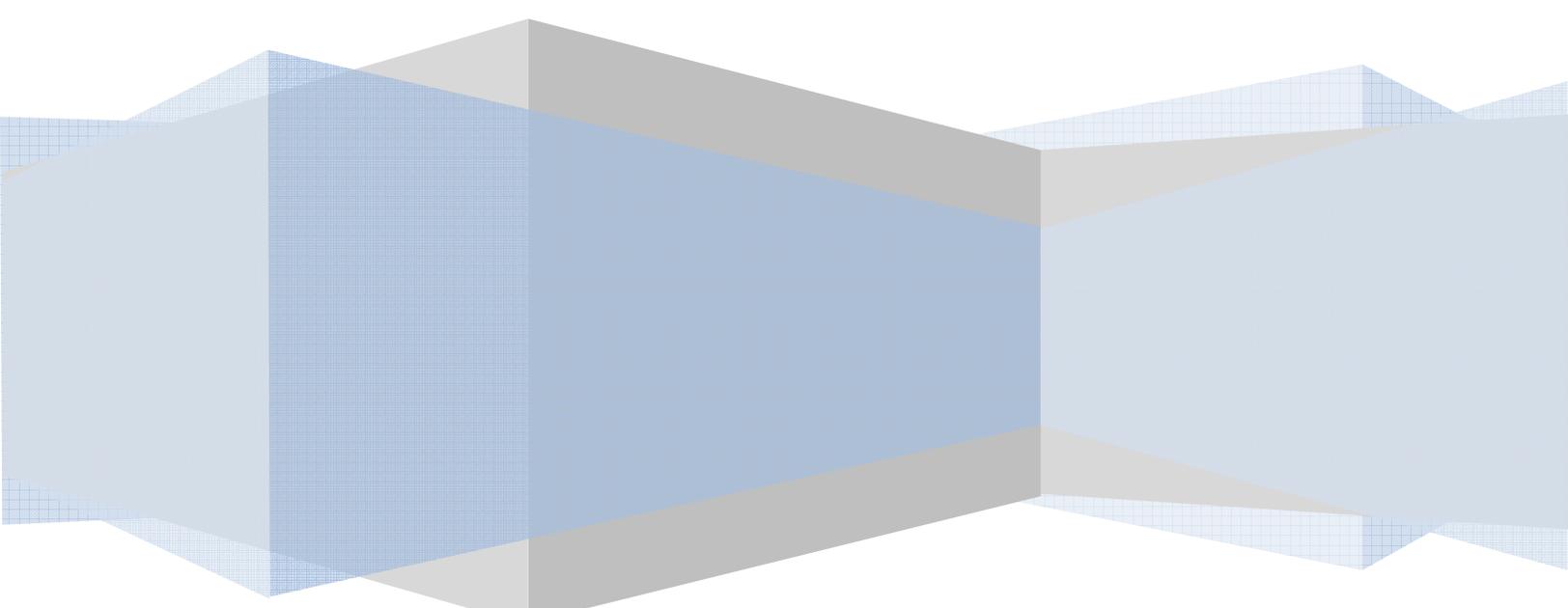


DigiTel Manual

Installation, setup and use.

Apptec Corporation



Apptec Corporation
A developer of next generation technology!



Technology by Apptec

A revolution in call-in dictation!

COPYRIGHT

© Copyright 2007 - 2008
Apptec Corporation
All Rights Reserved

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written consent of Apptec Corporation.

Trademarks



is a trademark or registered trademark of Apptec Corporation.



is a trademark or registered trademark of Apptec Corporation.



is a trademark or registered trademark of Apptec Corporation.

All other trademarks or registered trademarks are the property of their respective companies.

Changes

Apptec Corporation reserves the right to make changes to its products and specifications at any time. Information furnished by Apptec Corporation is believed to be accurate, but no responsibility is assumed by Apptec Corporation for any result from the use of said information.

License Terms And Conditions

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

Apptec Corporation
A developer of next generation technology!

TABLE OF CONTENTS

- 4-5 DIGITEL INSTALLATION**
 - Hardware system requirements
 - Operating systems
 - Telephone lines
 - Run DigiTel Installation.exe
 - Connect the DigiTel pod to a usb port

- 6 FTP MAGIC INSTALLATION**
 - Hardware system requirements
 - Operating systems
 - Run FTPMagic Installation.exe
 - See FTPMagic Manual for setup instructions

- 7-10 SETUP**
 - Activation Data
 - Lines
 - Users
 - Software Updates

- 11 ACTIVITY MONITOR**
 - Activity monitor
 - Logbooks

- 12-13 PROMPTS**
 - Standard prompts
 - Personal greetings

- 14 LIMITED WARRANTY**

- 15-16 FREQUENTLY ASKED QUESTIONS**

DIGITEL INSTALLATION

Hardware System Requirements

Pentium II or equivalent or better

Interface: USB 1.1 or USB 2.0

Ram: 1 MB or greater

Hard Disk: 1 GB or greater

Operating Systems

Windows 2000, XP, VISTA

Telephone Lines

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

Step 1: Run DigiTel Installation.exe

The installation program can be found on the installation CD. You can check if a newer version or updates are available at www.DigiTelSoftware.com.

Before connecting the DigiTel pod to a usb port, run the installation program which is called "DigiTel Installation Version xxyyzz.exe"

During the installation process:

1. If Windows pops up a message asking "... the file you are copying is older than one on your computer, do you want to keep this file?" answer yes.
2. Do not change the default directory and group where it will install. Allow it to install at c:\Apptec\DigiTel and allow it to load into the start group.

Step 2: Connect the DigiTel pod to a usb port

After the software is installed, connect the DigiTel pod to a usb port and wait until Windows completes its "Found New Hardware" process. This may take a few minutes.

When this process completes, unplug the pod from the usb port for 10 seconds, then reconnect it. Wait 30 seconds to see if Windows begins the "Found New Hardware" process a second time. If it does, wait until it completes this process a second time.

The following screens are typical of the Found New Hardware process.



Select "No, not at this time", then click Next.



Select "Install the software automatically", then click Next.



Click "Continue Anyway" and then click "Next" and then click "Finish".

A "Found New Hardware: Your new hardware is installed and ready to use" message should appear and the pod's led should light.

If it does not, unplug the pod from the usb port, wait 10 seconds, then connect the pod to the usb port again and follow the Found New Hardware process again.

FTPMAGIC INSTALLATION

Hardware System Requirements

Pentium II or equivalent or better

Interface: Internet access, preferably via cable modem or DSL

Ram: 1 MB or greater

Hard Disk: 1 GB or greater

Operating Systems

Windows 2000, XP, VISTA

Step 1: Run FTPMagic Installation.exe

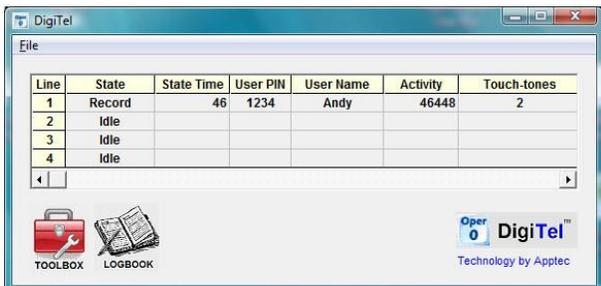
The installation program can be found on the installation CD. You can check if a newer version or updates are available at www.DigiTelSoftware.com.

FTPMagic will run without the need for a license key when it is run on the same computer that DigiTel is installed on and is active on. If you want to use it on another computer, you may purchase a license key for it.

During the installation process:

1. If Windows pops up a message asking "... the file you are copying is older than one on your computer, do you want to keep this file?" answer yes.
2. Do not change the default directory and group where it will install. Allow it to install at c:\Apptec\FTP Magic and allow it to load into the start group.

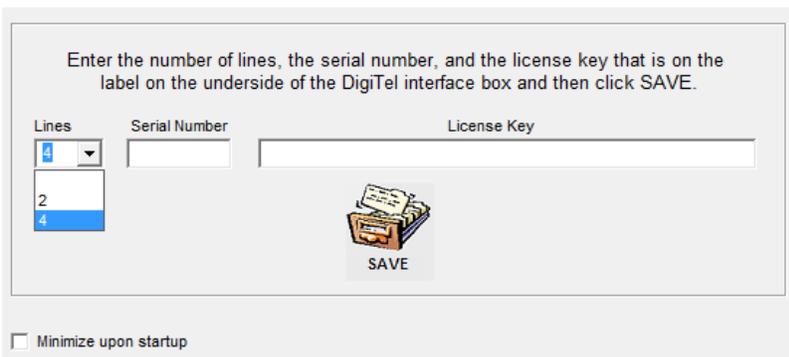
SETUP



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

ACTIVATION DATA

To activate your system’s lines, open the Toolbox and go to the Activation tab. Then select 2 or 4 **Lines** as appropriate, and enter the **Serial Number** and **License Key** found on the label on the underside of the DigiTel pod.

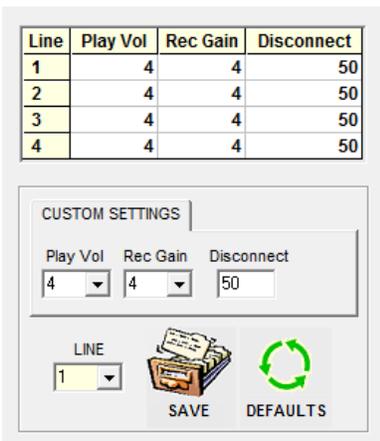


When you click **SAVE** it will indicate “Data Accepted”.

Then click **OK** and DigiTel will restart.

Click **Minimize upon startup** and DigiTel will start up minimized to the task bar.

LINES



The play volume, record gain, and disconnect timing can be set for each line.

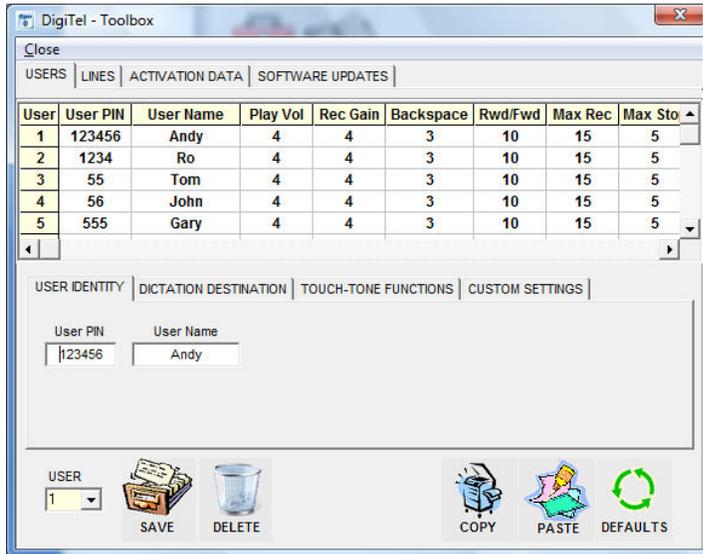
Choose a line, set its parameters and click Save.

The play volume and record gain can be set for each line to compensate for any differences in each phone line.

The disconnect parameter, if set greater than 0, will trigger the line to disconnect when the line voltage dips below 2 volts for the set number of milliseconds. When disconnect is triggered this way, a user’s file is automatically sent.

USERS

You can enroll up to 200 users and set their preferences. Each user's preferences include their login PIN, their play volume and record gain, their timeouts, their touch-tone functions, and various other custom settings.

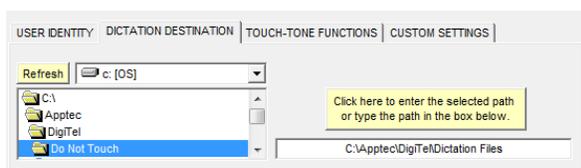


Choose a user to edit by clicking on their row in the list, or by using the drop-down user field.

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

COPY will copy the current user's data (except the User Identity), and PASTE will paste this data into any other user's data. This is handy when setting up multiple users that you want to setup with the same data.

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



In the DICTATION DESTINATION tab enter the path where you want this user's dictations sent.

You may browse to a path or enter it directly.



In the TOUCH-TONE FUNCTIONS tab select the touch-tone for each function to match a user's preference or for compatibility with a dictate station. A function can also be set to a blank to disable that function.



Technology by Apptec

A revolution in call-in dictation!

In the CUSTOM SETTINGS tab choose settings to match a user's preference.

USER IDENTITY		DICTATION DESTINATION		TOUCH-TONE FUNCTIONS		CUSTOM SETTINGS	
Rec Gain	Backspace	Max Rec	File Format	<input checked="" type="checkbox"/> Record AGC	<input checked="" type="checkbox"/> Stop Tone		
4	3	15	wav	<input checked="" type="checkbox"/> Confirm Replace	<input checked="" type="checkbox"/> Confirm Send		
Play Vol	Rwd/Fwd	Max Stop	Prompt Set	<input type="checkbox"/> Always Append	<input checked="" type="checkbox"/> Confirm Hangup		
4	10	5	English Kate	<input type="checkbox"/> Enter Reference			

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

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

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

Rewind/F.Forward Time (**RwdFwd**) is the number of seconds the user's dictation will rewind or fast forward for each second elapsed.

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

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

File Format may be set to wav or vox. Wav records at 8,000 bytes per second and vox records at 4,000 bytes per second.

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

The **Record AGC** option will turn on automatic gain control.

The **Confirm Replace** option will prompt the user to confirm that they want to replace a previously recorded segment if they press record after backing up into or playing part of their dictation. If the user presses record after rewinding to the beginning, the prompt will ask them to confirm that they want to delete this dictation and begin recording from the beginning.

The **Always Append** option automatically skips to the end of the dictation each time the user presses record to ensure a previous segment of dictation is never replaced.

The **Enter Reference** option will prompt the user to enter a reference number followed by a "#". This reference number will become part of the dictation's file name. The user may just press "#" to skip this prompt. The reference number may be up to 15 numbers.

The **Stop Tone** option will turn off the tone that is heard while in stop mode.

The **Confirm Send** and **Confirm Hangup** options will prompt the user to press those functions again to confirm that they are ready to send the current dictation or hangup (which sends the current dictation before hanging up).

Apptec Corporation
A developer of next generation technology!



Technology by Apptec

A revolution in call-in dictation!

SOFTWARE UPDATES

This version of DigiTel is 20.03.00.DT 20.03.00.DTDB
 Click below to go to the DigiTel website to check for software updates and additional prompt sets.

[CHECK FOR UPDATES](#)

Software updates, full installation packages, additional prompt sets, and documentation updates may be available for DigiTel.

Click **CHECK FOR UPDATES** to open www.DigiTelSoftware.com to check for updates.

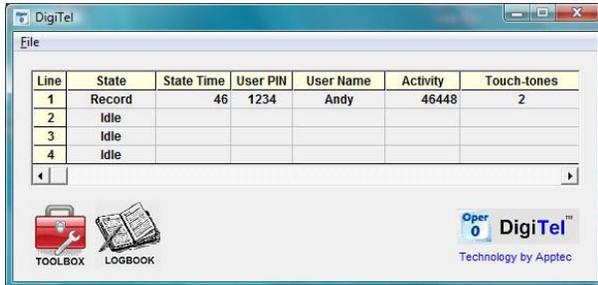
The screenshot shows the DigiTel website interface. At the top left is the DigiTel logo with the tagline "Technology by Apptec". To the right are navigation buttons for HOME, SOFTWARE, DOCUMENTATION, PROMPT SETS, and UPDATE NOTICES. Below these is a red banner that reads "Customer Satisfaction is our #1 Priority!". Underneath, a text line states "The links above contain updates for the following products:" followed by three product names: DigiTel Call-In Dictation System, FtpMagic File Transfer Utility, and DigiScribe File Player. Below the product names are three small screenshots of the software interfaces. At the bottom of the screenshot area, there is an email address "Info@DigiTelSoftware.com" and a copyright notice "© Copyright 2007 - 2008 Apptec Corporation All Rights Reserved".

Select **Software** for software updates and full installation packages. Select **Documentation** to see revised documentation. Select **Prompt Sets** to see the alternate prompt sets that are available. Select **Update Notices** to be notified when updates are available.

Apptec Corporation
A developer of next generation technology!

ACTIVITY MONITOR

Activity Monitor

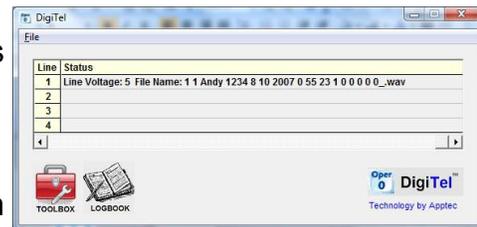


The activity monitor allows you to view user activity for all lines.

The activity shown includes the line **State** (record, play, etc.), the **State Time** (the number of hours:minutes:seconds in that state), the **User Pin**, the **User Name**, the

Activity number (in record: the length in hours:minutes:seconds of the current record segment; in play: the position in hours:minutes:seconds in the dictation), and the most recent 13 **Touch-tones** entered by the user.

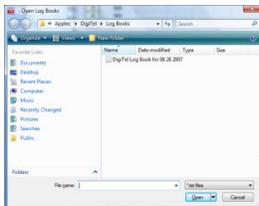
The activity shown also includes **Status** of the line's **Voltage** and the **File Name**.



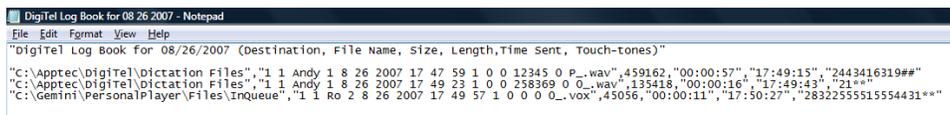
The file name consists of the following data:

(1), Line Number, User Name, User PIN, Dictation Date, Dictation Time, (1), (0), (0), Reference Number, (0), Priority, (). File Format. When priority is set it is a "P" or when cleared it is a "0". The values in parenthesis are for future use.

Logbooks



Click **LOGBOOK** to select a daily logbook of dictations to view.



The data shown in the logbook includes the dictation destination, the file name, the file size, the file length (hours:minutes:seconds), the time it was sent, and the touch-tones entered during the dictation session. This data is comma delimited so it can be easily parsed into a spreadsheet or database.

PROMPTS

Standard Prompts

The system speaks prompts to each user to help them to log into the system and to help them use the system with ease. Additional sets of prompts are available at www.DigiTelSoftware.com

To make new prompts, dictate them (in wav file format) using DigiTel, rename them as shown, then copy them into the appropriate directories.

Place the following prompts into c:\Apptec\DigiTel\Do Not Touch\Prompts\xyz

(where \xyz is whatever you wish to name your new prompt directory)

Press Record	"Press record to begin a new dictation, or hang up to disconnect."
Confirm Hangup	"Press hang up again, to confirm that you want to hang up."
Confirm Replace	"Press record again, to confirm that you want to replace this dictation from this point forward."
Confirm Delete	"Press record again, to confirm that you want to delete this dictation, and begin recording from the beginning."
Confirm Send	"Press send again, to confirm you are ready to send this dictation"
Hangup	"Thank you for using DigiTel, and have a great day! Goodbye."
Enter Reference	"Enter a reference number, and press pound, or just press pound. Or hang up to disconnect."
Send	"Dictation sent. Press record to begin a new dictation, or hang up to disconnect."
Send Reference	"Dictation sent. Enter a reference number, and press pound, or just press pound. Or hang up to disconnect."
Send Hangup	"Dictation sent. Thank you for using DigiTel, and have a great day! Goodbye."
Help	"For assistance, please call the system administrator (at extension xyz)."
Max Rec Time	"Your maximum continuous record time has been reached. To continue recording, press record again."
Volume Increased	"Volume, increased."
Volume Decreased	"Volume, decreased."
Volume Maximum	"Volume, at maximum."
Volume Minimum	"Volume, at minimum."
Priority Set	"Priority, set."
Priority Cleared	"Priority, cleared."

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

Enter PIN AM	"Good morning. Enter your DigiTel PIN, and press pound."
Enter PIN PM1	"Good afternoon. Enter your DigiTel PIN, and press pound."
Enter PIN PM2	"Good evening. Enter your DigiTel PIN, and press pound."
Invalid Enter PIN	"Please enter your PIN again, and press pound."



Technology by Apptec

A revolution in call-in dictation!

Personal Greetings

You may record a personal greeting for each user if you desire.

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

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

Simply name each personal greeting prompt “Press Record 123456” (where 123456 is the user’s PIN).

Examples of personal greeting prompts are:

“Welcome Andy. Press record to begin a new dictation or hang up to disconnect.”

“Welcome Andy. The next staff meeting is tomorrow morning at 9 AM. Press record to begin a new dictation or hang up to disconnect.”

Apptec Corporation

A developer of next generation technology!

Limited Warranty

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

Hardware: The DigiTel usb box (herein referred to as "the pod") is warranted by the manufacturer against defects in materials or workmanship for a period of one (1) year from the date of original purchase, as shown on the original purchase receipt.

The pod is not warranted for faults that include, but are not limited to abuse, mishandling, alteration, accident, electrical current fluctuations or surges, failure to follow operating, maintenance or environmental instructions prescribed by the pod's product manual and specification, repairs performed by someone other than the manufacturer's service center, if the pod is opened, or if the serial number or other labels have been removed or altered.

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

If the pod is found to be defective upon inspection by the manufacturer, it will be repaired with new or comparable rebuilt parts, or exchanged for a refurbished or new pod, at the manufacturer's sole discretion.

Frequently Asked Questions

1. When I press the hang up touch-tone what happens to my current dictation file? *If you didn't press the send touch-tone first, your current dictation file is automatically sent before the hang up takes place.*
2. When I press the volume increase or decrease touch-tone to change the playback volume, why is my playback volume back to its original value when I log in the next time? *The touch-tone based volume change is to compensate for an unusually strong or weak phone line connection. If you want your default playback volume increased or decreased please ask the system administrator to adjust your volume accordingly.*
3. If I'm recording for a long time and I want to be sure I am still connected to the system may I press record again while recording to hear the record confirmation tone? *Yes you may.*
4. Why does the system place me into stop mode and tell me "You have reached your maximum continuous record time. Press record to continue recording"? *Without this timeout, if you should put your phone down for a long period while in record mode, you could fill up the computer's hard drive and no one else could use your line until you hang up. If this prompt comes on earlier than you'd like, please ask the system administrator to adjust your maximum record timeout.*
5. Why when I stay logged in and go to lunch, do I return to find my dictation has been sent and the system has hung up? *This is because your stop timeout has elapsed to allow someone else the opportunity to use the line. If this occurs earlier than you'd like, please ask the system administrator to adjust your maximum stop timeout.*
6. Why am I asked to confirm so many touch-tones? *The confirmations for sending or hanging up are to protect you from inadvertently doing those functions in case you pressed the wrong key by accident.*

The confirmations for Confirm Replace and Confirm Delete warn you that you are about to record over some of, or your entire dictation file. This way if you rewind or skip to the beginning and then press record, you are prompted to press record again to confirm that you really want to record over or delete the entire dictation.

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



Technology by Apptec

A revolution in call-in dictation!

7. Why do I hear a beep tone every 1.5 seconds when I am in stop mode? The stop tone gives you audible feedback that you are still connected. If you find this tone distracting please ask the system administrator to turn it off.
8. May I use a dictation station instead of a telephone? Yes you may. Please let the system administrator know what brand and model it is so your touch-tone functions can be adjusted to match the tones it sends for each function.
9. If my user's dictation path is blank or if the path it is set to is not available because my network is down, what will happen to my current dictation? In either of those circumstances your dictation file will be automatically sent to "c:\Apptec\DigiTel\Dictation Files". The system administrator can then move them to your desired destination when your network is back up.
10. When the pod is operating I hear clicking sounds from time to time. Is that normal? Yes it is. As each line is called or hung up, there is a relay that engages and disengages.
11. When my computer boots up sometimes I hear sounds from the pod before the DigiTel software initializes. Is that normal? Yes it is.
12. The green led on the pod stays lit when the pc is booting up, and flashes when the program is running. Is this normal? Yes it is. The led will light once Windows loads its driver and it will blink while the DigiTel program is running.
13. Can I send dictations as email attachments? Yes you can. The user's file format parameter can be set to wav or vox mode. In wav mode recordings are made at 8,000 bytes per second, and in vox mode are at 4,000 bytes per second.
14. What program do you recommend for a transcriptionist to use to play DigiTel's dictation files? A transcriptionist can use their favorite transcription program or Windows Media Player or Sound Recorder to playback DigiTel's dictation files. (Most transcription programs will play files that have a wav or vox file format, but Windows Media Player and Sound Recorder do not play vox files). Transcription programs like our **DigiScribe** provide the transcriptionist with automatic file management and foot control of playback functions. Please contact your DigiTel reseller for more information if you're interested in DigiScribe.
15. How can I send files to an FTP site? Just install FTP Magic which is included on the installation CD and is available at www.DigiTelSoftware.com. Then enter your FTP site parameters and point their Intake Directories to the paths where you want it to pick up files to transfer. Everything else is automatic. As files are created with DigiTel and sent to the paths you set as FTP Magic's Intake Directories, FTP Magic will monitor its Intake Directories and send those files automatically to up to 25 FTP sites.

Apptec Corporation

A developer of next generation technology!