



iCHANNEL *Express*



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Getting Started

iChannel Express is a powerful, yet intuitive and user-friendly transcription application. Whether it's a large multi-user office or a single at-home user, iChannel Express can fit your needs perfectly! In addition to working with other dictation products from DAC, iChannel Express can play all major audio formats available today.

- What you will need to know before installation

- Does your computer meet the system requirements?
(See **System Requirements** @ <http://www.dacsolution.com/express>)
- If this will be in a multi-user environment, will the source directory be accessible to all users?
(See **Advanced>Setting Up a Dictation Directory**)
- If the source directory will be on the network, do all users have sufficient security permissions?
(See **Advanced>Setting Up a Dictation Directory**)

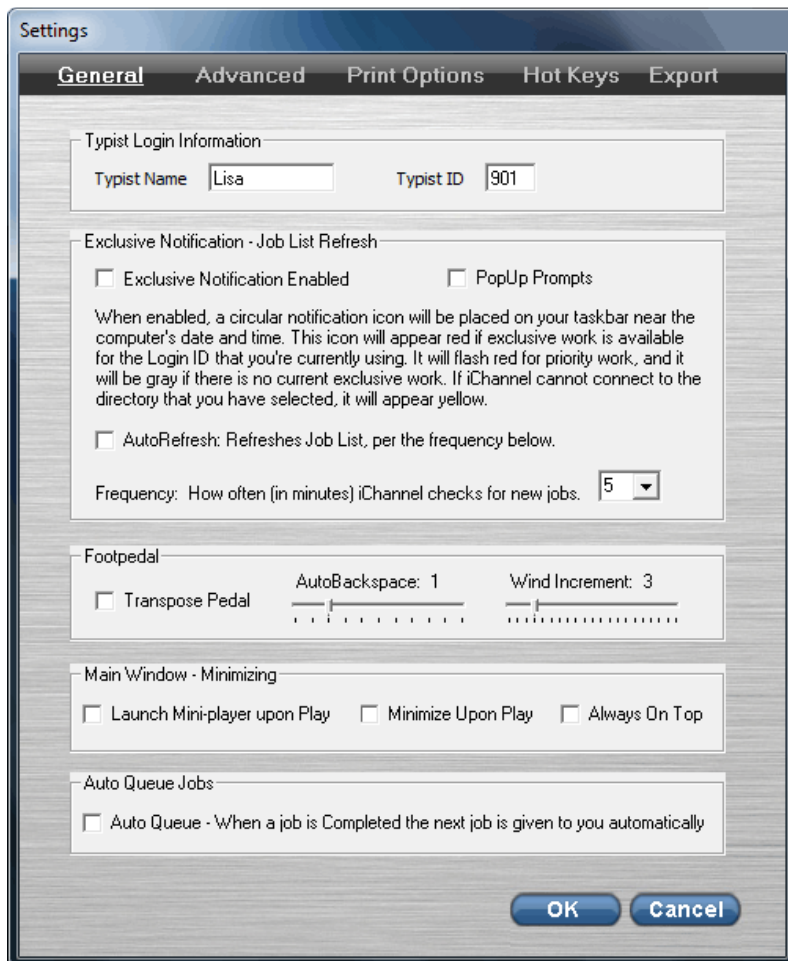
Installation

Step 1	Run the installer. You can do so from either the Install CD you received or a downloaded installer.
Step 2	Keep all of the defaults and simply click Next through each screen.
Step 3 Plug the iChannel Express foot control into an empty USB slot. The drivers will load automatically. Note: If you are plugging the foot control into a USB hub and are experiencing issues, please try connecting it directly to the computer. Installation is complete!	

Configuring iChannel Express

Before you can begin to use iChannel Express, a few basic configurations must be made. You may access the configuration screen by going to **File>Settings** in the menu bar.

- General



Typist Login Information

If using more than one iChannel Express on a network, this allows you distinguish who typed what. The **Typist Name** can be 1-12 alpha characters long. The **Typist ID** can be any number between 901-930.

Exclusive Notification – Job List Refresh

When the **Exclusive Notification Enabled** box is checked, a circular notification icon will be placed on your system tray near the computer's date and time. This icon will appear red if exclusive work is available for the Typist ID you entered. It will flash red for priority work and be gray if there is no exclusive work available. If a connection to the dictation directory cannot be established, the icon will be yellow.



PopUp Prompts

A popup window will appear whenever new dictation is available.

Auto Refresh

Your Job List will refresh automatically based on the **Frequency** setting.

Frequency

This determines how often (in minutes) iChannel Express checks for new jobs. You may select one of the preset options or enter any number from 1-120.

Transpose Pedal

The Rewind/FastForward buttons on your foot pedal will be switched, making the right pedal FastForward and the left pedal Rewind. Play is always the center pedal.

AutoBackspace

This determines (in seconds) how big of an increment the dictation will automatically back up each time you press Play. You may set it from 0 (disabled) to 5 seconds.

Wind Increment

This determines (in seconds) at what increment you will rewind or fast forward through a dictation. You may set it from 0-20 seconds.

Launch Mini-player Upon Play

iChannel Express will switch to mini-player mode when you go into Play.

Minimize Upon Play

When you go into Play, iChannel Express will minimize to the taskbar.

Always On Top

iChannel Express will always appear above other applications, regardless of which one has focus.

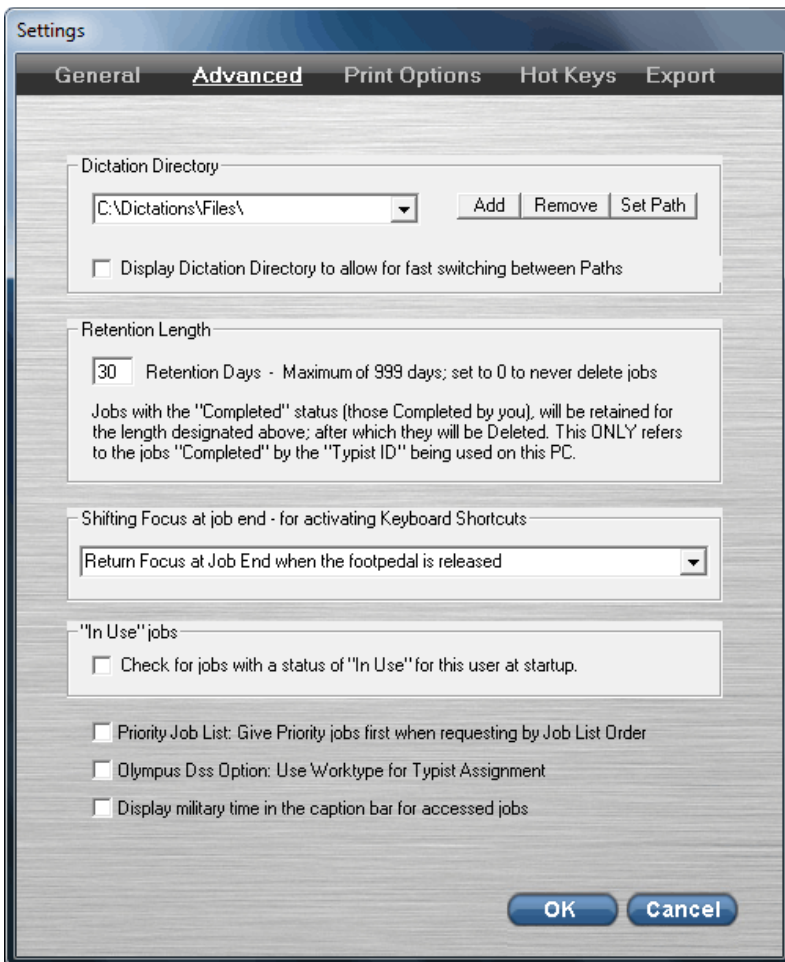
Auto Queue Jobs

When a dictation is **Completed**, the next job in your queue will automatically be requested.



Note: This only applies when requesting jobs via **My Jobs, Oldest to Newest, and Job List Order**, not when you specifically requested a job directly from the **Job List**.

- Advanced

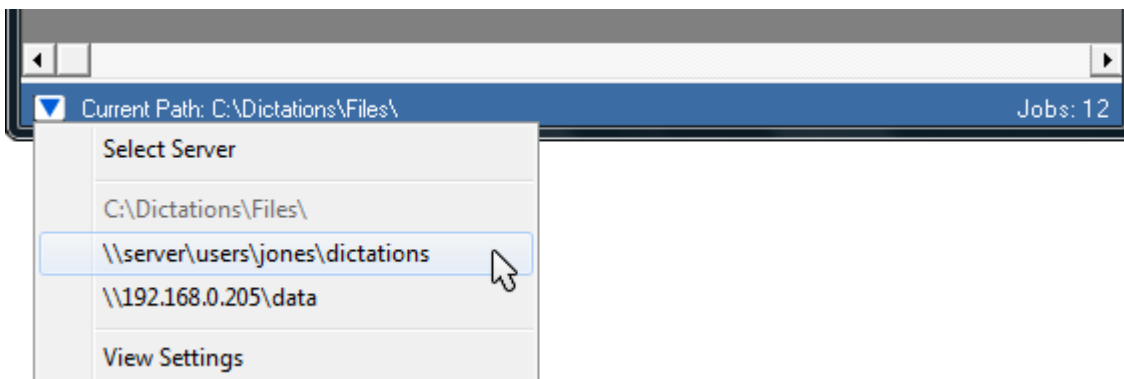


Dictation Directory

This is the path iChannel Express will monitor for dictation. By default you will have C:\Dictations\Files as your path. To change this, click **Set Path** and browse to the desired folder or type the path manually. You may save several different paths. Click **Add** to save the current path to the drop-down menu. Click **Remove** to delete a path from the drop-down menu. iChannel Express can only monitor one path at a time.

Display Dictation Directory to allow for fast switching between paths

This places an arrow beside the path for you to quickly switch between other saved paths.



Retention Length

You may enter a number from 0-999 in the **Retention Days** field. This determines the number of days a dictation with the **Completed** status remains in the **Dictation Directory** before deletion. This does not apply to **In Queue** or **Saved** jobs. Only jobs that have been marked **Completed** with the **Typist ID** you are using will be affected. It will not delete jobs marked **Completed** by another user. Each user's iChannel Express can be configured for a different **Retention Length**, if desired. Setting this to 0 will keep the dictation indefinitely.

Shifting Focus at job end (for activating keyboard shortcuts)

In order for keyboard shortcuts to work, iChannel Express must be the application in focus. Typically, when typing, your word processor will be in focus. When you get to the end of a job, though, iChannel Express can do one of the following 3 options:

Never Return Focus to iChannel Express – The focus will not be changed.

Return Focus when the foot pedal is released – iChannel Express will receive focus when the foot pedal is released the first time after reaching the job's end.

Return Focus when the foot pedal is depressed a second time – iChannel Express will receive focus when Play on the foot pedal is released and then tapped after reaching the job's end.

“In Use” jobs

When enabled, iChannel Express will check the **Dictation Directory** for any jobs that have the **In Use** status with your **Typist ID**. Ordinarily, a job would either be returned to the queue or **Completed** before the application is closed. If, however, an **In Use** job is found, you will receive a prompt asking if you want to return it back to the queue.

Priority Job List

When requesting jobs in the **Job List Order** mode, you receive jobs in the order they are listed in the **Job List**, regardless of priority status. By enabling this feature, all **Priority** jobs will be given first, despite their list position.

Olympus Dss Option

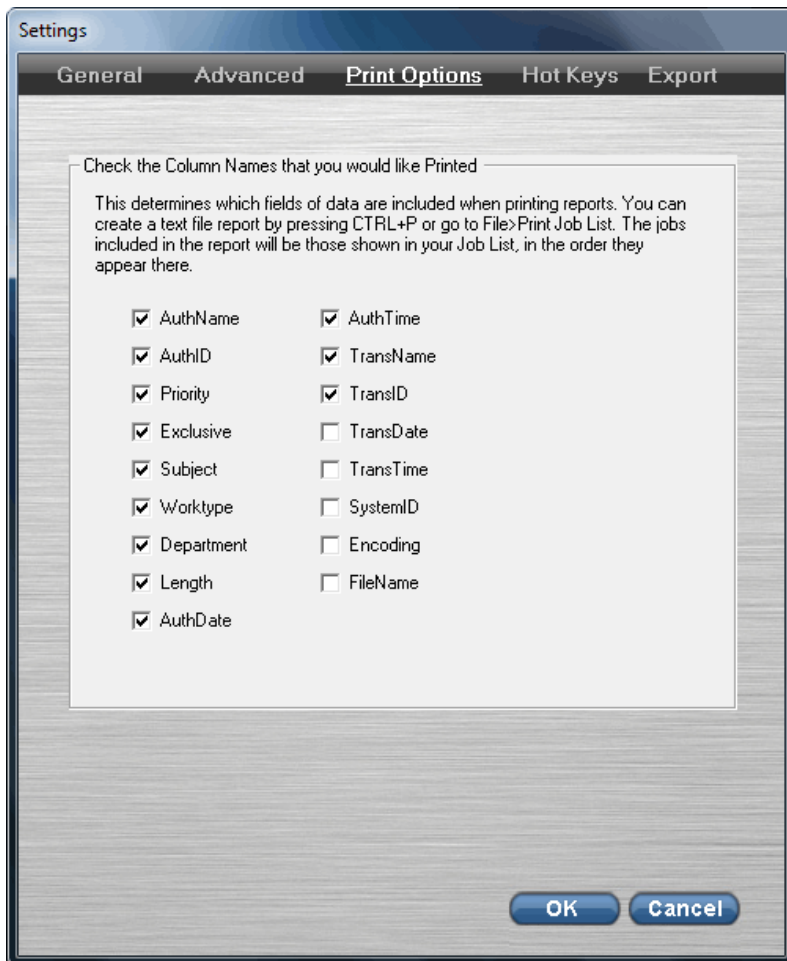
iChannel Express will use the worktype (WT) data for the exclusive assignment (Typist) field. This only applies to Olympus brand digital portables.

Display military time in the caption bar for accessed jobs

A job's **AuthTime** by default is in the 12 hour am/pm format. This changes the format to 24 hour military time when displayed in the caption bar.

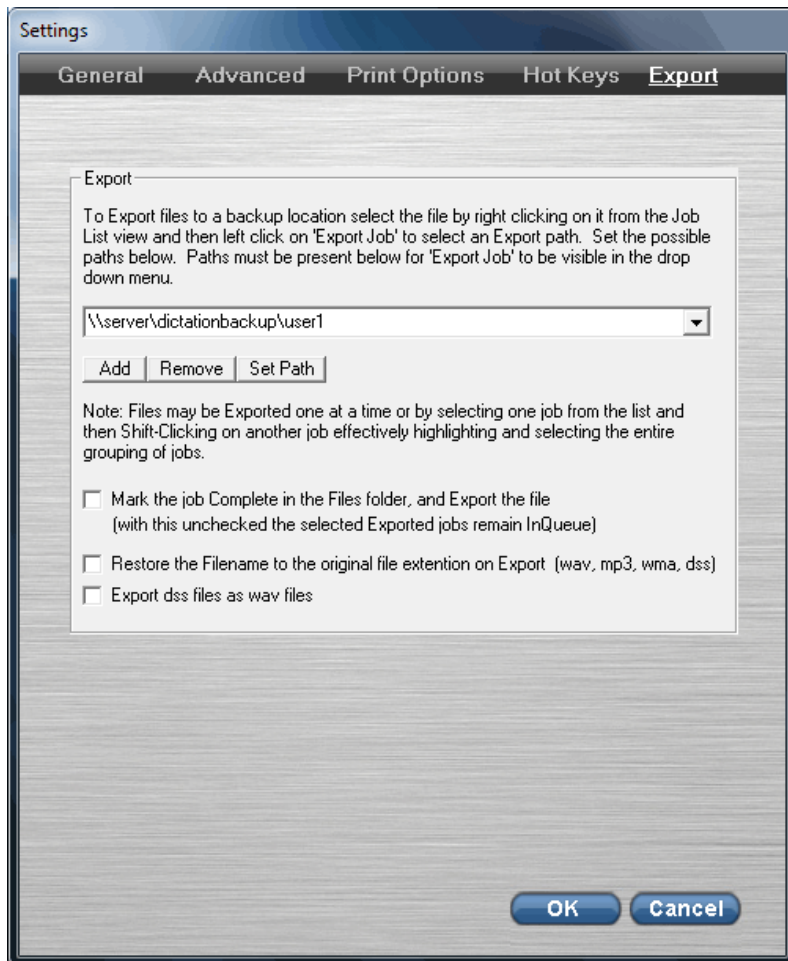
- Print Options

There are 17 different data columns that can be shown in a Job List report. To include that column in the report, check the box beside it (see a [description of each data column](#)).



- Export

Dictations from your Job List can be exported. The original audio file will remain in iChannel Express, but a copy will be sent to another path. The settings in this tab determine how and where they are exported.



Export Path

Enter the destination path for exported dictation here. Click **Add** to save the path to the drop-down menu. You may save several different paths. Click **Remove** to remove a path from the drop-down menu. **Set Path** will open a browse window for you to select the desired destination.

Mark the job Complete in the Files folder and Export the file

If checked, when you export a job from your Job List, the local copy's status will be changed from **In Queue** to **Completed**. If unchecked, it will remain **In Queue**.

Restore the Filename to the original file extension on Export

iChannel Express uses custom extensions that determine the status of a job. However, enabling this feature will restore the audio file's original extension, such as dss, mp3, or wav.

Export dss files as wav files

When exporting, iChannel Express will convert any dss files to the wave file format.

Using iChannel Express

This section is intended to familiarize you with the application's features and walk you through typing your first job.

- Overview

When you first open iChannel Express, you will get a screen like the one below. This is the main screen. From here you can see what jobs are available for transcription, request jobs, and access all important functions. The diagram below gives a quick explanation of the primary features.

The screenshot shows the iChannel Express application window. The title bar indicates the user is logged in as 'Lisa 901'. The interface includes a menu bar (File, View, Help), a toolbar with buttons for Job (Return, Skip, Complete, Save), a Speed slider, and a playback control area with a volume knob and play/pause buttons. A 'Request Methods' panel on the right offers options like 'My Jobs', 'Oldest to Newest', and 'Job List Order', with a 'Request Job' button. Below this is the 'Job List' section, which has filters for 'My Jobs Only' and 'View All Jobs', and dropdown menus for 'Status' (In Queue), 'Exclusive' (Any Typist), and 'Accessed By' (Any Typist). A 'List' button is also present. The main area displays a table of jobs with columns for Status, Author, ID, Priority, Typist, Subject, W/T, Deet, Length, and AuthDate. At the bottom, there is a 'Current Path' field set to 'C:\Dictations\Files\' and a 'Jobs: 3' indicator.

Annotations in the diagram include:

- Name and Typist ID you are logged in as - Click to change.** (points to the 'Logged in as: Lisa 901' text)
- Minimize, Maximize, Quit** (points to the window control buttons)
- Job Commands - They're grayed out when you are not typing a job.** (points to the Job toolbar)
- Playback speed** (points to the Speed slider)
- Volume** (points to the volume knob)
- Request Methods - The method determines how jobs are given. Click Request Job to start typing.** (points to the Request Methods panel)
- Job Filters - Filter what is shown in the Job List.** (points to the filter dropdowns)
- The Job List shows what is available for transcription - Double-click one to start typing.** (points to the Job List table)
- List jobs based on Job Filters.** (points to the List button)
- # of jobs in the list.** (points to the 'Jobs: 3' indicator)
- Path iChannel Express is monitoring for dictations - C:\Dictations\Files is the default but can be changed.** (points to the Current Path field)

Status	Author	ID	Priority	Typist	Subject	W/T	Deet	Length	AuthDate
In Queue	Welcome	1	Yes	901	PlayMe	0	1	00:00:17	04/15/2010
In Queue	TestWave	2	No	901	TestFile	0	1	00:00:08	04/15/2010
In Queue	TestDss	3	No	901	TestFile	0	1	00:00:08	04/15/2010

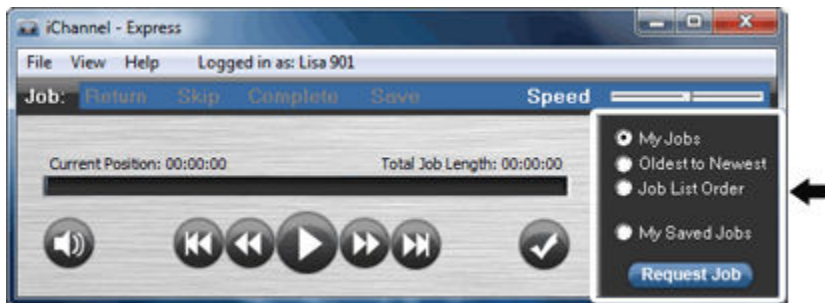
- How to Open a Job

There are two ways to open a job for transcription. The first is by using one of the **Request Methods**. These are **My Jobs**, **Oldest to Newest**, and **Job List Order**. The second is by selecting a job from the **Job List**.

- Using the Request Methods

To request a job, select which of the three methods you want to use, and click **Request Job**. The three methods are:

1. **My Jobs** – This will give you jobs only assigned to your **Typist ID**. So if you're Typist ID is 901, only jobs that have the number 901 in their **Typist** field on the **Job List** will be given to you.
2. **Oldest to Newest** – The oldest dictations, or jobs, will be given first, regardless of your Typist ID.
3. **Job List Order** – The most versatile of all the methods, this is determined by what is in your **Job List**. Jobs will be given starting from the top and progress down sequentially. By using **Job Filters**, you can create a custom list of jobs.



- From the Job List

To request a job from the **Job List**, you can either:

1. Double-click the job, or
2. Right-click the job and choose **Request** from the drop-down menu that appears.

Status	Author	ID	Priority	Typist	Subject	WT	Dept	Length	AuthDate	AuthTime
In Queue	John Smith	8	No	901	014	1	3	01:36:42	2 15 2010	16 42 32
In Queue	MrJones	75	Yes	903	122	4	1	00:08:25	2 14 2010	08 55 21
In Queue	John Smith	9	No	901	015	4	3	02:14:05	2 12 2010	07 02 14
In Queue	John Smith					4	3	00:17:29	2 12 2010	11 33 05
In Queue	MrJones					1	1	00:16:09	2 10 2010	13 18 46
In Queue	William s					2	1	00:12:26	2 10 2010	15 28 50
In Queue	William s					2	1	00:18:07	2 10 2010	18 20 31
In Queue	William s					2	1	00:02:43	2 9 2010	05 46 36
In Queue	William s					2	1	02:06:00	2 9 2010	05 53 27
In Queue	MrMatthews					2	1	00:34:05	2 8 2010	08 03 59
In Queue	MrMatthews					2	1	00:08:34	2 8 2010	11 02 14
In Queue	MrMatthews					2	1	00:06:23	2 8 2010	14 52 01

Current Path: C:\Dictations\Files\ Jobs: 12

- Playing a Job

This section will show the different features available to you once you have opened a job for transcription.

- Playback Functions

In addition to using the foot pedal, the playback buttons can be used. They are as follows: **Skip to the Beginning; Rewind; Play; Fast Forward; Skip to the End.**

The last button, the check mark, will mark a job **Complete** (see **Job Commands** for more).



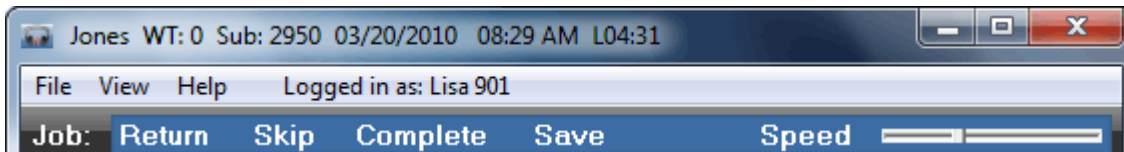
- Current Position and Total Job Length

Current Position shows you where you are at within the job. **Total Job Length** shows you how long the job is. The blue progress bar will reflect your position and, if clicked, can be dragged to any position.



- Playback Speed

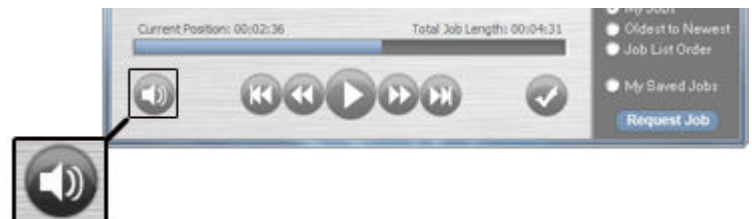
You can change the speed of playback, with 25 being the slowest and 175 being the fastest. 100 is the default playback speed.



- Playback Volume

To raise or lower the playback volume, click the speaker icon. A volume bar will appear, with 0 being the lowest and 100 being the highest.

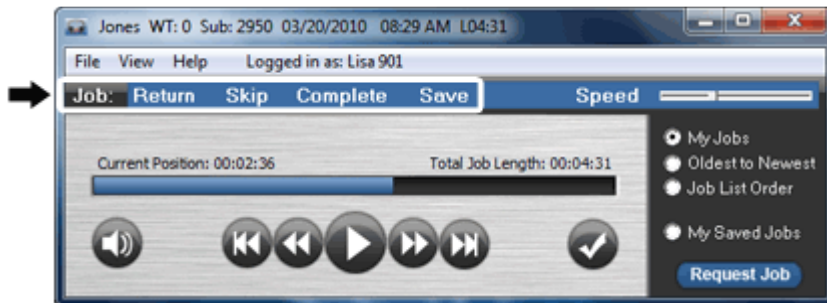
This only affects the volume of playback with a job, not any of the audio prompts in iChannel Express.



Note: If the audio volume is still too low after raising it in iChannel Express, you can also increase the volume in Windows from the Sound Control Panel.

- Job Commands

Once you have requested a job and it has opened, the **Job Commands** bar will become active. These commands only relate to the job that you currently have opened.



The four commands are:

Return – Your current job will be returned without changing its status.

Skip – If requesting jobs using one of the **Request Methods**, then your current job will be returned and the next job will be automatically opened.

Complete – When you have finished transcribing a job, this will close it and change its status from **In Queue** to **Completed**. You must be at the end of the job to mark it **Complete**.

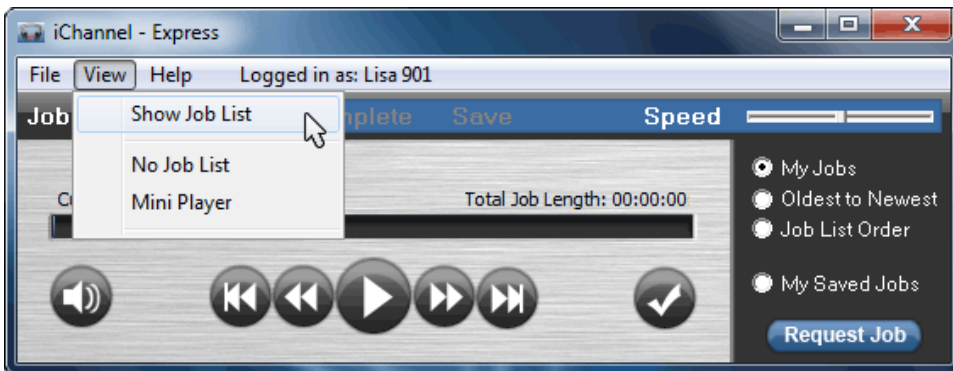
Save – Your position in the job will be saved for future playback, the job will be closed, and its status will be changed from **In Queue** to **Saved**.



Example: You have a 30 minute job but are currently at 15 minutes and 10 seconds. The **Save** feature will mark your exact position on that job. When you request it in the future, you will automatically begin playback from 15 minutes and 10 seconds.

- Job List

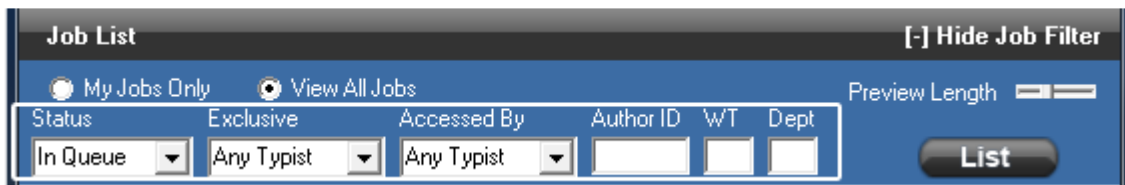
The **Job List** is where all available dictation is displayed. If at any time your **Job List** is not visible, then go to **View>Show Job List**. Likewise, if you want to hide the Job List, go to **View>No Job List**.



This section will explain how to use **Job Filters** and what each **Data Column** represents.

- Job Filters

Job Filters allow you to filter out jobs that you do not want displayed in your **Job List**. This can be especially helpful if several users all type from the same **Dictation Directory**. There are six different filters that can be applied. You can use one, all six, or any other combination to achieve the desired results. Whenever you have made changes to your **Job Filters**, you must click **List** for the **Job List** to show the updated results.



Status

Filter jobs by their Status. Choose from **In Queue**, **Completed**, **Saved**, **In Use**, or **All Files**. **All Files** will show jobs with any status as well as any other unknown files in the **Dictation Directory**.

Exclusive

Filter jobs by their Typist assignment. This is based on the **Typist** column in the **Job List**.

Accessed By

Filter jobs to only show those that have been typed or reviewed by a particular Typist. This is based on the **TypistID** column in the **Job List**.

Author ID

Filter jobs by the ID number of its author. This based on the **ID** column in the **Job List**.

WT (worktype)

Filter jobs by their worktype number. This based on the **WT** column in the **Job List**.

Dept (department)

Filter jobs by their department number. This based on the **Dept** column in the **Job List**.

If you do not want to use the advanced filters, you can set your **Job List** to one of two modes:

My Jobs Only

Only **In Queue** jobs exclusively assigned to your **Typist ID** will be shown. The **Job Filters** will be grayed out and disabled while in this mode.

View All Jobs

This enables all **Job Filters** and by default will display **In Queue** jobs assigned to any **Typist ID**.

- Data Columns

There are 19 different potential **Data Columns** for each job. Typically, only the first 10 are visible in the **Job List** unless you scroll further to the right.

Status	Author	ID	Priority	Typist	Subject	WT	Dept	Length	AuthDate	AuthTime
In Queue	John Smith	8	No	901	014	1	3	01:36:42	2 15 2010	16 42 32
In Queue	MrJones	75	Yes	903	122	4	1	00:08:25	2 14 2010	08 55 21
In Queue	John Smith	8	No	901	015	4	3	02:14:05	2 12 2010	07 02 14
In Queue	John Smith	8	No	901	016	4	3	00:17:29	2 12 2010	11 33 05
In Queue	MrJones	75	Yes	903	123	1	1	00:16:09	2 10 2010	13 18 46
In Queue	Williams	12	No	901	002	2	1	00:12:26	2 10 2010	15 28 50
In Queue	Williams	12	No	901	003	2	1	00:18:07	2 10 2010	18 20 31
In Queue	Williams	12	No	901	CJones	2	1	00:02:43	2 9 2010	05 46 36
In Queue	Williams	12	No	901	JSmith	2	1	02:06:00	2 9 2010	05 53 27
In Queue	MrMathews	172	No	901	121	2	1	00:34:05	2 8 2010	08 03 59
In Queue	MrMathews	172	No	901	451231	2	1	00:08:34	2 8 2010	11 02 14
In Queue	MrMathews	172	No	901	231547	2	1	00:06:23	2 8 2010	14 52 01



Note: Many dictation files may not have all 19 **Data Columns** populated. In fact, based on what the original filename was when copied into the **Dictation Directory**, what's displayed may have little or nothing to do with that field. This is because the filename determines what is displayed (see [Advanced>Filename & Extensions](#) for more).

Status

There are four different status types: **In Queue**, **Completed**, **Saved**, and **In Use**. **In Queue** jobs are ready to be typed. **Completed** jobs have already been typed. **Saved** jobs have been opened and saved by a typist. **In Use** jobs are currently being typed and cannot be accessed by another user until closed.

Author

This is the name of the author – the one who dictated the job. Often, the first few alpha characters in the dictation's filename will be assigned to this column (see [Advanced>Filename & Extensions](#) for more).

ID

This is the ID number of the author – the one who dictated the job. Often, the first few numeric characters in the dictation's filename will be assigned to this column (see [Advanced>Filename & Extensions](#) for more).

Priority

Will be either **Yes** or **No**. If it is **Yes** then the job's text will be red.

Typist

This can range from 900-930 and determines if the job is specifically assigned to a typist, or not assigned to any one. 901-930 are Typist IDs while 900 means there is no typist assignment. Although the job may be assigned to a particular Typist ID, other typists may still open the job.

Subject

Any combination of alphanumerics up to 15 characters long can be in the **Subject**. This field can be very beneficial in distinguishing specific jobs. If this field is blank, you may perform a [Job Edit](#) and add something.

WT

WT stands for worktype. This can be any number from 1-99.

Dept

Dept stands for department. This can be any number from 1-99.

Length

The total length of the job is in the format of hh:mm:ss. Sometimes, based on the encoding, this number can be slightly different than what the real length is.

AuthDate

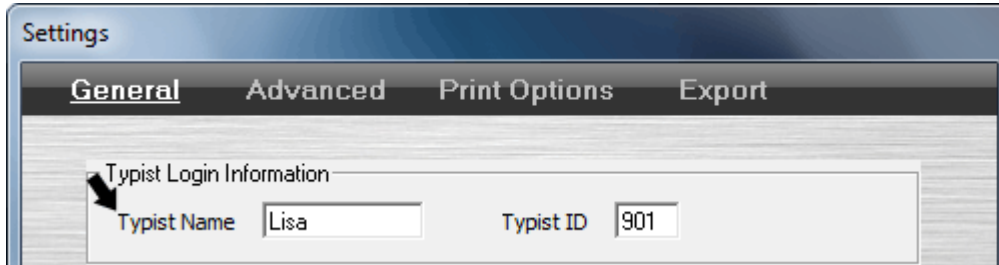
This is the date the author dictated the job – the creation date. It follows the format of mm/dd/yyyy. If there is no pre-existing **AuthDate** data in the job's filename, then iChannel Express will assign it the date it first accessed the file.

AuthTime

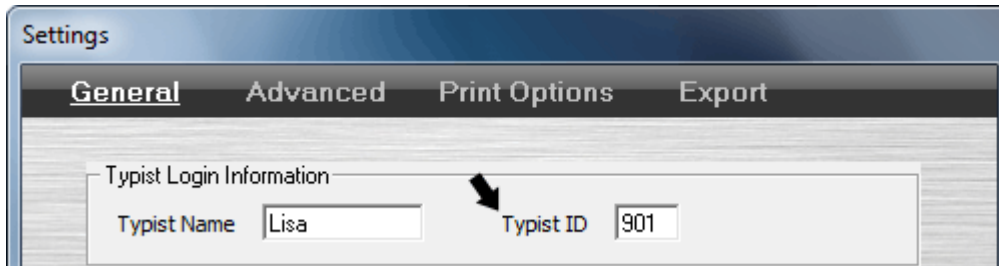
This is the time of day the author dictated the job – the creation time. It follows the format of hh/mm/ss. If there is no pre-existing **AuthTime** data in the job's filename, then iChannel Express will assign it the time it first accessed the file.

TypistName

When a typist in iChannel Express opens a job, the **Typist Name** is put here. If a different user opens the job later, this column will be updated to the **Typist Name** of the last user. However, once it is marked **Completed**, then the **TypistName** will not change even if opened again later.

**TypistID**

When a typist in iChannel Express opens a job, the **Typist ID** is put here. If a different user opens the job later, this column will be updated to the **Typist ID** of the last user. However, once it is marked **Completed**, then the **TypistID** will not change even if opened again later.

**TypistDate**

When a typist in iChannel Express opens a job, the date is put here in the format of mm/dd/yyyy. This will be changed and updated to the date the last user opened it. However, once it is marked **Completed**, then the **TypistDate** will not change even if opened again later.

TypistTime

When a typist in iChannel Express opens a job, the time of day is put here in the format of hh:mm:ss. This will be changed and updated to the time the last user opened it. However, once it is marked **Completed**, then the **TypistTime** will not change even if opened again later.

SysID

Short for system ID, this column is only used with certain dictation applications.

Encode

This refers to the encoding, or format of the job. Some common entries are: DSS, Wav, MP3, WMA, and MuLaw.

FileName

The actual filename of the job in Windows is listed here.

DateTime

This is for troubleshooting purposes only.

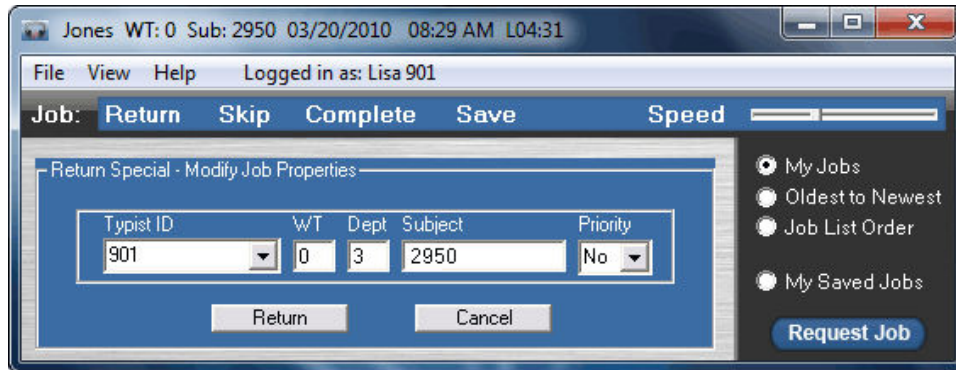
- Editing a Job

A job's demographic data (worktype, subject, etc.) can be edited in iChannel Express. This can be done with the job open or straight from the Job List.

- With the job open

To edit a job you already have open:

1. Right-click the **Return** Job Command. A window will appear (as seen below).



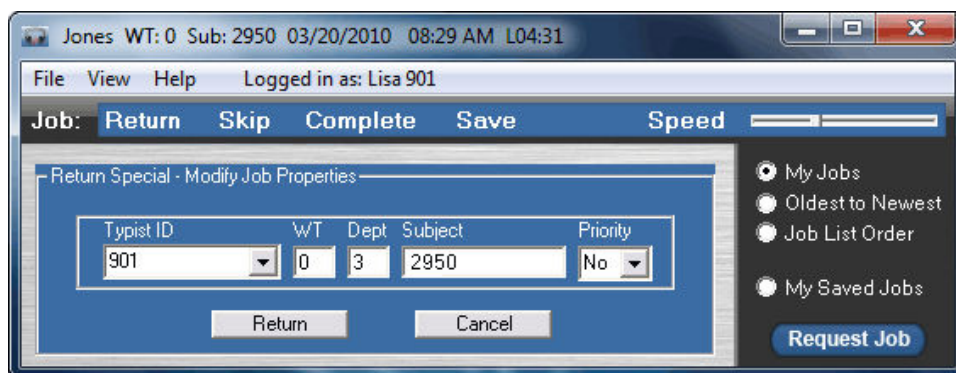
2. Edit the fields as desired. When finished, click **Return**. This will post your changes as well as return the job (see **Job Data** for what is allowed in each field).

- From the Job List

To edit a job directly from the Job List:

1. Right-click the desired job. From the menu that appears, click **Job Edit**. A window will appear (as seen below).
2. Edit the fields as desired. When finished, click **Return**. This will post your changes (see **Job Data** for what is allowed in each field).

Status	Author	ID	Priority	Typist	Subject	WT	Dept	Length	AuthDate	AuthTime
In Queue	John Smith	8	No	901	014	1	3	01:36:42	2 15 2010	16 42 32
In Queue	MrJones	75	Yes	903	122	4	1	00:08:25	2 14 2010	08 55 21
In Queue	John Smith					4	3	02:14:05	2 12 2010	07 02 14
In Queue	John Smith					4	3	00:17:29	2 12 2010	11 33 05
In Queue	MrJones					1	1	00:16:09	2 10 2010	13 18 46
In Queue	William s					2	1	00:12:26	2 10 2010	15 28 50
In Queue	William s					2	1	00:18:07	2 10 2010	18 20 31
In Queue	William s					2	1	00:02:43	2 9 2010	05 46 36
In Queue	William s					2	1	02:06:00	2 9 2010	05 53 27
In Queue	MrMatthews					2	1	00:34:05	2 8 2010	08 03 59
In Queue	MrMatthews					2	1	00:08:34	2 8 2010	11 02 14
In Queue	MrMatthews					2	1	00:06:23	2 8 2010	14 52 01



- Previewing a Job

Previewing allows you to save time by quickly finding a job without having to open and listen to each one. The length of each preview can be adjusted as needed.

- Previewing

To preview a job:

1. Right-click the desired job. From the menu that appears, click **Preview**.

Status	Author	ID	Priority	Typist	Subject	WT	Dept	Length	AuthDate	AuthTime
In Queue	John Smith	8	No	901	014	1	3	01:36:42	2 15 2010	16 42 32
In Queue	Mr Jones	75	Yes	903	122	4	1	00:08:25	2 14 2010	08 55 21
In Queue	John Smith	9	No	901	015	4	3	02:14:05	2 12 2010	07 02 14
In Queue	John Smith					4	3	00:17:29	2 12 2010	11 33 05
In Queue	Mr Jones					1	1	00:16:09	2 10 2010	13 18 46
In Queue	Williams					2	1	00:12:26	2 10 2010	15 28 50
In Queue	Williams					2	1	00:18:07	2 10 2010	18 20 31
In Queue	Williams					2	1	00:02:43	2 9 2010	05 46 36
In Queue	Williams					2	1	02:06:00	2 9 2010	05 53 27
In Queue	Mr Matthews					2	1	00:34:05	2 8 2010	08 03 59
In Queue	Mr Matthews					2	1	00:08:34	2 8 2010	11 02 14
In Queue	Mr Matthews					2	1	00:06:23	2 8 2010	14 52 01

- Preview Length

To adjust the length of your preview:

1. Move the **Preview Length** bar to the desired length. A number will appear as you slide the bar, with that number representing the number of seconds for your preview. This can be from 1-15 seconds.

Job List [-] Hide Job Filter

My Jobs Only
 View All Jobs

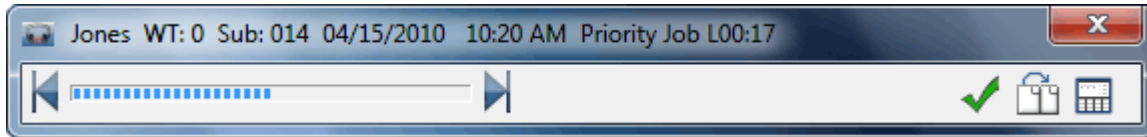
Status:
 Exclusive:
 Accessed By:
 Author ID:
 WT:
 Dept:


Preview Length


List


- Mini Player


When in **Mini Player** mode, iChannel Express is visible as a small bar with most of its major functions. You can change to the Mini Player at any time by going to **View>Mini Player**. In addition, the Mini Player can be automatically enabled every time you open a new job and press play (see **Configuration>General** for more).



 Skip to the beginning of the job.

 Skip to the end of the job.

 Mark the job **Complete**.

 Skip to the next available job.

 Exit the Mini Player.

- Exporting Jobs

The export feature allows you to make a copy of a dictation and send it to a different directory, with the original copy being kept in iChannel Express. This export directory may be local, a network share, or even a CD/DVD. Many use this to create a backup of certain dictations. In addition, it can be used to send audio files to voice-to-text applications. The local copy can then be played in iChannel Express to proof-read the text document created. To see how to configure exporting, see [Configuration>Export](#).

- How to export

To export a job from the **Job List**:

1. Right-click the desired job. From the menu that appears, click **Export**.
2. Select the path you wish to export the job.

Status	Author	ID	Priority	Typist	Subject	WT	Dept	Length	AuthDate	AuthTime
In Queue	John Smith	8	No	901	014	1	3	01:36:42	2 15 2010	16 42 32
In Queue	MrJones	75	Yes	903	122	4	1	00:08:25	2 14 2010	08 55 21
In Queue	John Smith					4	3	02:14:05	2 12 2010	07 02 14
In Queue	John Smith					4	3	00:17:29	2 12 2010	11 33 05
In Queue	MrJones					1	1	00:16:09	2 10 2010	13 18 46
In Queue	Williams					2	1	00:12:26	2 10 2010	15 28 50
In Queue	Williams					2	1	00:18:07	2 10 2010	18 20 31
In Queue	Williams					2	1	00:02:43	2 9 2010	05 46 36
In Queue	Williams					2	1	02:06:00	2 9 2010	05 53 27
In Queue	MrMatthews					2	1	00:34:05	2 8 2010	08 03 59
In Queue	MrMatthews					2	1	00:09:34	2 8 2010	11 02 14
In Queue	MrMatthews					2	1	00:09:34	2 8 2010	11 02 14

Request	
Preview	
Cancel	
Return to Queue	
Job Edit	
Export Job	<ul style="list-style-type: none"> \\server\dictationbackup\user1 c:\shared

Current Path: C:\Dictations\Files\ Jobs: 12

- Hot Keys

Many common functions have keyboard shortcuts, known as **Hot Keys**. You may see a list of them at **File>Settings>Hot Keys**. They are as follows:

Alt-R (Refreshes the Job List)

Alt-C (Marks the current job **Complete**)

Alt-B (Skips to the beginning of the job)

Alt-E (Skips to the end of the job)

Ctrl-P (Prints a Job List report)

F1 (Sends the **Return** Job Command)

F2 (Sends the **Skip** Job Command)

F3 (Sends the **Save** Job Command)

Advanced Administrative Tasks

For most users, the following information is not necessary. However, if using a network share for the **Dictation Directory**, or troubleshooting, you may want to see the appropriate subheading below.

- Setting Up the Dictation Directory

By default, the **Dictation Directory** is **C:\Dictations\Files**. If other users will be accessing this directory, or if you want to move the **Dictation Directory** to a network share, the following steps are required.

- Dictation Directory Path

1. Only use alphanumeric characters for the network path. Do not use any symbols such as (- _ * & \$ and etc.
2. You may use the IP address, DNS path, or a mapped drive to the network path.



Good Example: \\networkserver\dictations\files

Good Example: \\192.168.0.10\dictations

Good Example: M:\

Bad Example: \\network_server\file\$

Bad Example: \\192.168.0.10\dictations-folder

- Sharing/Permissions

1. To be accessible to others on the network, the Dictation Directory (or one of its parent directories) must be shared.
2. Both the Share and NTFS permissions should be set to **Full Control** for the users accessing the files. For simplicity, giving the **Everyone** group **Full Control** is recommended. For more security, however, you could assign permissions on a per user basis or to a custom group. For more information on how to do this, see the documentation with your copy of Windows.

- Filename & Extensions

When an audio file is copied to the iChannel Express **Dictation Directory**, it will be renamed to fit its naming convention. This includes changing the file's extension. The extension determines what the **Status** is for the job. The table below lists the extensions used and what they mean:

Format	In Queue status	Completed status	Saved status	In Use status
Wave	eW2	cW2	sW2	tW2
DSS	eD2	cD2	SD2	tD2
WMA	eM2	cM2	sM2	tM2
MP3	eP2	cP2	sP2	tP2
Rhet32	eE2	cE2	sE2	tE2
uLaw	eU2	cU2	sU2	tU2

The filename will be changed to the iChannel Express naming convention. This convention assigns each data column a set of digits separated by a space. The table below lists what each digit represents:

Filename	
2000 1 Jones 11 4 15 2010 12 49 38 1 3 1 123456 0 0_ .eD2	
2000	System ID
1	Not used
Jones	Author's name
11	Author ID (up to 6 digits)
4	Month created
15	Day created
2010	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	Only used for saved jobs
0	Priority status (0 =non-priority – P =priority)
_	Separator
.eD2	Format extension

- Updates

You can update iChannel Express from online or from the local network. When an update is found and downloaded, the application will be quit and relaunched for the update to be applied. In the **iChannel\Upgrade\Previous** directory is a copy of the previous version in case you need to ever revert back.

- Check for Online Updates

To check online for updates, go to **File>Check for Online Updates**. If there is a newer version you will be asked if you want to download it. In order for the update to be applied, iChannel Express will be quit and then automatically reopened.

- Check for Local Updates

iChannel Express looks for an **Upgrade** directory within its **Dictation Directory** for Local Updates. This allows you to download an update from the internet once, then roll it out to each user without them ever going online. This is a great solution for end-users who do not have internet access, are blocked by a firewall, or you simply want each user to be running the same version of iChannel Express. So you would download the update from online first, then copy the files to the **Upgrade** directory. Typically, only the main application executable is available to update this way. For the update to be successful, do not rename any of the downloaded update files.



Example: If your **Dictation Directory** is `\\server\dictations\files` then the local **Upgrade** directory would be `\\server\dictations\files\upgrade`. You would copy the updated files you downloaded to this directory.

To check, go to **File>Check for Local Updates**. If there is a newer version you will be asked if you want to download it. In order for the update to be applied, iChannel Express will be quit and then automatically reopened.

Troubleshooting

For the latest and most extensive list of troubleshooting tips visit:
www.dacsolution.com/support/express

- Installation

Issue – Installer runs with errors.	Possible Cause – You do not have sufficient security credentials to run the installer.	Solution – Run the installer as an admin instead of a restricted user.
	Your operating system is not supported by iChannel Express.	To determine this, verify your operating system is listed under the Minimum System Requirements . If it is not, install iChannel Express on a supported OS.
Issue – iChannel Express will not keep my settings after being closed.	Possible Cause – You do not have sufficient security permissions.	Solution – On the iChannel Express application directory, assign Full Control to your user account, or log into Windows with an admin account.
Issue – The foot pedal is not being recognized.	Possible Cause – The drivers have not fully loaded.	Solution – Reboot your computer.
	The USB port is bad.	Plug the foot pedal into a different USB port, preferably one that you can verify is functioning correctly.
	You have the foot pedal plugged into a USB hub.	Some USB hubs are not compatible with the foot pedal. Plug the foot pedal directly into one of your computer's USB ports.
Issue – I get “iChannel Express is in demo mode” when the application is opened.	Possible Cause – The foot pedal is not connected to the computer.	Solution – The product's license key is embedded in the foot pedal. To resolve this issue, plug the foot pedal into a USB port on the computer.

- After Installation

Issue – I cannot request a job because it is listed as “In Use”.	Possible Cause – The job was not successfully returned back to In Queue status and was left In Use .	Solution – In Use jobs cannot be requested. You must return it back to the queue first. To do so: <ol style="list-style-type: none"> 1. Right-click the job from the Job List (you may have to change the Status filter to In Use to see it listed). 2. From the menu, choose Return to Queue. 3. Click OK to the popup. The job is now In Queue.
	Someone is currently typing the job.	Only one user at a time may access a job. The first user must return the job back to the queue, or mark it Complete before you may request it.

Issue – The foot pedal is not responding.	Possible Cause – The foot pedal is not plugged in.	Solution – Plug the foot pedal in a USB port. Quit and then re-open iChannel Express.
	The USB port is not responding.	Reboot the computer.
	The current USB port is no longer functional.	Plug the foot pedal into a different USB port, preferably one that you can verify is functioning correctly.

Issue – I no longer have sound.	Possible Cause – Your headset or speakers are unplugged.	Solution – Plug your headset or speakers into your computer.
	The sound is “muted” in Windows.	Uncheck the “mute” setting. In Microsoft Windows, this can typically be accessed from the Sound control panel.

Issue – The audio volume is very low.	Possible Cause – Your volume settings are low.	Solution – Raise the system volume in Microsoft Windows. If you have speakers or a headset that has adjustable volume, verify these are not turned very low.
	If older jobs do not have low volume, that particular dictation may have been recorded poorly.	Nothing can be done for that particular job. Future jobs could be recorded at a higher volume.

Issue – iChannel Express will not open.	Possible Cause – Windows is not responding	Solution – Reboot your computer.
	Application files are corrupted.	Reinstall iChannel Express.