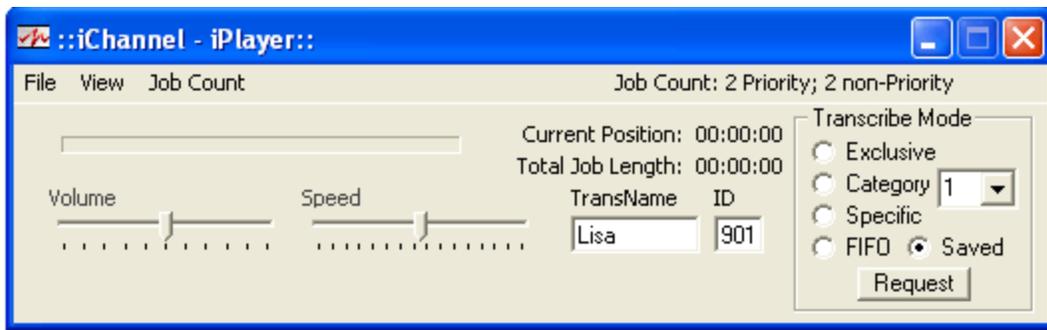




## Introduction

iChannel is a modern twist on the world of transcription, being a completely digital process from start to finish. iChannel is the interface between you (the transcriptionist) and the Voice Solutions server from which it receives the files. To help make iChannel an enjoyable experience, there is a thorough FAQ at the end for common questions users have. Let's start by opening iChannel.



The iChannel main window, when you first load the program

**First**, you will want to type your name in the **TransName box**. You may change the name at any time in the future, should you need to. **Note:** Do not include any non alphabetic characters or numbers in your name (such as \_ or - and etc). Use only A-Z.

**Second**, you need to enter the user ID that you were provided in the **ID box**. This will determine what jobs you receive, as many jobs are often assigned to just one transcriptionist by exclusive assignment.

### Menubar

- **File:** Here you can access the application's **Settings** and **Help** file, as well as **Exit** the program.



In addition, selecting **Print PNav List** (or Ctrl+P) will create a text file with all of the demographic information of the files listed in the PNav list. You can modify which information fields are sent to the text file from the Settings. Once a text file, you may print it as any ordinary document. Also, the column headings in your

PNav list can be clicked on to resort the job data according to its heading – the print out will reflect this.

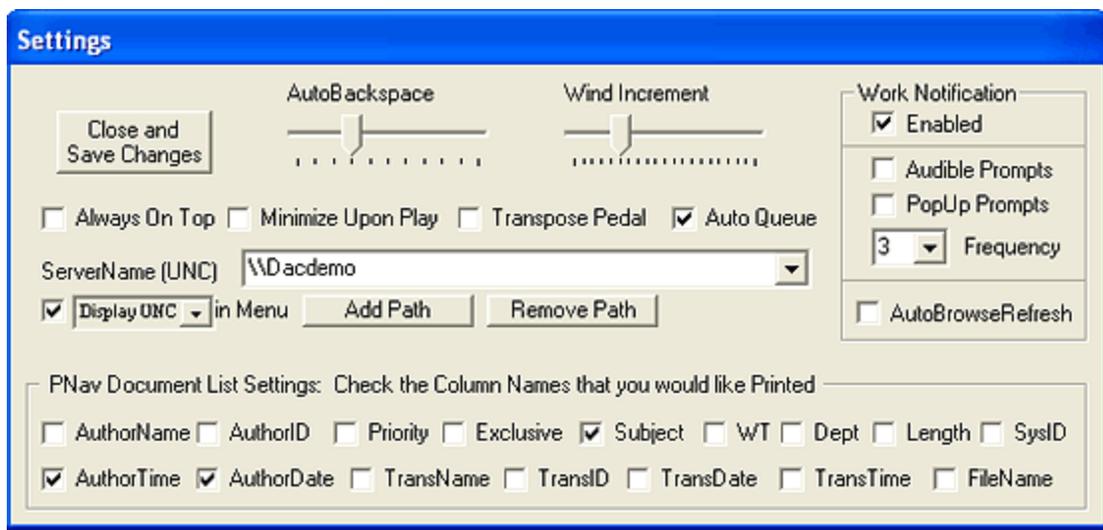
- **View:** From here you can pull up the **PNav** and **PNav Extended** screens. See page 5 for more.
- **Job Count:** After you have entered your *TransName* and *ID*, clicking Job Count will inform you how many jobs you have available for transcription.

If iChannel was installed and already configured by a technician, you are ready to receive your first job! See page 3 “Receiving Jobs”.

If you wish to make configuration changes, you need to go to the settings screen.

## Settings

iChannel offers a variety of audio settings you can configure to meet your needs. Start by going to **File>Settings** in the menu bar. You will get a window like the one below.



**AutoBackspace:** This determines (in seconds) how big of an increment the dictation will automatically backup 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 file. You may set it from 0 to 20 seconds.

**Always On Top:** When selected, the iChannel window will always remain on top of other applications.

**Minimize Upon Play:** If checked, the iChannel window will minimize to the taskbar when you begin to play the dictation.

**Transpose Pedal:** This will switch the Rewind/FastForward buttons on your foot pedal, making the right pedal FastForward, and the left pedal Rewind. Play is always the center pedal.

**Auto Queue:** If checked, iChannel will automatically present you the next available job (should there be one) after you have *Signed Off* (finished transcribing) the current one.

**ServerName (UNC):** The path to the Voice Solutions server must be entered here. Contact your system administrator for this information.

**(Display UNC) in Menu:** If checked, on the main iChannel screen a line to the right of the menubar will read *Connected on \*server UNC\**, given that the connection is active. This allows you to quickly verify if you are currently connected, and if so, to which server. You may also choose from the drop down menu the option **Short UNC** (will only show *\*server UNC\** instead), or **No Display** (disables connection info from being displayed).

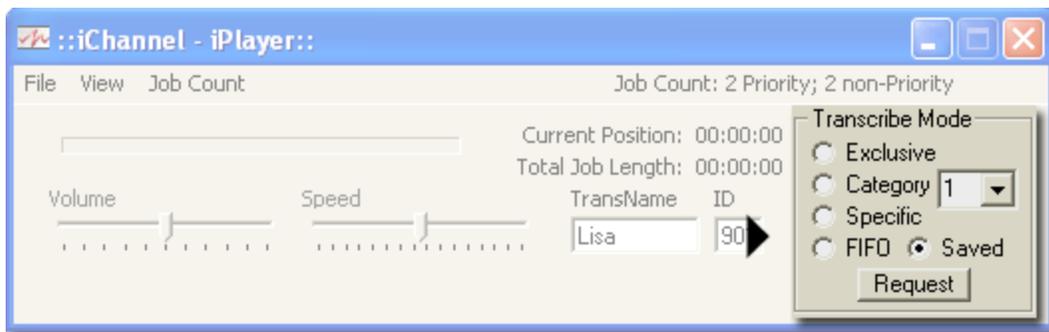
**PNav Document List Settings:** The boxes which are checked will determine which demographic fields will be present in the text file when the **Print PNav List** feature is used.

**Work Notification:** This enables the worklight feature that runs on your taskbar, as well as prompts to inform you about new jobs.

- **Audible Prompts** - This provides you with an audible prompt, stating that a new job has arrived.
- **PopUp Prompts** - This provides you with a PopUp that informs you a new job has arrived
- **Frequency** - You can specify how often (in minutes) iChannel checks with the system for new jobs.

## Receiving Jobs

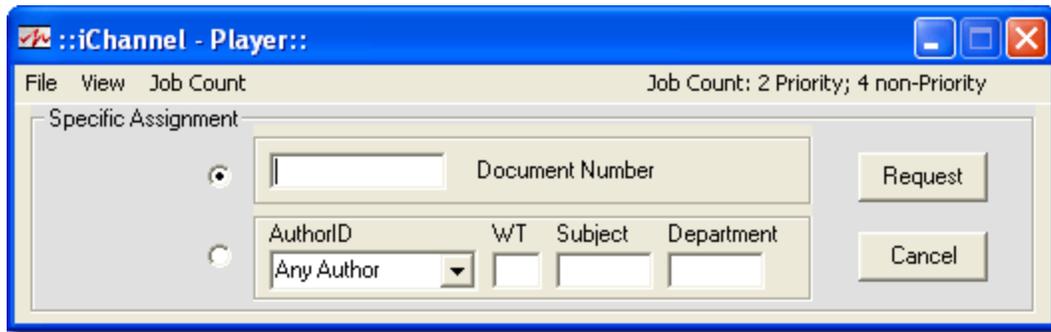
iChannel offers a variety of criteria in which to receive jobs. Highlighted below are the 5 transcribe modes available. When you have decided which one to use, click **Request**.



## Requesting

- **Exclusive:** This will deliver the first job that was assigned to you specifically via the exclusive assignment field (this is based on your Transcription ID # in the *ID* box).
- **Category:** You may choose to select jobs using a Category, which is a combination of previously set search criteria created at the system server by your administrator. iChannel supports using category numbers 1-99. If your administrator has created categories for you to use, you may select the number you want from the drop down menu.

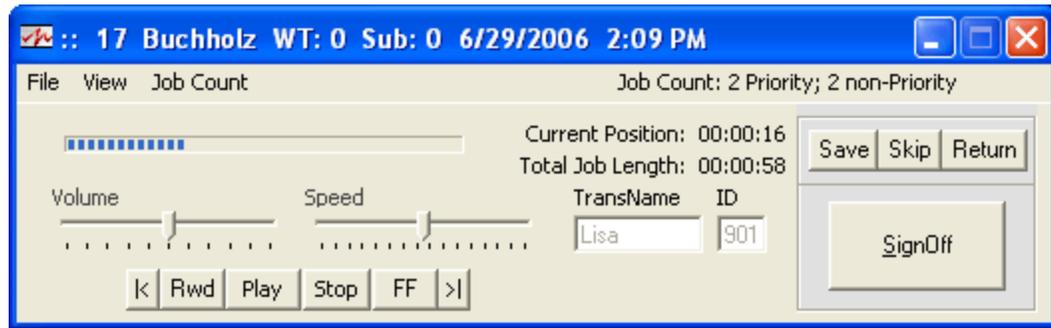
- **Specific:** Requesting jobs with this mode will bring up a window where you may pull a job by its document number, Author ID, Worktype (WT), Subject, and Department in any combination.
- **FIFO (First In First Out):** Using this mode, you will receive the *First* jobs *In*, that is, the oldest jobs on the queue list (priority documents always being queued before non-priority documents).
- **Saved:** Any job that you saved earlier can be retrieved by requesting work using this mode.



The "Specific" Request Screen

## Typing

- **Scrolling** - As you play the job, you will notice a blue bar progressing in the upper-left hand portion of the window. If you click that bar, a tab will appear above it and you may scroll throughout the dictation, setting your position for playback.
- **Volume and Speed:** To increase speed or raise volume, move the tab for that setting to the right. To decrease speed or volume, move the tab to the left until desired level is reached. Double-clicking the volume bar will bring up your Windows System Volume Properties screen.
- **Current Position & Total Job Length:** This information is presented in the *hours:minutes'seconds'* format.



After receiving a job, the iChannel window will look like the one above.

## Completing

- **Save:** At any time, you may save your job at the *Current Position*. When you retrieve your saved file later, you will be at the same playing position as when you left off. Example: If you had a 10 minute dictation, but your *Current Position* was 5:42 (or 5 minutes and 42 seconds), saving the job would keep your progress bar at the 5:42 mark. Thus, upon retrieving the *Saved* job at a later time, you will begin playing at 5:42, instead of having to fast forward to the desired position.
- **Skip:** This will send the job back to the server and if *Auto Queue* is checked will provide you the next job in the queue.
- **Return:** This works much like *Skip* does, except even if *Auto Queue* is checked, you will NOT be provided the next job in the queue, but will be given the choice of choosing another Transcribe Mode.



If you *Right-Click* Return, you will be given the option of returning the job to a different transcriptionist (you must enter the ID number of that transcriptionist), changing the WT (worktype), Dept (Department), Subject, and Priority status. Keep in mind, you will only have this ability if your administrator has granted you security permissions to do so.

- **Sign Off:** When you have finished transcribing the job, you may click *SignOff*, which will mark the file as *Completed* on the server, and remove it from your queue. However, for a period of time you may still listen to it again (should you need to review it or such) by using the *Specific* Transcribe Mode. The length of time it still remains available for review - before deletion - varies and is dependent on the configuration of that server).

**Note:** You must be at the end of a job to Sign it Off.



If **Auto Queue** is checked in your *Settings*, iChannel will automatically request the next job in your queue upon you signing your current job off. However, if you do not wish to receive the next job, *Right-click Sign Off* to bypass the **Auto Queue** feature.

## Personal Navigator

**PNav** (Personal Navigator – shown above). Under the **View** tab in the menu bar you have **PNav View** and **PNav Extended**. Both of these options expand the iChannel window to provide you with a list of jobs on the dictation server (with *PNav Extended* offering a longer window to see more jobs on the screen simultaneously). There are two modes you can use to search for jobs.

- **Exclusive Mode:** This provides you with a list of jobs that are only assigned to you exclusively. Clicking the *Refresh* button located beneath the job list will prompt PNav to search the server at that instant. Otherwise the list is refreshed automatically based on your *Frequency* preference in the **Settings** menu.
- **Browse Mode:** This allows you to use the Status, Exclusive, Author, WT (worktype) and Dept (Department) fields to refine your search. They can be used in any combination. Clicking the Refresh button located beneath the jobs list will prompt PNav to search the server once more.
  - **Status:** Typically this is set to *In Queue* which will bring up jobs available for transcription. You may also choose to look at *Completed* (transcribed), *Saved Trans* (saved by a transcriptionist for completion at a later time), *In Trans* (currently being transcribed), *In Dictation* (currently being dictated), *All Active Documents* (all dictation files in the system,

regardless of status), and *Archived* (jobs which are still in the database but the actual voice file has been deleted)

- **Exclusive:** Choose the transcriptionist you wish to view exclusive assignments for.
- **Author:** Choose the author whose dictations you wish to view.
- **WT (worktype):** Type in the worktype number which you wish to search for.
- **Dept (department):** Type in the department number which you wish to search for.

Once you receive a list of jobs, you will notice a variety of columns with information about that particular job. Besides the ones you see in the screenshot below, you can also scroll to the right for several other columns. With this information, you can see things such as: time the job was dictated, length of job, priority status, and much more.

Job Count: 2 Priority; 4 non-Priority

Current Position: 00:00:00  
Total Job Length: 00:00:00

TransName: Lisa ID: 901

Transcribe Mode:  
 Exclusive  
 Category 23  
 Specific  
 FIFO  Saved  
 Request

Personal Navigator:  
 Exclusive Mode  Browse Mode: Allows View Selection by Other Secretaries and Authors

Status: In Queue Exclusive: Any Secretary Author: Any Author Date: Any Date WT: Dept:

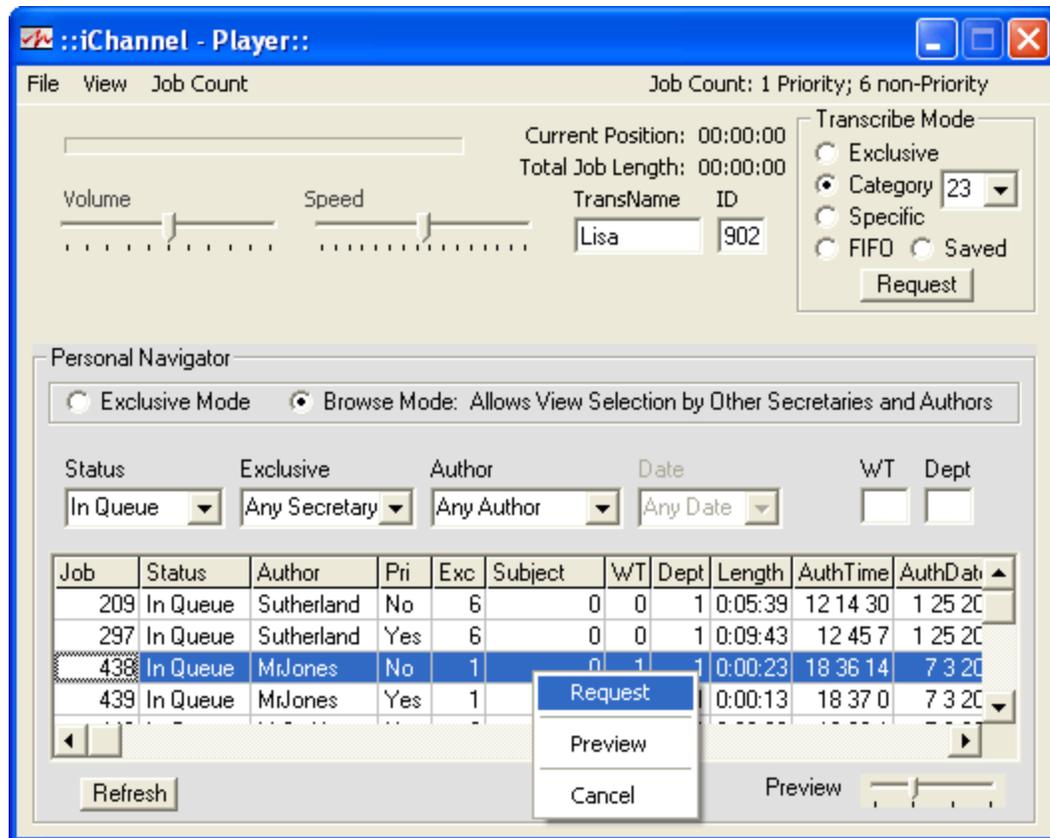
Job	Status	Author	Pri	Exc	Subject	WT	Dept	Length	AuthTime	AuthDate
209	In Queue	Sutherland	No	6		0	1	0:05:39	12 14 30	1 25 2006
297	In Queue	Sutherland	Yes	6		0	0	1 0:09:43	12 45 7	1 25 2006
438	In Queue	MrJones	No	1		0	1	1 0:00:23	18 36 14	7 3 2006
439	In Queue	MrJones	Yes	1		0	1	1 0:00:13	18 37 0	7 3 2006
440	In Queue	MrSmith	No	2		0	0	1 0:00:23	18 38 1	7 3 2006
442	In Queue	MrSmith	Yes	2		0	0	1 0:00:09	18 39 5	7 3 2006
444	In Queue	MsBenson	No	1		0	0	1 0:00:08	18 40 13	7 3 2006
445	In Queue	MsBenson	No	25		0	0	1 0:00:12	18 40 34	7 3 2006
446	In Queue	MsBenson	Yes	25		0	0	1 0:00:07	18 40 51	7 3 2006
447	In Queue	MrPowers	No	3		0	0	1 0:00:13	18 42 14	7 3 2006
448	In Queue	MsBradford	No	2	123456	0	1	1 0:00:10	18 46 30	7 3 2006
449	In Queue	MsBradford	No	2	147258	0	1	1 0:00:06	18 46 50	7 3 2006
450	In Queue	MrJones	No	25		0	1	1 0:00:06	18 50 22	7 3 2006
451	In Queue	MrPowers	Yes	3		0	0	1 0:00:10	18 50 55	7 3 2006

Refresh

## Requesting/Previewing

Right-clicking a job listed in the PNav will bring up a small menu with the Request and Preview options (shown above).

- **Request** will retrieve that specific job for you to play it. You may use this feature with *In Queue* and *Completed* jobs.
- **Preview** will play the first few seconds of a job. The length of the preview can be adjusted from 1-15 seconds via a sliding bar on the bottom right-hand section of the PNav screen.



## Shortcuts

Alt+R (Refreshes the PNav list)

Alt+S (Signs a job off)

Ctrl+P (Prints a PNav list)

Double-click a job from the PNav list (Requests that particular job)

## FAQ

### Q: Can I receive another transcriptionist's work?

**A:** Yes. You have two methods (see method #2 if you want to receive another transcriptionist's saved jobs).

1.) Using *Pnav* (accessible from the **View** menubar), select *Browse Mode* to filter jobs. Under the *Exclusive* field, you may select that particular transcriptionist's name, or leave it at Any Secretary. Upon refreshing, you will see that transcriptionist's jobs and be able to *Right-click>Request* just like you do when operating under the Exclusive Mode. The only limitation is that you may not request another transcriptionist's *Saved* job. See method #2.

2.) At the main iChannel window, in the **ID** box, enter the ID number of the transcriptionist you want work from. Quit iChannel and reopen it. Now go about requesting work as usual. You will receive all of the exclusive jobs assigned to the new **ID** you entered, as well as be able to load any *Saved* jobs that transcriptionist has from the past. When you want you work again, simply put back your information in those fields and reopen iChannel.

**Note:** Documents are assigned based on ID #, so you may leave your name to receive proper credit for the work completed.

### Q: I was assigned another transcriptionist's job by mistake or wish to change the job's demographics (worktype, department, etc) . How do I do that?

**A:** When this happens, you must first request the job, then if you *Right-click Return* (to return the job back to the server), you will be given the option of entering the ID number of the transcriptionist you want the job to be reassigned to. For example, if that person's ID was 904, you could type *904* or simply *4* in that field. You may also select a transcriptionist from the drop-down list. If your administrator has given your ID security permissions to do so, you may change demographic information such as worktype, department, subject, and priority status.

### Q: iChannel left a job marked as *In Transcription* and it will not allow me to retrieve it now. How can I put it back as *In Queue* to receive and transcribe it again?

**A:** Using the *PNav* view, and selecting *Browse Mode*, choose the *In Trans* option under the **Status** filter field. Click *Refresh*, and you will see a list of jobs marked as *In Trans* (In Transcription). Left-click the job which you wish to return to the queue and scroll all the way to the right until you see the *FileName* column in the *PNav* list. In this column, *Right-Click* the highlighted job (just as you would if you were going to choose the *Request* option) and select *Return to Queue*. Click OK to the warning screen that appears. You may now go about retrieving that job.

**Caution!** Make absolutely sure that the job you are returning to the queue is in fact, not being transcribed by somebody else. Trying to change the status on a job currently being accessed could cause irreversible damage to the file or server database.

### Q: I was given a "The File Manager is not responding" audible error. What's wrong?

**A:** 1) There is a problem with the system server. You should contact your system administrator for troubleshooting. 2) The **ServerName (UNC)** path in your **Settings** may be incorrect.