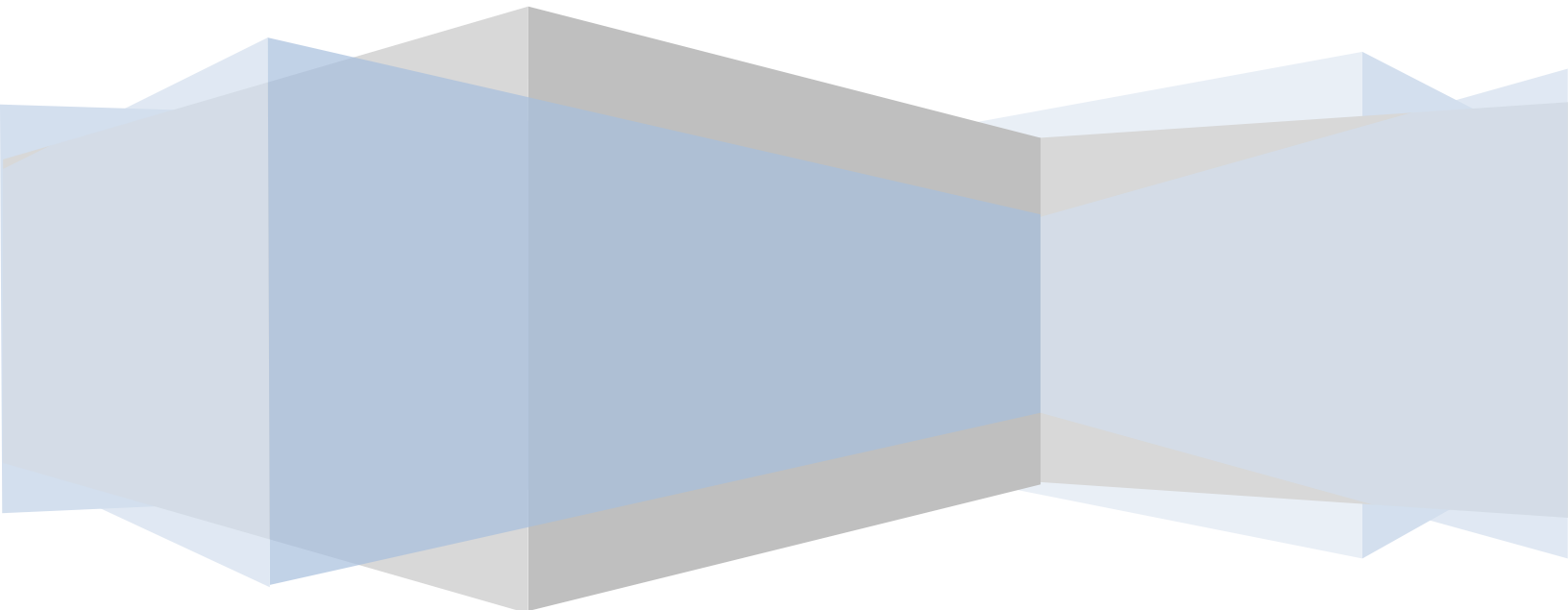


# DigiTel Manual

Installation, setup and use.

Apptec Corporation



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# *Call-In Dictation System*

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## DIGITEL INSTALLATION

### PC Requirements

For 1 to 8 ports virtually any pc, old or new.

For 9 to 19 ports a Dual Core pc, and for 20 to 32 ports a Quad Core pc recommended.

Interface: USB 1.1 or USB 2.0 (1 to 8 ports). For 9 to 32 ports USB 2.0 recommended.

RAM Memory: 1 GB (1 to 8 ports). For 9 to 32 ports 4 GB recommended.

Hard Drive: 10 MB for DigiTel program. 1 GB free or greater (5 GB preferred to hold at least 200 hours of dictation). 28 GB free will hold more than 1000 hours of dictation.

### Operating Systems (32-Bit or 64-Bit Versions of Windows)

Windows 2000, Windows 2003 or 2008 Server, XP, VISTA, Windows 7

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### Telephone Lines

Analog phone lines connected by standard phone cords with RJ-11 plugs.

**It is recommended to use a Grounded 4-Telephone-Line Surge Protector (see our “TLSS-4-Kit”) to protect your DigiTel system, especially in thunderstorm prone areas. Electrical surge damage is not covered under the Warranty. See Page 20 for more info.**

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### Step 1: Run DigiTel Installation.exe

The installation program can be found on the installation CD, but please check for a newer version or updates at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)

**There are two different DigiTel Installation Programs... one for 32-Bit versions of Windows and one for 64-Bit versions of Windows.** Windows 7 is usually 64-Bit, but it may also be 32-Bit. Windows Server 2008, XP and Vista are usually 32-Bit, but may also be 64-Bit. **To check if your pc is using 32-Bit or 64-Bit Windows, right-click My Computer... if it says “Operating System 64-Bit”, then use the 64-Bit version of the DigiTel installation program, otherwise use the 32-Bit version.**

The installation procedure is slightly different for 64-Bit and for 32-Bit installations, so **please refer to the appropriate (64-Bit or 32-Bit) Quick Start Guide.**

### Notes:

1. If connecting the DigiTel Pod to a USB Hub, it must be a Powered Hub capable of supplying 500 mA (milliamps) of current to each of the Hub's USB ports. (An unpowered usb hub only supplies 100 mA.)
2. Once the DigiTel Pod's Driver is installed, if the Pod is moved to a different USB Port, the Driver will need to be installed on that Port too.
3. If connecting more than one DigiTel pods to a pc, connect one at a time and complete the Found New Hardware wizard before connecting the next pod.
4. Once the DigiTel Pod's Driver is installed and the DigiTel software is running, the DigiTel Pod's LED will blink to show that the system is running.
5. When using more than one DigiTel Pod, it is preferable to connect them directly to USB Ports on the pc. If using a Hub with many Pods, it is preferable to use an Internal Hub instead of an External Hub.

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## Step 2: Set Windows' Power Options and run Windows' maintenance utilities

### **Power Options:**

After installing DigiTel, check Windows' Power Options to **make sure that Hibernation and other Sleep Modes are not enabled**, and that the Processor (CPU) and Hard Drive are not set to power-down after a period of inactivity. It is ok to enable the Monitor to power-down after a period of inactivity.

To check Windows' Power Options, open Windows' Control Panel and in Windows 7 click System & Security, then Power Options. In XP and Vista click Power Options.

Different operating systems will display the Power Options in different ways as described below. In all versions choose the higher performance mode.

In Windows 7, click Change Plan Settings and set it to not Hibernate, then click Change Advanced Power Settings and set the Processor and Hard Drive power-down settings to Never, and make sure the Hibernation and other Sleep modes are not enabled, and then click USB Settings, and then disable the USB Selective Suspend Setting.

In XP and Vista, choose High Performance mode, then click Change Plan Settings, and then set Put The Computer To Sleep to Never and never power-down the Hard Drive. Then exit the Power Options and open the System menu in the Control Panel. Then open Device Manager, and then click Universal Serial Bus Controllers, and then select each USB Root Hub one-by-one, and set each USB Root Hub's Power Management tab to uncheck Allow The Computer To Turn Off This Device To Save Power.

If the pc is a laptop pc, set both the On Battery and Plugged In settings as described above to Never. And set the Choose What Closing The Lid Does to Nothing.

Also set the Choose What The Power Buttons Do to Ask Me What To Do.

### **Windows' Disk Cleanup Utility:**

It is recommended to run the Windows' Disk Cleanup utility once per month. To run Windows' Disk Cleanup utility, click All Programs, then Accessories, then System Tools, and then Disk Cleanup. It is recommended to set its options to clean up everything, except the Recycle Bin (which you can do manually, unless you are confident that you don't need anything you've sent to the Recycle Bin), and except its setting about Compressing Old Files.

### **Windows' Disk Defragmenter Utility:**

It is recommended to run the Windows' Disk Defragmenter utility once per month, after you have run the Disk Cleanup utility. To run Windows' Disk Defragmenter utility, click All Programs, then Accessories, then System Tools, and then Disk Defragmenter.

### **Anti-Virus Software:**

It is recommended to have an anti-virus software active, and to run a Full Scan once per month. Put the c:\Apptec folder into the anti-virus' Exception List. A free version of AVG Anti-Virus software available at [www.FreeAvg.com](http://www.FreeAvg.com)

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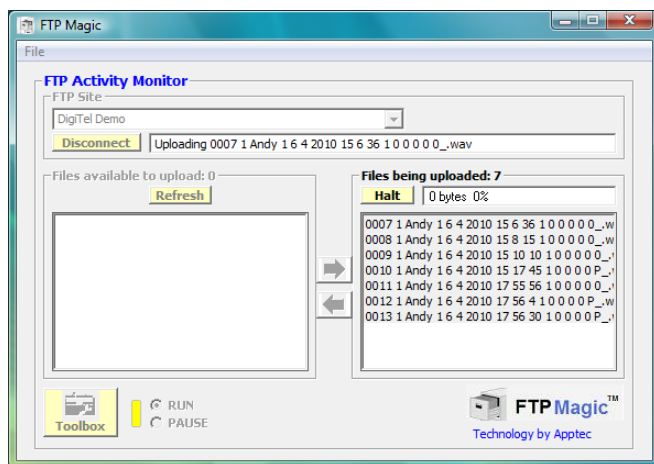
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## FTPMAGIC (optional)

FTPMagic is an optional program that is free when used on the same pc as DigiTel and with Apptec's FTP Folders.

On other pc's it can be installed and evaluated for free for 30 days, after which you may then purchase a License Key to fully activate it from your DigiTel reseller.

If you want to send DigiTel dictation files to a remote Transcriptionist, using FTP Folders is the secure way to send them, and FTPMagic is the effortless way to automatically upload files to FTP Folders. FTPMagic can also be used to send your typed documents to your clients.



The DigiScribe Transcription Software makes retrieving dictation files from FTP Folders effortless.

The use of FTP Folders allows you to send dictation files easily to one or more remote transcriptionists.

FTP Folders also allow you to send dictation files when you're away so you can retrieve them while traveling, or to easily transfer them to someone who is covering for you while you're away.

FTP Folders are also a secure and effortless way to send your typed work to your clients.

**If you would like to rent one or more FTP folders on Apptec's Secure Servers, or have questions, please email [Info@DigiTelSoftware.com](mailto:Info@DigiTelSoftware.com) for more information. Our FTP Folder rental costs less than 50<sup>c</sup> per day and includes unlimited file transfers.** They are available on a monthly rental basis, so you can add or remove Folders as your needs change.

### FTPMagic Installation:

The Installation Program, Quick Start Guide, and User Manual can be found on the installation CD. You can check if a newer version or updates are available at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)

**Please refer to the FTPMagic Quick Start Guide and User Manual for complete installation instructions.**

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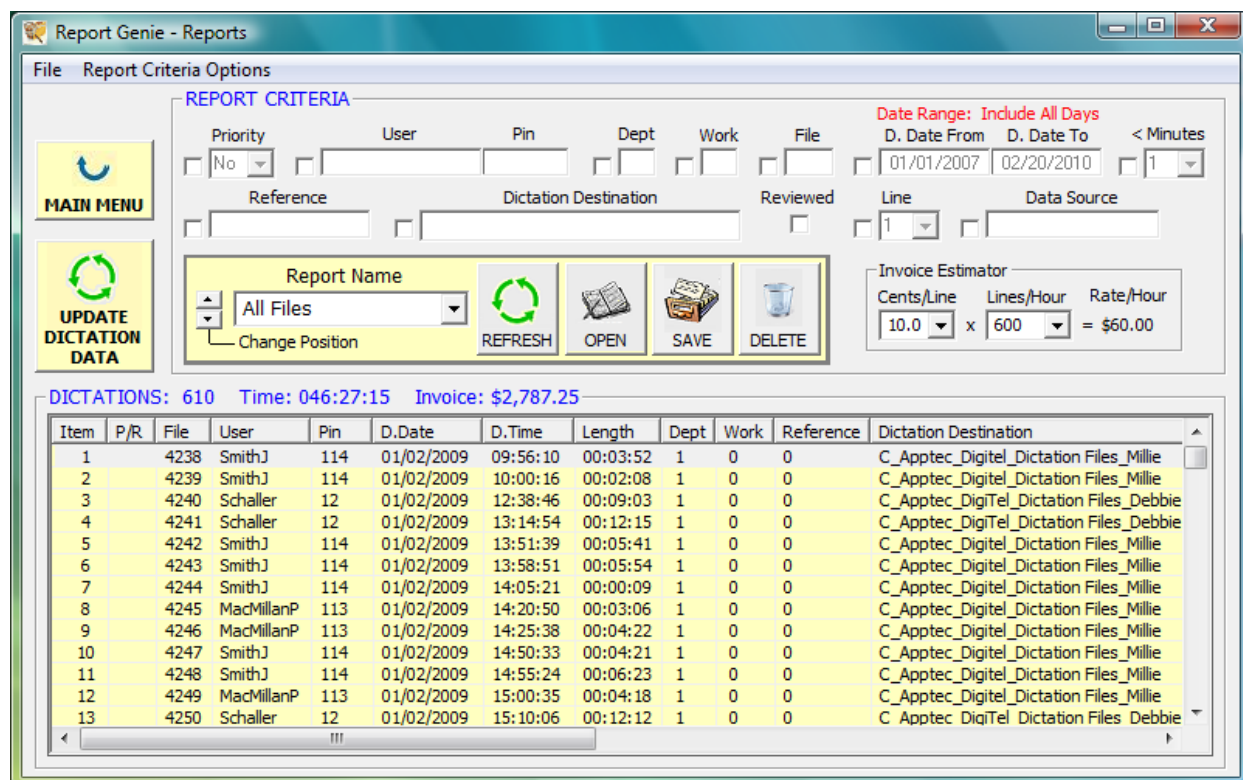
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## REPORTGENIE (optional)

ReportGenie is an optional program that is purchased separately from DigiTel.

It can be installed and evaluated for free for 30 days, after which you may then purchase a License Key to fully activate it from your DigiTel reseller.

If you want to quickly and effortlessly search for dictation files, or want to create usage and estimated billing reports, or want to monitor the status of each dictation file, then you can use ReportGenie to create reports from DigiTel's dictation activity log files. ReportGenie may be evaluated for free for up to 30 days. You may then purchase a License Key to fully activate it from your DigiTel reseller.



### ReportMagic Installation:

The Installation Program, Quick Start Guide, and User Manual can be found on the installation CD. You can check if a newer version or updates are available at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)

**Please refer to the ReportGenie Quick Start Guide and User Manual for complete installation instructions.**

## DIGISCRIBE (optional)

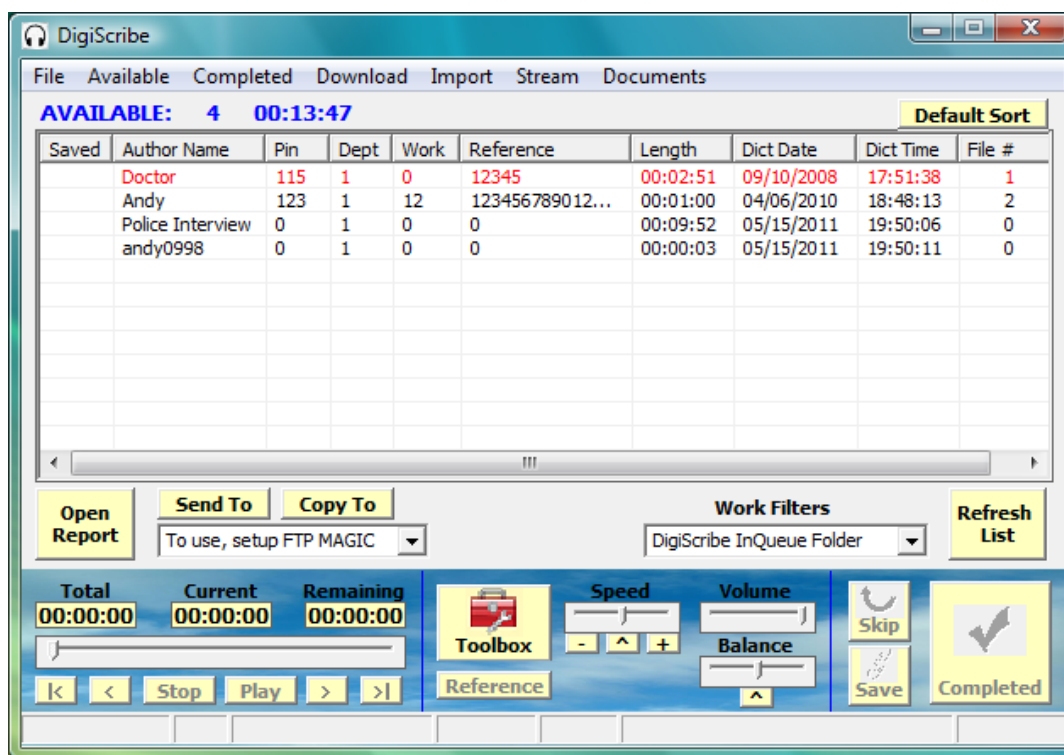
DigiScribe is an optional program that is purchased separately from DigiTel.

It can be installed and evaluated for free for 30 days, after which you may then purchase a License Key to fully activate it from your DigiTel reseller.

DigiScribe gives the transcriptionist foot pedal control over file playback and lets them easily manage their dictation work.

A single click marks a dictation Completed, or Saves it for later retrieval (with the current position in the file remembered).

DigiScribe lets the transcriptionist easily work with DigiTel dictation files as easily as with dictation files from other sources such as handheld recorders.



### DigiScribe Installation:

The Installation Program, Quick Start Guide, and User Manual can be found on the installation CD. You can check if a newer version or updates are available at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)

**Please refer to the DigiScribe Quick Start Guide and User Manual for complete installation instructions.**

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## DIGIALERT (optional)

DigiAlert is an optional program that is purchased separately from DigiTel.

It can be installed and evaluated for free for 30 days, after which you may then purchase a License Key to fully activate it from your DigiTel reseller.

DigiAlert sends Emails and/or Text Messages in response to file status updates reported by DigiTel, FtpMagic, or DigiScribe.

It announces the availability of a new dictation to a transcriptionist and/or to a supervisor when used with DigiTel and/or FtpMagic. And it announces the availability of new typed work to a client when used with FtpMagic.

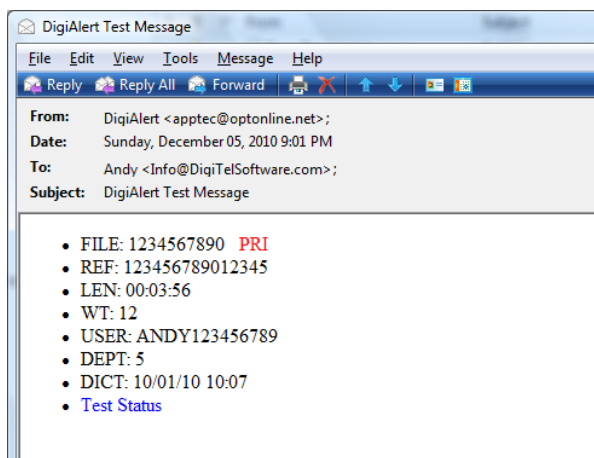
DigiAlert saves everyone time by letting them know the instant work is available, instead of needing to keep checking to see if work is available. And with the Priority Alert mode, it's a great way to just be informed when Priority work is available.

In DigiTel file status updates can be announced for each user's dictations, or just for each user's Priority dictations, or by the Worktype of each dictation.

In FtpMagic file status updates can be announced for each dictation sent to a particular FTP folder, or just for Priority dictations sent to that FTP folder.

In DigiScribe file status updates can be announced each time a dictation file is downloaded from an FTP folder, or being transcribed, or skipped, saved or completed.

The data shown here is included in the Email Alert message:



### DigiAlert Installation:

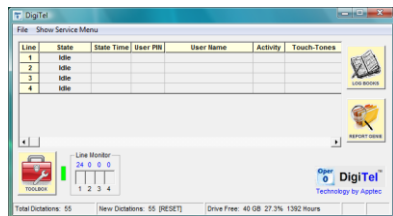
The Installation Program, Quick Start Guide, and User Manual can be found on the installation CD. You can check if a newer version or updates are available at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)

**Please refer to the DigiAlert Quick Start Guide and User Manual for complete installation instructions.**

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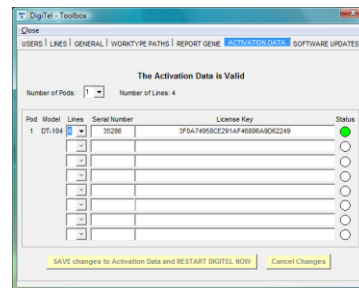
## DIGITEL SETUP



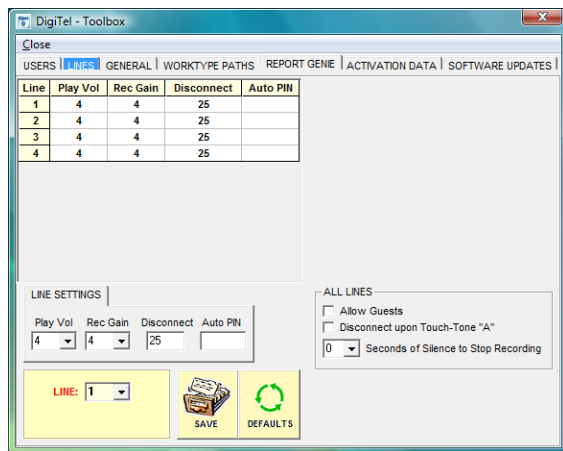
Click **TOOLBOX** from the main menu to enter the activation data, set the line parameters, setup users and their settings, and to check for software updates.

### ACTIVATION DATA MENU

To activate your system's lines, open the Toolbox and go to the Activation tab. Select the **Number of (DigiTel) Pods** that are connected. Then enter the number of **Lines**, the **Serial Number** and the **License Key** from the label on each DigiTel pod. The **Status** LED will glow green when the data is correct. Then click **SAVE and RESTART NOW** and DigiTel will restart activated.



### LINES MENU



The **Play VOL** and **REC GAIN** can be set for each Line to compensate if each of your phone lines exhibit different audio levels.

The **Disconnect** parameter, if set greater than 0, will trigger the line to disconnect when the line voltage goes below 3 volts for the "Disconnect" number x 14 milliseconds.

The line voltage going to 0 volts for about 500 milliseconds when the calling party hangs up is a **CPC ("Calling Party Control") Pulse or Disconnect Supervision**. Most phone lines do this to indicate when the calling party has hung up. You may need to ask your Phone Company or PBX provider to enable this feature on your phone lines.

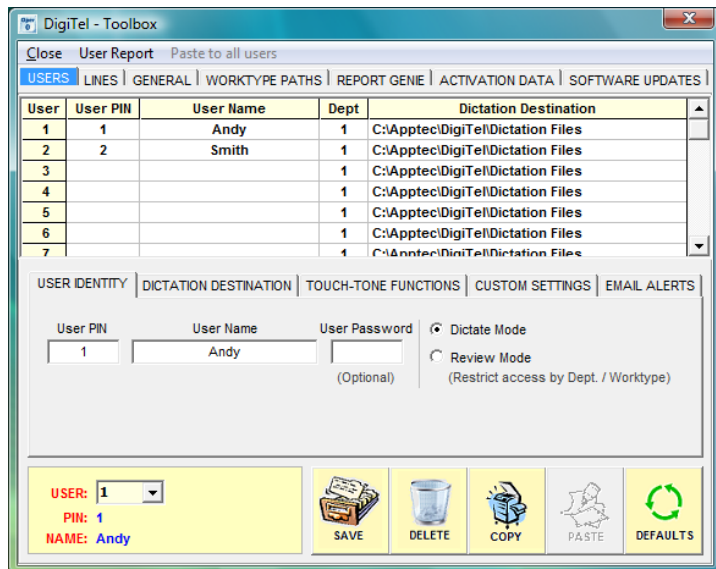
Check **Disconnect line upon DTMF-A** if the phone system (such as an older Comdial system) only sends an "A" Touch-Tone when the calling party hangs up.

Set the **Seconds of Silence will Stop Recording** to 15, 30, 45, 60, or 90 seconds to allow that many seconds of silence to switch Record mode to Stop mode. If your phone line doesn't provide Disconnect Supervision, or a DTMF-A to indicate when the calling party has hung-up, if you phone line goes silent when the calling party has hung-up, this mode can be used to more quickly return the line to Idle mode than just waiting for the user's Max Rec timeout to elapse. Set to 0 to disable.

Check **Allow Guests on each Line** to allow users to log-in as a Guest by just pressing # at the log-in prompt. The default Guest profile is the last (2000<sup>th</sup>) user profile, has a PIN of "999999", a User Name of "Guest", and the Auto Annotate and Auto Record features enabled by default.

## USERS MENU

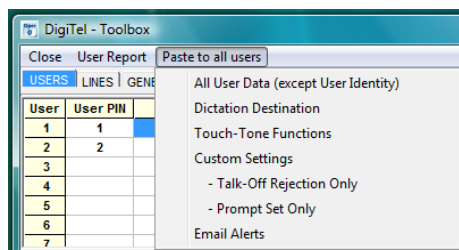
You can enroll up to 2000 users and set their preferences. Each user's preferences include their login PIN and optional Password, their play volume and record gain, their timeouts, their touch-tone functions, and various other custom settings.



Choose a user to edit by clicking on their row in the list, or by using the drop-down User field at the lower left.

Edit the fields and click **SAVE** to save the user's data. **DELETE** will clear a user's identity and set all fields to defaults. **DEFAULTS** will return the user's data (except the User PIN and User Name) to default conditions.

**COPY** will copy the current user's data (except the User's PIN and Name), and **PASTE** will paste this data into any other user's data. This is handy when setting up multiple users that will use the same setup.

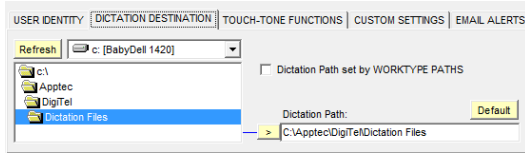


The menu item **Paste to all users** lets you select all or some data from the Copied User to set into every user's profile.

In the **USER IDENTITY** tab enter a User PIN (up to 6 numbers) and a User Name (up to 14 letters and numbers). You may also enter a User Password (up to 6 numbers).

Select **Dictate Mode** if the user will be recording dictations. Select **Review Mode** if the user will only be listening to dictations. A reviewer can select dictations to review by their File Number or their Reference Number, and can be restricted to accessing only certain dictations by their Worktype and/or by their Department values.

**User Report** opens a text document showing a list of the users.



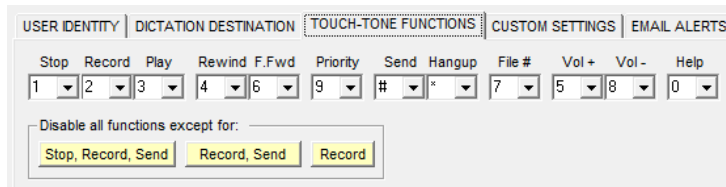
In the **DICTIONATION DESTINATION** tab enter the path where you want this user’s dictations sent. You may browse to a path or enter it directly. **Default** returns the path to its default.

If you want the dictation destination to be based upon the Worktype that the user entered, then check “**Dictation Path set by WORKTYPE PATHS**”. The dictation destination will then be based upon the paths set in the “**WORKTYPE PATHS**” menu.

In the **TOUCH-TONE FUNCTIONS** tab select the touch-tone for each function to match a user’s preference or for compatibility with a dictate station.

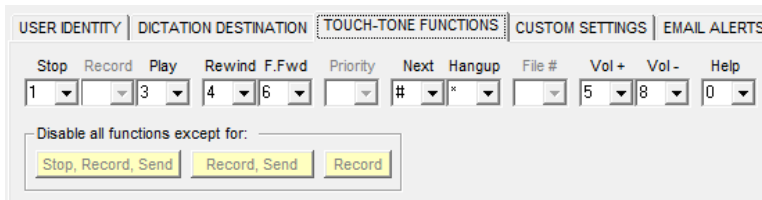
A Touch-Tone Function can also be set to a blank to disable that function.

In Dictate mode, the following functions are available:



The **Disable all functions except for** keys lets you quickly disable certain functions for that user.

In Review mode, the following functions are available:

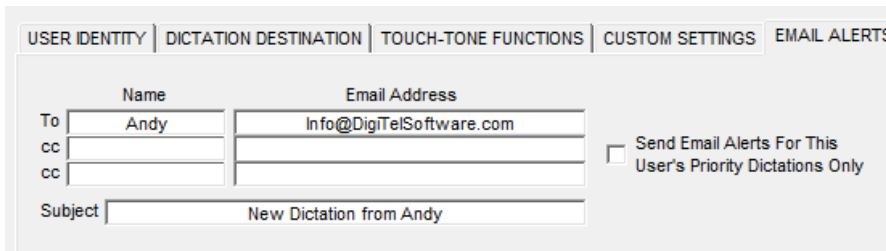


**Next** lets you select another dictation for review.

## EMAIL ALERTS (requires the installation of DigiAlert)

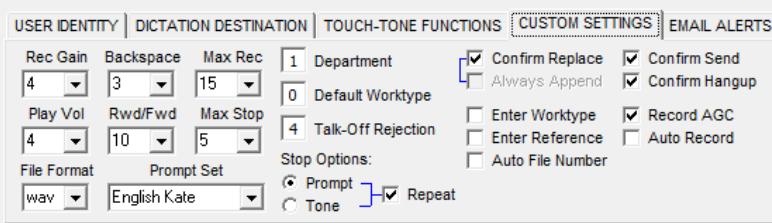
Each user’s profile can be set to issue an Email Alert (and/or Text Message) to up to 3 people each time a new dictation has been recorded.

It can also be set to just issue an Alert when the user has recorded Priority dictation.



In the **CUSTOM SETTINGS** tab set the parameters to match a user's preference.

In Dictate mode:



**Rec Gain** can be set to match how loudly or softly the user speaks.

**Play Vol** can be set to the user's preference too.

**Backspace** is the number of seconds the user's dictation will rewind each time they press Play.

**Rwd/Fwd** is the number of seconds the user's dictation will rewind or fast forward for each second elapsed in that mode.

**Max Rec** is the maximum number of minutes a user may stay in record before they hear a prompt asking them to press Record to continue recording.

**Max Stop** is the maximum number of minutes the user may stay in stop before the system will send their dictation and hang up.

**File Format** may be set to wav or vox. Wav records at 8 KB/sec (28.8 MB/hour) and vox records at 4 KB/sec (14.4 MB/hour). **Set only to "wav" file format when sending dictation files to DigiScribe.**

**Prompt Set** may be set to one of the available prompt sets. Prompt sets are available in various languages as well as in female and male voices.

**Department** is the Department number assigned to each of this user's dictation files. It will become part of the file name.

**Default Worktype** is the Worktype number assigned to each of this user's dictation files if Enter Worktype is not enabled or if Enter Worktype is enabled and the user just pressed "#" at the "...Enter the Worktype and press pound" prompt.

**Talk-Off Rejection** sets how many milliseconds a Touch-Tone has to last for it to be acted upon in Record mode, for this user. The default value is 4, but it can be set higher to help reject a person's voice from sounding like a Touch-Tone sometimes.

**Stop Options** plays a "Stopped" prompt or a beep tone when in Stop mode. **Repeat** enabled repeats the prompt or tone while in Stop mode.

If **Confirm Replace** is enabled, when the user presses Record after having played back or rewound back into their dictation, a prompt will ask them to press Record again to confirm that they want to replace a previously recorded segment. If the user presses Record after rewinding to the beginning, the prompt will ask them to confirm that they want to delete this dictation and begin recording from the beginning.

USER IDENTITY			DICTATION DESTINATION			TOUCH-TONE FUNCTIONS			CUSTOM SETTINGS			EMAIL ALERTS		
Rec Gain	Backspace	Max Rec	1	Department	<input checked="" type="checkbox"/> Confirm Replace	<input checked="" type="checkbox"/> Confirm Send								
4	3	15	0	Default Worktype	<input type="checkbox"/> Always Append	<input checked="" type="checkbox"/> Confirm Hangup								
Play Vol	Rwd/Fwd	Max Stop	4	Talk-Off Rejection	<input type="checkbox"/> Enter Worktype	<input checked="" type="checkbox"/> Record AGC								
4	10	5			<input type="checkbox"/> Enter Reference	<input type="checkbox"/> Auto Record								
File Format	Prompt Set		Stop Options:											
wav	English Kate		<input type="radio"/> Prompt	<input checked="" type="checkbox"/> Repeat	<input type="radio"/> Tone									

If **Always Append** is enabled, when the user presses Record after playing back or rewinding back into their dictation, they will automatically be adding to the end of their dictation.

If **Enter Worktype** is enabled, the user is prompted to enter a Worktype and press pound (“#”). This Worktype number may be used to choose the dictation destination based upon the settings in the WORKTYPE PATHS menu. The Worktype number will also become part of the file name. The Worktype number may be up to 2 digits.

If **Enter Reference** is enabled, the user is prompted to enter a Reference and press pound (“#”). This Reference will become part of the dictation’s file name. The user may just press “#” to skip this prompt. The Reference number may be up to 15 digits.

If **Auto File Number** is enabled, the user will hear “File Number” followed by the dictation’s file number upon pressing the Send or Disconnect Touch-Tone. The user can also hear the file number of the dictation before pressing Send or Disconnect by pressing the Annotate touch-tone.

If **Confirm Send** is enabled, the user will be asked to press Send again to confirm that they are ready to send the current dictation.

If **Confirm Hangup** is enabled, the user will be asked to press Hangup again to confirm that they are ready to send the current dictation and hang up.

If **Record AGC** is enabled, automatic gain control will be turned on to smooth the level of the recording.

If **Auto Record** is enabled, after logging-in, the user will hear “Begin speaking after the beep” and they will be placed into Record mode automatically. If Worktype and/or Reference are enabled, they will hear those prompts first.

### In Review mode:

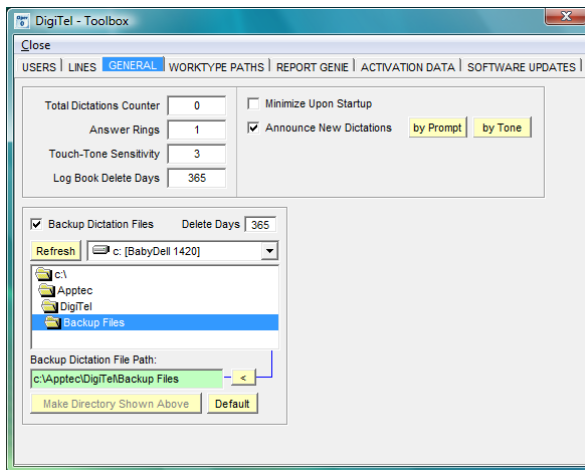
USER IDENTITY			DICTATION DESTINATION			TOUCH-TONE FUNCTIONS			CUSTOM SETTINGS			EMAIL ALERTS		
Rec Gain	Backspace	Max Rec	1	Review Department	<input type="checkbox"/> Confirm Replace	<input type="checkbox"/> Confirm Send								
4	3	15	0	Review Worktype	<input type="checkbox"/> Always Append	<input checked="" type="checkbox"/> Confirm Hangup								
Play Vol	Rwd/Fwd	Max Stop	4	Talk-Off Rejection	<input type="checkbox"/> Enter Worktype	<input checked="" type="checkbox"/> Record AGC								
4	10	5			<input checked="" type="checkbox"/> Enter Reference	<input type="checkbox"/> Auto Record								
File Format	Prompt Set		Stop Options:			<input type="checkbox"/> Auto File Number								
wav	English Kate		<input type="radio"/> Prompt	<input checked="" type="checkbox"/> Repeat	<input type="radio"/> Tone									

The default **Review Department** of 1 and default **Review Worktype** of 0 allows all dictations to be reviewed.

Set **Review Worktype** from 1 to 99 to restrict review to that Worktype, or

set to 0 to not restrict review of any Worktype. Set **Review Department** from 2 to 99 to restrict review to that Department, or set to 1 to not restrict review of any Department.

## GENERAL MENU



If **Minimize Upon Startup** is enabled, DigiTel will minimize to the task bar upon startup.

If **Announce New Dictations** is enabled, each new recorded dictation will be announced on the pc's speaker **by Prompt** or **by Tone** as set.

The **Total Dictation Counter** that is displayed at the bottom of the main menu may be reset to 0 or set to any value by entering a new value.

The **Answer Rings** value sets the number of rings until DigiTel picks up a ringing phone line. Set to 2 or more for the Caller ID to be displayed in the activity area of the main menu and for it to be noted in the Log Book.

The **Touch-Tone Sensitivity** sets how many milliseconds a Touch-Tone has to last for it to be acted upon in any mode other than Record mode, for all users. It may be set to 2 (32 ms), 3 (48 ms), 4 (64 ms), 5 (80 ms), or 6 (80 ms). A lower setting will allow for quicker telephone key presses. The default setting is 4.

The **Log Book Delete Days** value sets how many days to keep activity log books. You may set this up to 999 days (2.7 years) or you may set this to 0 to disable automatic deletion of old log books. **The ReportGenie uses the Log Books as the source of its data so keep Log Books for as far back as you may want to create a report for.**

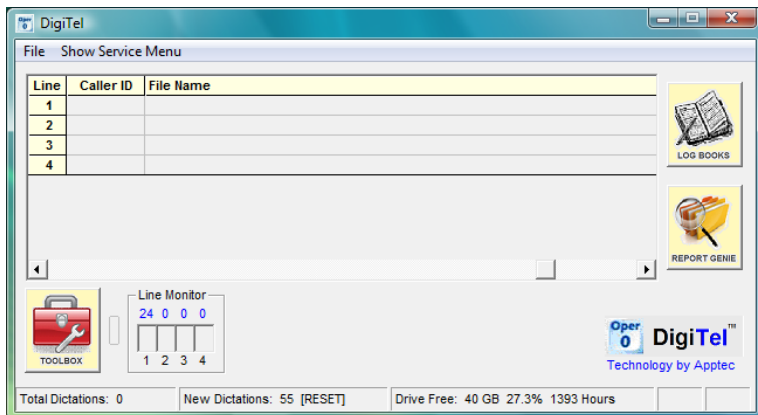
Check **Backup Dictation Files** and a backup copy of each dictation will be sent to the Backup Dictation File Path you enter or browse to. The **Delete Days** value is the number of days you want to keep backup copies of each dictation. You may set thus up to 999 days (2.7 years), or you may set this to 0 to disable automatic deletion of old backup files. **Users who are Reviewers use the Backup Files as the source of their files so keep Backup Files for as far back as you may want to listen to an old file.**

**Make Directory Shown Above** lets you quickly create a backup folder if it doesn't already exist. **Default** sets the backup path to its default.

**It is recommended to set the Backup Dictation Files to send the backup files to an external hard drive. That can be a network drive on another pc, or an external USB Hard Drive.**

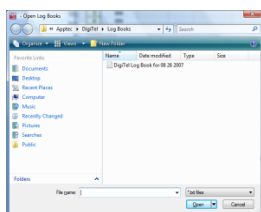
Using an external hard drive will give you an opportunity to recover dictation files should your pc's Hard Drive fail. USB Hard Drives (300 GB and larger) can be purchased at local stores such as Staples, Best Buy, and warehouse stores for around \$100.

## Main Menu

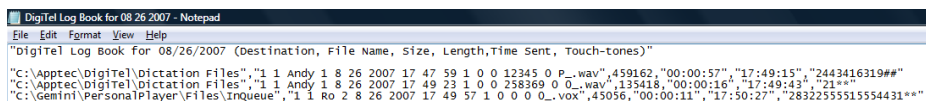


Scroll the activity section to the right to see the **Caller ID** and **File Name** fields.

The calling party's **Caller-ID** from the phone line will be shown (and noted in the Log Book) if Caller-ID is available on that line and if the General menu's **Answer Rings** is set to 2 or more.

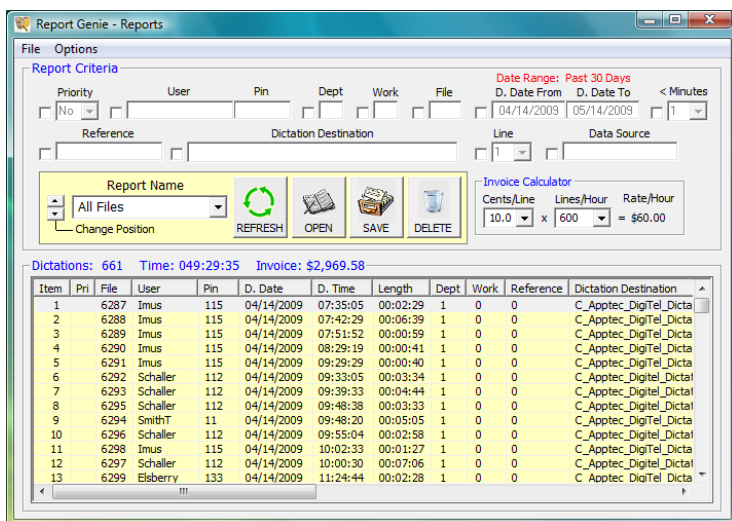


Clicking **LOG BOOKS** will let you select which Log Book you wish to open. A new Log Book is created for each day, and each Log Book contains a history of the activity on the system.



The data shown in the logbook includes the dictation destination, the file name, the file size, the file length (HH:MM:SS), the time it was sent, the touch-tones entered during the dictation session, and the Caller-ID.

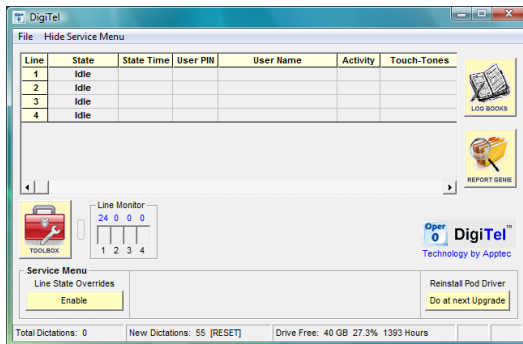
The logbook also logs system activity including the time of system startup and exit, and the time each channel returns Idle. The touch-tone field of each file also shows the method of hang up (if by CPC or by the DTMF-A touch-tone), if the Max Rec or Max Stop timeouts elapsed, or if a Line Override was used.



**REPORTGENIE** is an optional utility that imports the data from one or more Log Books and lets you quickly and easily sort the system activity data and create Reports including Billing Reports.

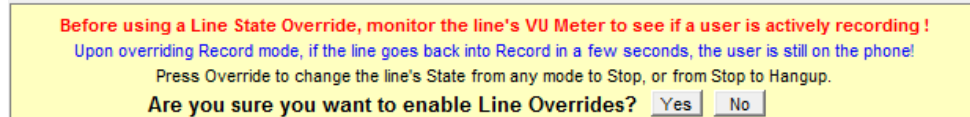
If you did not order your system with Report Genie, download it at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com) for a free 30 day evaluation.





The **Show Service Menu** at the top of the main menu will open the Service Menu. Click it again to hide the Service Menu.

The **Line State Overrides** in the Service Menu allow you to hang-up a user manually if you desire. When you click Enable, the following message appears:



The **Total Dictations** counter at the bottom of the main menu shows the total dictations that have been created since the system was installed. When it reaches 99999999 it will roll over back to 1. (This counter can be set to 0 or to any value in the **General** tab.) It would take 27 years for the Total Dictations counter to reach its maximum count if 100 users were each dictating 100 dictations every day of the year, each year for 27 years!

The **New Dictations** counter at the bottom of the main menu shows the new dictations that have been created. Click **[RESET]** to clear it to 0.

The **Drive Free** display estimates the percentage of the “c:” Hard Drive and the number of hours for new DigiTel wav files that are available for new dictations (if the Backup Dictation files are stored on an external Hard Drive).

The Line Monitor shows each phone line’s Voltage and also each line’s audio level.

An outside phone line is typically 45 to 48 volts when On-Hook, 11 to 15 volts Off-Hook (that is, once the ringing line has been answered by DigiTel), and drops to 0 volts during the CPC-Pulse (Disconnect Supervision) duration (that is, when the calling party hangs up and the phone line indicates this by removing the line voltage for typically 500 milliseconds). A phone line extension from a facility’s phone system is typically 20 to 24 volts when On-Hook and 6 to 10 volts when Off-Hook. During the CPC-Pulse it may only drop below 3 volts for a few hundred milliseconds to up to 5 or more seconds.

The main menu also shows the activity of all the system’s lines.

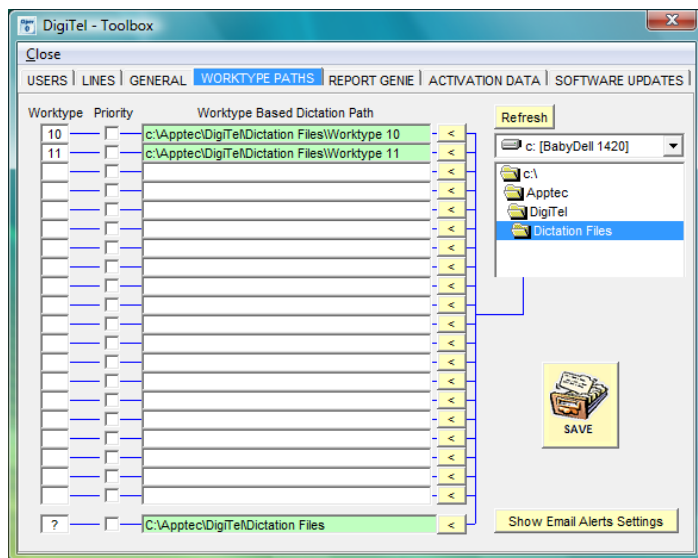
The activity shown includes the line **State** (record, play, etc.), the **State Time** (the number of seconds in that state), the **User Pin** and **User Name**, the **Activity** (in record: the length in HH:MM:SS of the current record segment; in play: the current position in HH:MM:SS in the dictation), the most recent 13 **Touch-tones** entered by the user, and when the activity screen is scrolled to the right, the **Caller-ID** and the **File Name**.

**The standard File Name consists of the following data:**

File Number, Line Number, User Name, User PIN, Dictation Date (Months Day Year), Dictation Time (Hours Minutes Seconds), Department Number, (0), Worktype Number, Reference Number, (0), Priority, (\_).File Format. When priority is set it is a “P” or when cleared it is a “0”. The values in parenthesis are reserved for future use.

Custom File Names that contain a subset or rearrangement of the File Name data are possible. Email [Info@DigiTelSoftware.com](mailto:Info@DigiTelSoftware.com) for more information and a cost quote.

## WORKTYPE PATHS



If **Use Worktype Paths** is enabled in a user's profile, their dictation destination will be determined by the **WORKTYPE PATHS** menu settings. If the user's **Enter Worktype** option is enabled and the user just presses "#" at the "...enter Worktype" prompt, or the **Enter Worktype** option is not enabled, then the Worktype number for that dictation will be the **Default Worktype** from that user's profile. But if the user's **Enter Worktype** option is enabled and they enter a Worktype number

when prompted to do so, then the Worktype number for that dictation will be the Worktype number that the user entered.

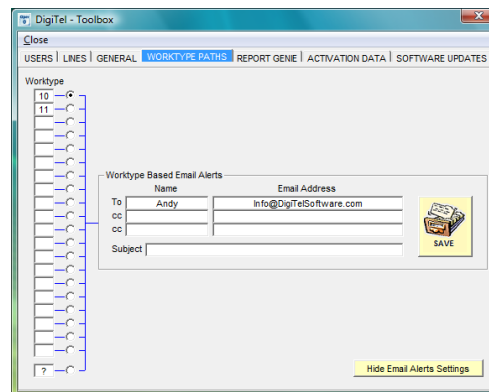
In the **WORKTYPE PATHS** menu up to 20 Worktype numbers and their associated dictation destinations may be specified. If **Priority** is enabled, dictations with the associated Worktype for whom the user has Worktype Paths enabled, will be marked as a priority. You may browse to a path or enter it directly.

The "?" path should be set to the dictation path where you would like to receive dictations when the user has entered a Worktype not shown in this menu.

When **Save** is pressed, the data on this menu is saved and the paths will be automatically made if they do not already exist, and they will be validated. Valid paths will be highlighted in green; paths that do not exist will be highlighted in red.

**Show Email Alerts Settings** opens a menu where you can setup an Email and/or Text Message Alert to be sent to up to 3 people for each Worktype.

**Hide Email Alerts Settings** closes this menu.



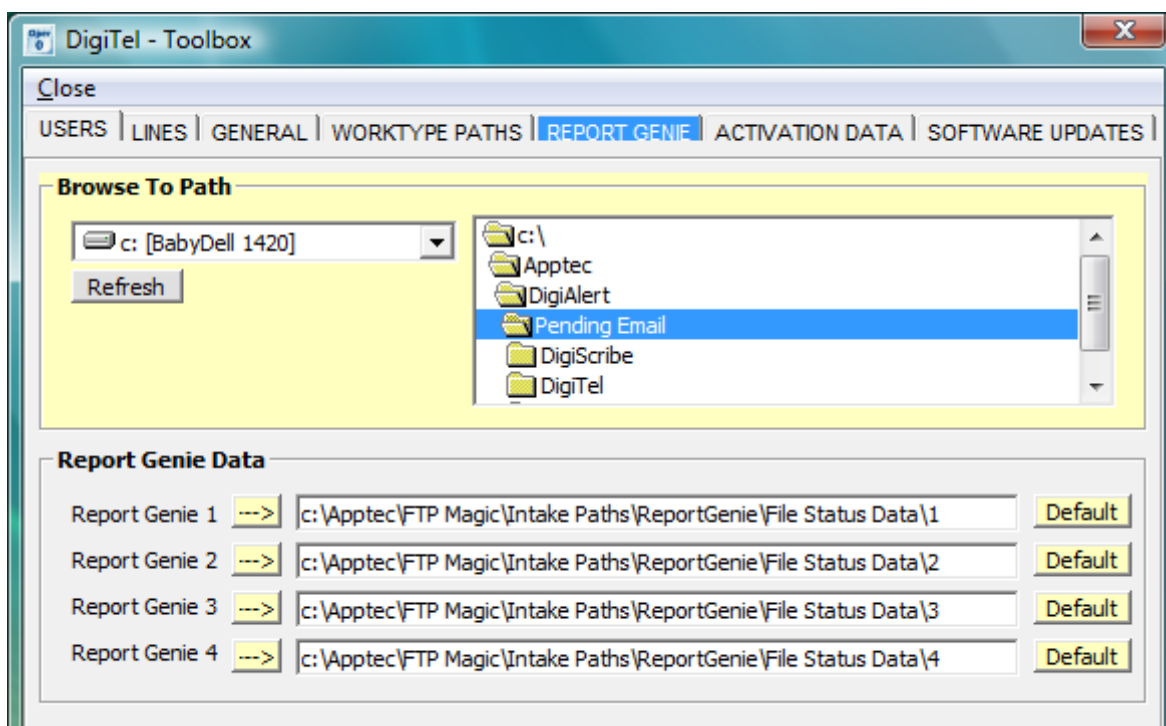
## REPORT GENIE

DigiTel can send file status data to up to 4 ReportGenie's.

If ReportGenie is located on the same network as DigiTel, the data path can be set to a mapped drive letter to the shared path c:\Apptec\ReportGenie\FileStatusData.

If ReportGenie is located on a pc that is not networked to the DigiTel pc, the data path will need to be set to an Intake Path of FTPMagic such as c:\Apptec\FTP Magic\Intake Paths\ReportGenie\FileStatusData\1. FTPMagic will need to be installed on the DigiTel pc and will need to be set to upload from that Intake Path to the FTP Folder settings provided to you by your DigiTel reseller or by Apptec Corporation.

Sending file status data to ReportGenie allows a system supervisor to monitor the transcription status of each file.



## DIGITEL PROMPTS

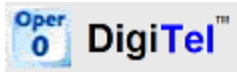
DigiTel speaks prompts to each user to help them to log-in to the system and to help them use the system with ease. Additional sets of prompts for various languages and in different voices are available at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)

To make new prompts with your own voice, dictate them (in wav file format) using DigiTel, rename them as shown below, and then copy them into a new prompt directory (c:\Apptec\DigiTel\Do Not Touch\Prompts\YourNewPrompts). Then set each user's profile that will be using those new prompts to "YourNewPrompts" (or the name you substituted), in their profile's "Prompts" drop-down box.

Press Record 2	"Press 2 to begin a new dictation, and then begin speaking after the beep."
Press Record	"Press Record to begin a new dictation, and then begin speaking after the beep."
Confirm Hangup Star	"Press the Star key again, to confirm that you want to hang up."
Confirm Hangup	"Press Hang Up again, to confirm that you want to hang up."
Confirm Replace 2	"Press 2 again, to confirm that you want to overwrite a part of this dictation, and then begin speaking after the beep."
Confirm Replace	"Press Record again, to confirm that you want to overwrite a part of this dictation, and then begin speaking after the beep".
Confirm Delete 2	"Press 2 again, to confirm that you want to start this dictation over, and then begin speaking after the beep."
Confirm Delete	"Press Record again, to confirm that you want to start this dictation over, and then begin speaking after the beep."
Confirm Send Pound	"Press the Pound key again, to confirm that you are ready to send this dictation."
Confirm Send	"Press Send again, to confirm that you are ready to send this dictation."
Hangup	"Thank you for using DigiTel, and have a great day! Goodbye."
Enter Worktype	"Enter a work type number, and press pound, or just press pound."
Invalid Worktype	"Please enter a work type number again, and press pound."
Enter Reference	"Enter a reference number, and press pound, or just press pound."
Send 2	"Dictation sent. Press 2 to begin recording a new dictation, and then begin speaking after the beep. Or hang up to disconnect."
Send	"Dictation sent. Press Record to begin recording a new dictation, and then begin speaking after the beep. Or hang up to disconnect."
Send Begin Record	"Dictation sent. Begin speaking after the beep to begin recording a new dictation. Or hang up to disconnect."
Send Worktype	"Dictation sent. Enter a work type number, and press pound, or just press pound. Or hang up to disconnect."
Send Reference	"Dictation sent. Enter a reference number, and press pound, or just press pound. Or hang up to disconnect."
Send Hangup	"Dictation sent. Thank you for using DigiTel, and have a great day! Goodbye."
Help	"For assistance, please call the system administrator."
Max Rec Time 2	"Pardon the interruption. Please press 2 to continue recording."
Max Rec Time	"Pardon the interruption. Please press record to continue recording."
Volume Increased	"Volume, increased."
Volume Decreased	"Volume, decreased."
Volume Maximum	"Volume, at maximum."

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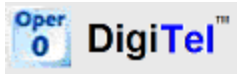
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# Call-In Dictation System

Volume Minimum	"Volume, at minimum."
Priority Set	"Priority, set."
Priority Cleared	"Priority, cleared."
Begin Record	"Please begin speaking, after the beep."
Continue Record	"Continue speaking, after the beep."
File Number	"File Number."
Enter File Number	"Enter the file or reference number of the dictation you want to review, and press pound."
Play To Review:	"Press play to begin reviewing this dictation."
Play To Review 3:	"Press three to begin reviewing this dictation."
File Not Available:	"The dictation you requested is not available. Please try again later, or enter the file or reference number of another dictation you want to review, and press pound."
File Not Accessible:	"The dictation you requested is not accessible. Please enter the file or reference number of another dictation you want to review, and press pound."
One	"One"
Two	"Two"
Three	"Three"
Four	"Four"
Five	"Five"
Six	"Six"
Seven	"Seven"
Eight	"Eight"
Nine	"Nine"
Zero	"Zero"
Star	"Star"
Pound	"Pound"
Pause	(1 second silence)
At Beginning	"Rewound to the beginning."
At End	"Fast Forwarded to the end."
Rewinding	"Rewinding."
Forwarding	"Fast Forwarding."
Played End	"Played to the end."
Ready	"Ready." (optional use instead of Begin Record)
Ready Continue	"Ready." (optional use instead of Continue Record)
Stopped	"Stopped."
Stopped Silence	"Silence detected, recording stopped."
Server Busy	"The dictation server is busy. Please hang-up and try your call again later."
TipsHotline	"Thank you for calling the Tips Hotline. We appreciate your help. Please begin speaking after the beep, and then hang-up when you are done."
TipsHotline911	"If this is an emergency, please hang-up and call 911. Thank you for calling the Tips Hotline. We appreciate your help. Please begin speaking after the beep, and then hang-up when you are done."

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**Place the following prompts into c:\Apptec\DigiTel\Do Not Touch\Prompts>Welcome Enter PIN**

Enter PIN AM	"Good morning. Enter your DigiTel PIN, and press pound."
Enter PIN PM1	"Good afternoon. Enter your DigiTel PIN, and press pound."
Enter PIN PM2	"Good evening. Enter your DigiTel PIN, and press pound."
Enter PIN AM Guest	"Good morning. Enter your DigiTel PIN, and press pound. Or just press pound to log-in as a guest."
Enter PIN PM1 Guest	"Good afternoon. Enter your DigiTel PIN, and press pound. Or just press pound to log-in as a guest."
Enter PIN PM2 Guest	"Good evening. Enter your DigiTel PIN, and press pound. Or just press pound to log-in as a guest."
Invalid Enter PIN	"Please enter your PIN again, and press pound."
Enter Password	"Please enter your Password, and press pound."
Invalid Enter Password	"Please enter your Password again, and press pound."

## Personal Greetings

You may record a personal greeting for each user.

Instead of hearing the "Press Record" prompt, each user can be greeted with a personal greeting after they log-in. A personal greeting gives the user confirmation that they logged in correctly. It can also be used to convey important information or to remind them of an important event.

To make a personal greeting prompt, simply dictate the personal greeting (in "wav" file format) using DigiTel, locate and rename them, and then copy them into the c:\Apptec\DigiTel\Do Not Touch\Prompts\abc directory (where \abc is the directory to which that user's Prompt Set's parameter is set... for example \English Kate).

**Simply name each personal greeting prompt "Press Record User123456"** (where 123456 is the user's PIN).

Examples of personal greeting prompts are:

"Welcome Andy. Press record to begin a new dictation, and then begin speaking after the beep."

"Welcome Andy. The next staff meeting is tomorrow morning at 9 AM. Press record to begin a new dictation, and then begin speaking after the beep."

## TELEPHONE LINE SURGE SUPPRESSOR

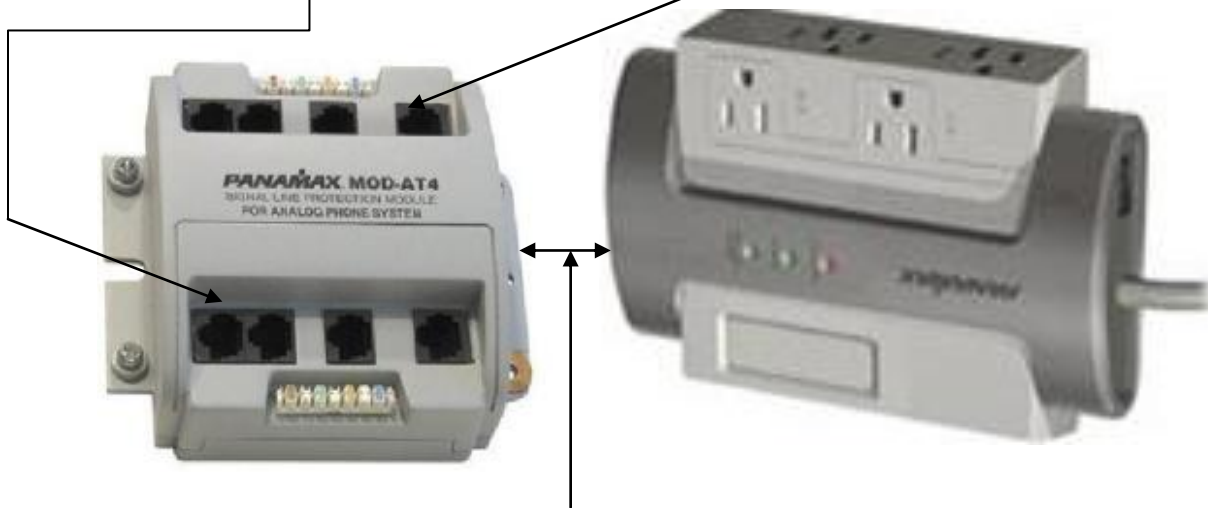
**It is highly recommended** to use our Telephone Line Surge Suppressor to help protect your DigiTel System from electrical surges coming through your phone lines such as those from Thunder and Lightning Storms.

DigiTel Pod damage due to electrical current fluctuations or surges is not covered under the Limited Warranty.

Simply connecting your computer to an outlet surge protector or UPS does not help to protect your DigiTel Pod.

**The only recommended way to help protect your DigiTel Pod from voltage surges on the phone lines is by using the Panamax model MOD-AT4 4-phone-line surge protector connected to a Panamax model M4-EX grounded outlet strip and to plug the M4-EX into a properly grounded wall outlet.**

Then simply connect up to 4 phone lines from your wall jacks to the **LINE IN** side of the module, and the **EQUIP OUT** side of the module to your DigiTel Pod. More detailed assembly and usage instructions are available on DigiTel's Installation CD and at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)



**Note:** These two units connect together with two screws (that are included) to properly ground the phone jacks.

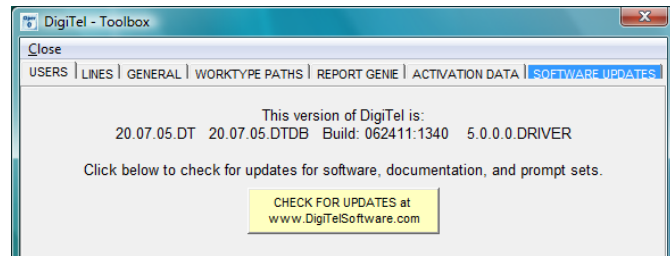
These two Panamax products may be available from your DigiTel Reseller. It is also available for \$199 plus Shipping by contacting [Info@DigiTelSoftware.com](mailto:Info@DigiTelSoftware.com)

**DO NOT use the MOD-AT4 by itself... this will not provide proper protection.** It must be mounted to the top of the M4-EX Outlet Strip with the Strip connected to a properly Grounded Outlet to provide proper protection against voltage surges through the phone lines.

## SOFTWARE UPGRADES

The latest software and documentation can be found at [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)

Click **File** then **Check for Updates**, then **CHECK FOR UPDATES at...** to automatically navigate to this site.



If DigiTel is already installed, click **Software Upgrade** to open the software upgrade page then click the Revision Number under the DigiTel column and follow the on-screen instructions.

**While you're on the site, also sign-up for Update Notices to receive an email when a new upgrade becomes available.**



## FREQUENTLY ASKED QUESTIONS

1. When I just hang-up the phone what happens to my current dictation file? [Your current dictation file is automatically sent before the hang-up takes place.](#)
2. When I press the volume increase or decrease touch-tone to change the playback volume, why is my playback volume back to its original value when I log in the next time? [The touch-tone based volume change is to compensate for an unusually strong or weak phone line connection. If you want your default playback volume increased or decreased please ask the System Administrator to adjust your volume accordingly.](#)
3. If I'm recording for a long time and I want to be sure I am still connected to the system may I press record again while recording to hear the Record Confirmation Tone again? [Yes you may.](#)
4. Why does the system place me into Stop mode and tell me "Pardon the interruption. Please press 2 (or Record) to continue recording"? [Without this timeout, if you should put your phone down for a long period while in Record mode, you could fill up the computer's hard drive and no one else can use your line until you hang-up. If this prompt comes on earlier than you'd like, please ask the System Administrator to adjust your Maximum Record timeout.](#)
5. Why when I stay logged in and go to lunch, do I return to find my dictation has been sent and the system has hung-up? [This is because your Maximum Stop timeout has elapsed to allow someone else the opportunity to use the line. If this occurs earlier than you'd like, please ask the System Administrator to adjust your Maximum Stop timeout.](#)
6. Why am I asked to confirm so many touch-tones? [The confirmations for Sending or Hanging-up are to protect you from inadvertently doing those functions in case you pressed the wrong key by accident.](#)

[The confirmations for Confirm Replace/Delete warn you that you are about to record over some of, or your entire dictation. This way if you Rewind or Skip to the Beginning and then press Record, you are prompted to press Record again to confirm that you really want to Record Over or Delete the Entire Dictation.](#)

[You do not need to listen to these prompts as you can enter the touch-tone again while the prompt is playing.](#)

[If you do not want to hear the confirmation prompts, please ask the System Administrator to disable them.](#)

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7. Why do I hear the prompt repeating “stopped” while in Stop mode? The stop prompt tells you that you are still connected and the system is waiting for your next command. If you find this prompt distracting please ask the System Administrator to disable its Repeat mode.
8. May I use a Dictate Station instead of a telephone? Yes you may. Your System Administrator may order them from your DigiTel Reseller or can get more information about compatible Dictate Stations (such as Slide-Switch Microphone and Hands-Free Dictate Stations) from [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)
9. If a user’s Dictation Destination path is not available because the network is down, what will happen to my current dictation? Your dictation file will be sent to the default “c:\Apptec\DigiTel\Dictation Files” path. The System Administrator can then move it to your desired destination when your network is back online.
10. When the DigiTel Pod is operating I hear clicking sounds from time to time. Is that normal? Yes it is. As each line is called or hung-up, there is a relay that engages and disengages.
11. When my computer boots up sometimes I hear strange sounds from the Pod before the DigiTel software initializes. Is that normal? Yes it is.
12. The Green LED on the Pod stays lit when the pc is booting up, and flashes when the program is running. Is this normal? Yes it is. The LED will light when the USB port powers it up, and it will blink while the DigiTel program starts running.
13. Can I send dictations as email attachments? It is not recommended because it is not a secure transfer method and email servers limit the size of files that can be attached. The recommended method to transfer files securely is by using FTP Folders. FTP Folders can be rented for less than 50¢ per day by contacting [Info@DigiTelSoftware.com](mailto:Info@DigiTelSoftware.com)
14. What program do you recommend for a transcriptionist to use to play DigiTel’s dictation files? Any “wav player” can be used, but our **DigiScribe Transcription Software** is the only Transcription Software that will truly make your transcriptionist’s life easier and help them get their work done quickly. Please contact your DigiTel Reseller or [Info@DigiTelSoftware.com](mailto:Info@DigiTelSoftware.com) for more information, or install the trial version of DigiScribe from the DigiTel Installation CD or from [www.DigiTelSoftware.com](http://www.DigiTelSoftware.com)
15. How can I send dictation files to an FTP Folder for retrieval by my transcriptionists? Yes, just install FtpMagic. It is included Free with DigiTel. Please see its User Manual for installation and usage details.

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## LIMITED WARRANTY

**Software:** Please see the End-User Software License Agreement And Limited Warranty Coverage agreement located in the product's /License directory or on the installation CD.

**Hardware:** The DigiTel Pod is warranted against defects in materials or workmanship for a period of 90 days from the date of purchase.

The DigiTel Pod is not warranted for faults that include, but are not limited to abuse, mishandling, alteration, accident, electrical current fluctuations or surges, failure to follow operating, maintenance or environmental instructions prescribed by the DigiTel Manual and Specification Sheet, repairs performed by someone other than Apptec Corporation, if the Pod is opened, or if the Serial Number or other labels have been removed or altered.

Please contact the Place Of Purchase so they may confirm if the problem you are experiencing is a hardware issue. They may also require a Return Merchandise Authorization prior to returning a defective Pod to them, may require you ship the Pod to them postage-paid, and may have other warranty policies and terms not mentioned here.

If the Pod is found to be defective due to a defect in materials or workmanship during the first 90 days after purchase, upon inspection by Apptec Corporation, it will be repaired or exchanged for a refurbished or new Pod, at Apptec Corporation's sole discretion.

Replacement of an out-of-warranty Pod is available at a certain cost. Please contact your DigiTel Reseller or [Info@DigiTelSoftware.com](mailto:Info@DigiTelSoftware.com) for more information.

Replacement of an in-warranty or an out-of-warranty Pod always requires the old Pod be returned to Apptec Corporation for analysis.

## LICENSE AGREEMENT

DigiTel SOFTWARE is licensed to you under the terms and conditions contained in the END-USER SOFTWARE LICENSE AGREEMENT file called "License.rtf" located in this program's \License directory. PLEASE READ THIS LICENSE CAREFULLY BEFORE USING THIS SOFTWARE. BY USING THIS SOFTWARE YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE.

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