

Wyoming Valley Transcription Services

DialDictate Caller's User Guide

This is a guide for DialDictate users. Please print this page and give it to each person who uses DialDictate to dictate by phone.

To access DialDictate dial: (858) 605-6456 (**sample only – DO NOT USE**)
Your Access Code is: 4991 # (**sample only – DO NOT USE**)

Introduction

If you are new to DialDictate, you will need to take time to learn how to dictate via telephone. There is a good chance you have worked with your portable recorder for many years and have become very familiar with its operation. Do not expect to do the same with DialDictate with your first call. Start with short and simple recordings. With time you will become more confident.

Entering Your Access Code

When DialDictate answers your call, enter your access code followed by the # key. If you make a mistake while entering your access code, press the * key to start again.

Main Menu

The options at the main menu are:

- 1 Record a **new** dictation (see Recording Mode below).
- 2 **Open** a previously saved dictation (see Opening Dictations below).
- 9 **End** the call.

If your DialDictate administrator has selected this feature, when you first record a new dictation you may be prompted to enter a reference number (eg. patient or case number). If prompted enter the reference number followed by the # key. If you make a mistake press * to start again. If a reference number is not applicable to the recording just press #.

Recording Mode

The record controls are:

- 1 Go to the dictation **start** and begin play.
- 3 Go to the dictation **end**.
- 4 **Rewind**.
- 5 **Review** (step back 5 seconds and play).
- 6 **Fast-Forward**.
- 7 **Play** from current position.
- 9 **Record** from current position.
- 0 **Stop**.
- * **Done** (see Done Menu below).

If you ever don't know where you are in the recording, press 3 to go to the end of a recording.

If you are silent for more than 20 seconds, DialDictate will automatically stop. If there is no activity after a further 60 seconds, DialDictate will hang-up. Press '0' regularly to keep the line active.

We recommend that you break up long dictations into a series of shorter dictations because it is easy to get lost in longer dictations on the telephone. Breaking your recordings also means your typist can begin typing sooner.

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If you do need to type longer dictations, you will find that at the Record Stop Interval DialDictate will say "Stopped" and you will need to press 9 to continue dictating. This is needed so DialDictate can confirm that you actually are continuing to dictate to avoid a run-on situation.

Remember to send your files (*1) and disconnect (9) before hanging up.

You don't have to wait for the menu prompt to finish before pressing 9 to start recording.

Done Menu

When you press * after recording, you will have these options:

- 1 **Send** the file for transcription.
- 2 **Save** the file for later further recording.
- 4 **Delete** the file.
- 5 Send the file for transcription with high priority.

All of these options will return you to the Main Menu (above).

Opening Dictations

If you select option 2 (Open Dictation) from the Main Menu, 5 seconds of the start of each previously saved recording will be played. You can then select one of the following options:

- 1 Send file now.
- 3 **Open** file. You will then be in Recording Mode (see above) at the recording end.
- 4 Delete file.
- 5 Send the file for transcription with high priority.
- 6 **Next** file.
- * Return to Main Menu (above).

*******Please always exit the system correctly (via the end (9) command on the Main Menu). Otherwise you can lock the line out for other callers for 60 seconds.**