

Click Turn User Account Control on or off



#### Step 2

If Use User Account Control (UAC) to help protect your computer is checked, uncheck it.

Click OK.

Reboot your computer.

After these steps, follow the Installer installation steps further down.



### Pre-Installer Steps: Windows 7/8/Server 2012

#### Step 1

If UAC (User Account Control) is on, you must disable it for VS Recorder to function properly.

Go to Control Panel>Users Accounts

Click Change User Account Control settings



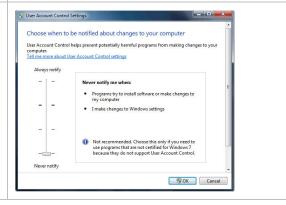
#### Step 2

Set the UAC slider to Never notify.

Click OK.

Reboot your computer.

After these steps, follow the Installer installation steps on the next page.



#### **Installer Steps**

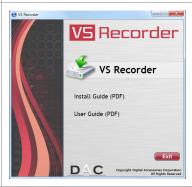
Step 1 Plug the USB voice card's cable into an available USB port on your computer.

**Note:** We strongly recommend you do not plug the voice card into a USB hub. If you must, please ensure it is a powered USB hub.

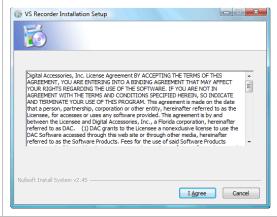


Step 2 Insert the CD and select VS Recorder from the screen that appears.

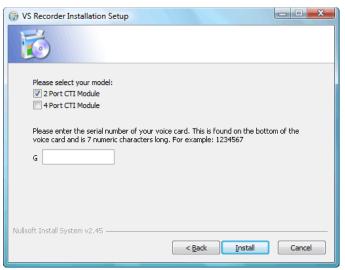
**Note:** If the setup does not automatically launch, go **My Computer** and double-click your CD drive.

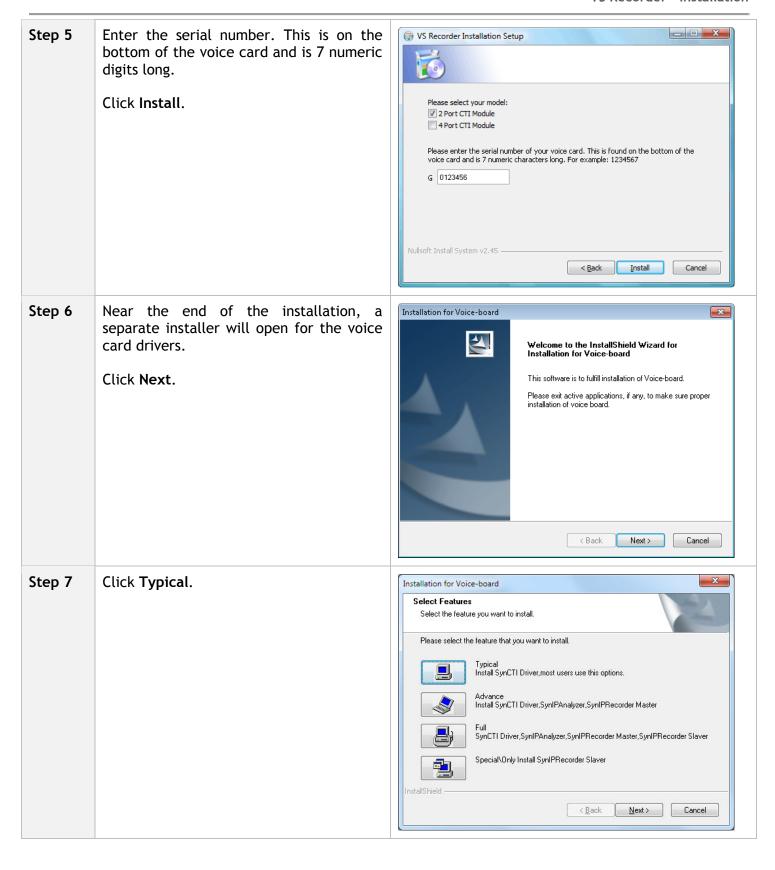


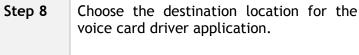
**Step 3** Accept the software agreement.



Step 4 Select which model of VS Recorder you have: 2 or 4 ports.



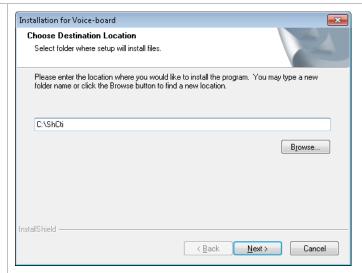




Although you may choose any path, it is recommended that you keep the default of: C:\ShCti

Click Next.

**Note:** This path is only for the driver application, not VS Recorder.



Step 9 If the path entered in Step 9 does not exist, a Confirm New Folder window will pop up.

Click Yes.

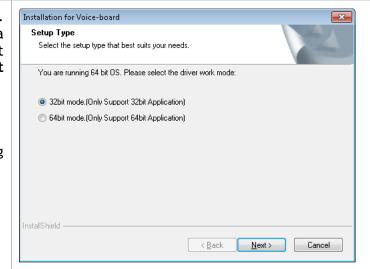


Setup may ask what driver to install.

Regardless of whether you are running a
32-bit or 64-bit operating system, select
32bit mode. (Only Support 32bit
Application).

Click Next.

**Note:** If you are running a 32-bit operating system, you may not see this prompt.



OK

# Step 11 During the installation, you may receive a prompt asking if you would like to install this device software.

Click Install.



Amount of Voice-board has been installed successfully:1

#### Step 12

If the voice card driver installer finds a voice card, it will list the serial number. Click **OK** and then on the following screen click **Finish**.

You will go back to the VS Recorder installation screen.

Once the installer is finished, click **Close**.

Click **OK** to the confirmation prompts.

Now **Reboot** the computer.

Step 13

Once Windows has loaded, the voice card's green light should be blinking, meaning the Recorder is running. Only one port will be active until the serial number has been verified online.

**Note:** If the internet is enabled, connect the computer to the internet and reboot again. If the serial is valid, all remaining ports will be activated.



Installation for Voice-board

Board-0:178979;

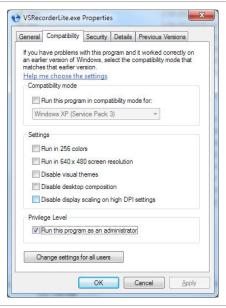
#### Step 14

If you are running VS Recorder on a Windows 8 computer, the Monitor shortcut on the desktop needs to be ran as an administrator in order to work.

To set this, *right-click* the icon and go to the **Compatibility** tab.

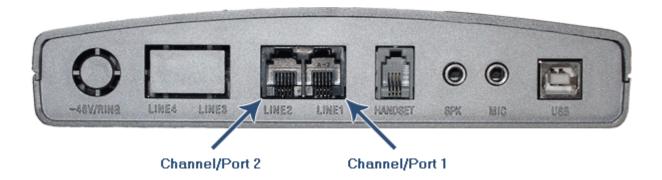
Then check the Run this program as an administrator box.

Click OK.



#### - Hardware Installation

**Step 1.** Plug your telephone line(s) into the appropriate jack on the voice card. Below is a picture of the back of a 2 port voice card. Note that **Line 1 = Port 1**, **Line 2 = Port 2**, etc.



**Step 2.** If you are only using telephone lines, setup is complete! If you are also using dictate stations, see **Direct-wired Telephony Stations**.

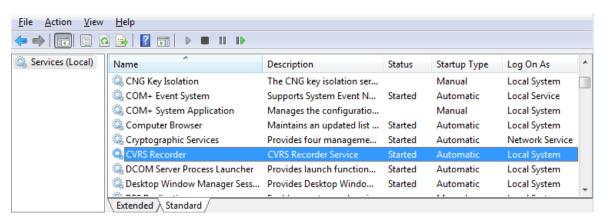
# **CVRS** Service

The VS Recorder operates as a Windows service. Although you can launch the program's interface - the VS Recorder Monitor - it is not necessary. Users can log on and dictate without the interface running. This section discusses how the CVRS service can be accessed and configured.

#### - Opening the Service

Step 1. Go to Control Panel>Administrative Tools>Services.

Step 2. In the list of services in the right pane, double-click CVRS Recorder.



### - Starting/Stopping the Service

Step 1. Go to Control Panel>Administrative Tools>Services.

Step 2. Right-click CVRS Recorder and choose Start, Stop, or Restart.

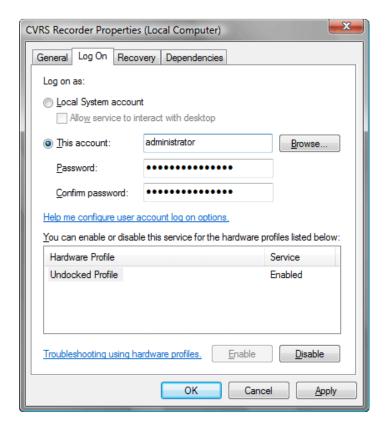
Note: Press F5 to refresh and see the service's current status.

#### - Adding an Account/Password

If you set the VS Recorder's **Files Path** to a network directory, a user account with **Full Control** on that directory must be added. Otherwise, the computer may not have appropriate permissions to send the dictation files to the designated path. If the password to the account you configure ever changes, you will need to make the change in the CVRS Recorder Service as well.

- Step 1. Go to Control Panel>Administrative Tools>Services.
- **Step 2.** In the list of services in the right pane, double-click **CVRS Recorder**.
- **Step 3.** Go to the **Log On** tab.
- **Step 4.** Change the selection from **Local System account** to **This account**.
- **Step 5.** Type in an account name and password. If your computer is on a domain, you should use a domain account, not local.

Step 6. Click OK.



# Running as an Executable

By default VS Recorder runs as a service. However, it can also be ran as an executable. We only recommend doing this if your destination Files Path is a network share and you are experiencing issues with writing files to that share. This can occur due to Windows permission restrictions, as the service does not use the credentials of the local user account. When running VS Recorder as an executable, though, the application can use the credentials of the local account you are logged in under. This means that as long as you can manually copy and modify files on that share, VS Recorder can too. Running VS Recorder as an executable requires that you log into your user account for the Recorder to start, though, unlike a service. So in summary:

		As a Service	As an Executable
I	Pros	Does not require that a user log into Windows to start	Eliminates possible permission issues when sending files to a network share
(	Cons	Can have problems writing files to a network share because of permissions	Requires that you log into a Windows account on the initial boot up to start

#### - Enabling Executable

**Step 1.** To run VS Recorder as an executable, in the menu go to **Help>Disable Service/Run Exe**.

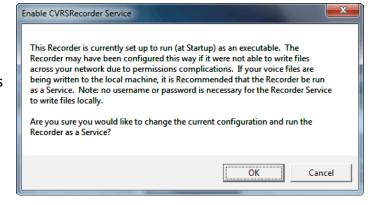
**Step 2.** You will receive a popup. Click **OK**. A timer will appear. Please wait while the service is stopped and VS Recorder is started back up as an executable. During this process a shortcut to the executable will be placed in the **All Users>Start Menu/Programs/Startup** directory.



### - Re-enabling Service

**Step 1.** To run VS Recorder as a service again, in the menu go to **Help>Enable Run as Service**.

**Step 2.** You will receive a popup. Click **OK**. A timer will appear. Please wait while VS Recorder is stopped and is started back up as a service.

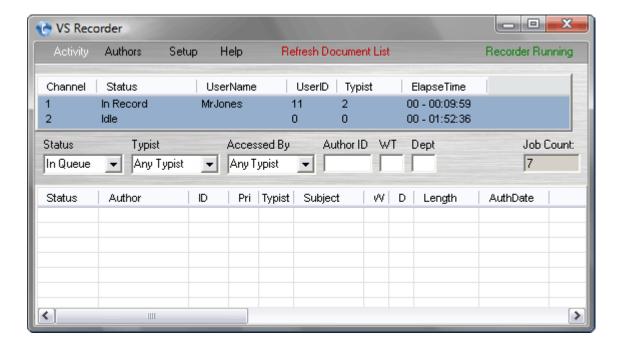


# **Activity**

The **Activity** screen is the default screen VS Recorder loads. It allows you to view the status of all your channels and disconnect a user if desired. In addition, you may view a list of dictation using a variety of filter criteria.

#### - Channel Overview

Each channel corresponds to a jack on the voice card. Channel 1 uses Line 1, Channel 2 uses Line 2, and so on. The number of channels shown is dependent on the number of ports your voice card has. Channel 1 is always active. Additional channels are only activated after VS Recorder has verified the serial number online.



### - Disconnecting a User/Idle a Channel

If a channel shows a user connected to a channel that has already ended their session, you can manually disconnect them. This frees the channel for future use.

- **Step 1.** Right-click the channel you wish to idle.
- **Step 2.** Confirm you wish to place the channel on-hook.



WARNING: If you idle a channel with a user logged on, that user's dictation will be cut off and may even be damaged or lost.

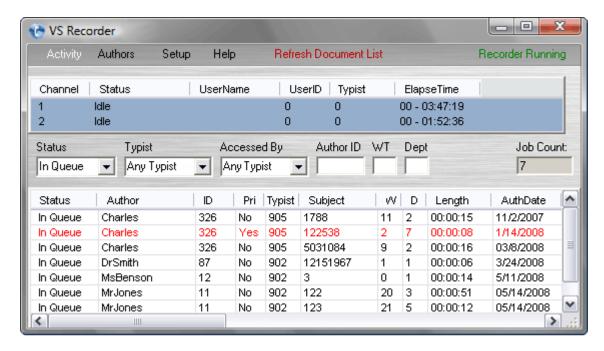
### - Channel Information

The Activity screen will show you the status of each channel and who is connected. Each field is explained in the table below.

Channel	The channel/port number.	
Status Idle Script Terminated In Record In Play In Stop Rewind Fast Forward	There are different 7 statuses:  Channel is enabled but has no users currently logged on The channel has been disabled or the Recorder service has been stopped The user is in Record mode The user is in Play mode The user is in Stop mode The user is rewinding The user is fast forwarding	
User Name	The name (as set up in their author profile) of the user currently logged onto that channel	
User ID	The ID (as set up in their author profile) of the user currently logged onto that channel	
Typist	The dictation's typist assignment	
Elapse Time	The time elapsed since the command was received, or since the channel went Idle	

#### - Dictation List Overview

On the **Activity** screen there is a list of current dictations. VS Recorder is monitoring your **Files Path** to populate this list (see **Configuration** | **Files Path**). You can expand the list at any time by dragging the bottom-right corner of the window.



#### - Creating a Dictation List

**Step 1.** Using the **Status**, **Exclusive**, **Accessed By**, **Author ID**, **WT**, and **Dept** fields, you can create a search filter. You may select specific criteria in each field or leave them blank to view all jobs.

**Step 2.** Click **Refresh Document List** in the menubar. You must click this to create a new dictation list after changing your search criteria.

Filter criteria		
Status	There are 5 different statuses a dictation may have. For a description of them, see Activity   Dictation Demographics below.	
Typist	This corresponds to the ID number in the <b>Typist</b> field of an author profile. This will only list jobs that have the Typist ID you select.	
Accessed By	This refers to dictation that has been accessed by a typist using one of DAC's transcription applications. The typist ID will be attached to any dictation the user reviews or types. This will only list jobs that have been reviewed or typed by the ID of the typist you select.	
Author ID	This is the <i>user ID</i> for an author profile. This will list jobs that match the author ID # you provide.	
WT	This stands for worktype. This will list jobs that match the worktype # you provide.	
Dept	This stands for department. This will list jobs that match the department # you provide.	

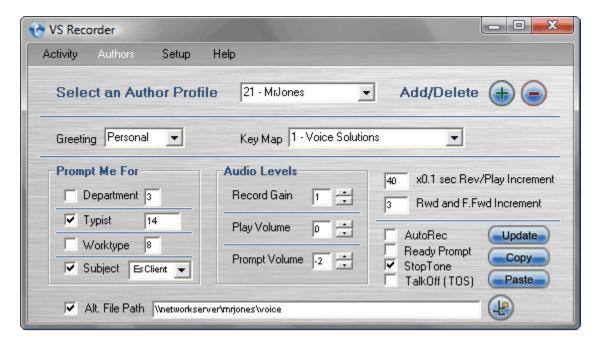
### - Dictation Demographics

There are a total of 18 different columns of demographic data available for a dictation. Typically, only the first 11 are visible. To view the additional columns, use the scroll bar or enlarge the window.

Columns		
Status In Queue Completed Saved Trans In Trans All Doc	There are 5 different statuses: The dictation is awaiting transcription The dictation has been transcribed A typist has saved the dictation for later completion The dictation is currently being transcribed This will display all dictation, regardless of Status	
Author	The name (as set up in their author profile) of the user who created the dictation	
ID	The ID (as set up in their author profile) of the user who created the dictation	
Pri	(Priority) - Y=yes it is prioritized. N=no	
Typist	This is the typist the dictation is assigned to	
Subject	The dictation's subject #	
W	(Worktype) - The dictation's worktype #	
D	(Department) - The dictation's department #	
Length	The length of the dictation (hours:minutes:seconds)	
AuthDate	The date the dictation was dictated	
AuthTime	The time of day (24h:m:sec) the dictation was dictated	
TransName	The typist name which marked the dictation Completed	
TransID	The typist ID which marked the dictation <i>Completed</i>	
TransDate	The date the dictation was marked <i>Completed</i>	
TransTime	The time of day (24h:m:sec) the dictation was marked Completed	
SysID	(System ID) - The System ID you have under Configuration will determine this	
Enc W U D	(Encoding) - The dictation's encoding format Wave format MuLaw format Dss format	
FileName	The dictation's file name and path	

## **Authors**

All author profiles are managed from the **Authors** screen. An author profile has a unique user ID to log into the VS Recorder and dictate. Each profile can be customized to suit the needs of that particular user. An unlimited number of author profiles may be created.

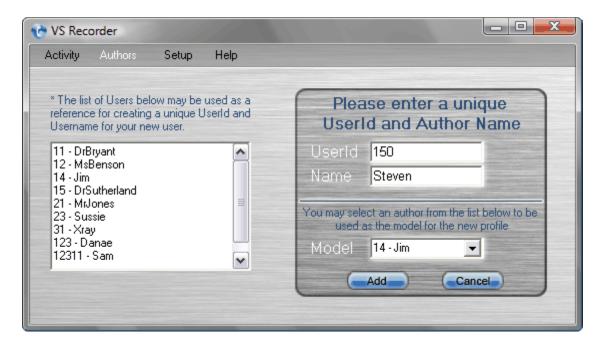


#### - How to View/Edit an Author Profile

- **Step 1.** Click the arrow on the **Select an Author Profile** drop down menu. Select the profile you wish to view. That profile's configuration is now displayed.
- **Step 2.** Make any needed configuration changes.
- **Step 3.** Click the **Update** button.

#### - Creating an Author Profile

Step 1. Click the + button. The screen below appears.



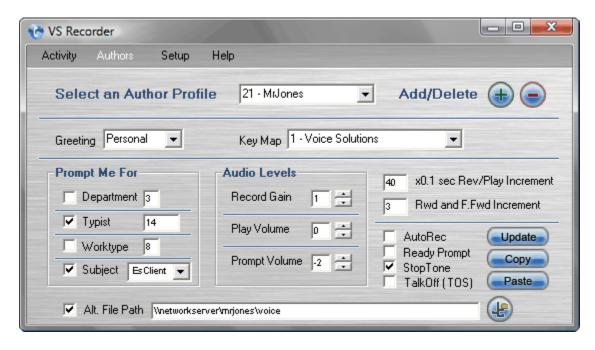
- **Step 2.** Enter a unique **UserID**. This can be any number from 1-999999.
- Step 3. Enter a unique Name. This can be any combination of alphanumerics up to 15 characters long.
- **Step 4.** If you would like your new profile to have the same configuration as a previous profile, select it from the **Model** drop down box. If you want your new profile to be created with a blank configuration, then leave the field blank.
- Step 5. Click the Add button.



HINT: Use the list of users on the left to see what user IDs and names have already been created. This will assist you in creating a unique ID and name for your new profile.

#### - Duplicating an Author Profile

Each author profile must have a unique ID and name. Because of this, you cannot duplicate a profile. However, you can duplicate its configuration.



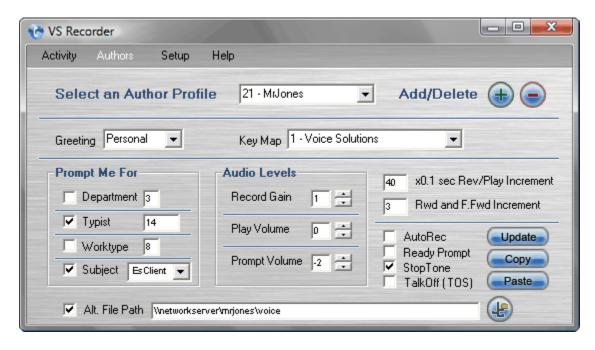
- **Step 1.** Click the arrow on the **Select an Author Profile** drop down menu. Select the profile you wish to duplicate. That profile's configuration is now displayed.
- Step 2. Click the Copy button.
- **Step 3.** Click the arrow on the **Select an Author Profile** drop down menu. Select the profile you wish to duplicate the configuration to.
- **Step 4.** Click the **Paste** button.

### - Deleting an Author Profile

- **Step 1.** Click the arrow on the **Select an Author Profile** drop down menu. Select the profile you wish to delete. That profile's configuration is now displayed.
- Step 2. Click the button.

### - Configuring an Author Profile

With all of the various features you can customize, each user can have a setup tailored to their needs and dictating style. Each configuration feature is described below.



**Greeting:** You can choose from 3 options: **Personal**, **General**, and **None**. **Personal** requires that a custom greeting be created, otherwise it reverts to **None**. **General** simply says "Welcome to Voice Solutions" (see **Authors** | **Creating Greeting Prompts**).

**Keymap:** You can choose from any of the nine available keymaps (see **Keymaps**).

**Department:** The number in the box determines what the default department number will be. This can be any number between 1-99. If the box is *checked*, it will prompt the user to enter a department number at the start of each dictation. If *unchecked*, the user cannot change the default department number.

**Typist:** The number in the box determines what the default typist assignment number will be. This can be any number between 0-89 (0 = unassigned). If the box is *checked*, it will prompt the user to enter a typist number at the start of each dictation. If *unchecked*, the user cannot change the default typist assignment number.

**Worktype:** The number in the box determines what the default worktype number will be. This can be any number between 0-99. If the box is *checked*, it will prompt the user to enter a worktype at the start of each dictation. If *unchecked*, the user cannot change the default worktype.

**Subject:** The selection in the drop down box determines what type of subject prompt will play. If the box is *checked*, it will prompt the user to enter a subject number at the start of each dictation. This can be any number between 0-999999. If *unchecked*, the user will not be asked for this number.

Here are the following selections and what prompt they produce:

Subject Prompts		
EsBarcode	Scan the barcode	
EsBirthdate	Enter the patient's birth date followed by the pound key	
EsClient	Enter the case or client number followed by the pound key	
EsExam	Enter the exam number followed by the pound key	
EsPatAcct	Enter patient account number	
EsPatient	Enter the patient ID number followed by the pound key	
EsPatSSN	Enter the patient's social security number followed by the pound key	
EsPatVisit	Enter the patient's visit number followed by the pound key	
EsScan	Scan	
EsSubject	Enter subject number followed by the pound key	

**Record Gain:** This determines the level at which audio is recorded with this profile. -4 represents the quietest setting, and 3 the loudest. This is cumulative with the setting for each channel under **Configuration** (e.g. If the **Record Gain** for Channel 1 is 3 and the **Record Gain** for an author profile is -3, the result will be 0).



HINT: Adjusting the gain is a good way of compensating for loud or soft speakers as well as dictation method. For example, cell phones tend to record at a lower volume than telephony stations.

**Play Volume:** This determines the level at which audio is played back when reviewing. -4 represents the quietest setting, and 3 the loudest. This is cumulative with the setting for each channel under **Configuration** (e.g. If the **Play Volume** for Channel 1 is 3 and the **Play Volume** for the author profile is -3, the result will be 0).

**Prompt Volume:** This determines the level at which the prompts are played. -4 represents the quietest setting, and 3 the loudest.

**Rev/Play Increment:** This determines how far the dictation will automatically rewind when the user presses Play. This is also known as auto backspace. The number can be from 1-999 and is multiplied by  $1/10^{th}$  of a second. (e.g. 10 = 1 second, 25 = 2.5 seconds).

**Rwd & F.Fwd Increment:** This determines (in seconds) how far the dictation will rewind or fast forward with each beep. The number can be from 1-99.

**Auto Rec:** If the box is *checked*, the user will automatically go into record mode at the beginning of a new dictation without pressing any digits. If *unchecked*, the user will have to press the record digit at the start of each new dictation.

**Ready Prompt:** If the box is *checked*, the user will simply hear a "Ready" prompt when starting a new dictation. If *unchecked*, the user will hear the standard "Press 2 to begin dictating" prompt.

**Stop Tone:** If the box is *checked*, the user will hear a soft beep when in stop mode. This reassures the user that he has not been disconnected and reminds him that he is currently not recording. If *unchecked*, the user will hear nothing when in stop mode.

Talk Off (TOS): This stands for Talk Off Suppression. Since each digit on a phone is represented by a tone, at times a user can "talk off" a digit if they make a sound similar to that tone. This could cause VS Recorder to disconnect the user, end the dictation, or some other unintentional command. By enabling Talk Off (TOS) it disables all functions when in Record except for the Stop and Rev/Play commands in the Keymap. For any of the other commands to work (like Priority, Next Job, or Skip Beg) the user would have to go into Stop mode first.

Alt. File Path: If the box is *checked*, all of that user's dictation will be saved to the path entered. This can be a local directory or a network share. If *unchecked*, the Files Path configured under the Configuration tab applies to that author profile (see Configuration | Files Path).

#### - Creating Greeting Prompts

If an author profile has their **Greeting** set to **Personal** it will use the custom greeting you create.

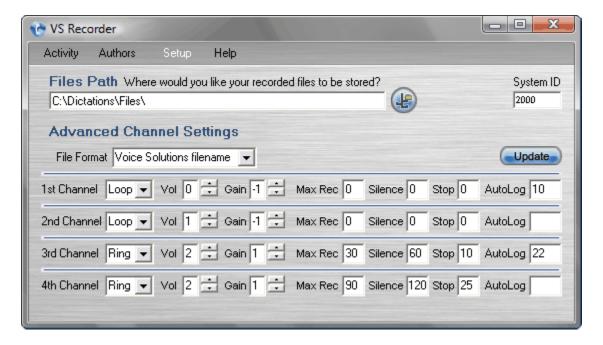
- **Step 1.** Call VS Recorder just like you would to dictate. You may also use a direct-wired telephony station, if available.
- Step 2. At the "Please enter user ID" prompt, enter 990#.
- **Step 3.** You will hear, "Welcome system administrator".
- **Step 4.** Enter the user ID of the author profile you wish to create a greeting for followed by the # key.
- Step 5. Follow the prompts and press 2 to record your custom greeting. Press 3 when finished.
- **Step 6.** To accept your personal greeting, press #. You may also review it by pressing **3**, or re-record it by pressing **2**. Hang up when finished.

#### - Editing a Greeting Prompt

- **Step 1.** Call VS Recorder just like you would to dictate. You may also use a direct-wired telephony station, if available.
- Step 2. At the "Please enter user ID" prompt, enter 990#.
- Step 3. You will hear, "Welcome system administrator".
- **Step 4.** Enter the **user ID** of the author profile you wish to edit, followed by the # key.
- Step 5. Follow the prompts and press 2 to record your new custom greeting. Press 3 when finished.
- **Step 6.** To accept your personal greeting, press #. You may also review it by pressing **3**, or rerecord it by pressing **2**. Hang up when finished.

# Configuration

The **Configuration** screen provides access to all major system settings. Here you set the audio format and location the dictation will be stored, as well as customize each channel.



#### - Editing a Setting

- Step 1. Make any desired configuration changes.
- **Step 2.** Press the **Update** button.

### - Configuration Settings

**Files Path:** This determines where your dictation is stored, or copied to, after being dictated. The default path is: C:\Dictations\Files

The path can be a local directory, network share, mapped drive, or external media. For network shares, you may use the UNC or IP (if static). Click the button beside the box to browse for your path.

**System ID:** The System ID is a number which acts as a unique identifier for the origin of a dictation. Any dictation created from VS Recorder will have this number appended to it. This is beneficial if you have other DAC products - which have their own unique System IDs - because it will allow the typist to see which dictations originated from VS Recorder. Any number from 0-9999 may be used.

File Format: Choose from Voice Solutions filename, Standard Wav filename, and Standard Wav with XML (see File Format Details).

**Loop/Ring:** Set to **Ring** if a telephone or DID line is connected to that channel. Set to **Loop** only if a direct-wired telephony station is connected to that channel (see **Direct-wired Telephony Stations**).

**Vol:** This determines the playback volume on that channel. -3 is the quietest and 3 the loudest. This is cumulative with the setting for each user's author profile (e.g. If the **Play Volume** for Channel 1 is 3 and the **Play Volume** for the author profile is -3, the result will be 0).

**Gain:** This determines the record gain, or volume, on that channel. -3 is the quietest and 3 the loudest. This is cumulative with the setting for each user's author profile (e.g. If the **Record Gain** for Channel 1 is 3 and the **Record Gain** for the author profile is -3, the result will be 0).

**Max Rec:** This determines the maximum length (in minutes) the channel will remain in **Record** without any digits being pressed before going into **Stop**.



HINT: Setting a Max Record is an excellent way to prevent a dictation from being several hours in length because the user accidentally left the phone off-hook and in Record.

**Silence:** This determines the maximum length (in seconds) the channel will remain in **Record** with silence on the line before going into **Stop**.



HINT: If you have a telephone line that does not disconnect properly, the Max Silence feature can assist in freeing up channels. This feature should be used in conjunction with Max Stop.

**Stop:** This determines the maximum length (in minutes) the channel will remain in **Stop** before disconnecting the user.



HINT: If you have a telephone line that does not disconnect properly, the Max Stop feature can assist in freeing up channels. This feature should be used in conjunction with Max Silence.

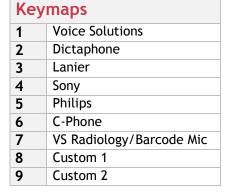
**Auto Log:** If a user ID is entered here, that ID will automatically be logged on when that particular channel is accessed.

# Keymaps

The **Keymaps** screen is very simple. You have a total of nine different keymaps which can be assigned to an author profile. Seven of those keymaps are preconfigured. The last two are blank to be used as custom keymaps.

#### - Keymaps Overview

A keymap determines what command a particular digit translates into (e.g. **2** = **Record** in the **Voice Solutions** keymap). Each command has two boxes. You will notice that the second box is gray. This box is for directwired stations, as they often do not put out standard numeric digits. It is recommended that you do not modify any of these as they have been configured to match specific chipsets. If any of the primary digits in the first box need to be changed, it is recommended that you use one of the blank keymaps.





**HINT:** To quickly configure one of the custom keymaps, take advantage of the **Copy** and **Paste** features.

#### - Editing a Keymap

- Step 1. Make any changes necessary.
- **Step 2.** Click the **Update** button.



### - Restoring a Keymap

You can restore a keymap back to its default configuration if desired.

**Step 1.** Select the keymap you wish to restore.

Step 2. Click the Default button.



WARNING: This will remove all changes you have made to that particular keymap.

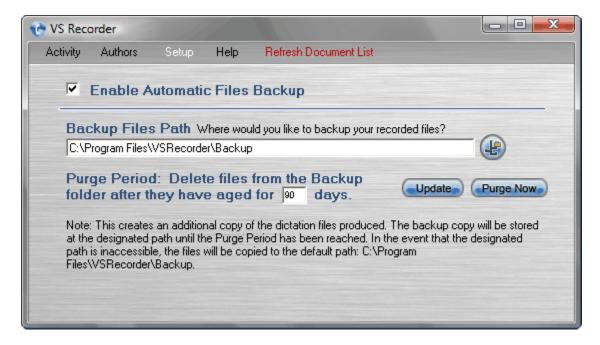
### - Duplicating a Keymap

**Step 1.** Select the keymap you wish to duplicate. Click the **Copy** button.

Step 2. Select the keymap you wish to overwrite with the copy. Click the Paste button.

# Backup

You can enable a backup of all dictation and customize the settings in the **Backup** screen. It is recommended that you always have this feature enabled.



#### - Overview

This creates an additional copy of the dictation files produced. The backup copy will be stored at the path provided in **Backup Path**. It will remain there until the **Purge Period** has been reached. In the event that the **Backup Path** is inaccessible, the files will be copied to the default backup path:

C:\Program Files\VSRecorder\Backup

### - Configuration

**Enable Automatic Files Backup:** If *checked*, this will turn the automatic backup feature on.

**Backup Files Path:** This is the path where the dictation backup will be stored. It may be a local directory, mapped drive, removable drive, IP address, or any other media.



HINT: It is recommended that the backup feature always be enabled. This is especially true if you have a mapped drive or network share as the dictation's destination. Although rare, files can sometimes be lost when copying if network issues arise. Ideally, the backup destination should be a computer which receives a daily tape or other media backup.

**Purge Period:** This is the number of days the backup copy will be stored before deletion. It can be between 1-999 days.

# File Format Details

There are three options in the File Format box on the Configuration screen.

#### - Format

Name	Encoding	Size	Extension
Voice Solutions filename	uLaw 8 bit 16k	480K per min - 28.8MB per 1 hour	.eU2
Standard Wav filename	Wave 8 bit 16k	480K per min - 28.8MB per 1 hour	.wav
Standard Wav with XML	Wave 8 bit 16k	480K per min - 28.8MB per 1 hour	.wav

#### - Filename

One of the primary differences between each of the three formats is how they handle the demographic data configured in an author profile. The **Voice Solutions filename** format is designed to be compatible with other DAC products and has all demographic data in the filename. **Standard Wav filename** does not include any of the VS Recorder's demographic data, whereas **Standard Wav with XML** includes an XML file with all such data. The tables below break down each format's filename.

Voice Solutions filename				
2000 2 Jo 0eU2	2000 2 Jones 11 4 28 2008 12 49 38 1 3 1 123456 0 0eU2			
2000	System ID			
2	Channel the dictation was created on			
Jones	Author's name			
11	Author ID (up to 6 digits)			
4	Month created			
28	Day created			
2008	Year created			
12	Hour created			
49	Minute created			
38	Second created			
1	Department number			
3	Typist selection (up to 2 digits)			
1	Worktype (up to 2 digits long)			
123456	Subject (up to 15 digits long)			
0	Pointer used for saved jobs			
0	Priority status (0=non-priority - P=priority)			
_	Separator			
.eU2	Encoding extension			

Standard Wav filename		Standar	Standard Wav with XML	
46_Jones_2_0.wav		47_Jones	s_2_0.wav	
46	Job number (goes up sequentially)	47	Job number (goes up sequentially)	
Jones	Author's name	Jones	Author's name	
2	Author's ID number	2	Author's ID number	
0		0		
.wav	Encoding extension	.wav	Encoding extension	

### - XML Fields

If you choose **Standard Wav with XML** as the File Format, VS Recorder will create an XML file with each dictation. The XML's filename will be identical to the wave file, except it will also have .xml extension. Example:

```
47_Jones_2_0.wav (dictation file)
47_Jones_2_0.wav.xml (dictation's xml file)
```

The XML file has two primary fields: **PropertyIdentifier** and **PropertyValue**. The first identifies the property, such as **Worktype** or **Author**. The latter identifies the variable, or value for the preceding **PropertyIdentifier**. So if the **PropertyIdentifier** was **Worktype** and the **PropertyValue** was **4**, then that dictation has a worktype of 4. The table below shows all 10 **PropertyIdentifier** fields and their corresponding **PropertyValue** variables.

Propertyldentifier	PropertyValue Example	PropertyValue Description
DictationLength	8500	Length in milliseconds 8500=8.5 seconds
CreationDateTime	2009-12-16 11:03:48	yyyy-mmmm-dd HH:MM:SS
Status	2	Transcription status. Value always set at 2
Author	Jones	Name of the Author
Priority	0	0=Non-Priority, 7=Priority
Worktype	4	Worktype #
Department	22	Department #
Custom1	12345	Subject
Custom2	3	Author ID
Custom3	200	System ID

# **Updates**

If you have an internet connection, you can check for updates at any time. Go to Menu>Help>Check for Updates. If an update is available it will automatically download.

#### - Overview

When updates are available, the files are downloaded and saved to: C:\Program Files\VSRecorder\Upgrade

The old version of the files are then moved to C:\Program Files\VSRecorder\Upgrade\Previous

#### - Version

The current version of software you are running can be found under Menu>Help.

**Monitor Ver.** = This is the version of the VS Recorder monitor you are using. This file is located at: C:\Program Files\VSRecorder\VSRecorder.exe

**Recorder Ver.** = This is the version of the CVRS Service you are running. This file is located at: C:\Program Files\VSRecorder\cvrs.exe

Scripts Ver. = This is the version of the programming scripts you are running. This file is located at: C:\Program Files\VSRecorder\Scripts\default.vc

### - Check for Updates

When you check for updates, a progress screen will pop up (see below). If new updates are available you will be prompted to download them.



If you get an error that you cannot connect to the upgrade server, click on **Advanced** (bottom-right of the screen). An alternate path can entered in the **Update address** box.

# Log Files

There are two log files you can reference for troubleshooting: access.log and recorderservice.log. Both of these are located at C:\Program Files\VSRecorder\log.

#### - Access.log

This log file keeps track of all job activity such as: creation time, digits entered, and termination time. Below is a sample of a typical access.log file.

```
12/28/2009 12:44:14 [1] ID=0 AUTH= JOB=0 DEPT=0 WKT=0 SUB=0 [Call Answered] 12/28/2009 12:44:14 [1] ID=0 AUTH= JOB=0 DEPT=0 WKT=0 SUB=0 [Enter UserID] 12/28/2009 12:44:23 [1] ID=1 AUTH= JOB=0 DEPT=0 WKT=0 SUB=0 [Validating UserID] 12/28/2009 12:44:25 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [In Record] 12/28/2009 12:45:28 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:45:28 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [Rewind] 12/28/2009 12:45:28 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [In Play] 12/28/2009 12:45:29 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [Fast Forward] 12/28/2009 12:45:30 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:45:35 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [Record] 12/28/2009 12:45:58 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [Record] 12/28/2009 12:45:58 [1] ID=1 AUTH=Jones JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:46:31 [1] ID=0 AUTH=JONES JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:46:31 [1] ID=0 AUTH=JONES JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:46:31 [1] ID=0 AUTH=JONES JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:46:31 [1] ID=0 AUTH=JONES JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:46:31 [1] ID=0 AUTH=JONES JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:46:31 [1] ID=0 AUTH=JONES JOB=51 DEPT=1 WKT=0 SUB=0 [Stop] 12/28/2009 12:46:31 [1] ID=0 AUTH=JONES JOB=51 DEPT=0 WKT=0 SUB=0 [Terminating Call]
```

#### - Recorderservice.log

This log file keeps track of when the VS Recorder service starts or is restarted. Below is a sample of a typical recorderservice.log file.

```
[12/28/2009 12:00:07] Entered service code
[12/28/2009 12:00:10] SetTheServiceStatus, SERVICE_RUNNING
[12/28/2009 12:00:11] SetTheServiceStatus, Service_Ctrl function
```

# **Direct-wired Telephony Stations**

Direct-wired telephony stations provide additional features to VS Recorder and do not require a dedicated telephone line. This works by running dedicated wires from VS Recorder to the telephony station. In addition, a junction box will be needed to interface between the station and the VS Recorder voice card.

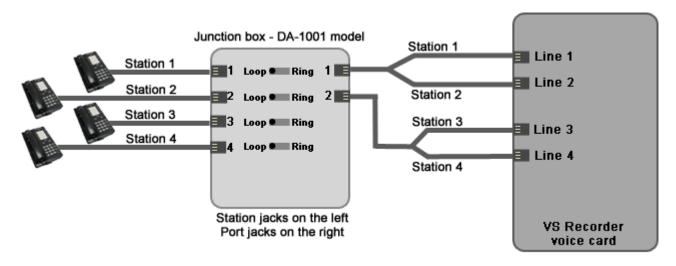
#### - What You Will Need

- > A DAC digital dictate station of your choice
- > A DAC junction box
- > Cat3 ribbon cable to run from the station to the VS Recorder voice card

#### - Setup

The following steps presume you have already completed the basic installation of VS Recorder.

- Step 1. Plug your dictate station's A/C adapter in.
- **Step 2.** You may use either an ordinary telephone cable or make a custom one, preferably with Cat3 ribbon cable. Only 1 pair (the 2 middle wires) will be used. Plug the cable into the **Data** jack on the dictate station.
- Step 3. Run the other end of the cable to your junction box. Plug the cable into the Station 1 jack. This



will directly wire the station to VS Recorder's Channel 1.

- **Step 4.** Run a telephone cable (single or double pair doesn't matter) from the **Port 1** jack on the junction box to the **Line 1** jack on the VS Recorder voice card.
- **Step 5.** Verify that the switch for **Station 1** on the front of the junction box is set to **Loop**.
- Step 6. Plug the junction box's A/C adapter in.

Step 7. Test your dictate station. You should hear a prompt for user ID when you log on.

#### If you are using more than one dictate station

You will follow all of the steps above, except for Step 4. The **Station** jacks on the junction box receive a single-pair wire. The **Port** jacks on the junction box, though, output two pair, carrying the current from both **Station 1** & **2** (**Port 1**) or **Station 3** & **4** (**Port 2**). However, the VS Recorder voice card only receives a single pair on each **Line** jack. Thus, the current you are carrying in the two-pair wire from **Port 1** must be spliced into two, single-pair wires, and have new jacks crimped onto the end of the wire.

So, for example, when the telephone cable terminates into the **Port 1** jack on the junction box, the cable's two inside wires should be the pair going into **Line 1**. The two outside wires should be the pair going into **Line 2**. The diagram above shows how to implement several dictate stations.

# Troubleshooting

### - Installation

Issue - Only Channel 1 is working.	Possible Cause - VS Recorder is not activated yet. It must verify your serial number to do so.	Solution - Connect your computer to the internet. Reboot the computer.  If problem persists, temporarily disable any firewall and antivirus software you have. Also verify that UAC is turned off.  Reboot the computer.
	Possible Cause - You do not have a live telephone cable plugged into the other channel(s) or are calling the wrong phone number.	Switch the telephone cable from Line 1 (which is for Channel 1) with Line 2 (which is Channel 2).  Now call the number you originally tested Channel 1 with.  If Channel 2 works, your wiring or the number dialed was incorrect. If Channel 2 still does not work, then see one of the other causes above.
Issue - CVRS Service will not start after installation.	Possible Cause - The serial number you entered during installation is incorrect.	Solution - The serial number you entered during installation can be found at the bottom of the Help menu. Verify that this matches what is on the bottom of the USB voice card.  If not, then click Update Serial Number from the Help menu and enter the correct number.  If the number is correct, contact our support department so we can assist with the authentication of your product.
	Possible Cause - If this is a 64-bit computer and you selected the 64-bit drivers to install.	Solution - VS Recorder is a 32-bit application so you must install the 32-bit drivers for the USB voice card. To resolve this, uninstall VS Recorder. Reboot the computer. Reinstall VS Recorder, this time selecting 32-bit drivers.
Issue - The voice card is not recognized by Windows when plugged in via USB.	Possible Cause - You have a USB issue or bad USB port.	Solution - Plug the voice card into a different USB port. If you still have issues, reboot the computer.  Plug the voice card into a different computer. If it is recognized, then you have a USB issue with the first computer.

### - After Installation

Issue - The Activity screen shows the channels as "Idle" even after connect.	Possible Cause - UAC (User Account Control) is enabled.	Solution - On Windows (with the exception of XP), UAC cannot be enabled for the Recorder to work. Disable UAC. Reboot the computer.
Issue - VS Recorder says that my "user ID is invalid".	Possible Cause - UAC (User Account Control) is enabled.	Solution - On Windows (with the exception of XP), UAC cannot be enabled for the Recorder to work. Disable UAC. Reboot the computer.
Issue - The CVRS service will not start.	Possible Cause - If this is a 64-bit computer and you selected the 64-bit drivers to install.	Solution - VS Recorder is a 32-bit application so you must install the 32-bit drivers for the USB voice card. To resolve this, uninstall VS Recorder. Reboot the computer. Reinstall VS Recorder, this time selecting 32-bit drivers.
Issue - The Recorder disconnects the user as soon as the line answers.	Possible Cause - The voltage from the phone line may be dropping below the disconnect threshold.	Solution - Stop the CVRS Recorder service.  Open shconfig.ini located at C:\Program Files\VSRecorder.  Find the line IsHangupDtrmVoltage= (you can use the search feature in Windows Notepad).  The line entry probably is =12,12,12,12. Change the 12 to a lower voltage level, such as 5. The four numbers correspond to the first, second, third, and fourth channels respectively. If the channel subsequently has issues disconnecting when you hang-up, you could try raising this to something between 5 and 12. Typically, you should never need to enter a voltage lower than 5.  So your line entry should look like: IsHangupDtrmVoltage=5,5,5,5  Save the text file. Start the CVRS Recorder service or simply reboot the computer.