



eShuttle™

Email Dictation Software

eShuttle Dictate



Dictators using recorders and microphone stations and eShuttle Dictate software

- Flexible recording options
- Securely email files
- Automated process
- Received text documents



eShuttle Transcribe



Transcriptionists using eShuttle Transcribe software and Bytescribe WavPlayers

- Automatically receive voice files
- Microsoft Word templates
- Control voice with foot pedal
- Email completed documents

eShuttle Dictate Manual Software Version 1.0

eShuttle software is designed for securely emailing dictation and transcription files between a dictator and transcriptionist.



eShuttle Dictate

by Bytescribe, Inc.

Additional Documentation and Training

- For more information on using eShuttle Dictator, please visit:
<http://www.bytescribe.com/support>
- Free online training videos are available at:
<http://www.bytescribe.com/eshuttle/videos>

Personal Technical Support

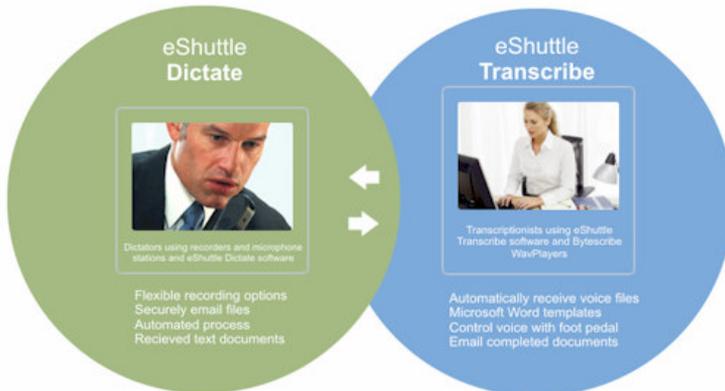
To contact Bytescribe for additional technical support:

- By Phone** — (408) 987-5628
- By E-mail** — postmaster@bytescribe.com

Upgrades

For product upgrades:

- Within eShuttle Dictate** — click on the **Help** menu and select **Check For Updates**
- Bytescribe Website** — visit www.bytescribe.com/downloads for the installation file for the newest version of eShuttle Dictate

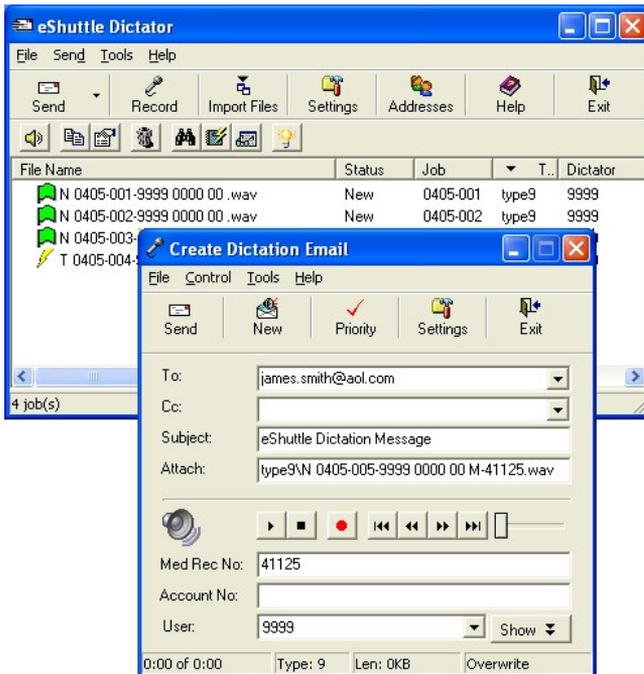


Product Overview

eShuttle software by Bytescribe is designed for emailing dictation and transcription files between a dictator and transcriptionist. The eShuttle Dictate program is used to record dictation, import files from handheld recorders and automatically send files using email. The eShuttle Transcribe program is used to transcribe dictation and email completed documents back to the dictator or supervisor.

eShuttle Dictate features:

- Automated emailing of dictation files and text documents
- Complete tracking and management
- Secure, automated encryption of audio and document files
- Integration with dictation systems and handheld recorders

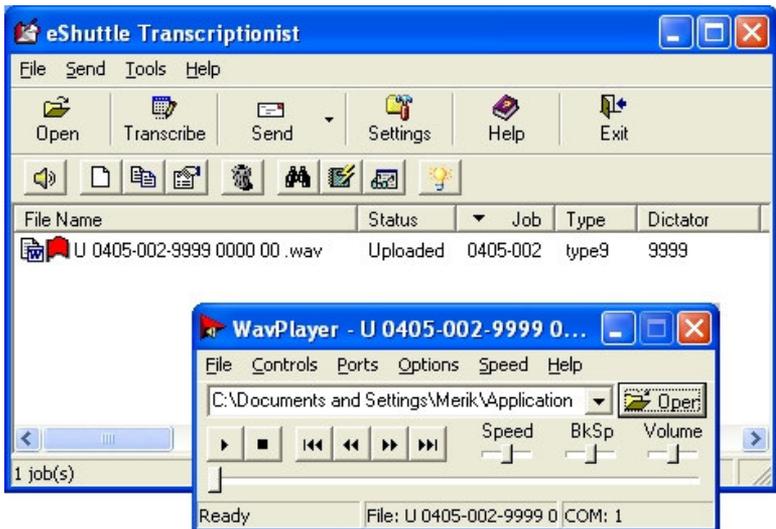


eShuttle Dictate

The eShuttle Dictate module allows recording of dictation files using a microphone or handheld recorder. Voice files are securely transferred to transcriptionists via email. Transcriptionists will email back completed transcribed reports that will be displayed in the eShuttle Dictate window. The status of each job is displayed for the user. The email process can be fully automated.

eShuttle Transcribe

eShuttle Dictate will work together with eShuttle Transcribe to provide a complete transcription solution. The eShuttle Transcribe program will import dictation files emailed from eShuttle Dictate. Dictation files appear as email attachments with a ".dict" extension. The user simply double-clicks the attachment to import it into the eShuttle Transcribe window. Double-clicking the file in the eShuttle Transcribe window will create a new Word document and play the file using Bytescribe WavPlayer. Completed documents can be emailed back using the Send button.



QuickStart Guide for eShuttle Dictate

Step 1. Check your Connection Settings

First, check your connection settings in eShuttle Dictate by clicking on the **Settings** button in the toolbar. Make sure you have a valid setting for **Email Server, Account name, Password** and **From address**.

Also enter settings for the **User's job type** and **User's 4-digit ID** settings. If you will be sending files to a transcriptionist using eShuttle Transcribe, leave the **Encrypt files** setting on and enter an encryption **Password**. Click the OK button to save your settings.

Note: If you are encrypting files, the transcriptionist using eShuttle Transcribe must have the same Encryption Password.

Step 2. Create your Email Address List

Click the **Addresses** button in the toolbar. Next, click the **Add** button to add email addresses to your list. Enter any email addresses to which you would like to email dictation files. Delete out any sample email addresses. Select one email address as the default. Highlight one email address by clicking it with a mouse and then click the **Set Default** button at the bottom. After you have created your email list, click the OK button to save your settings.

Note: Each entry can contain multiple email addresses. To enter multiple addresses, separate each email address with a comma.

Step 3. Record a Sample Dictation File

Click the **Record** button in the eShuttle toolbar. The **Create Dictation Email** window will appear. Click the red Record button to begin recording a file. If you have a microphone connected to your PC, speak into the microphone. Click the Stop button to the left of the Record button. Click the **Send** button in the Create Dictation Email window. A voice file should appear in the main eShuttle Dictate window. Next, click the **Exit** button on the Create Dictation Email window.

Step 4. Set Import Settings for Handheld Recorders

Click the **Settings** button in the toolbar. Click the **Import** tab. Enter the path of the import directories into the Import Settings window. Enter a User ID and Type folder by each import directory. If you wish for the

source files to be deleted after import, select the “Delete source files after import” checkbox. Click the OK button to save your settings. Click the **Import Files** button from the toolbar. Files successfully imported from the handheld recorder will appear in the eShuttle Dictate window.

*Note: For help on importing, see the section entitled **Importing Voice Files from Handheld Recorders** or the **Troubleshooting** section of this manual.*

Step 5. Email the Dictation Files

Highlight any file in the eShuttle Dictate window and click the **Send** button. If the computer has Internet access and correct email settings, the highlighted file will be sent. A window will appear showing the email progress. After the file has been successfully sent, the status of the file will be changed to “Transferred”.

Step 6. Receive Transcribed Reports

Files emailed to a transcriptionist can be transcribed using eShuttle Transcribe. The transcriptionist will then email back the completed transcribed documents. Transcribed documents will appear as email attachments with a .tran extension. Simply double-click on email attachments with a .tran extension and they will be imported into eShuttle Dictate. Completed documents will be identified with a document icon next to the original dictation file.

Step 7. View and Print Completed Text Documents

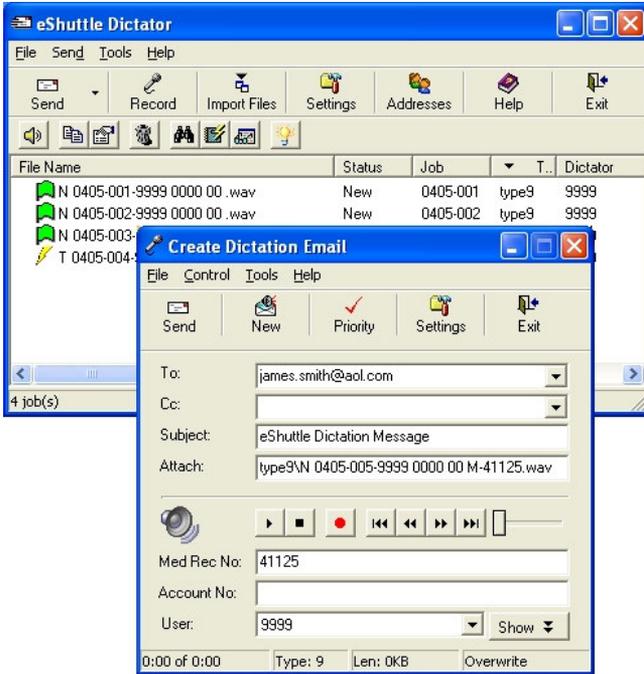
Click the **Tools** menu and select **Document Manager**. This will display the Document Manager window. All received documents will appear here. To view a Microsoft Word document, simply double-click on the document. To print Microsoft Word documents, highlight the files you wish to print and then right-mouse-click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

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

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

Using eShuttle Dictate

The eShuttle Dictate module allows recording of dictation files using a microphone or handheld recorder. Voice files are securely transferred to transcriptionists via email. Transcriptionists will email back completed transcribed reports that will be displayed in the eShuttle Dictate window. The status of each job is displayed for the user. The email process can be fully automated.



Configuring eShuttle Dictate

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

The screenshot shows the 'Settings' dialog box for eShuttle Dictate. The 'E-mail' tab is active. The settings are as follows:

Email server (SMTP):	mail.bellsouth.net		
Account name:	johndoe		
Password:	[Empty]		
From address:	johndoe@bellsouth.net		
Default subject:	eShuttle Dictation File		
User's job type:	1	2-digit location code:	00
User's 4-digit ID:	2345	Email port: (default = 25)	25

Encryption

No encryption Encrypt files (requires eShuttle to decrypt)

Zip files only Password: *****

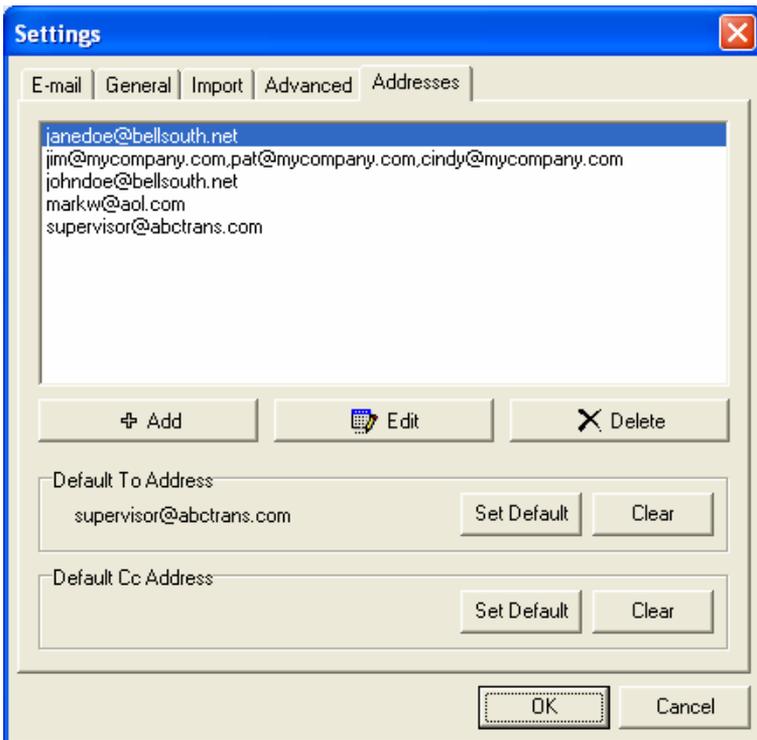
Buttons: OK, Cancel

Check your current email client (e.g. Outlook, Outlook Express, Eudora) for these settings. Enter the settings for **Email server**, **Account name**, **Password** and **From Address**. Also enter settings for **User's job type** and **User's 4-digit ID**. If you will be emailing files to a transcriptionist using eShuttle Transcribe, leave the **Encrypt files** option selected and enter an encryption password. This encryption password must also be used by the transcriptionist in order to properly decrypt the files.

Creating an Email Address List

Dictation files in eShuttle can be sent to email addresses selected from a drop down list. Creating an email address list will save time when creating new dictation emails. One entry can be selected as the default email address. This address will automatically appear when creating new files or importing files.

To add new email addresses to the list, click the Add button. Multiple addresses can be entered as a single entry. Separate multiple email addresses with a comma. Once the email list is completed, select one entry as the default address. Highlight the desired entry and click the Set Default button.



Importing Voice Files from Handheld Recorders

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

There are two methods for importing voice files. One method is to specify the import directory where files may be found in the Settings window. Click the **Tools** menu, select **Settings**, then click the **Import** Tab.

Location of import directory:	User ID:	Import to:
E:\DSS_FLDA	2345	type1
E:\DSS_FLDB	1002	type1
E:\DSS_FLDC	1003	type1
C:\Documents and Settings\All Users\Documents\D	1004	type1
C:\Documents and Settings\All Users\Documents\D	1005	type1

Delete source files after import

Rename source files after import (add an underscore "_" to beginning of file)

Append source file name to import file name

Use Olympus file header information (with .dss and .wma files)

Note: Sound files may also be imported by dragging files from Windows Explorer and dropping them into the DocShuttle window.

OK Cancel

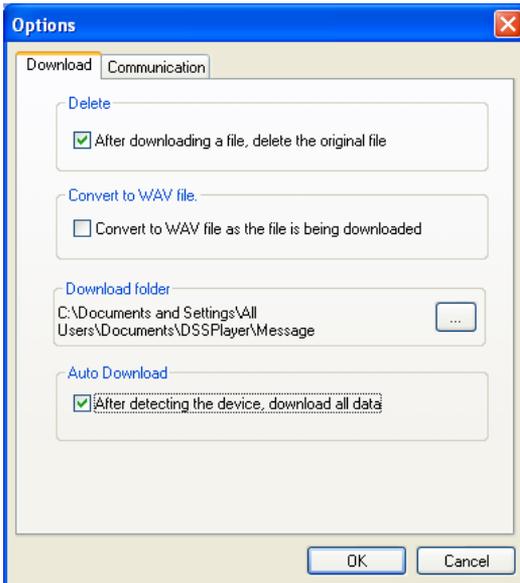
Specify the import directory and user ID for each folder. For each line, files imported from the directory on the left will automatically be marked with the User ID on the right. Click OK to save the settings. Once the settings have been entered, you may import files by clicking the **Import Files** button from the eShuttle Dictate toolbar.

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

Importing Files from Olympus Recorders

There are two methods for importing files from an Olympus recorder. One method is to first allow the Olympus DSS Player software to transfer the dictation files to the local PC. Then eShuttle Dictate software will import the files from the Olympus folder on the local PC. A second method is to import files directly from the memory on the Olympus recorder once it is connected by USB cable. Either method will require the Olympus DSS Player software to be installed on the computer.

Method 1: Transfer files to the local PC first before importing into eShuttle Dictate. Open the Olympus DSS Player software and select **Tools > Options** from the menu. Select the checkbox labeled “After detecting the device, download all data”. This will cause files to transfer to the PC immediately once the recorder is placed in a docking station or connected to a USB cable. Please note the location of the Download folder in the Options window. You will need to know this location when entering the import directories into eShuttle as shown on the previous page. Also, if you want the original file to be deleted after import, select the checkbox labeled “After downloading a file, delete the original file”. These settings are shown in the screen shot below.



With this method, an import directory on the previous page may look similar to:

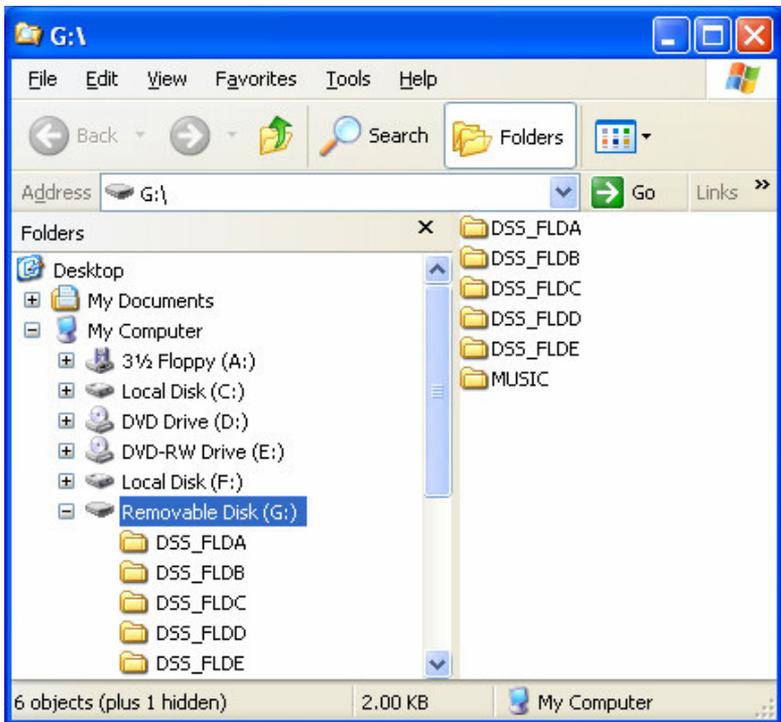
C:\Documents and Settings\All Users\Documents\DSSPlayer\Message\FolderA

Method 2: Import files directly from memory on the handheld recorder. Open the Olympus DSS Player software and select **Tools > Options** from the menu. With this method, **uncheck** the checkbox labeled “After detecting the device, download all data”. You **do not** want the Olympus software to transfer the files when connected to a docking station or USB cable. Close the settings of the Olympus DSS Player software.

When the Olympus recorder is connected to a docking station or USB cable, a new drive letter appears in Windows Explorer as shown below. This new drive letter contains folders of files stored directly on the Olympus recorder. Use these folder paths in your eShuttle Dictate settings on the Import tab. A sample import directory may look like:

E:\DSS_FLDA

*Note: When using Method 2, files are imported into eShuttle Dictate when the **Import Files** button is clicked or when the scheduled importing takes place. Files are not imported the moment the device is connected.*



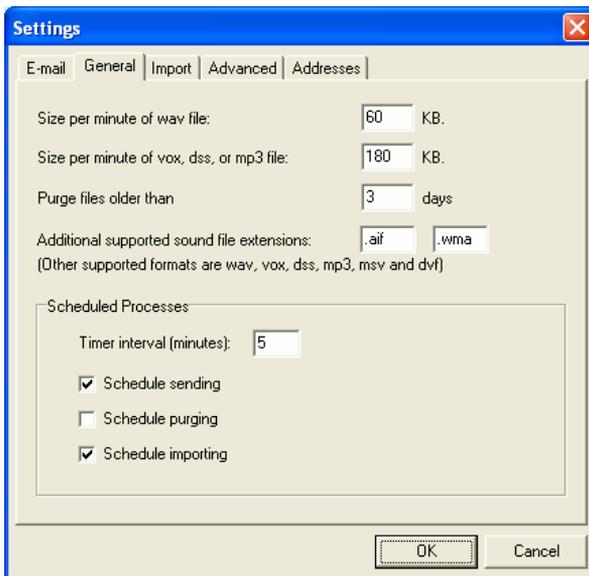
Sending Email Files

To send files from eShuttle Dictate, simply highlight the dictation file or files you want to send and click the Send button in the toolbar. To send multiple dictation files, hold down the Ctrl key while selecting the dictation files. To send all new dictation files, click the **Send > Send New Files** menu option. To have files sent automatically as they are recorded or imported, enable the scheduled sending option described in the next section.

Automating eShuttle Dictate

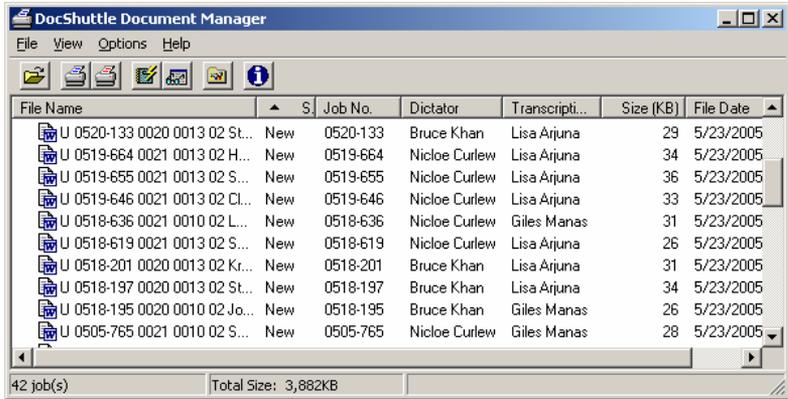
It is possible to automate importing, sending and purging of all files using eShuttle's scheduled functions which are located on the General tab in the Settings window.

To turn on the scheduled functions, click the **Tools** menu, select **Settings**, then click the **General** tab. Checkboxes for each scheduled function appear at the bottom of the window. Click to place a check mark in the box for each feature you want automated.



Using the eShuttle Document Manager

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



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

Purging and Deleting Files

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

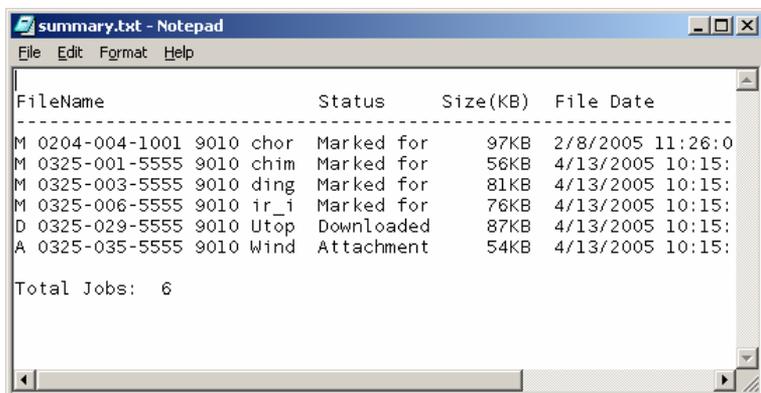
Reports in eShuttle Dictate

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

Quick Reports

To create a Quick Report, highlight files you wish to appear in the report from the eShuttle window. Then click the **Quick Report** button in the toolbar. A report will appear in a new text file, allowing you to print, modify, or save the report.

Another method of creating a Quick Report is to right-click in the eShuttle window and select **Report of Local Files** from the popup menu.



FileName	Status	Size(KB)	File Date
M 0204-004-1001 9010 chor	Marked for	97KB	2/8/2005 11:26:0
M 0325-001-5555 9010 chim	Marked for	56KB	4/13/2005 10:15:
M 0325-003-5555 9010 ding	Marked for	81KB	4/13/2005 10:15:
M 0325-006-5555 9010 ir_1	Marked for	76KB	4/13/2005 10:15:
D 0325-029-5555 9010 Utop	Downloaded	87KB	4/13/2005 10:15:
A 0325-035-5555 9010 Wind	Attachment	54KB	4/13/2005 10:15:

Total Jobs: 6

Custom Reports

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

Custom Report

Search Criteria

Dictator ID: []

Transcriptionist ID: []

Status: New []

File Name Contains: 2244 []

Date Range: Greater Than 3/14/2005 []

Less Than 4/13/2005 []

Include MS Word Statistics (line, page, word counts)

Include spaces in character counts

Clear Form

Create Cancel

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

File Name	Status	Dictator	Transcrib	Pgs	Paras	Lines	Words	Chars	File Date	
U 0505-765 0021 0010 02	Schroeder, New	Nicloe Cur	Giles Mana	2	30	83	558	2912	5/23/2005 4	
U 0520-136 0020 0013 02	Paton, Kath New	Bruce Khan	Lisa Arjun	2	42	89	528	2518	5/23/2005 4	
U 0520-192 0020 0013 02	Schweiger, New	Bruce Khan	Lisa Arjun	2	58	144	991	4795	5/23/2005 4	
U 0520-222 0020 0013 02	Fraser, Lo New	Bruce Khan	Lisa Arjun	2	55	122	914	4301	5/23/2005 4	
U 0531-723 0020 0010 02	Batdorf, Sa New	Bruce Khan	Giles Mana	2	52	128	775	3749	6/3/2005 9	
U 0912-040 4229 4799 00	226 COLEMAN New	4229	4799	1	7	28	256	1320	9/20/2005 1	
U 0921-060 4223 4799 00	67291 MARTI New	4223	4799	2	27	68	803	4165	9/26/2005 1	
S 0118-001 5501 0000 00	The birdsho Printed	5501	0000	1	2	4	31	130	3/16/2005 2	
S 0210-001-9999 9999 00	D 0114-005- Printed	Susan Teyh	Susan Teyh	1	5	13	31	178	4/26/2005 1	
S 0217-001 5501 0000 00	McClarney, Printed	5501	0000	1	4	14	27	117	3/16/2005 2	
U 0217-002 5501 0000 00	Gotham, E11 Printed	5501	0000	1	11	33	198	951	3/17/2005 3	
U 0405-035-0003 9003	DPH1052005-040 Printed	0003	9003	1	9689	78157	121618	2409904	4/15/2005 1	
U 0629-002 4401 9999 40	testcraft. Printed	Jason Sore	Susan Teyh	1	1	1	10	49	2/22/2005 1	
U 0712-004 5501 9999 00	Type1 Todayt Printed	5501	Susan Teyh	1	1	1	11	44	2/22/2005 1	
Totals:										
					41	10509	80154	135176	2478578	

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

eShuttle Troubleshooting

I have a problem emailing files

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

Verify that your email settings are correct. You must use eShuttle with a SMTP email server. Check with your email provider for these settings. If you are using an email client such as Outlook, Eudora, or Outlook Express, compare your email settings in eShuttle with those in your email client.

Some SMTP servers require an **Account name** and **Password** to send emails. Others require a valid **From address** to send emails. Check your settings to verify that these have been entered correctly.

Verify that you have Internet access. Open a web browser to verify that you are able to connect to Internet sites. eShuttle will not work without an Internet connection.

Try using another email client to send emails to the same address. If other email programs cannot send emails, there may be computer or network problem.

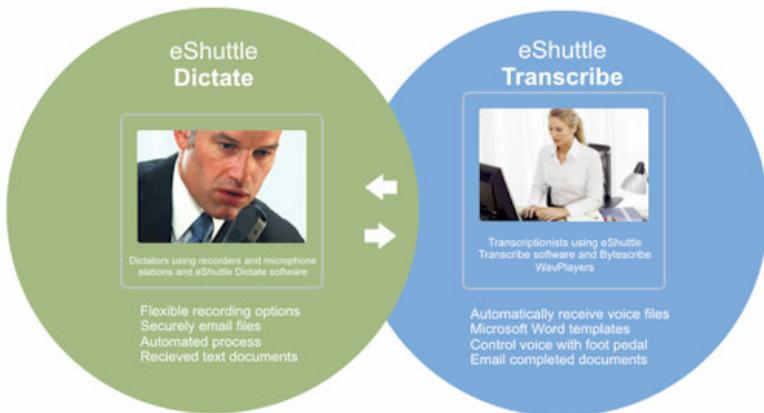
I cannot import files from my handheld recorder

Verify your import settings. Click **Tools > Settings** and click the **Import** tab. Verify that the directories are valid. To verify, try copying the directory path into the Windows Explorer address bar to see if the directory exists (or click **Start > Run** in Windows and enter the directory into the Run window — then click OK).

After the settings are correctly entered, make sure that you are clicking the **Import** button on the toolbar or turn the automatic scheduling on. To turn on the scheduled importing, click **Tools > Settings** and click the General tab. Click the **Schedule importing** checkbox.

When I receive a file as an email attachment, it cannot be played or will not open.

The file may have been decrypted with the wrong decryption password. Check to see that you have the correct encryption password. If you did have an incorrect encryption password, the other party will need to resend the encrypted attachment. Dictators and transcriptionists must have the same encryption password.



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This manual will include a quick start guide, user instructions and troubleshooting guide. For additional help and documentation, refer to our support web site at www.bytescribe.com/support.

Bytescribe also offers a line of affordable dictation and transcription products. If you are interested in finding out about our other products, please visit our website at www.bytescribe.com.

Thank you for purchasing the eShuttle software by Bytescribe!



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