

Frequently Asked Questions

Overview

Why is digital dictation better than analog (tape) recording?

Analog audio tapes are physical. As a result, they can be lost, misplaced, accidentally erased, or broken. From a management perspective, they are hard to identify, and it is impossible to estimate the total number of files or audio duration.

Digital audio files allow you to store them right on your computer. They do not get accidentally erased, and do not wear out. Additional audio can be inserted within an audio file right where you want it inserted, without rewinding, or pressing a bunch of extra keys. Additionally, they can be instantly sent across a network or e-mailed around the world. They are easy to identify, the audio duration, and they are not easily lost or misplaced.



What are the unique advantages of Quikscribe?

Quikscribe provides 10 unique benefits (detailed below) which no other transcription solution in the world is currently able to offer. Quikscribe has been able to achieve this because it designed and developed a new audio format specifically designed to provide advanced dictation and transcription abilities called IAF (Intelligent Audio File). As a result it can provide the following unique benefits:

Cut and paste text attachments within audio files. Thus saving considerable dictation and transcription time if existing precedents or reference documentation is being used to create a document.

Capture and insert screen shots within audio files. A picture can be worth a thousand words, so instead of trying to explain something, you can now show it. This is ideal for creating user manuals or technical documentation.

Insert other documents or files within audio files. Which means, rather than make reference to other supporting documents and files, you can now insert the files within a IAF (Intelligent Audio File) and send the lot as a complete file.

Instantly Undo and Redo (unlimited) audio edits. Never again do you need to rewind within an audio file when you make a mistake. Simply press the Undo Icon or the Undo button on the hand control and remove your last audio edit (or multiple edits) instantly. Likewise, if you ever accidentally record over a section, simply press the Undo Icon or Redo button on the hand control and your original audio will still be intact.

Each file has a built-in database, which keeps track of the file's history. As a result, the Quikscribe Manager can interrogate any file, at any time and find out its current status. Or, it can interrogate an entire queue or multiple queues and give you status of every file plus the total backlog down to the last second.

Seamlessly produce web-ready C.B.T. (Computer Based Training) content in real-time behind any Windows-based application. Quikscribe is able to display BMP, PNG, JPEG and WMF images with a total of 113 different screen wipes. Plus it supports export and import abilities, which means post editing (audio or images) is also possible.

No single Point of Failure - Unlike other Enterprise Transcription solutions, Quikscribe is not dependent on a central server to operate. Therefore, it is basically impossible to stop Quikscribe from working, whereas if a server-centric solution fails the entire enterprise can be brought to a halt.

Flexible and Scalable - It is possible to install just one Quikscribe Recorder and Player or you can install ten thousand units across 50 cities in 10 countries and Quikscribe still functions effectively and efficiently.

Full Enterprise Application Integration - The IAF (Intelligent Audio File) used in conjunction with the supporting interfacing documentation, makes it possible (for the first time) for organisations to fully integrate their dictation / transcription system with all of their other enterprise systems so as to optimise their current business processes.

We listen to our clients and we are continually adding new features and functions based on the feedback we gain. Our aim is not to sell a product as such, but rather we aim to provide a total solution.

For example, when TAFE NSW decided that Quikscribe was the best digital transcription product for their needs, we were also able to save them a considerable sum of money by designing and manufacturing a special interface cable, to interface 1,440 existing foot switches to work with Quikscribe on a PC. We also co-ordinated, recorded and edited all of their new digital audio curriculum and designed a special training mode, so students could not delete files.



Desktop Recording

How do you record using the Quikscribe Recorder?

The Quikscribe Recorder uses the Philips SpeechMike to record and edit. This hand control has a built-in microphone. However if you wish, you can also use 3rd party microphones in conjunction with Quikscribe, such as the Acoustic Magic VoiceTracker array microphone for recording meetings and conferences. For more information about associated hardware that is compatible with Quikscribe, contact a Smoltz Quikscribe Dealer.

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What naming convention is used when creating new audio files?

When the Quikscribe Recorder is installed, the author is required to enter a unique user name. Once this has been done, each new audio file created thereafter automatically begins with this user name as its prefix. e.g. Bill_Smith001, Bill_Smith002 etc.

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Is it possible to save the authors details within a file?

YES - If an Author enters their contact details into the Authors Details Tab under the Settings Icon, the Quikscribe Recorder will automatically save these details within every new IAF (Intelligent Audio File) created.

The major benefit being that the file can now be easily identified at anytime by any user. Additionally it provides the Quikscribe Manager with extra search and reporting criteria.

Note: Management data stored within any IAF (Intelligent Audio File) normally takes up less than 1K. Or put another way, within a 5 minute audio file, less than one tenth of one percent of file size is taken up by management data.

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Can I enter other file details?

YES - When a new audio file is created, the author has the opportunity to enter, the following file details or select from customizable drop down lists.

**Subject
Matter No
Doc Name
Doc Type**

Note: If an author does not need enter file details as illustrated above, it is possible to disable the above dialogue from appearing when the New Audio Icon is selected. This is done by selecting 'Just create new audio file' option under the File Management Tab under the Settings Icon.

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Does Quikscribe support Roaming Profiles?

YES - Quikscribe supports Roaming Profiles (WinNT4.0, 2000 and XP). The benefit being if a user logs onto another PC, Quikscribe will automatically load their personal profile.



Can I stop recording and pick up the file later? In the meantime will it be backed up in case of system failure?

YES - If you need to work on another recording, you can simply close your current file (which will be saved in your Drafts directory). When you are ready to recommence recording, you can open this file and recommence recording.

Note: When you do reopen the file to recommence recording, the Quikscribe Recorder will automatically open the file up at the exact position you left off at, plus retain all of your previous audio edits, which means you still have the ability to Undo & Redo audio edits.



How do you send a file to be transcribed?

Sending a file to be transcribed is easy. When the the Send Audio Icon is selected, the Send dialogue box appears.

From here the author has the choice to Send the file via LAN or e-mail.

The author also has the option to add instructions to the file. These instructions determine priority of the file and what is to be done by the typist once the file is completed.

Note: If an author does not need the ability to select a typist or add instructions as illustrated above, it is possible to disable the above dialogue from appearing when the Send Audio Icon is selected. This is done by selecting 'Just send the current audio file' option under the File Management Tab under the Settings Icon.



Do I keep a copy of the voice file for my own records? If so, for how long?

YES - Whenever an audio file is sent for transcription, a copy is always retained.

This copy is retained for 14 days (default duration), but can be changed to any duration by entering in a new duration under the File Management Tab under the Settings Icon.

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At what stage does the file get compressed? How long does this take? Can I continue dictation or performing other work in the meantime?

The Quikscribe Recorder is able to record, edit and compress all at the same time. This is know as 'Real-time authoring', which means the moment the file has been recorded, it is ready to be sent via the LAN or e-mail to be transcribed without the need to wait for the file to be compressed. Note: For backward compatibility reasons (slower PC's), the Quikscribe Recorder also offers the option to do Post Compression or No Compression.

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Is it possible to recall a file once it has been sent for transcription?

YES - It is possible, providing no typist has actually started working on the file. Otherwise it is not possible as the file is now open, hence it can not be moved. However since the details about who has the file (such as telephone number, e-mail) is within the file, it is possible to contact the typist who is working on the file with additional instructions and/or have them close and release the file.

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Is it possible to see when a file becomes work in progress, or when it will be finished?

YES -You can find out the current status e.g. Waiting in queue, In Progress with percentage completed or if it has been completed. Note: If the file is in progress, you can view the typist details and the E.C.T. (Estimated Completion Time).

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What are the alternatives or contingencies for dictation if the network is down?

One of the unique advantages of the Quikscribe Transcription System is that it is NOT network or server dependant. Therefore if the network is down for some

reason, files can still be manually moved around on floppy disks (similar to how tapes are moved now). On a standard floppy disk we can store up to 14.5 minutes of audio. Additionally, while the network is down, no management or historical data will be lost, as each IAF (Intelligent Audio File) has it's own internal database which keeps track of everything that happens to the file, similar to a black box recorder in a plane. As soon as the network is back up, all of the management data from each file can be instantly recovered.



Is it possible to INSERT audio mid sentence within an audio file?

YES - The Quikscribe Recorder can insert audio mid sentence within an audio file. This is one of the major benefits of digital recording compared to analogue (tape) based recording.



Is it possible to INSERT text into a voice file?

YES - The Quikscribe Recorder can insert text within an IAF (Intelligent Audio File). This is a great time saving feature for both authors and typists. Author can now cut and paste reference text or precedents directly within the audio file and typist can paste this text directly into their document when the embedded text is found within the file.

Note: This is an exclusive feature to Quikscribe, as no other dictation application offers this feature.



Is it possible to INSERT images or screen shots into a voice file?

YES - The Quikscribe Recorder is also able insert images and screen shots within an IAF (Intelligent Audio File). This is a great feature if you want to create technical documentation or manuals. Alternatively you can create web-ready C.B.T. (Computer Based Training) content in real-time.

Note: This is an exclusive feature to Quikscribe, as no other dictation application offers this feature.

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Is it possible to INSERT other documents or files within a voice file?

YES - The Quikscribe Recorder is also able insert documents or other files within an IAF (Intelligent Audio File). This is a great feature if you have an existing document that you want modified or updated, as you can insert the original document that needs the changes and then record dictate changes. As a result, the typist receives a single file that contains everything they need to complete the task.

Note: This is an exclusive feature to Quikscribe, as no other dictation application offers this feature.

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Is it possible to UNDO or REDO audio edits?

YES - The Quikscribe Recorder can Undo and Redo unlimited audio edits. What this means is if you make a mistake e.g. Insert audio at the wrong position or accidentally overwrite a section of your audio, you can press Undo and remove your last edit. Alternatively you can press Redo which will replace the audio edit you just removed.

Note: This is an exclusive feature to Quikscribe, as no other dictation application offers this feature.

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Portable Recording

What are all of the portable options available to me? What are the physical characteristics of each option?

There is a great range of portable digital recorders that are currently available, however rather than attempt to discuss all of them, we have provided below detailed information on the solution that we believe is best.

It is our current opinion that the Olympus and Philips models provide the best functionality and quality. Both of these portable digital recorders use a proprietary audio format call DSS (Digital Speech Standard) and they can also export a .wav format and both these formats are compatible with Quikscribe.

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What if the batteries go flat while I am recording, what happens to my file?

Nothing - All recorded audio is automatically saved to the internal memory on the handheld portable recorder.

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In practical terms, how much memory do these portable solutions have? i.e. how many minutes of recording time do I have available before download?

The table below shows the audio recording duration using the Olympus SmartMedia

Memory	Standard Play	Long Play
16 MB	2 hr 35 min	5 hr. 30 min
32 MB	5 hr 10 min	11 hr. 10 min
64 MB	10 hr 25 min	22 hr. 20 min

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How do I seamlessly transfer files from my portable solution to be transcribed?

The Olympus and Philips digital recorders come bundled with software, which enables you to download your audio files to your PC. Once they have been downloaded, they can be transcribed with the Quikscribe Player, or additional audio can be added with the Quikscribe Recorder before being sent for transcription.

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What alternatives are available to me if I don't have or use a computer?

If you do not have a PC, but your audio has been recorded and stored on a recorder with a removable memory card (such as SmartMedia), you can remove the SmartMedia Card from your digital recorder and provide this to your typist (as you would normally do with an audio tape). Your typist can then use a SmartMedia Card Reader to download and then transcribe the file(s).

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How do I record minutes of a meeting with many people, i.e. what are the conference facilities available to me? Can the conference facilities have the ability to identify each speaker?

It is possible to record meetings or conferences, but from a transcription perspective, identifying individual speakers may be difficult as both the Quikscribe Recorder and the portable recorders record using a mono format. Using the Quikscribe Recorder with multiple microphones (up to 8 different sound tracks) allows you to identify each speaker by the microphone. The speaker identification stays with the individual tracks both during recording and playback for transcription.

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Does the portable solution have the same 'insert' capability as the desk top recorder?

YES - The Olympus and Philips models have an 'Insert" feature, but do not have an 'Undo' feature.

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Is it possible to record phone conversations and voicemails? Is there a facility to alert those on the telephone that they are being recorded, i.e. a beep every 30sec?

YES - Using a third party Phone Logger it is possible to record telephone conversations. Depending on what type you purchase (Active or Passive) will determine if beep tones will be recorded every 30 seconds.

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Transcription Features

Is it possible to measure average transcription time per job?

The first time an audio file is opened by a typist, Quikscribe automatically saves the typist detail's within the file plus the date and time the file was opened. When the file is closed, Quikscribe automatically saves the date and time the file was closed. In addition to this, while ever the file is open, Quikscribe has a "Smart Clock" on, this clock monitors the activity and position in the file. In doing so,

Quikscribe is able to measure the true actual typing time performed.

For example, let's assume a typist has opened a file and has been transcribing for 5 minutes and then the typist becomes distracted by another task and leaves the file open. After 30 minutes the typist returns and completes the file within another 10 minutes. Therefore, the actual typing time is only 15 minutes not 45 minutes. Below is an example of some of the data that is stored or can be calculated from the data file from within an .iaf.

**Date & Time Opened
Date & Time Closed
Turn Around Time (Date & Time Closed - Date & Time Opened)
Actual Typing Time
Typing Ratio (Actual Typing Time / Audio Duration)**



Is it possible to measure average typing time per operator?

YES - This is a simple calculation. However so that you have a better understanding how this information is gathered and presented, below is an overview of what happens to a file when it is transcribed.

Whenever a file is finished (Completed) by the Quikscribe Player, it moves the file from its current "Working" directory to a "Completed" directory. At the same time, Quikscribe exports the internal database (which contains the full history of the file) within the IAF (Intelligent Audio File) to a Reports directory in the form of a text file. It is from this location that the Quikscribe Manager can produce almost any type of report required. All reports that are created use industry standard Crystal Reports. Additional reports can be created by anyone, which means you have total control of how and what you want presented.

To view a report based on typing time per operator, you simply select the report called "Typist Summary" from within the Quikscribe Manager. You will be required to enter a Start and End Date for the Report. Once this has been done, Crystal Report will create a report, presenting the following information for every typist.

**Typist Transcription Ratio
Total Audio Transcribed
Total Transcription Time
Number of Files Transcribed
Average Size per File.**



Is it possible to measure average typing time per author?

YES - If you select a "Author Summary" report from with the Quikscribe Manager, the following information is provided.

- Average File Duration**
- Average Recording Time**
- Recording Ratio (Recording Time / File Duration)**
- Average "Requested By" time**
- Total Files Sent for Transcription**
- Total Recording Time.**



**Is it possible to measure jobs produced on estimated delivery time, vs late?
Number of jobs transcribed per shift, week or month? Reporting functions
comparing statistics by months?**

YES - All of the reports produced by the Quikscribe Manager use Crystal Reports and these reports are stored in an external folder within the Quikscribe Manager program directory. What this means, is that you can open any of the existing reports, modify it to provide the reporting information you want and save it as a new report.



User friendliness

How similar is the software to use to applications such as Word, and Outlook, i.e. are the buttons and menus in a similar format?

Quikscribe conforms to Windows standards and conventions for interface design.



How do I start, stop, pause, rewind, fast forward and so on?

With the Quikscribe Recorder, you can use the Quikscribe Hand Control or the on screen GUI (Graphical User Interface) With the Quikscribe Player, you can use the Foot Switch to Start, Stop, Rewind & Fast Forward or you can use the GUI or the Global Hot-keys.

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How does the foot pedal operate?

The Foot Switch works identical to a traditional Foot Switch. The Play button is held down to Play the file and released to Stop the file. Note: Whenever the Play button is pressed, the audio will jump back a small amount in time (depending on Backspace Setting selected) and recommence Playing. The Fast Forward and Rewind buttons on the Foot Switch Rewind or Fast Forward as long as you hold them down and stop as soon as you release them.

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Can I slow or speed the author's voice without altering the pitch?

YES - Plus or minus 40 percent with no pitch change.

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Are we able to balance the foot pedal onto a typist foot stool?

YES - The Foot Switches we use are exactly the same as existing Foot Switches.

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Work Flow Impact and Management

Are we able to give an estimated time of document delivery?

YES - As a file is being transcribed by a typist, the Quikscribe Player continually updates the file with it's current position (percentage completed). To provide an E.C.T. (Estimated completion time), the Quikscribe Manager needs to know the rate (speed) the file is being transcribed. It does this by interrogating every file within every queue once per minute, to determine its current position within the file. It then compares this value to where the file was one minute ago. The total distance travelled within the last minute, is the files current rate. Once the files rate (speed) is known, Quikscribe is able to calculate how long it will take to complete the file, by dividing the rate into the remainder of the file duration. This value is then added to the current time, to provide a WP Supervisor with a very accurate E.C.T.

Note: If a file is open by a typist but has not moved within the last minute, Quikscribe is not able to calculate the current E.T.C. as the rate (speed) for the

last minute has been zero. As a result Quikscribe Manager display "Not Known" in the E.C.T field. However what is known is the current size of the file (HH:MM:SS), the current Percentage Completed and the details of the typist. As soon as the typist recommences transcribing and the Quikscribe Manager does it's next update, the E.C.T will resume. If a WP Supervisor ever wants to know the exact current status of a file, they can double click on the file which will automatically interrogate that specific file or they can invoke a manual update by pressing the "Refresh" button in the Quikscribe Manager.



Can we promote and demote jobs in the queue?

YES - It is possible for a WP Supervisor to Promote and Demote Jobs. Simply select the file that you want to Promote/Demote (providing the file has not been started) and select the "Change Priority" button in the Quikscribe Manager. Next change the priority (date or time) you would like the file completed by and select OK. As a result, the Quikscribe Manager will rename the file, which will automatically reposition the file within the queue.

Below is a brief overview of how the files within the queue work.

When a file is created by an Author (e.g. Bill Smith) files will be created and named BillSmith001, BillSmnith002, BillSmith003 etc.

When the author (Bill Smith) decides to send a file for transcription, he has the option to select a "Required by" time (default is 4 hours). Assuming that the time that Bill Smith sends the file is 12.15 PM, the Quikscribe Recorder renames the file when it sends it to 020126_1615_BillSmith001.

The number added to the file (prefix) is the Date and Time the file is required. At first glance, this may seem a bit confusing, but as you will soon see in the explanation below, this naming convention is very simple and powerful.

**The first two digits 02 represent the year 020126_1615_BillSmith001
The next two digits 01 represent the month 020126_1615_BillSmith001
The next two digits 26 represent the day 020126_1615_BillSmith001
The next two digits 16 represent the hour 020126_1615_BillSmith001
The next two digits 15 represent the minutes 020126_1615_BillSmith001**

Now when these files arrive in queue with possibly hundreds or even thousands of other files, it will automatically position itself in the correct order based on priority.

For example, if another author (e.g. Joe Black) sent a file to be transcribed 15 minutes later (e.g. 12.30 PM) but required the file to be returned in one hour the file files would look like this.

020126_1330_JoeBlack001 (Time Sent plus 1 hour)

020126_1615_BillSmith001 (Time Sent plus 4 hours).

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Can this be restricted to the WP Supervisor?

YES - The ability to Promote/Demote files within the queue is restricted to the WP Supervisor using the QS Manager.

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Can urgent jobs be flagged, as per Outlook?

YES - Both Urgent & Overdue files are flagged (represented) by RED envelope. If the file is being transcribed, then envelope is half RED and half GREEN.

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Can non dictation work be integrated into the queue e.g. Word Processing work etc.?

YES - As mentioned previously, an IAF (Intelligent Audio File) can contain any type or number of other files within it. Which means, Quikscribe can be used as an integrated workflow management system. What's more, you can do this in-house as everything you need to know regarding communication with the IAF is provided in the "Interfacing Documentation for the .iaf".

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Are WP Supervisors able to see clearly how a job has progressed?

YES - At anytime you can see the position in the queue and if the file is in progress you can see the typist details, the percentage completed and estimated completion time. If you double click on the file, you can view the file's complete history to date.

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How can we identify the typist for a particular file after the document is finished,

even if there has been more than one typist on a job?

The IAF (Intelligent Audio File) can track up to 99 typist per file. For each typist the IAF file records the typist's details, total time the file was open, total duration the file was actually being transcribed plus the date and time the file was opened and closed by each typist.



Is there clear visibility on the number and size of files in the queue?

YES - You can easily see every file within each queue, its position, size (HH:MM:SS) and current status. If a typist is currently working on the file, you can also see the typist's details the percentage (%) completed and E.C.T. (Estimated completion time). In addition the total backlog for the queue is visible.



Can the queue calculate how much dictation work there is to be done?

YES - The queue not only displays the individual size of each file but it also calculates the true total backlog for the entire queue. For example, if a queue has 10 audio files within it and each file is one hour in duration. The total amount of audio is 10 hours. However let's assume that there are also five typists currently working from the queue and each typist has completed 50% of each file they are working on. Therefore the total amount of audio in the queue is only 7.5 hours $((5 \times 1) + (5 \times 50\%))$ and this is the value that is displayed for the backlog in the QS Manager.

Note: The Quikscribe Manager by default updates (interrogates) all of the active queues once per minute. This information is then graphed to the Backlog and Overdue graphs under the Workload Monitor. As a result a WP Supervisor can instantly see the queues backlog and overdue history for the day and can even spot or predict future problems in the near future based on the trend of the queue.



What type of information is present from file within the queue? Is it possible custom design our own queue view?

The following information is available in the queue view and YES, you can custom design your own view.

Queue name and position within Queue

Current status e.g. Waiting, In progress, Urgent or Overdue
Filename and authors name
File details e.g. Matter No, Subject, Doc Type, Doc Name
Time Sent (HH:MM:SS), Time Opened (HH:MM:SS)
File duration (HH:MM:SS)
Typist's name and percentage (%) completed
E.C.T. (Estimated Completion Time - HH:MM:SS)
Total backlog for queue (HH:MM:SS).



Is it possible to split a very long recording into sub jobs to be distributed to different typists, if the job is urgent?

YES - However rather than split the job into multiple sub jobs, what we do is simply allow multiple typists to work on the same job simultaneously. So rather than the WP Supervisory splitting the job, the WP supervisor simply instructs each typist the start and end position for them to type, alternatively the WP supervisor can open the file and insert location markers with associated comments for each typist.



What is the disaster recovery plan? What will prevent files from being lost?

File redundancy is a built-in feature of the Quikscribe Transcription System. Whenever the Quikscribe Recorder sends a file for transcription, it makes and sends a copy of the file and it keeps the original file. Similar to how e-mail works. The copy that is kept, is moved into a "Sent" directory, where it remains for 14-days (default) before being deleted. The file that has been sent for transcription, remains in the queue until it is transcribed. Once the file has been transcribed, the file is moved into a "Completed" directory, where it remains for 14-days (default) before being deleted.



Can we send an unfinished transcription and voice file to a new typist? i.e. during shift change, and will the voice file pick up where it was stopped?

YES - Whenever a file is closed, Quikscribe automatically records the file's last position within the file, so when the file is opened up again by the next typist, it will automatically open up at the exact last position.

Note: In addition to this, the previous typist has the option to leave a comment for the next typist, detailing what has been done so far and what needs to be on completion. This comment is then automatically displayed when the file is reopened. The comment dialogue also displays the complete history of all typists, the time they opened and closed the file, and typist's comments for this file. Lastly, the previous typist also has the option to embed a copy of the current document within the IAF, so when the next typist opens the file, the actual document that needs to be completed is already within the file.



Remote Access

Is it possible for a typist to work from home? How could this work?

YES - Since everything about the file is stored within the file, an IAF can be transcribed anywhere. Associated precedents can be embedded within the file, so all relevant information required to finish the file is within the file.



How quickly could the file be transferred to the typist's home?

Download duration is directly determined by the three factors listed below

- 1) File Length (HH:MM:SS)**
- 2) Audio Sample (8Khz, 11KHz or 22KHz)**
- 3) Typists Internet connection bandwidth (56K Modem, ADSL etc.)**

Note: For remote transcription purposes, it is suggested that the 8 kHz sample rate is used. As a result, for every 1 minute of audio recorded, a total of 98 KB disk space will be used. For every hour of audio, 5.76 Mbytes of disk space will be used. Note typist connection bandwidth will determine how fast the file will be transferred.



Can a typist continue work while a voice file was being downloaded?

YES - Transcribing an audio file while downloading another audio file is not a problem.

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Sound Quality

Is there an ability to minimize or reduce background noise?

The easiest way to minimise noise is to make sure that the microphone level is set up correctly and the author speaks directly into the microphone. That way the signal to noise ratio is kept to a maximum.

If however the recording environment is always very noisy, a Noise Cancelling microphone is recommended. Ask us for more information if you're interested.

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Education and Training

How similar is the software interface to standard applications such as Microsoft Word?

Very similar.

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How similar is the Help interface to standard applications such as MS Word?

Very similar.

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How comprehensive the Help function?

The online help contains everything that the Quikscribe PDF User Manual contains.

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How comprehensive is the Training Tutorial?

The Quikscribe Recorder has a built-in interactive audio-visual tutorial and the Quikscribe Player has an interactive typing tutorial. If a user completes these

tutorials, they will know how to use the software.

Technical Features and Requirements

Does Quikscribe use .wav or a .dss file?

The .wav format is the Windows standard for audio, which can be either uncompressed or compressed. When compressed, they are very small. The .dss (Digital Speech Standard) format is a propriety audio format used by Olympus and Philips and they can produce files that are slightly more compressed than .wav files.

Note: Both the Quikscribe Recorder and the Quikscribe Player can use .wav or .dss audio files. However the downside with both of these formats is that they can only contain audio content. This is why Quikscribe developed it's own IAF (Intelligent Audio File) format, which can not only record and edit compressed audio but it can have text attachments, screen shots and other files within it, while maintaining an internal database that keeps track of the files history. Therefore whenever the Quikscribe Recorder or Player imports a .wav or .dss audio file, it converts it to a IAF (Intelligent Audio File), which automatically give the imported file access to advanced transcription features.

Note: For compatibility reasons, a compressed .wav file can be extracted from an IAF at anytime. Additionally the IAF can be easily interrogated or managed by 3rd party applications as the DLL and relating documentation that is responsible for communicating to the IAF is available.

To what extent does the voice file compress, explain the compression precisely?

Sample Rate Compression
8 kHz (16 Bit) 98 KB/Min
11 kHz (16 Bit) 135KB/Min
22 kHz (16 Bit) 270KB/Min

Both compressed .wav and .dss audio files use a form of 'Perceptual Compression'. This means the audio file is compressed by removing actual audio content in such a way that the resultant file produced does not sound any different from the original file. In doing so, files can be significantly reduced in size (approx. 10:1).

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At what stage does the file compress?

The Quikscribe Recorder is able to record, edit and compress all at the same time, which means the moment the audio file is finished, it can be sent.

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How long does the file take to compress? Can I continue working while it does?

As mentioned above the Quikscribe Recorder can record, edit and compress audio files in real-time, which eliminates any time waiting for the file to compress.

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Is it possible to send audio files via e-mail to be transcribed interstate, and overseas?

We have found e-mail an effective method for Sending and receiving files to remote users. However for better management control and larger volume of audio we recommend V.P.N. (Virtual Private Network) or FTP (File Transfer Protocol).

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In your experience, what has been the effect of using the WAN to send voice files to be transcribed, interstate?

A large majority of our clients use WAN and V.P.N. to distribute audio files for remote transcription.

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Is it possible to utilise our existing cabling to connect to the network and the relevant server?

YES - The Quikscribe Transcription System has been designed to have NO major impact on existing Networks or Servers.

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To what extent can your Quikscribe be customised to suit special requirements?

Unlimited - The core functionality of the Quikscribe Management System is controlled by a single DLL. This DLL is responsible for reading and writing all information contained in the .iaf (Intelligent Audio File). The DLL and supporting documentation is available on request by any client who wishes to modify the management system for their own purposes. Which means, if you can think it, you can do it using Quikscribe.

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What Operating Systems does Quikscribe support?

Windows 95, 98, ME, NT4, 2000 and XP.

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Scenarios

Scenario 1 - A lawyer in Hong Kong is interviewing five clients in a room over a four hour period. They need the meeting recorded, transcribed, and the document sent back within a 24hr period so the client can approve it as an accurate record. How would you approach this opportunity.

An Acoustic Magic Voice Tracker array microphone is recommended. It is a non-intrusive high-gain Omni-direction microphone, specifically designed for interviewing. To speed up the transcription process it is recommended that every 30 minutes or so, a new file is created (which takes about 2 seconds). In doing so, files can start to be sent for transcription via FTP or email while still recording. Before the interview is over, the first couple of transcripts should be back and within less than two hours of the completed interview, a full transcript would be available.

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Scenario 2 - We have a lawyer who is unfamiliar with computers, but has a need to perform dictation outside of the office. They do not have a laptop or a computer at home. They do not like the idea of dictating over the phone. What is the digital solution for this person?

An Olympus or Philips portable digital recorder for outside the office, which

integrates with Quikscribe Recorder installed on their office computer.

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Scenario 3 - We have several WP Operators on sick and annual leave in our New York office, and they would like to send their dictation work to be done in Chicago. How can this be done.

A WP Supervisor using the Quikscribe Manager can handle this situation in one of two ways. The WP Supervisor can decide and select which files need to be sent, and use the Move Files function to move the files from New York to Chicago via either V.P.N. (Virtual Private Network) or FTP (File Transfer Protocol). Alternatively, the WP Supervisor can automate the process by setting Backlog limits on the queues. If at any stage a queue exceeds this predefined limit, the Quikscribe Manager will automatically move all excess files to Chicago.

Note: Every time Quikscribe performs a task, it records the event. Which means, although the files are no longer in the New York queue, there is a complete history of what happened to the files e.g. What files were sent, where they were sent to, why they were sent and the date and time they were sent.

The files that arrive in Chicago (from New York) will automatically position themselves within the Chicago queues based on their priority. Because the file that has been sent is an IAF(Intelligent Audio File), everything about the file is stored within the file. Which means when a typist opens the file, they will see that the file has been sent from New York, the date & time sent and the reason why e.g. Backlog Overload. Therefore the Chicago typist simply transcribes the file as per normal and will follow any instructions as per usual.

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Scenario 4 - We operate with a decentralized WP and Secretarial structure, how does your system deal with this situation?

Centralized or decentralized, location or geography no longer matters. The power of the Quikscribe Transcription System is a combination of the IAF (Intelligent Audio File) and the bandwidth connecting the different locations. With these two ingredients, we can do anything..