

VS Recorder

User Guide

Last modified: 3/1/10

Copyright© 2010 Digital Accessories Corporation. All Rights Reserved.

Information in this document is subject to change without notice. The software may be used or copied only in accordance with the terms of the EULA. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical or photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Digital Accessories Corporation.

Digital Accessories Corporation (DAC)

Please note: DAC operates through authorized distribution dealers. If you are an end-user, please contact the local dealer who sold you the product for technical support or future sales.



Table of Contents

Getting Started

Before Installation.....	4
--------------------------	---

Installation

Minimum System Requirements.....	5
Software Installation – Windows XP/2003.....	6
Software Installation – Windows Vista.....	10
Software Installation – Windows 7.....	14
Hardware Installation.....	18

CVRS Service

Opening the Service.....	19
Starting/Stopping the Service.....	19
Adding an Account/Password.....	20

Running as an Executable

Enabling Executable.....	21
Re-enabling Service.....	21

Activity Screen

Disconnecting a User/Idle a Channel.....	22
Channel Information.....	23
Dictation List Overview.....	24
Creating a Dictation List.....	24
Dictation Demographics.....	25

Authors Screen

How to View/Edit an Author Profile.....	26
Creating an Author Profile.....	27
Duplicating/Deleting an Author Profile.....	28
Configuring an Author Profile.....	29
Creating/Editing a Greeting Prompt.....	30

Configuration

Configuration Settings.....	32
-----------------------------	----

Keymaps

Editing a Keymap.....	34
Restoring/Duplicating a Keymap.....	35

Backup

Configuration.....	36
--------------------	----

File Format Details

Formats.....	37
XML Fields.....	38

Updates

Version..... 39
Check for Updates..... 39

Log Files

Access.log..... 40
Recorderservice.log..... 40

Direct-wired Telephony Stations

Setup..... 41

Troubleshooting

Installation..... 43
After Installation..... 42

Getting Started

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

- What you will need to know before installation

- Which computer will you run VS Recorder on?
(See [Installation | Minimum Requirements](#))
- Will you be using telephone lines, direct-wired stations, or a combination?
(See [Direct-wired Telephony Stations](#))
- Will this computer be near the necessary wiring?
- Will you be exporting the dictation? If so, is the destination available on the network?
- How will the dictation be transcribed? Can your transcription application play the files VS Recorder creates?
(See [File Format Details](#))

Installation

Installing VS Recorder is quick and simple. Before installing, though, verify the destination computer meets the system requirements below.

- Minimum System Requirements

Operating Systems:

- Microsoft® Windows® XP with SP3
- Microsoft® Windows® 2003 Server
- Microsoft® Windows® Vista with SP1 (32-bit)
- Microsoft® Windows® 7 (32-bit)
- Microsoft® Windows® 7 (64-bit)

Hardware:


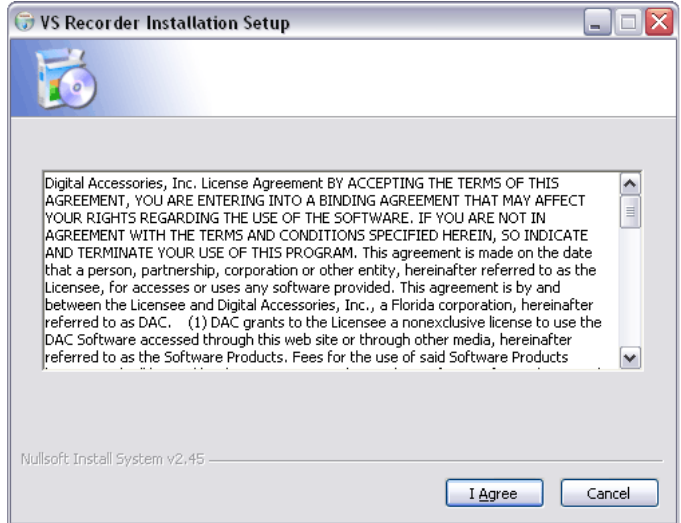
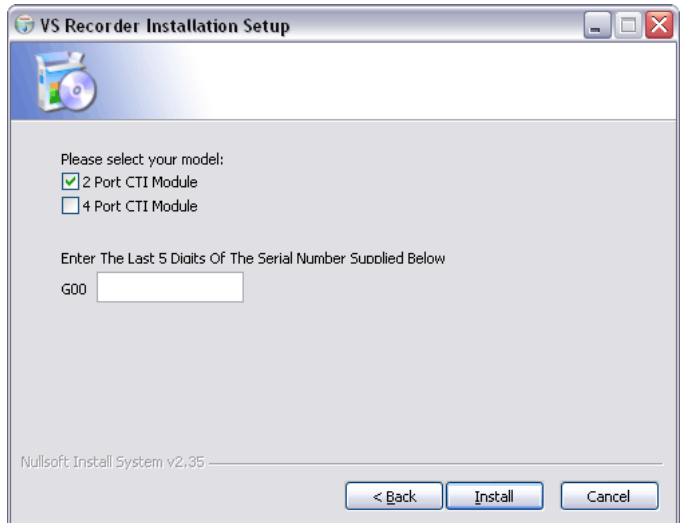
- Intel® Pentium® IV (or AMD equivalent)
- 512MB RAM
- 200MB of free hard disk space (for the dictation - 10MB for application itself) *
- 1 free USB port (1.0 or higher)
- Internet access (to activate VS Recorder)

* This is only needed if VS Recorder is configured to store the dictation files on the local computer, or has the backup feature enabled. The minimum of 200 MB is determined by a user averaging 30 minutes of dictation a day with a retention period of 14 days. A higher retention period or more than 30 minutes a day would require more than the minimum stated here. You need 480K for every minute of dictation stored (using the default MuLaw format – see [File Format Details](#)).

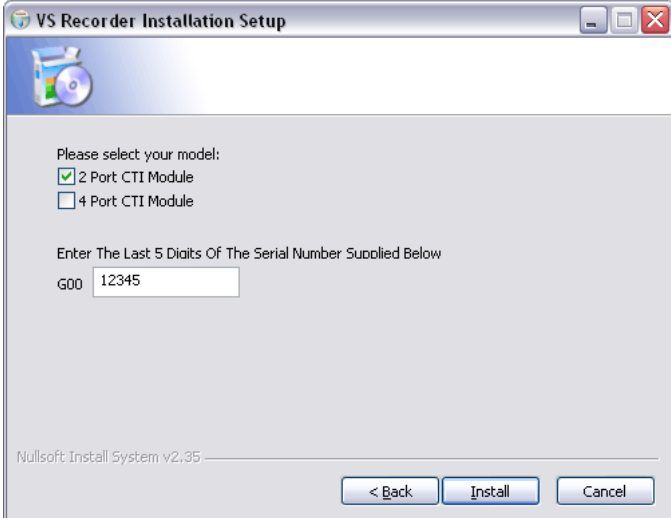
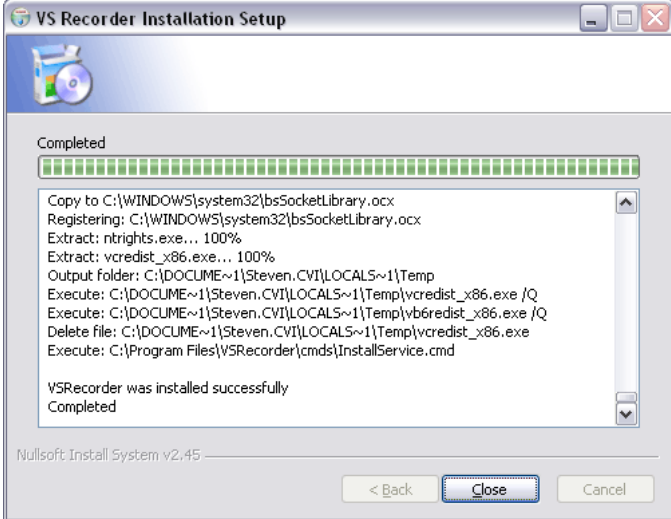
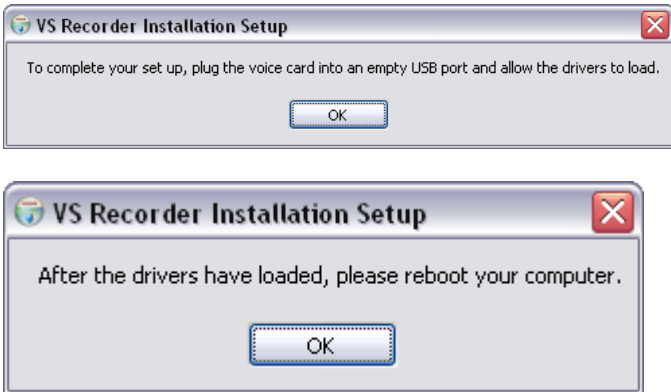
- Software Installation

This will walk you through the installation process. Follow the directions for your operating system. If you will also be using dictate stations, follow these steps and then see **Direct-wired Telephony Stations**.


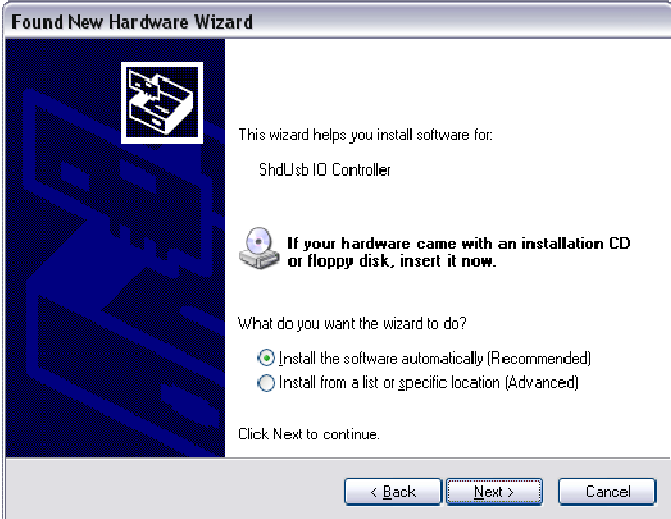

Skip to [Windows Vista installer](#) – Skip to [Windows 7 installer](#)

Windows XP & Windows 2003 Server	
<p>Step 1</p> <p>Insert the CD and select Install from the screen that appears.</p> <p>Note: If the setup does not automatically launch, go My Computer and double-click your CD drive.</p>	
<p>Step 2</p> <p>Accept the software agreement.</p>	
<p>Step 3</p> <p>Select which model of VS Recorder you have: 2 or 4 ports.</p>	

Windows XP & Windows 2003 Server

<p>Step 4</p>	<p>Enter the serial number. This is on the bottom of the voice card and is the last 5 numeric digits. Example: The sticker might read: G0012345 with 12345 being the serial number.</p> <p>Click Install.</p>	
<p>Step 5</p>	<p>Once the installer is finished, click Close.</p>	
<p>Step 6</p>	<p>Click OK to the prompts and plug the voice card into the USB port you intend to use.</p> <p>Note: If you plug the voice card into another USB port in the future, you may have to repeat steps 7-9. Windows loads USB drivers on a per port basis.</p>	

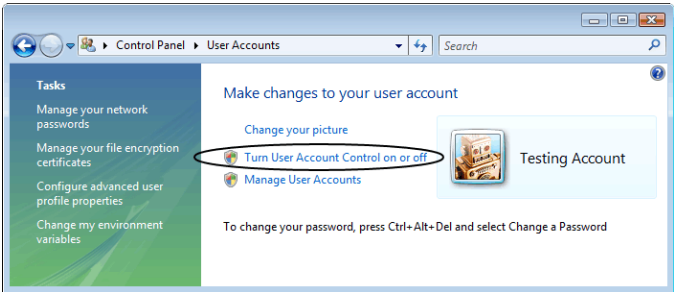
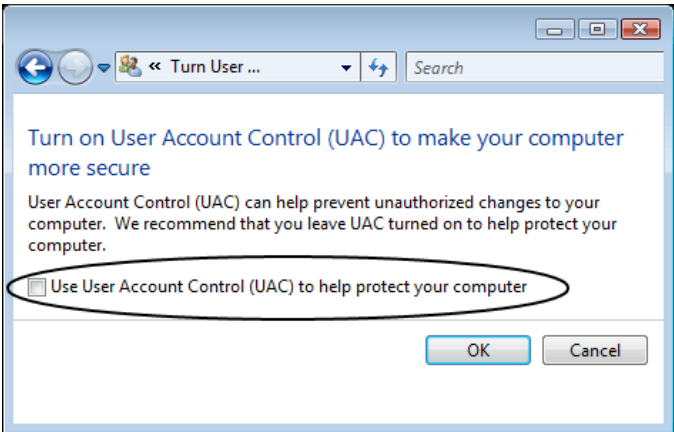

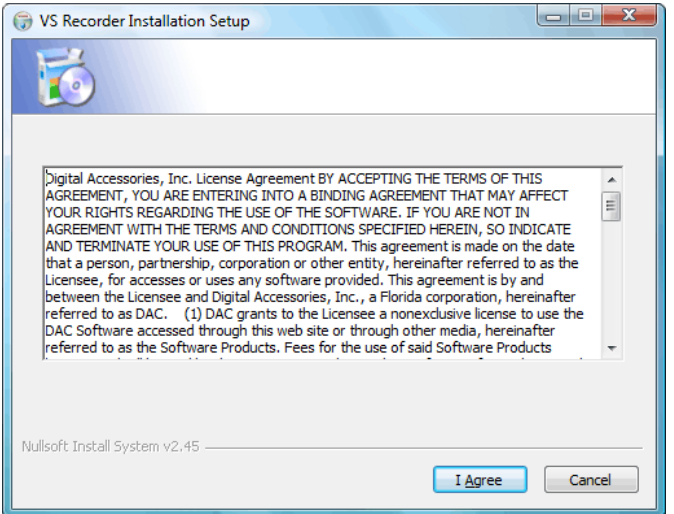
Windows XP & Windows 2003 Server

<p>Step 7</p>	<p>The Found New Hardware Wizard will appear. Choose No, not this time and click Next.</p>	
<p>Step 8</p>	<p>Choose Install the software automatically (Recommended) and click Next.</p> <p>Windows will install the drivers. Click Finished when done.</p> <p>Typically, you will be prompted to repeat steps 7-8 for a second set of drivers.</p> <p>Note: You may receive an error that says: “A problem occurred during the installation” or “The drivers were not loaded successfully”. If this happens, unplug the voice card and then plug it back into the same port again. The drivers will now automatically load successfully.</p>	
<p>Step 10</p>	<p>At this point, you should have a solid green light on the voice card. Reboot the computer.</p> <p>(If the light on the voice card is not green, see Troubleshooting.)</p>	

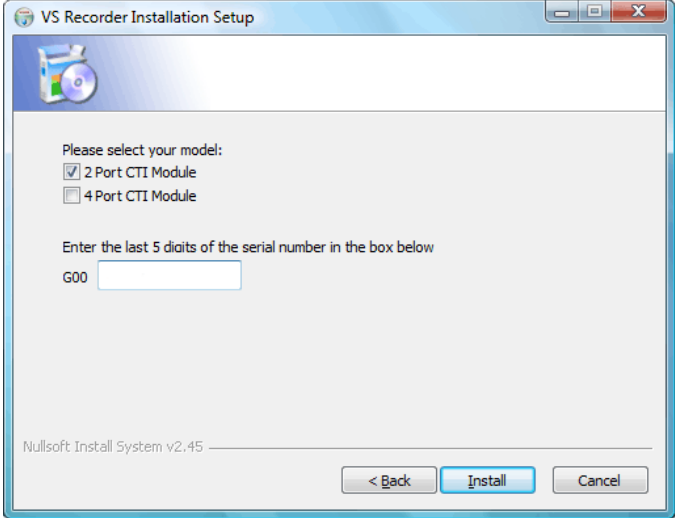
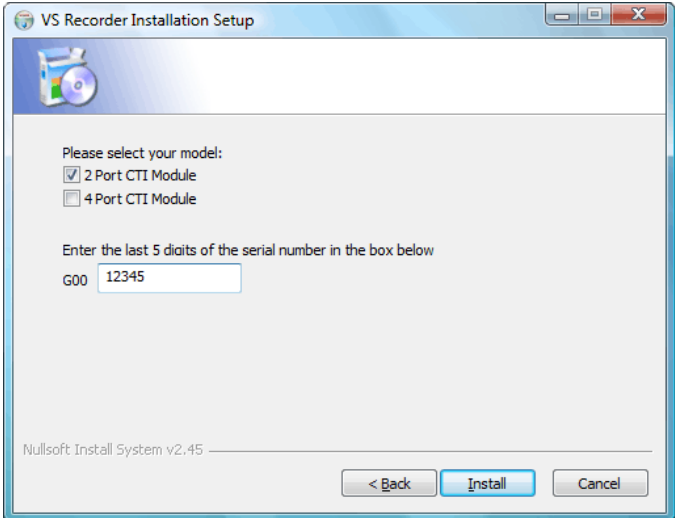
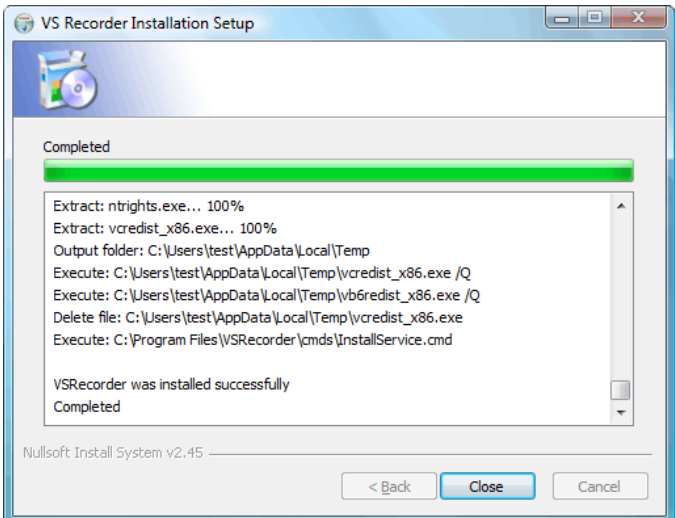
Windows XP & Windows 2003 Server

Step 11	<p>Once Windows has loaded, the voice card's green light should be blinking. This means the Recorder service is running.</p> <p>Only one port will be active until VS Recorder has verified the serial number provided is a valid serial number.</p> <p>If the internet is currently not available on the computer, connect it to the internet and reboot your computer. If the serial is valid, all remaining ports will be activated.</p> <p>(For more on this Windows service, see CVRS Service.)</p> <p>(If the voice card's light is not blinking, see Troubleshooting.)</p>
----------------	---

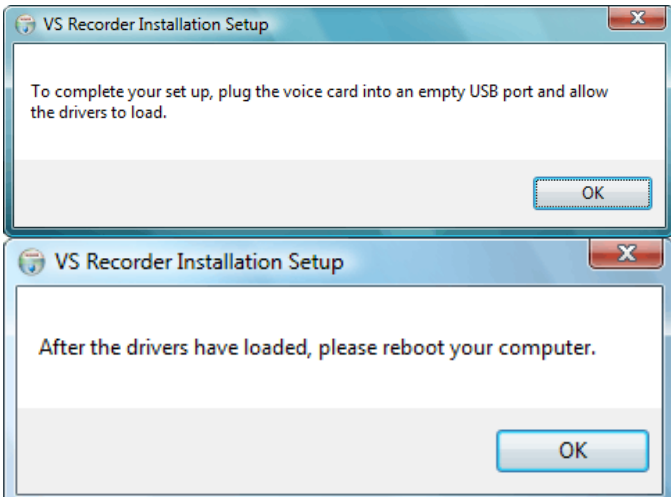
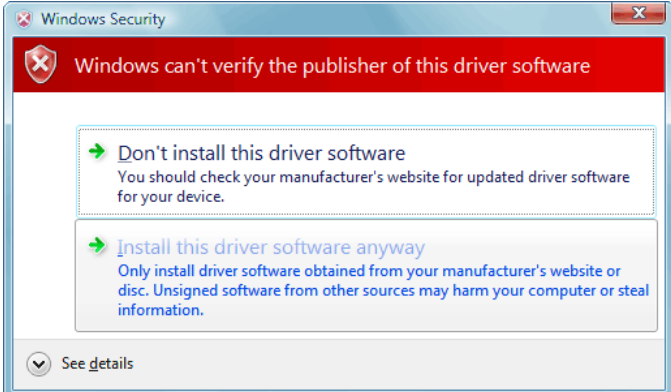
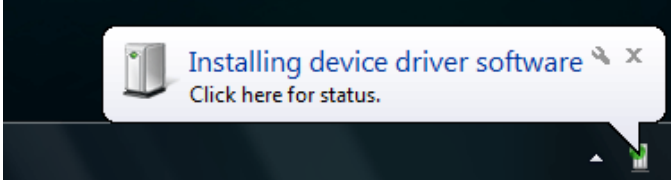
Windows Vista

<p>Step 1</p>	<p>If UAC (User Account Control) is on, you must disable it for VS Recorder to function properly.</p> <p>Go to Control Panel>Users Accounts</p> <p>Click Turn User Account Control on or off</p>	
<p>Step 2</p>	<p>If Use User Account Control (UAC) to help protect your computer is checked, uncheck it.</p> <p>Click OK.</p> <p>Reboot your computer.</p>	
<p>Step 3</p>	<p>Insert the CD and select Install from the screen that appears.</p> <p>Note: If the setup does not automatically launch, go My Computer and double-click your CD drive.</p>	
<p>Step 4</p>	<p>Accept the software agreement.</p>	

Windows Vista

<p>Step 5</p>	<p>Select which model of VS Recorder you have: 2 or 4 ports.</p>	 <p>VS Recorder Installation Setup</p> <p>Please select your model: <input checked="" type="checkbox"/> 2 Port CTI Module <input type="checkbox"/> 4 Port CTI Module</p> <p>Enter the last 5 digits of the serial number in the box below G00 <input type="text"/></p> <p>Nullsoft Install System v2.45</p> <p>< Back Install Cancel</p>
<p>Step 6</p>	<p>Enter the serial number. This is on the bottom of the voice card and is the last 5 numeric digits. Example: The sticker might read: G0012345 with 12345 being the serial number.</p> <p>Click Install.</p>	 <p>VS Recorder Installation Setup</p> <p>Please select your model: <input checked="" type="checkbox"/> 2 Port CTI Module <input type="checkbox"/> 4 Port CTI Module</p> <p>Enter the last 5 digits of the serial number in the box below G00 <input type="text" value="12345"/></p> <p>Nullsoft Install System v2.45</p> <p>< Back Install Cancel</p>
<p>Step 7</p>	<p>Once the installer is finished, click Close.</p>	 <p>VS Recorder Installation Setup</p> <p>Completed</p> <p>Extract: ntrights.exe... 100% Extract: vcredist_x86.exe... 100% Output folder: C:\Users\test\AppData\Local\Temp Execute: C:\Users\test\AppData\Local\Temp\vcredist_x86.exe /Q Execute: C:\Users\test\AppData\Local\Temp\vb6redist_x86.exe /Q Delete file: C:\Users\test\AppData\Local\Temp\vcredist_x86.exe Execute: C:\Program Files\VSRecorder\cmds\InstallService.cmd</p> <p>VSRecorder was installed successfully Completed</p> <p>Nullsoft Install System v2.45</p> <p>< Back Close Cancel</p>

Windows Vista

<p>Step 8</p>	<p>Click OK to the prompts and plug the voice card into the USB port you intend to use.</p> <p>Note: If you plug the voice card into another USB port in the future, you may have to repeat steps 9-11. Windows loads USB drivers on a per port basis.</p>	
<p>Step 9</p>	<p>On some computers, you may receive the message: "Windows can't verify the publisher of this driver software".</p> <p>Select Install this driver software anyway.</p>	
<p>Step 10</p>	<p>A message box Installing device driver software should appear from your taskbar.</p>	
<p>Step 11</p>	<p>A message box stating the drivers did not load successfully may appear from your taskbar. This is normal. Reboot the computer.</p>	

Windows Vista

Step 12

Once Windows has loaded, the voice card's green light should be blinking. This means the Recorder service is running.

Only one port will be active until VS Recorder has verified the serial number provided is a valid serial number.

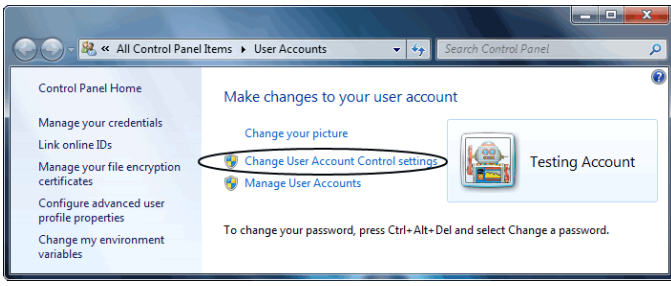
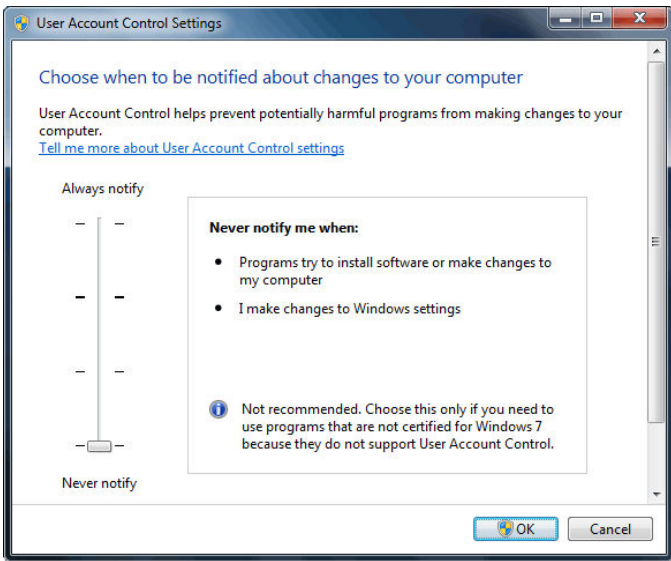

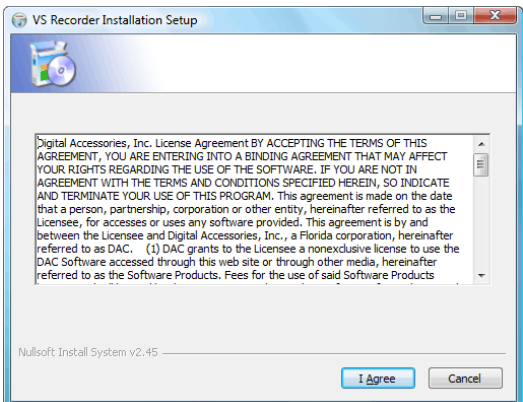
If the internet is currently not available on the computer, connect it to the internet and reboot your computer. If the serial is valid, all remaining ports will be activated.

(For more on this Windows service, see [CVRS Service](#).)

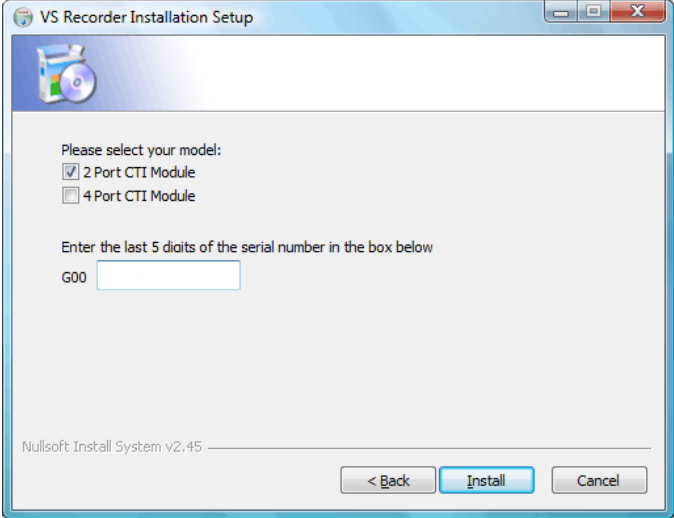
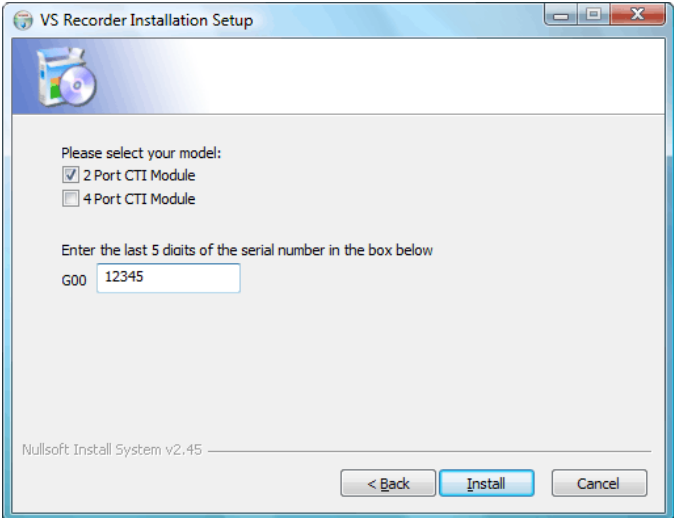
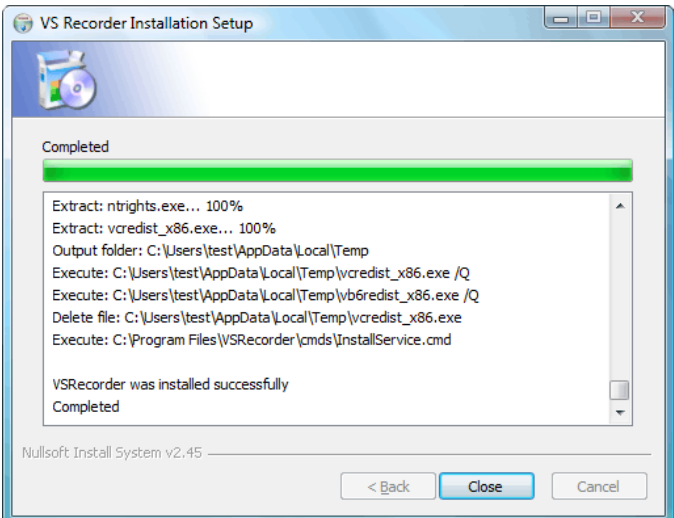
(If the voice card's light is not blinking, see [Troubleshooting](#).)



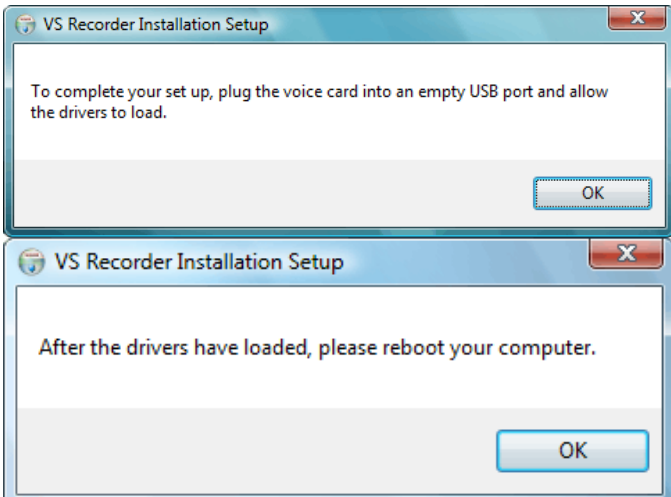
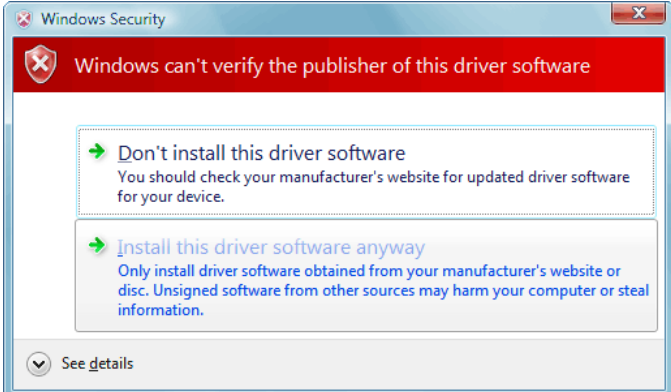
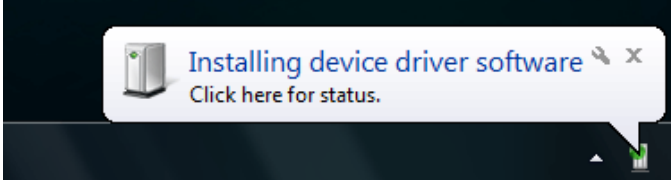
Windows 7

<p>Step 1</p>	<p>If UAC (User Account Control) is on, you must disable it for VS Recorder to function properly.</p> <p>Go to Control Panel>Users Accounts</p> <p>Click Change User Account Control settings</p>	
<p>Step 2</p>	<p>Set the UAC slider to Never notify.</p> <p>Click OK.</p> <p>Reboot your computer.</p>	
<p>Step 3</p>	<p>Insert the CD and select Install from the screen that appears.</p> <p>Note: If the setup does not automatically launch, go My Computer and double-click your CD drive.</p>	
<p>Step 4</p>	<p>Accept the software agreement.</p>	

Windows 7

<p>Step 5</p>	<p>Select which model of VS Recorder you have: 2 or 4 ports.</p>	 <p>VS Recorder Installation Setup</p> <p>Please select your model: <input checked="" type="checkbox"/> 2 Port CTI Module <input type="checkbox"/> 4 Port CTI Module</p> <p>Enter the last 5 digits of the serial number in the box below G00 <input type="text"/></p> <p>Nullsoft Install System v2.45</p> <p>< Back Install Cancel</p>
<p>Step 6</p>	<p>Enter the serial number. This is on the bottom of the voice card and is the last 5 numeric digits. Example: The sticker might read: G0012345 with 12345 being the serial number.</p> <p>Click Install.</p>	 <p>VS Recorder Installation Setup</p> <p>Please select your model: <input checked="" type="checkbox"/> 2 Port CTI Module <input type="checkbox"/> 4 Port CTI Module</p> <p>Enter the last 5 digits of the serial number in the box below G00 <input type="text" value="12345"/></p> <p>Nullsoft Install System v2.45</p> <p>< Back Install Cancel</p>
<p>Step 7</p>	<p>Once the installer is finished, click Close.</p>	 <p>VS Recorder Installation Setup</p> <p>Completed</p> <p>Extract: ntrights.exe... 100% Extract: vcredist_x86.exe... 100% Output folder: C:\Users\test\AppData\Local\Temp Execute: C:\Users\test\AppData\Local\Temp\vcredist_x86.exe /Q Execute: C:\Users\test\AppData\Local\Temp\vb6redist_x86.exe /Q Delete file: C:\Users\test\AppData\Local\Temp\vcredist_x86.exe Execute: C:\Program Files\VSRecorder\cmds\InstallService.cmd</p> <p>VSRecorder was installed successfully Completed</p> <p>Nullsoft Install System v2.45</p> <p>< Back Close Cancel</p>

Windows 7

<p>Step 8</p>	<p>Click OK to the prompts and plug the voice card into the USB port you intend to use.</p> <p>Note: If you plug the voice card into another USB port in the future, you may have to repeat steps 9-11. Windows loads USB drivers on a per port basis.</p>	
<p>Step 9</p>	<p>On some computers, you may receive the message: “Windows can’t verify the publisher of this driver software”.</p> <p>Select Install this driver software anyway.</p>	
<p>Step 10</p>	<p>A message box Installing device driver software should appear from your taskbar.</p>	
<p>Step 11</p>	<p>A message box stating the drivers did not load successfully may appear from your taskbar. This is normal. Reboot the computer.</p>	

Windows 7

Step 12

Once Windows has loaded, the voice card's green light should be blinking. This means the Recorder service is running.

Only one port will be active until VS Recorder has verified the serial number provided is a valid serial number.

If the internet is currently not available on the computer, connect it to the internet and reboot your computer. If the serial is valid, all remaining ports will be activated.

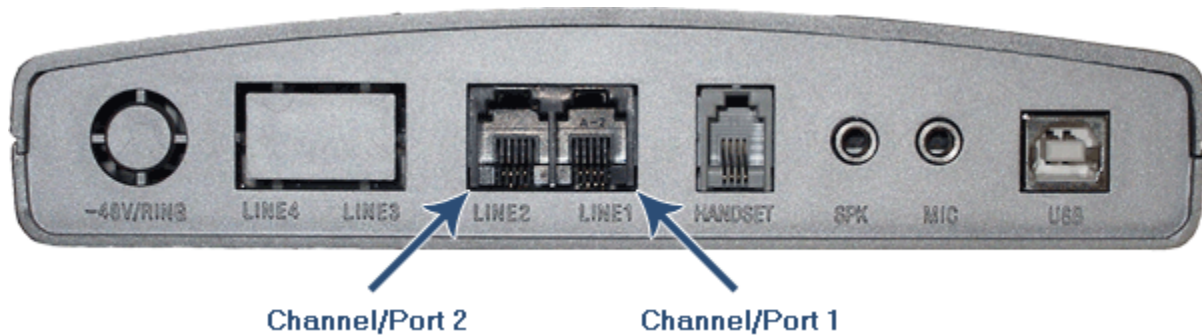
(For more on this Windows service, see [CVRS Service](#).)

(If the voice card's light is not blinking, see [Troubleshooting](#).)



- Hardware Installation

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



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

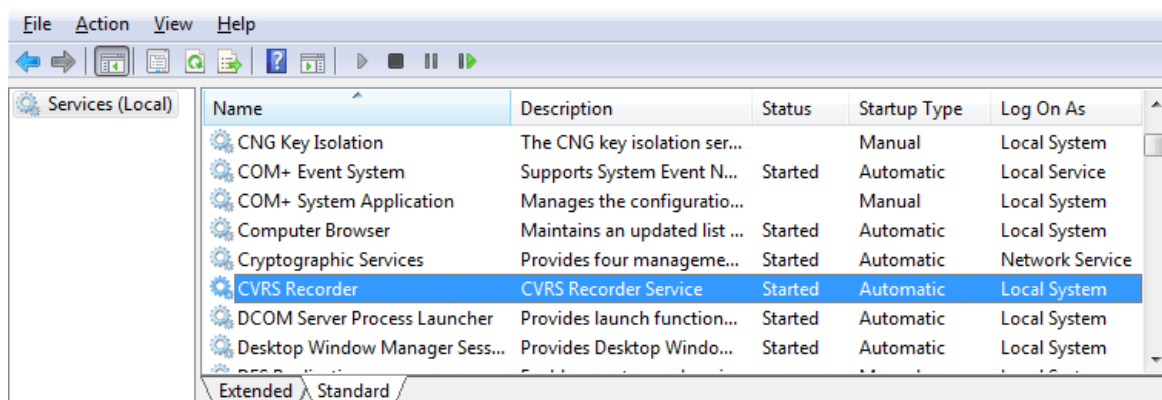
CVRS Service

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

- Opening the Service

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

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



- Starting/Stopping the Service

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

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

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

- Adding an Account/Password

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

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

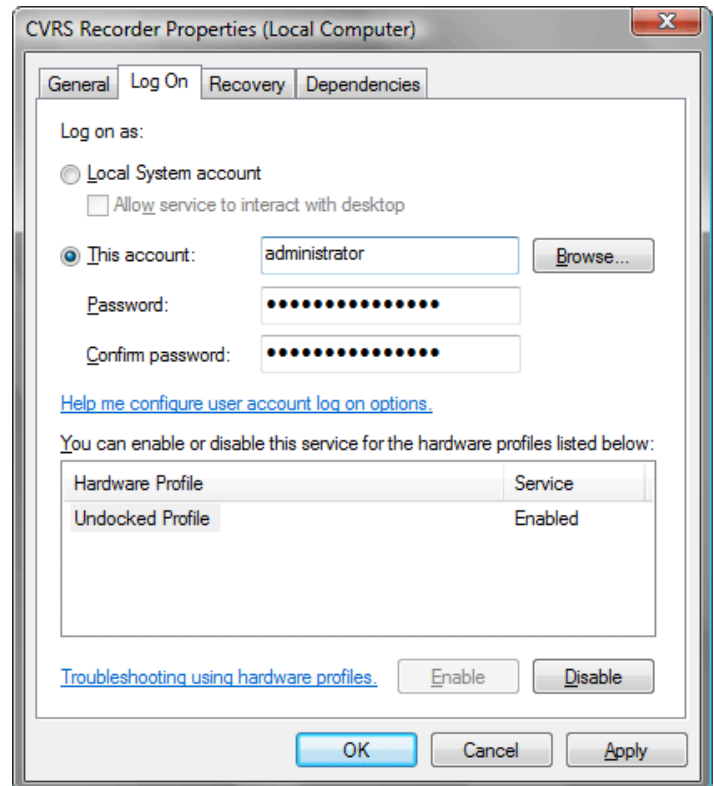
Step 2. In the list of services in the right pane, double-click **CVRS Recorder**.

Step 3. Go to the **Log On** tab.

Step 4. Change the selection from **Local System account** to **This account**.

Step 5. Type in an account name and password. If your computer is on a domain, you should use a domain account, not local.

Step 6. Click **OK**.



Running as an Executable

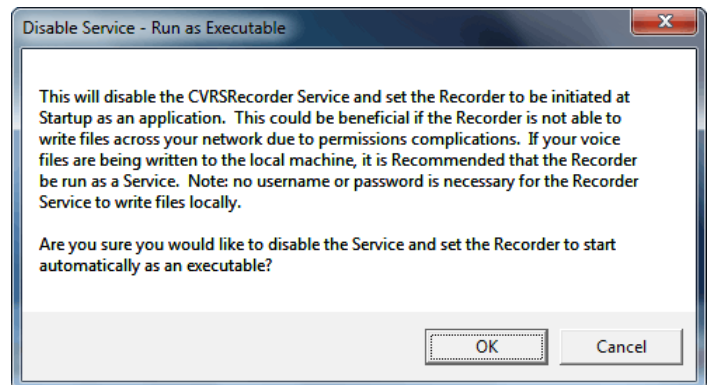
By default VS Recorder runs as a service. However, it can also be ran as an executable. We only recommend doing this if your destination **Files Path** is a network share and you are experiencing issues with writing files to that share. This can occur due to Windows permission restrictions, as the service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

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

- Enabling Executable

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

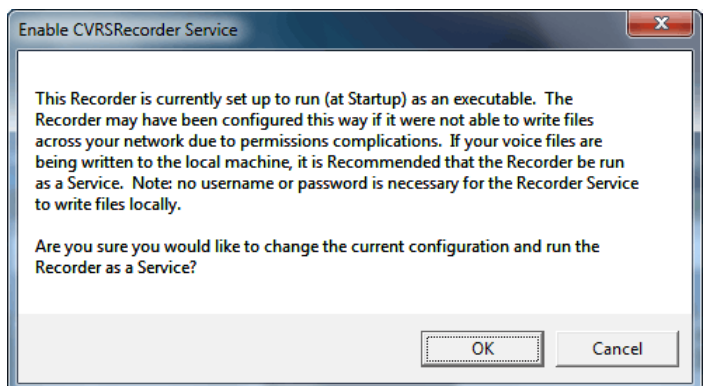
Step 2. You will receive a popup. Click **OK**. A timer will appear. Please wait while the service is stopped and VS Recorder is started back up as an executable. During this process a shortcut to he executable will be placed in the **All Users>Start Menu/Programs/Startup** directory.



- Re-enabling Service

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

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

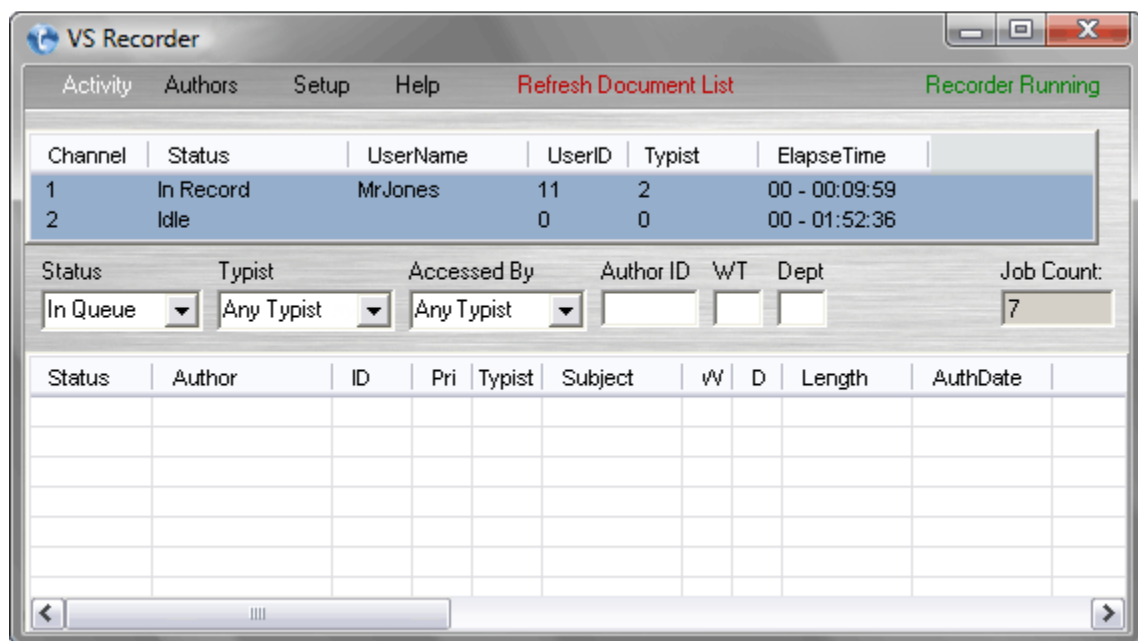


Activity

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

- Channel Overview

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



- Disconnecting a User/Idle a Channel

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

Step 1. Right-click the channel you wish to idle.

Step 2. Confirm you wish to place the channel on-hook.



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

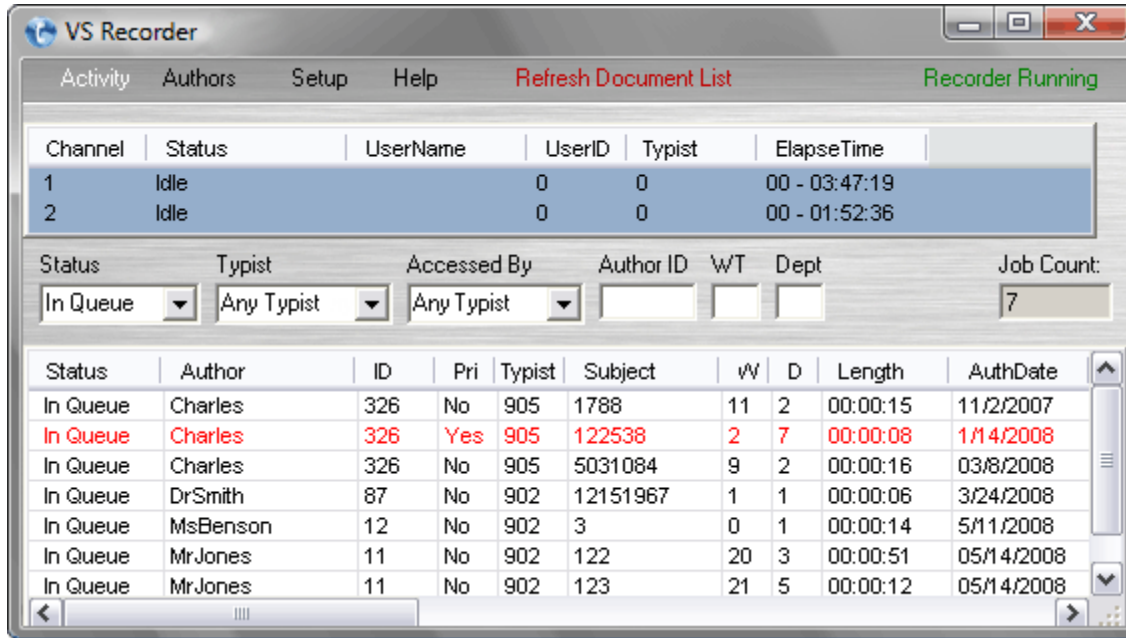
- Channel Information

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

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

- Dictation List Overview

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



- Creating a Dictation List

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

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

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

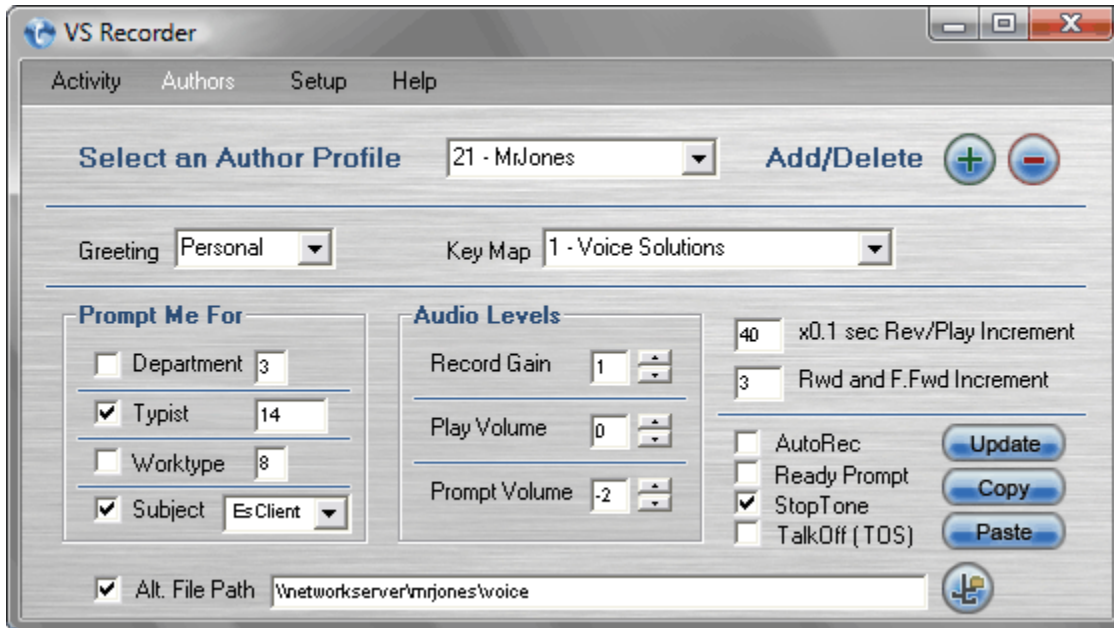
- Dictation Demographics

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

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

Authors

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



- How to View/Edit an Author Profile

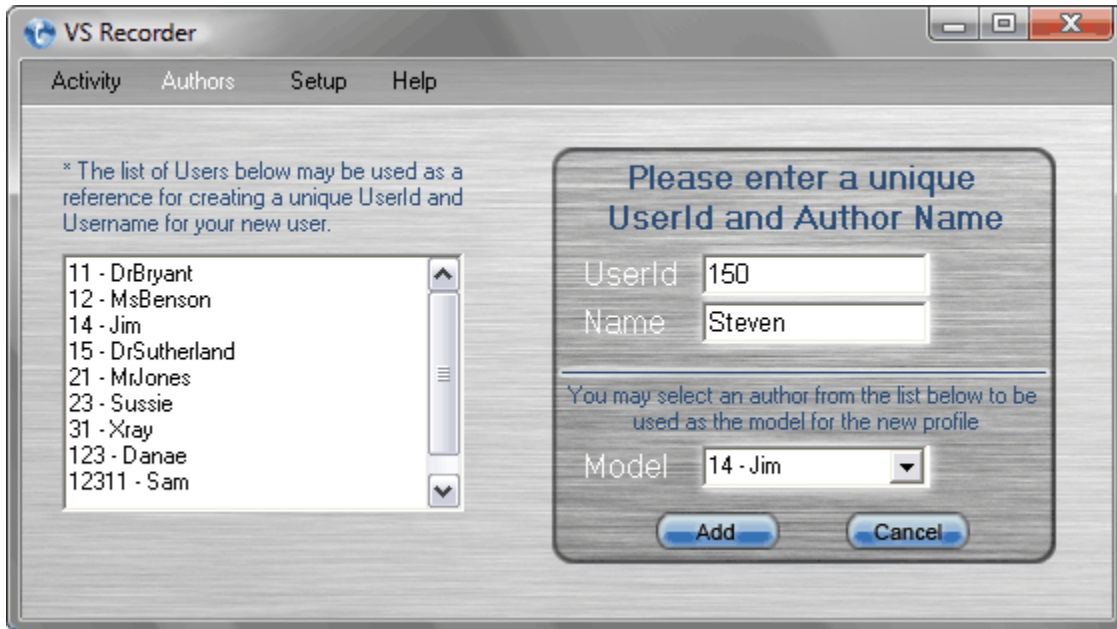
Step 1. Click the arrow on the **Select an Author Profile** drop down menu. Select the profile you wish to view. That profile's configuration is now displayed.

Step 2. Make any needed configuration changes.

Step 3. Click the **Update** button.

- Creating an Author Profile

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



Step 2. Enter a unique **UserID**. This can be any number from 1-999999.

Step 3. Enter a unique **Name**. This can be any combination of alphanumerics up to 15 characters long.

Step 4. If you would like your new profile to have the same configuration as a previous profile, select it from the **Model** drop down box. If you want your new profile to be created with a blank configuration, then leave the field blank.

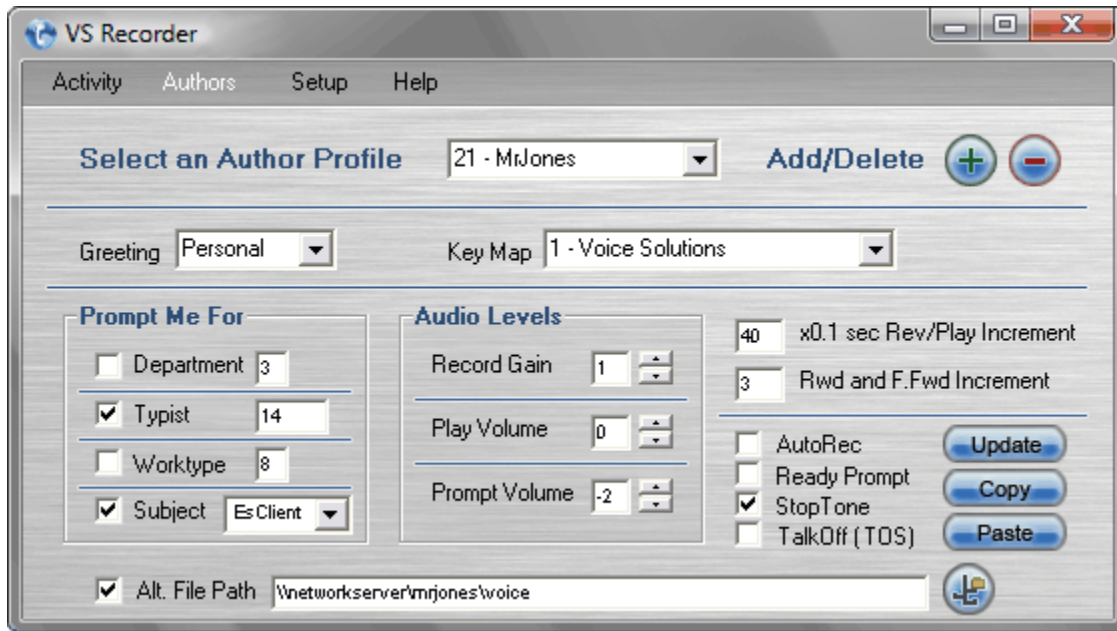
Step 5. Click the **Add** button.



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

- Duplicating an Author Profile

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



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

Step 2. Click the **Copy** button.

Step 3. Click the arrow on the **Select an Author Profile** drop down menu. Select the profile you wish to duplicate the configuration to.

Step 4. Click the **Paste** button.

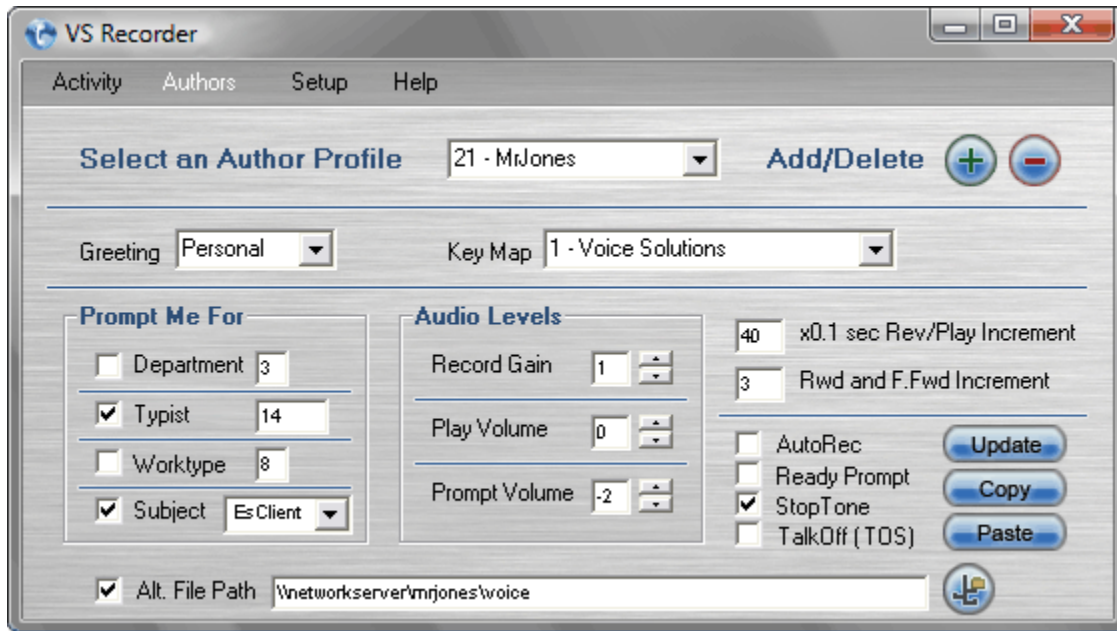
- Deleting an Author Profile

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

Step 2. Click the - button.

- Configuring an Author Profile

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



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

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

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

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

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

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

Here are the following selections and what prompt they produce:

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

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



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

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

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

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

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

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

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

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

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

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

- Creating Greeting Prompts

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

Step 1. Call VS Recorder just like you would to dictate. You may also use a direct-wired telephony station, if available.

Step 2. At the “Please enter user ID” prompt, enter **990#**.

Step 3. You will hear, “Welcome system administrator”.

Step 4. Enter the **user ID** of the author profile you wish to create a greeting for followed by the **#** key.

Step 5. Follow the prompts and press **2** to record your custom greeting. Press **3** when finished.

Step 6. To accept your personal greeting, press **#**. You may also review it by pressing **3**, or re-record it by pressing **2**. Hang up when finished.

- Editing a Greeting Prompt

Step 1. Call VS Recorder just like you would to dictate. You may also use a direct-wired telephony station, if available.

Step 2. At the “Please enter user ID” prompt, enter **990#**.

Step 3. You will hear, “Welcome system administrator”.

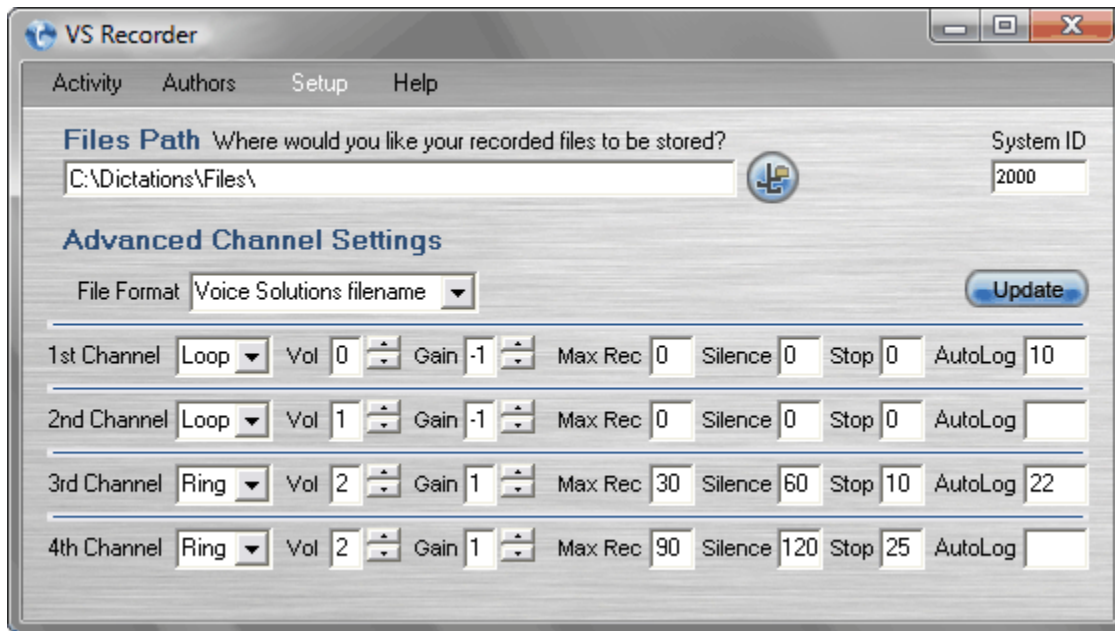
Step 4. Enter the **user ID** of the author profile you wish to edit, followed by the **#** key.

Step 5. Follow the prompts and press **2** to record your new custom greeting. Press **3** when finished.

Step 6. To accept your personal greeting, press **#**. You may also review it by pressing **3**, or rerecord it by pressing **2**. Hang up when finished.

Configuration

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



- Editing a Setting

Step 1. Make any desired configuration changes.

Step 2. Press the **Update** button.

- Configuration Settings

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

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

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

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

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

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

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

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



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

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



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

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



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

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

Keymaps

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

- Keymaps Overview

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



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

Keymaps	
1	Voice Solutions
2	Dictaphone
3	Lanier
4	Sony
5	Philips
6	C-Phone
7	VS Radiology/Barcode Mic
8	Custom 1
9	Custom 2

- Editing a Keymap

Step 1. Make any changes necessary.

Step 2. Click the **Update** button.



- Restoring a Keymap

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

Step 1. Select the keymap you wish to restore.

Step 2. Click the **Default** button.



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

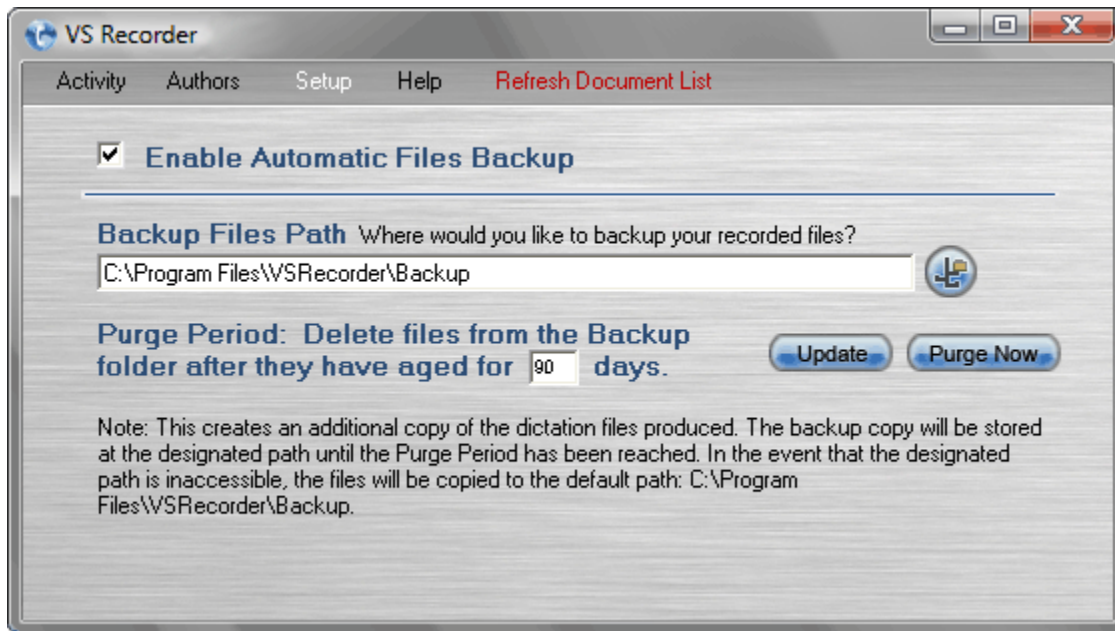
- Duplicating a Keymap

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

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

Backup

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



- Overview

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

<C:\Program Files\VSRecorder\Backup>

- Configuration

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

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



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

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

File Format Details

There are three options in the **File Format** box on the [Configuration](#) screen.

- Format

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

- Filename

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

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

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

- XML Fields

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

[47_Jones_2_0.wav](#) (dictation file)

[47_Jones_2_0.wav.xml](#) (dictation's xml file)

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

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

Updates

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

- Overview

When updates are available, the files are downloaded and saved to:

[C:\Program Files\VSRecorder\Upgrade](#)

The old version of the files are then moved to [C:\Program Files\VSRecorder\Upgrade\Previous](#)

- Version

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

Monitor Ver. = This is the version of the VS Recorder monitor you are using. This file is located at:

[C:\Program Files\VSRecorder\VSRecorder.exe](#)

Recorder Ver. = This is the version of the CVRS Service you are running. This file is located at:

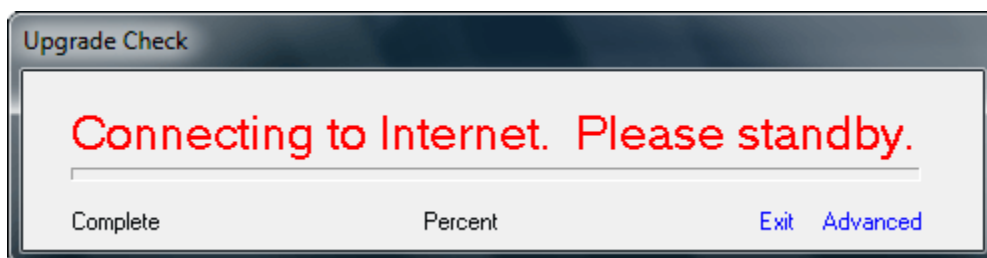
[C:\Program Files\VSRecorder\cvrs.exe](#)

Scripts Ver. = This is the version of the programming scripts you are running. This file is located at:

[C:\Program Files\VSRecorder\Scripts\default.vc](#)

- Check for Updates

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



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

Log Files

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

- Access.log

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

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

- Recorderservice.log

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

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

Direct-wired Telephony Stations

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

- What You Will Need

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

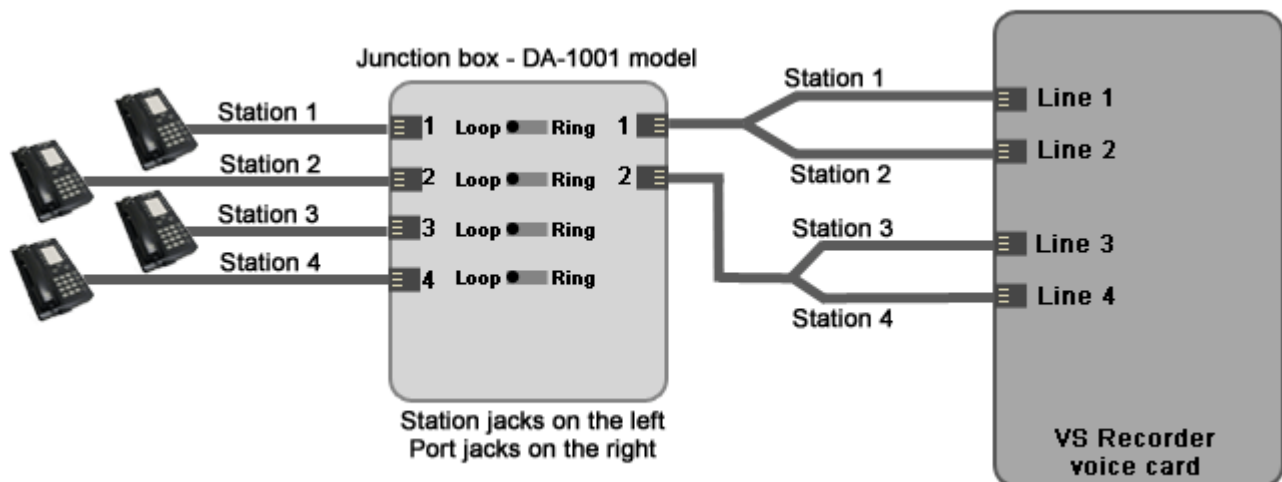
- Setup

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

Step 1. Plug your dictate station's A/C adapter in.

Step 2. You may use either an ordinary telephone cable or make a custom one, preferably with Cat3 ribbon cable. Only 1 pair (the 2 middle wires) will be used. Plug the cable into the **Data** jack on the dictate station.

Step 3. Run the other end of the cable to your junction box. Plug the cable into the **Station 1** jack. This will directly wire the station to VS Recorder's Channel 1.



Step 4. Run a telephone cable (single or double pair – doesn't matter) from the **Port 1** jack on the junction box to the **Line 1** jack on the VS Recorder voice card.

Step 5. Verify that the switch for **Station 1** on the front of the junction box is set to **Loop**.

Step 6. Plug the junction box's A/C adapter in.

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

If you are using more than one dictate station

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

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

Troubleshooting

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

- Installation

Issue – Only Channel 1 is working.	Possible Cause – VS Recorder is not activated yet. It must verify your serial number to do so.	Solution – Connect your computer to the internet. Reboot the computer. If problem persists, temporarily disable any firewall and antivirus software you have. Also verify that UAC is turned off (if running Windows Vista or Windows 7). Reboot the computer.
	You entered an incorrect username and password during the installation.	Enter a correct username account and password for the CVRS Service. If you receive an error: “ Error 1069: The service did not start due to a logon failure. ” then your credentials are still incorrect. Once you have entered a valid account, reboot the computer.
	You do not have a live telephone cable plugged into the other channel(s) or are calling the wrong phone number.	Switch the telephone cable from Line 1 (which is for Channel 1) with Line 2 (which is Channel 2). Now call the number you originally tested Channel 1 with. If Channel 2 works, your wiring or the number dialed was incorrect. If Channel 2 still does not work, then see one of the other causes above.

Issue – CVRS Service will not start after driver installation.	Possible Cause – The serial number you entered during installation is incorrect.	Solution – Uninstall VS Recorder. Reboot the computer. Install VS Recorder again, verifying that you enter the serial number on the bottom of the voice card.
---	--	---

Issue – The voice card is not recognized by Windows when plugged in via USB.	Possible Cause – You have a USB issue or bad USB port.	Solution – Plug the voice card into a different USB port. If you still have issues, reboot the computer. Plug the voice card into a different computer. If it is recognized, then you have a USB issue with the first computer.
---	--	--

- After Installation

Issue – The Activity screen shows the channels as “Idle” even after I connect.	Possible Cause – UAC (User Account Control) is enabled.	Solution – In Windows Vista and Windows 7 , UAC cannot be enabled for VS Recorder to work. Disable UAC. Reboot the computer.
--	---	---

Issue – VS Recorder says that my “user ID is invalid”.	Possible Cause – UAC (User Account Control) is enabled.	Solution – In Windows Vista and Windows 7 , UAC cannot be enabled for VS Recorder to work. Disable UAC. Reboot the computer.
--	---	---