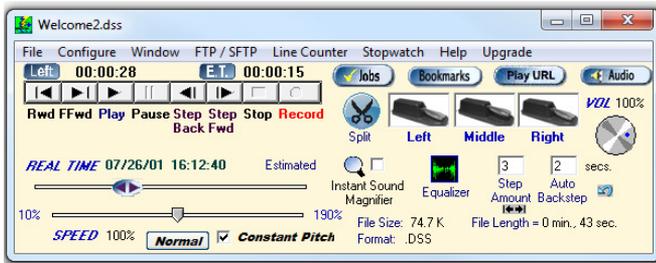




Instruction Manual for the **Start –Stop Universal** **“PRO+” Transcription System**



- Perform foot-pedal activated transcription on any sound-card equipped PC using Windows™ 8, Windows™ 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server
- Turn your PC into a universal, high-quality transcription machine, using your feet to activate up to 3 separate foot pedals.

VERSION 14.0 PRO+

With TrueSpeech™, Ultra-Play, Variable Speed, Bookmarks, File Conversion, Job Manager, Smart Line Counter, Auto-Notify, plus 16-Band Equalizer, Constant Pitch, File Splitting, Video Ripping and Work Sharing

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CONGRATULATIONS!

Thank you for purchasing the **Start-Stop Universal PRO+ Transcription System** (“SST PRO+”).

PRO+ is our **Premium Professional Version** of the regular (standard) **Start-Stop Universal Transcription System**. **PRO+** adds advanced features, highly useful for professional transcriptionists, including:

WHAT YOU’LL NEED TO USE THE SST **PRO+**

-A **PC** (laptop, portable or desktop) running **Windows 8, Windows 7, Windows Vista, Windows XP, Windows ME, Windows 2000 or Windows 2003/2008 Server**, with a **sound card and speakers or a headphone**, that interfaces to one of the following types of ports, depending on the type of foot pedal ordered:



USB Port



Serial Port (9-pin)

Usually just found on older computers

-A **microphone** or audio input source, **if** you plan to use it for re-recording from tapes or from a microphone. Some multimedia laptop PCs have a built-in microphone; others require an external microphone.

WHAT IS INCLUDED WITH YOUR SST **PRO+** (complete system)

QTY	Description
1	Start-Stop PRO+ Transcription Pedal/Control Assembly
1	SST PRO+ Transcription Software on CD
1	Printed Quick Start Guide
1	Online Instruction Manual (this manual)
1	Transcription Headset

(Software and User Manual Only):

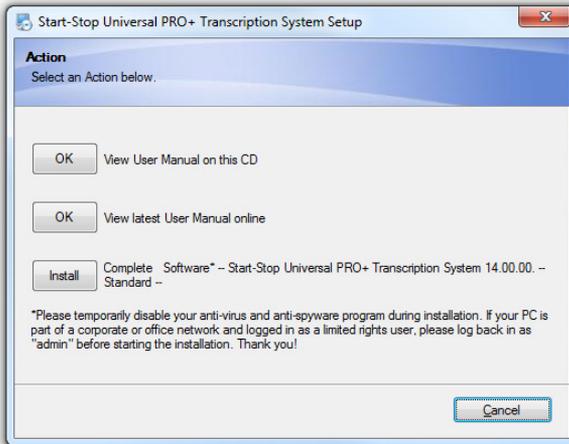
1	SST PRO+ Transcription Software on CD
1	Online Instruction Manual (this manual)

(Software via Internet Digital Download delivery):

1	SST PRO+ Transcription Software via Email Download Link
1	Online Instruction Manual (this manual)

INSTALLATION INSTRUCTIONS

- **Close all open applications on your PC, and temporarily disable all Anti-Virus and Anti-Spyware software. Then Insert the Start-Stop Installation CD-ROM into your computer (or click download link if internet download). You do not need to disable Firewalls. The Start-Stop Installation Software should begin automatically after several seconds:**



Please follow the on-screen instructions, and answer “OK” or “Yes” to questions asked. When the FINISH button appears, **be sure to restart your PC.**

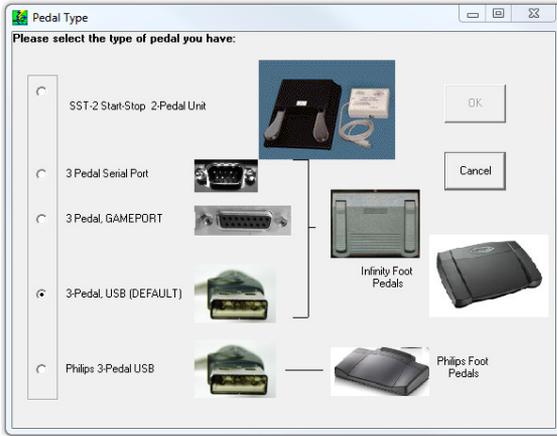
Note for IT Administrators: If you are installing this software on a computer that is part of a corporate or office network that has **limited rights or restricted user login rights**, please follow these steps: **a)** Log in as Local Administrator **b)** Install software (it’s recommended, but not required, that you temporarily disable all running programs, including anti-spyware programs). **c)** After installation is complete, run the program and enter the Registration Code provided with your license **d)** reboot the computer and log back in as the user.

If the Install Software did not come up on the screen automatically as described, then you will need to manually launch the installation. Open “My Computer,” select the CD/DVD Drive with the Start-Stop disk in it, then double-click on “setup.exe” to install.

- 1) Launch the Start-Stop Universal **PRO+** Transcription software by clicking on the icon on your desktop:



The first time you run the program, you will be asked to select a pedal:



Choose the type of pedal you have (“3-Pedal, USB DEFAULT” is the model that is included with the Start-Stop Universal PRO+ Transcription System), then click OK and follow the on-screen directions.

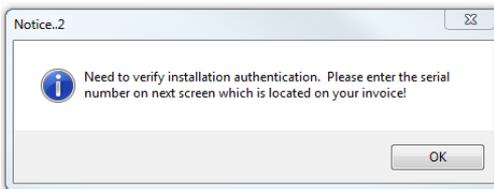
If you have a Philips™ brand USB Pedal or Philips 2305 Hand-Control: select “Philips 3-Pedal USB” from above screen. Then, install the Philips software CD-ROM that came with the pedal or hand control.

(If you make a mistake, or want to re-start this screen, click on “Configure”...”Select Pedal Type” from the Start-Stop’s main screen.)

- 2) **Plug your Foot Pedal/Control into your PC**
You should hear a “doorbell chime” sound indicating that the PC recognizes that a device has been plugged in, if your PC speakers are turned up.
- 3) Now click on the **Start-Stop Universal PRO+ Transcription System**

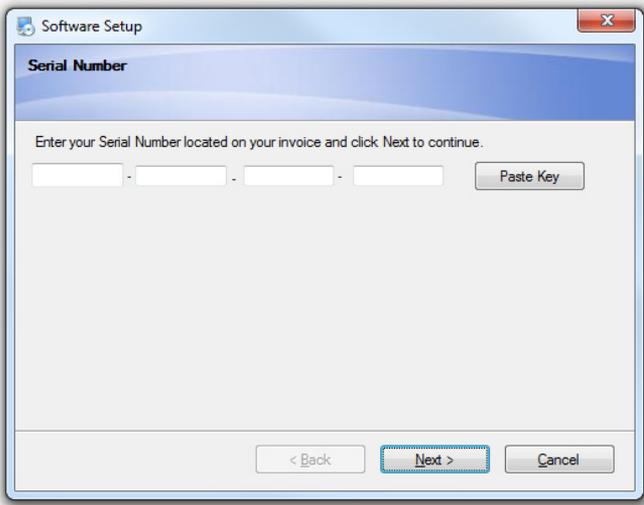


Icon on your desktop/ You will see this screen:

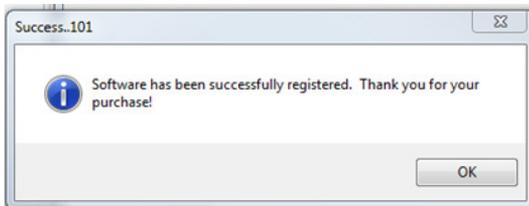


Click OK and enter the Registration Code (Serial Number) provided with your software. You can type it in manually, or highlight the number (if you received your number via email) and click the “Copy”

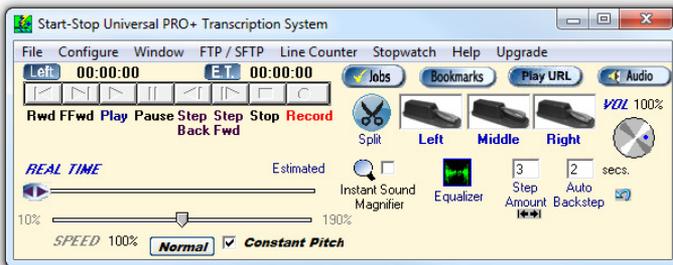
command (CTRL + C) and then just click the PASTE button on the Software Setup screen.



Click "Next" ... and your software will register and you'll see this message:



...and the Start-Stop Universal PRO+ software will launch:



Installation is now complete!

OVERVIEW OF FEATURES

SST PRO+ plays a large variety of standard and non-standard digital audio file formats under foot pedal control, while using your favorite word processor.

- **Record from any audio source** connected to your PC's sound card, with record time only limited by your PC's hard drive capacity
- **Versatile software** included to activate Record, Play, Pause, Stop, Fast Forward, Rewind, Step Forward, Step Back, and Step Back after Pause functions
- **Uses worldwide OPEN STANDARDS** for the recording and playback formats. Dictation or recordings you make or use with the SST PRO+ can be played back on any Windows™ 8, Windows 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server machine in the world, even if not equipped with the SST PRO+.
- **Total recording and playback compatibility with** Windows™ 8, Windows 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server standard multimedia .WAV files
- **Ability automatically to “SAVE AS TrueSpeech™...” and “SAVE AS MP3” or “SAVE AS WAV...”** The SST PRO+ will convert .WAV files into compressed TrueSpeech™ .WAV audio files, with an amazing 15:1 compression ratio compared to standard .WAV files. For example, a 10-minute speech that would normally require about 10 Megabytes of disk space only requires 650K if saved as TrueSpeech™.
- **E-mail your recordings.** Since TrueSpeech™ and MP3 formats are already built into everyone's Windows™ 8, Windows 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server machines, you can e-mail your dictation, speeches, or other recordings to anyone. They can play back your recordings without special hardware or software plug-ins.
- **Uses a single standard USB port or Serial Port** on your PC, depending on which pedal you have
- **Automatic file decryption** of HIPAA Encrypted files from <http://www.startstop.com/voicestation.asp> and <http://www.startstop.com/transport.asp> and Start-Stop Yodal for Blackberry®, and myDictation for iPhone®

- **No batteries or external power supplies are required:** The SST **PRO+** is self-powered by your computer, making it practical to use in battery-powered applications (for example, for use with a laptop PC).
- **Industrial-grade components and a custom microcontroller** (serial and USB versions) assure high reliability and rugged operation
- **Sophisticated pedal conflict resolution and debouncing techniques** assure high accuracy and instant response to every pedal press
- **Pitch/speed control** from 10% to 190% on **ALL** types of formats and files supported. You can play back your dictation, and slow down or speed up the speech to ensure accurate transcription.
- **Instant Sound Magnifier** - plays the last few seconds after releasing the play pedal at 70% of normal speed, so you don't miss that fast burst of speech. The playback automatically returns to 100% (normal) speed after reaching the point at which you released the pedal. No need to adjust the pitch control manually every time you missed a burst of speech--Start-Stop does it for you!
- **Mouse-click on pedals:** The Pedal Icons move up and down if you click on them, just as if you had pressed the real pedals.
- **"RECENTLY OPENED FILES" Window:** Shows the last 8 files that you have opened, for easy access to reopen. Shows the path so you never have to guess where the file is located.
- **HIGHER-QUALITY AUDIO:** Software analyzes the file format input and optimizes the audio to reduce aliasing for improved sound quality.
- **Tool Tips:** Every function and control on the Start-Stop Screen has a pop-up help window when you "hover" the mouse over the control.
- **Separate "Step Back/Step Forward" and "Backstep after Pause" STEP AMOUNT** adjustment windows.
- **File format Information displayed** includes:
 - File Type (e.g., DSP Group TrueSpeech™, PCM, MS ADPCM)
 - Sample Rate (K bits per second)
 - Amplitude (4, 8, 16 bits)
 - Total size in Kb, and Total Length in Hours, Minutes and Seconds
- **Software automatically records your configuration preferences** each time you use it, so that the next time you launch the program, you're ready.

- **EXTENDED PLAY- Plays EVEN More Non-Standard Dictation Audio Formats:** Express Dictate's .DCT file format, Olympus (All Models), Sanyo Digital Recorders, All Philips Recorders including professional 9500, 9600 , 9380, 9375 Digital Recorders (SP Mode), Philips Speech Mike (CELP), Lanier Digital Recorders, Plays BCB "PlayAll™" TrueSpeech, UHER DH-10, Dictaphone Walkabout, Voice-It™ .SRI Format, "Bitescribe" VOX formats, Crescendo™, BVP, Creative Soundblaster VOC, Speex™ and OGG Speex™, NICE Player .AUD, OKI/Dialogic™ .VOX format (used in many dictation systems and computerized telephony systems), Digital Voice™ call-in systems, Dictaphone™ Digital Express and similar call-in systems (e.g., .AUD files), (VOX 8KHz sample rate, 4-bit ADPCM, with headers), and DVIPS™ (VOX 6KHz sample rate, 4-bit, ADPCM). Also plays GSM, Mu-law and A-Law (Sun™ Microsystems) non-standard .WAV files.
- **Newer Formats:** Supports .MP3 and Olympus .DSS, plus ".DCT" format, Sanyo Digital Recorder, ProCat™ Windows .WMA, Evercom and T-Netix Call Monitoring formats, and CCITT A-Law Stereo, .VAC format, ExpressScribe .DCT, Philips SpeechMike, Nice .AUD format, Speex, OGG Speex in addition to the comprehensive list of standard and proprietary formats already supported.

Even More Formats:

Supported audio playback of:

Start-Stop Yodal for BlackBerry®, [myDictation](#) for iPhone®, Blackberry® .AMR, BlackBerry® .AMR audio format, **AVI, RA, MTS**, RM, IVF, MTS, MPEG, MPG, VOB, MP4, F4V, MOV, MWV, FLV, and SPX

- **"ALWAYS ON TOP"** feature lets your Start-Stop stay on top, adjust its size and position on the screen, like a Post It™ note, or underneath your word processor, or minimized in the background entirely.
- **Converts Non-standard Formats to Standard Formats:** (e.g., .VOX, Mu-Law, A-Law, .VOC) to standard Microsoft .WAV or TrueSpeech™ .WAV for storage or forwarding via e-mail.
- **BookMarks** lets you keep track of and save up to 16 positions within each file transcribed and recorded! Label any bookmark with a sentence, note or phrase as a reminder. Instant click-retrieval takes you to that position.
- **Ultra-fast loading of WMA and MP3 files** even if files are many hours in length.
- **Stop-Watch Timer** lets you keep track of how long you've worked on each job for billing customers and clients by time.

- **ULTRA PLAY technology** plays even 10- or 20-hour-long recordings, with or without Variable Speed Enabled, and with enhanced clarity and speed.
- **Start-Stop lets you transcribe and play Music Compact Audio Discs** (commercial or rewriteable media) under foot pedal control (.CDA file format).
- An increasing number of companies (especially legal) are using and providing transcriptionists with music-formatted CDs. **Error-correcting software** lets you compensate for fingerprints, dust, and even scratches on your music-formatted audio CDs
- **Ultra Job Manager**—Lets you column-sort jobs by File Name, Date Created, Job Number, Job Status, and Time Created, and File Length. Move DONE (transcribed) files to a backup folder of your choosing.
- **Powerful Start-Stop Job Manager lets you see at a glance all recordings and dictations that you are transcribing.**
 - Automatically marks jobs as “done” when completed (option)
 - History maintained on a virtually unlimited number of directories or folders containing dictation
 - User-Assignable Hot-Keys for each Job Manager function.
 - Automatically sequence with “auto-load” of the next dictation, or go back to the last dictation, using Next and Previous hot-keys
 - Separate Job Manager window can be put anywhere, any size
 - Preview/Load/Listen to any dictation with a double-click
 - Pop-up control of Job Manager with Show/Hide hot-key
 - Full statistics on files: File Name, Path, Length, Time Created, and Job Status
- **Support for Restricted Access Users:** The Start-Stop software supports networked, “restricted access” users, found on company PCs running Windows™ 8, 7, Vista, XP, ME, 2000, or 2003/2008 Server
- **Support for USB, Game Port, and Serial Port Pedal types**
- **System Wide User-Assignable Hot-Keys:** provides convenient alternatives for control of playback functions, speed control, pedals, bookmarks, and Job Manager functions
- **Built-in SFTP/FTP Client** with automatic upload and download capabilities

- **Save Files as .MP3, and specify quality settings.** This is an increasingly popular format, and now you can share your dictations or audio received as .MP3 with others.
- **Time Stamping with Left Pedal**– You can now assign the left pedal to type in text automatically, and your choice of elapsed time, real time or offset real time directly into your focused word processor screen. This lets you automatically show the exact time that each person said something, useful for court reporters and those doing closed-caption work.
- **Multiple Size Start-Stop Screen Sizes** Now select from 4 different screen sizes, to suit your taste. Operates in the foreground (always on top) or in the background.
- **Automatically Launches your favorite Word Processor** You can optionally set up the Start-Stop to launch your favorite word processor when you begin working.
- **Automatic File Association** Specify which file types you want the Start-Stop to open automatically (e.g., .WAV, .MP3, .DSS)
- **Online Web-Based Built-In Help** lets you click and view the latest tech tips and upgrades to get the most out of your Start-Stop.
- **Up to 16 Recording Bookmarks** – add bookmarks on the fly using your pedal or mouse when making a recording from any audio source: useful for real-time recording such as by court reporters.
- **Sticky Windows Feature (Save Window Position):** Automatically positions the Start-Stop screen where you want it, every time it's launched, like a Post It™ note!
- **Sticky Speed Settings:** Saves your last speed setting, so that you can launch and play a clip with the same speed you last set.
- **Audio Button:** Quickly access the Windows Audio Mixer panel.
- **Quicker Background Conversions:** Conversions now take place in the background, using new CODEC technology. [Share and convert files with other transcriptionists.](#) Convert non-standard formats into standard formats, so others can listen to the recordings without special software or equipment.
- **Supports COM1:-COM8:** serial ports if you have the serial model

- **Advanced Web/Custom Integration Features:** For advanced users, the Start-Stop offers two methods of integrating the Start-Stop into your system or application: File Association, and Command Line

Even more formats supported:

a) Cell Phone Audio (with HIPAA-compliant encryption/decryption)

Start-Stop Yodal for BlackBerry®

[myDictation](#) for iPhone®

BlackBerry® .AMR audio format

b) Audio playback support of 11 new multimedia formats

WMV (Windows Media Video)

RA (Real Audio)

RM (Real Video/Real Media)

IVF (Indeo Video Format)

MTS (Hi Def Video Format - AVCHD created by Digital Video Cameras)

MPEG (Industry-Standard PC Video format)

MPG (Industry-Standard PC Video format)

VOB (Video Object files that are used on DVD movies and burned movie disks)

MP4 (Compressed Video Standard used on PCs and IPODS)

F4V (Flash MP4 video format)

MOV (Apple Quicktime Movie format)

FLV (Flash Video)

MTS

AVI (Windows Video Standard format)

c) Support for Speex (SPX) format, an increasingly popular open-standard format

d) New **Sony DVF/MSV Audio Support**

New optional product variations available (see www.startstop.com for details):

[Start-Stop Call-in System](#) (telephone Call-In System, 2 or 4 lines at once, with touch-tone author-generated demographics)

[Start-Stop GoldenEar PRO 4x \(4-channel Conference Transcriber\)](#) Ultra-high fidelity four-channel transcription of meetings and conferences

[Start-Stop Superflow Continuous Conference Recording Transcriber](#)

Continuously segmented transcription system for legislature, courts, and multiple-speaker organizations.

Network Pro Features

The networking feature for Start-Stop UNIVERSAL PRO+ makes work-sharing with other transcriptionists easy and efficient.

New File Drag N' Drop Feature

Just drag any media file onto the main screen of Start-Stop Universal PRO+, and it will automatically load and play it.

Auto-Load Last File

Optionally loads the last file you used, the next time you start up your Start-Stop program

Features also included

- ❖ **Multi-language support added (English, Spanish, and French)**
- ❖ **Support for Philips™ brand USB Foot Pedals and Philips 2305 hand-control** in addition to industry-standard 3 pedal USB, Serial,



Game Port, and Start-Stop 2-pedal systems

- ❖ **An even more seamless installation experience** for all supported operating systems (Windows™ 8, Windows 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server) assures ease of installation for novices and experts alike.
- ❖ **On-going addition of new format support**, including DIVX audio and VoiceAge ACELP
- ❖ **NEW 3rd Generation Design for the Network Pro Job Manager**

Included free: allows WORKSHARING (each transcriptionist can see others' status) on any network.

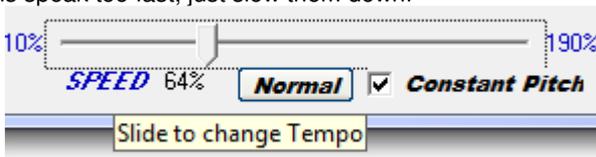
Job	File Name	Date	Time Created	Length	Job	Full Path	Current User	Done User
1	JONE0010_PATIENT_JOHNSON.DSS	09/30/08	04:00:32 PM	5.1 KB	-	L:\Dictation\Dr. Jones\Folder A		
2	SMIT0017_930200835817PM_X Rays.DSS	09/30/08	04:00:32 PM	5.1 KB	Done	L:\Dictation\Dr. Smith\Folder A	Joe	
3	SMIT0018_930200835821PM_Lab Work.DSS	09/30/08	04:00:48 PM	5.6 KB	In Use	L:\Dictation\Dr. Smith\Folder A	Debbie	
4	TrueSpeech Greeting.wav	05/21/98	12:21:00 AM	5.5 KB	-	L:\Dictation\Miscellaneous\Tn		
5	Conference Recording No2.mp3	07/12/01	10:47:06 PM	206.0 KB	-	L:\Dictation\Miscellaneous\Co		
6	crecendo excerpt.d00	07/25/99	06:48:02 PM	18.9 KB	-	L:\Dictation\Miscellaneous\cte		
7	Masses Forward 2008.wav	02/10/04	12:29:44 AM	666.6 KB	-	L:\Dictation\Miscellaneous\MA		

- ❖ **Order of magnitude faster for large pools of transcriptionists sharing job status** (e.g., 2, 5, 10, or even 20 or more transcriptionists can simultaneously share job status and perform on-the-fly load-level management while simultaneously viewing and work-sharing hundreds of dictations from multiple persons dictating).
- ❖ **Ability to designate any name you want for each user**, regardless of PC's logged-in name for display within Job Manager
- ❖ **Ability to set and designate individual "Done" folders** for each transcriptionist, with their own locations by person. *Allows easy oversight and viewing by a Manager or Supervisor for workflow and productivity*
- ❖ **Control over job manager refresh time** and whether Automatic Refresh POP UP shows up or not.
- ❖ **Sharing Alert feature** shows you if you are playing a file that has already been "done" by another transcriptionist.
- ❖ **Color-coded display messages** of Job Status
- ❖ **Addition of a Duration column**
- ❖ **Ability to search and filter match results** to help you quickly find the dictations you are looking for, **even in a large list of work**

Additional PRO+ Features:

- **Constant Pitch (Variable Tempo) Playback**

Allows you to slow down words, without changing the pitch of the voice! If the persons speak too fast, just slow them down!

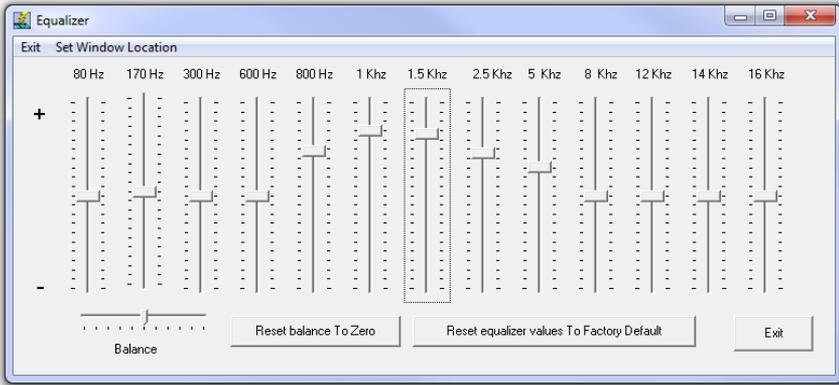


- **PRO+ New 16-band Graphic Equalizer** allows you to clarify and improve audio quality for difficult recordings

-Reduces microphone hiss or hum, air conditioning rumble, lawnmowers, motors, and high-frequency sounds for easier transcription

-Boosts voice frequencies for increased clarity

-Improve recordings where the voice is muffled, by emphasizing the higher frequencies (consonants)



- PRO+ New Support for Secure FTP (SFTP) as well as FTP for File Transfer

Now supports both SFTP as well as regular FTP. If your company or a company for which you work stores files on an FTP server, you can now automatically upload and download them directly into your computer (and display them using the Start-Stop Job Manager for example).

- PRO+ New Built-In File-Splitting Technology with Overlap Options



Now take a huge or long recording and split it automatically into smaller pieces, to share work with other transcriptionists or just to make the long recording more manageable. You can also use this feature to just grab and save the relevant portion of a recording, discarding what isn't needed to be transcribed.

Instant Split - with a single click, the file will be split into 2 pieces

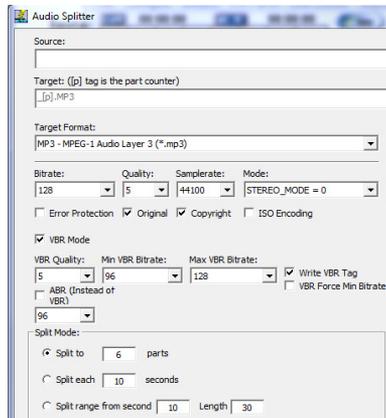
The file will be split wherever the Elapsed Time is in the playback into two pieces, _a and _b Example: Reagan.wav will be retained, but then two smaller files

will be created Reagan_a.wav and Reagan_b.wav with times of 8 seconds and 4 seconds (if the original file was 12 seconds).



PRO+ Detailed Split Options

-Split with Overlap: you can set some overlap between the split file segments for continuity, so you don't chop off in the middle of a word



- PRO+ Extreme Detail Multi-Split: Choose any number of segments, with total control over properties such as quality, range for the split, audio file format, source and destination, and number of segments with desired overlap!

Enhanced Job Manager: New Columns Added for Priority, Duration and Job Comments and Notes

Job	File Name	Date/Time Created	Duration	Length	STAT	Job Status	Notes
1	Reagan-MS ADPCM format.wav	8/21/2003 10:00:00 AM	00:00:12	142.9 KB	X	In Use	Hello
2	Reagan-Tone Speech Format.wav	8/21/2003 10:00:00 AM	00:00:12	13.9 KB	X	-	Invisible Comment at 7 seconds
3	Reagan.wav	2/10/2004 12:28:44 AM	00:00:12	566.5 KB	X	-	This is his original speech
11	ReaganNew.wav	12/4/2007 5:44:35 AM	00:00:12	566.5 KB	-	-	-
21	SSTI Greeting.wav	7/1/2008 3:04:00 PM	00:00:05	119.3 KB	-	-	One two three
4	Reaganmysave.mp3	7/5/2012 5:19:20 PM	00:00:12	206.6 KB	-	-	Hi there

Load Job Actual # Jobs = 23 Tot DU = 00:02:52

-High Priority jobs can be marked with the "Stat" column and they'll appear in bright green, and are sortable by priority.

-New Notes Column allows you to enter any special notations or comments about each recording

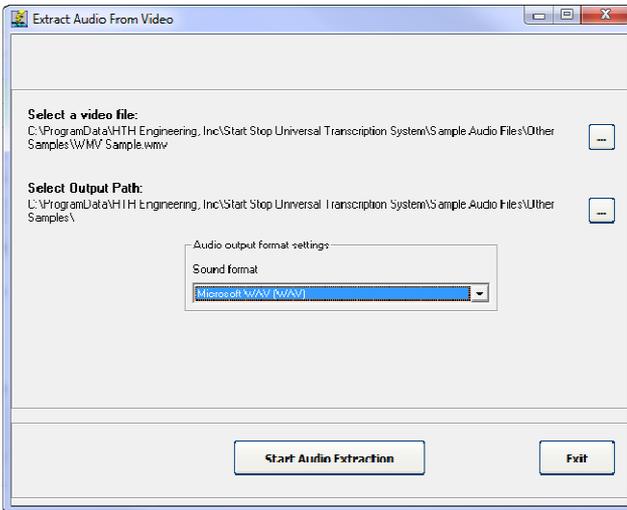
-**Sortable duration column** shows length in hours, minutes and seconds

PRO+ Multiple SAVE AS options (converting) for a large variety of formats

-Save as WAV, Truespeech WAV, or MP3

PRO+ New Audio Extraction (Ripping) Feature for Video Files

Now you can extract the audio soundtrack from a large number of different video formats, and store them in any folder for transcription at a later time, or to split into smaller parts!



You can specify source and destination folders (with the output audio format as either non-compressed WAV or MP3), and rip the audio from any of these video formats:

- WMV (Windows Media Video)
- RA (Real Audio)
- RM (Real Video/Real Media)
- MTS (Hi Def Video Format - AVCHD created by Digital Video Cameras)
- MPEG (Industry-Standard PC Video format)
- MPG (Industry-Standard PC Video format)
- VOB (Video Object files that are used on DVD movies and burned movie disks)
- MP4 (Compressed Video Standard used on PCs and IPODS)
- F4V (Flash MP4 video format)
- MOV (Apple Quicktime Movie format)
- FLV (Flash Video)
- MTS

(Of course, all of these video formats can be loaded into Start-Stop Universal **PRO+** Transcription System for playback and transcription as-is, no ripping necessary, if all you want to do is transcribe them).

New Formats

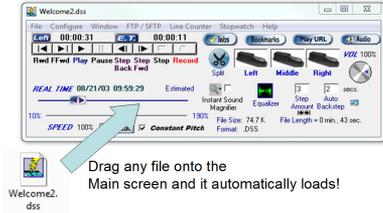
Playback/Transcription Support for these additional formats:

RA (Real Audio), MTS (audio soundtrack only), AVI (audio soundtrack only) and **Sony DVF/MSV** format (used in older Sony Digital recorders)

Enhanced Ease of Installation

- User Account Control (UAC) can remain enabled after installation
- Works well with limited user rights computers (installation is quick, under local admin)
- Silent install Version available for IT Deployment

New Drag’N’Drop your File onto Start-Stop Screen!



Drag any file onto the Main screen and it automatically loads!

Optional Milliseconds Display of Elapsed Time and Time Remaining

For high-accuracy audio files where fractions of a second count, the Start-Stop system is capable of displaying them. Click on Configure menu to access this feature.

HOW TO USE the Start-Stop Universal PRO+Transcription System

To open the program, click on Start...Programs....Start-Stop Universal PRO+Transcription System, or the Start-Stop Universal PRO+ icon on your desktop.

You can get instant help ("tool tips") by hovering the mouse cursor over any control on the screen.



How to Playback a File for Transcription:

Click on File... Open...then browse to your favorite file. You can open it up by double-clicking on the file itself, or by selecting the file, then clicking the "Open" button:

You can also open a file to play by just dragging the file on top of the Start-Stop System,



or by using the Job Manager that displays a convenient "all in one" list of jobs, including Job Status.

FEATURES OF THE MAIN CONTROL PANEL

(1) **Elapsed Time Indicator (E.T.)** (Hour, Min., Sec.): Shows the position of the recording in progress or playback in progress. Double-clicking on this blue icon will allow you manually to set an elapsed time for instant positioning.

Time Remaining Indicator (LEFT) (Hour, Min., Sec.): Shows the amount of playback time remaining.

Display Milliseconds: Accessible from the Configure menu, if you want to display time to the nearest millisecond.

NOTE: Clicking on the ET symbol will toggle display function to show "Time Stamp Time" or time that has been corrected with an offset you select in the Configure...Time Stamp Menu.

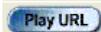
The ET symbol will instead show "T.S."

(2) Bookmarks Button:



Click on this button to display the BookMarks menu (explained later). You can save up to 16 bookmarks and labels per recording (that you make yourself), or per transcription (to mark locations in the audio clip that you'd like to return to later). You can also assign a hot-key to activate the bookmark function, or assign one of the foot pedals automatically to bring up the bookmarks while you're transcribing.

(3) Play URL Button:



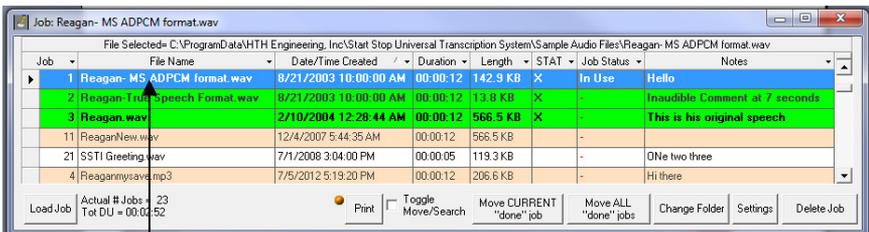
Click on this button to enter the URL (Web address) of any playable clip supported by Start-Stop Universal Transcription System. Example:

<http://www.startstop.com/samples/Reagan.wav>

(4) Start-Stop Ultra Job Manager



The Job Manager can be initiated by clicking on the Jobs button on the main screen, or by tapping the "hot-key" that you have assigned to make the Job Manager pop up. (See section "Setting Up Job Manager Hot Keys.")



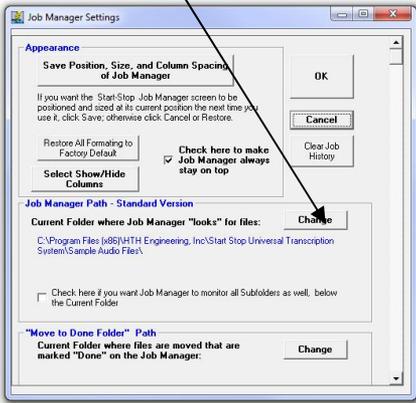
CLICKING ON ANY COLUMN SORTS ALPHABETICALLY

The Start-Stop will display all playable audio files in the folder or directory where you store your recordings or dictation. It will sequentially number each file ("Job"), display the file

name, date it was created, time it was created, length in Kb (kilobytes), and the Job Status (whether the job has been “done” or not).

To select the folder or directory to display:

To choose a directory or folder that the Job Manager “looks” in, click on the Settings button, then “Change.” You can browse to select any directory accessible by your computer. Click OK to update the change.



(5) **Instant Sound Magnifier:** When checked, the system plays the last few seconds after releasing the play pedal at 70% of normal speed, so you don't miss that fast burst of speech. The playback automatically returns to 100% (normal) speed after reaching the point at which you released the pedal.

(6) **Animated Pedal Icons:** They move up and down in real time with the motion of your feet. Also, you can click on the appropriate icon with your mouse cursor, and the pedals will move and activate functions as if you had pressed the actual pedal with your foot. Pedal icons also will move up and down with the hotkey functions as described later.

(7) **SPEED** control: Allows adjustment from 10% to 190% on ALL types of files. The blue 100% pushbutton returns speed to a nominal 100% if “Constant Pitch” is checked.

(8) **File Information displayed** includes: File Type (e.g., DSP Group TrueSpeech™, PCM, Microsoft Adaptive PCM), Sample Rate (K bits per second), Amplitude (4,8,16 bits), Total size in Kb., and Total Length in Hours, Minutes and Seconds

(9) **PRO+ Instant File Splitting**

Splits the file at the point where the real-time slider is positioned, and saves 2 smaller files (“filename_a” and “filename_b”).

(10) **PRO+ 16-Band Equalizer**

Allows you to clarify recordings: (a) Reduces microphone hiss or hum, air conditioning rumble, lawnmowers, motors, & high-frequency sounds for easier transcription (b) Boosts voice frequencies for increased clarity (c) Improves recordings where the voice is muffled, by emphasizing the higher frequencies (consonants). Sliders from 300Hz-2.5KHz emphasize or de-emphasize voice frequencies: above 5KHz you can decrease high-

pitched interference, and from 300Hz down you can remove low-frequency interference like motors and hum.

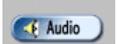
(11) Real Time Slider: The slider bar can be instantly set to any position within the recording using the mouse. Real time information is displayed in the window above the slider bar, along with the file start date and time.

(12) Volume Control: Adjust the volume from 0 to 100%.

(13) Step Amount Window: Whenever the Step Back or Step Forward function is activated by pressing the appropriate foot pedal or mouse click, the recording (or playback) will back up or go forward by the number of seconds showing in the Step Amount box. To change the Step Amount value, merely enter a digit in terms of a whole number of seconds (from 1 to 999 seconds) and then hit return on the keyboard. The SST PRO+ will automatically "remember" your current Step Amount setting when you use the SST PRO+ in the future.

(14) "Backstep after pause" Amount Window: Whenever the Backstep after pause function is activated by releasing the foot pedal, the audio recording will back up by the number of seconds showing in the "Backstep after pause" window. To change the number of seconds, merely enter a digit in terms of a whole number of seconds (from 1 to 999 seconds) and then hit return on the keyboard. The SST PRO+ will automatically "remember" your current Backstep after pause Amount setting when you use the SST PRO+ in the future.

(15) Audio Button:



Click on this button to launch the Windows Audio Mixer Panel. You can adjust your PC's master volume, .WAV slider (this is the one that the Start-Stop plays through), the Microphone Slider (when enabled...if not, click on Options...Properties...Playback, and add a check mark to "Microphone" and "Line Input" or "Aux Input" if you plan to use the Start-Stop for making recordings).

OTHER FEATURES

Playback Hot Keys: Provide an alternative way of controlling major transcription functions. These hotkeys are system-wide, but can be enabled/disabled as a group, or changed to be whatever you want. These are accessible under CONFIGURE...Hot Keys

"Sticky Windows" or Save Windows Position Feature (Click on Configure...Save Window Position): The sticky windows feature lets you position the Start-Stop screen on your desktop, and then has it return to that position the next time you use it. For instance, if you want it always to be positioned in the upper right-hand corner of your computer, just click and drag the main window (by holding down the left mouse button over the title bar (e.g., "C:\Program Files\HTH Engineering, Inc\...") and dragging to the desired screen location). Then:

- Click on "Save Current Position" from the Window menu.
- Your current screen position on the monitor will be saved.
- You can always re-center the Start-Stop screen on your monitor by clicking on the "Restore to Default" button.

Stop-Watch Feature allows you to keep track of your work time, either elapsed or total, with Start/Stop/Pause feature

How to Play a File

There are several ways to load and/or play a file:

1. Preview/Load/Listen to any dictation with a double-click:

You can double-click with your mouse on any row (anywhere within a row) to play the file of interest. The file will be loaded into the Start-Stop. If you have Auto Play turned on (selectable from the main Start-Stop screen), it will also play the file automatically. This is handy for selecting a particular file, where you're not sure of the contents of the file.

2. Manually load the file by row:

This is the same as 1. above, except that you use your mouse or Up Arrow/Down Arrow keys on the keyboard to select a row. The right-facing black triangle on the left edge of the screen will move up and down to let you select a row. Once the row is selected, you can click on the "Load Job" button to load the file.

3. Automatically load the file by row:

This is the most advanced, automatic method, and lets you easily go forward or backward in the recordings, without your hands leaving the keyboard. It's particularly useful where you have lots of little dictations to manage.

You can use your hot-keys to load the next dictation on the list automatically, and have it cued up, ready for transcription. Clicking on the **NEXT** hot-key (e.g., if your hot-key was F12) will advance to the next dictation on the list, while clicking on the **PREVIOUS** hot-key (e.g., F11) will take you back to the previous dictation or recording. The actual hot-key assignment is user-programmable (please see the section below on "Setting Up Job Manager Hot Keys").

If the Job Manager screen is currently not showing or hidden, clicking on the **NEXT** hot-key will automatically cause the Job Manager to pop up, so that you can see what the next dictation is.

4. **(New) File Drag 'N' Drop:** From anywhere on your computer, simply drag and drop the media file you want to transcribe onto the main screen of the Start-Stop, and it will load and play.

Marking/Setting Job Status

A powerful feature of the Start-Stop Job Manager is its ability to remember which recordings or jobs you've transcribed, and which ones remain to be done.'

There are two ways to mark a job done:

1. **Manually Mark the Job as “DONE”**

You can select a row (using the up and down arrow keys on your keyboard, or by single-left clicking on a row with your mouse), and then click the DONE job hot-key (default is CTRL + F10) to mark it as “done.” If you click on the DONE hot-key again, it will mark and display that job as “-“ which means “not done.”

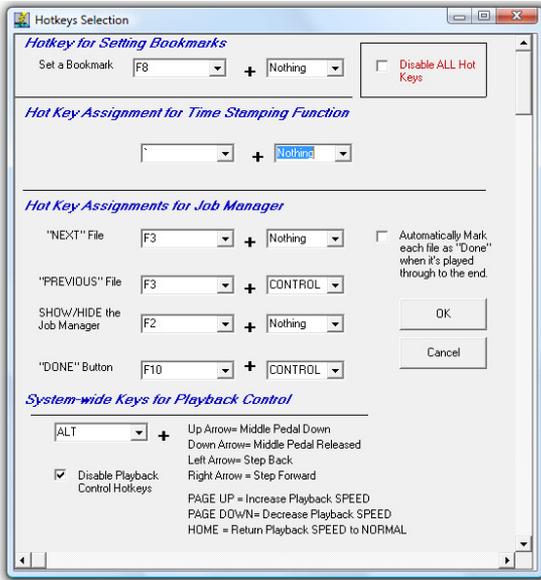
2. **Automatically Mark the Job as “DONE”**

If you’ve enabled this feature from the Hotkeys setup menu, the Job Manager will automatically mark each job as “done” when you’ve played the file long enough to reach the 1 or 2 seconds remaining point in the transcription. For example, if your file was 120 seconds long (two minutes), it will automatically mark that file as “done” when you have reached an elapsed time of approximately 118 seconds. This lets you transcribe along from one file to the next, only hitting the **NEXT** hot-key between dictations, and it will keep track of which files you’ve already done.

Setting Up Job Manager Hot Keys

From the main Start-Stop screen, click on “Configure”...and “Hotkeys.” The screen below will appear.

This is the menu where you choose your **NEXT**, **PREVIOUS**, **SHOW/HIDE**, and job **DONE** hot-keys for the Start-Stop Job Manager.

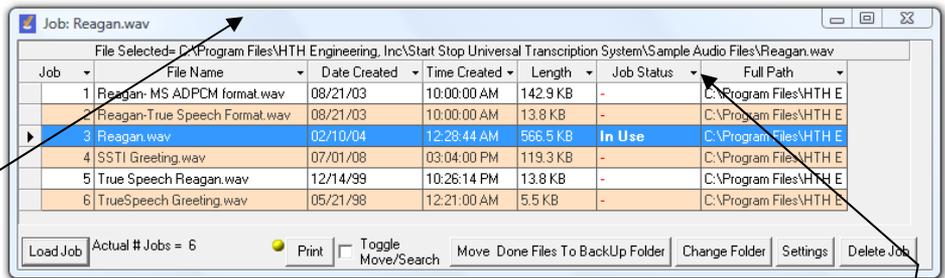


Using the pull-down selections, you can choose any key on the keyboard that you want to designate for controlling each of the Job Manager's functions. The default settings are shown.

If you want to disable ALL hot keys, check the red-lettered box, "Disable All Hot Keys." If you want to disable selectively just the playback hotkeys, you can check the "Disable Playback Control Hotkeys" check-box.

Job Manager Screen Controls and Resizing

The Start-Stop Job Manager screen operates similar to popular applications such as Microsoft Excel™, with many helpful features.



1. Adjusting Column **Widths and Overall Screen Size and Position**

You can use your mouse to click and drag between the column headers, to re-size or re-space them according to the width you want. The Start-Stop will remember your column settings the next time. You can also "swap" column positions by clicking and dragging the entire column header, or click on the little down arrow that appears to reposition it within the other column headers.

The Job Manager screen can be clicked and dragged by its window corners and sides to be any shape/size you desire. The columns will automatically, dynamically readjust their size to maintain a good display of your data.

2. Adjusting the **Position** of the Job Manager on your PC's monitor

You can position the Job Manager anywhere on the screen by clicking and dragging on the title bar. For instance, it could be up in the corner, or down near the task bar.

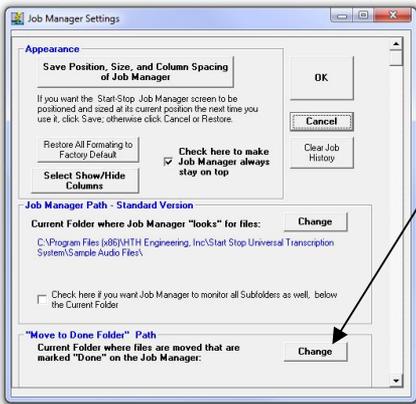
Once you've positioned and sized everything where you want it to be, click on the "Settings" button and a menu will pop up, as shown on the next page. Click on "Save Position...Size" button to save everything. The Start-Stop will then "remember" your settings, and pop it up that way the next time.

3. Changing the folder where Job Manager “looks” for your work on the fly

This can be done “on the fly” by clicking on the Change Folder button, and browsing to the folder at which you want the Job Manager to look.

4. Move DONE Files to a Backup Folder

This handy feature lets you have your files marked “done” automatically moved to a backup folder of your choosing. To use this feature, first you must create a backup folder on your PC or network, then click the “Change” button in the Settings window to “point” to that folder. When you click on the Job Manager’s button, “Move Done Files to Back Up Folder,” it will move any jobs that have been manually or automatically marked DONE to that backup folder. It will ask you if you want to move them first, just to be sure.



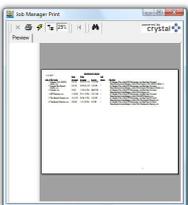
5. Deleting a Job Clicking on the Delete Job button on the Job Manager will delete the current highlighted or selected audio file(s). It will ask you to confirm that it’s OK to delete the file(s). If you answer Yes, the file will be deleted.

6. Printing a Job List

With a single click of the button, you can print a list of all jobs and their status.



Click Print on the Job Manager. A preview window will appear:



		Job Manager Status									
Job ID	Job Name	Date	Time	Length	Status	File Path	Current User	Done User			
1	CONVERT_001	09/25/09	07:02:20 AM	0:1:08	Done	L:\Customer\J... Jones\Folder_C\CD08011_01					
2	STARTUP_002	09/25/09	04:30:32 PM	0:1:08	Done	L:\Customer\CD... Smith\Folder_A\0807011_01		Jon			
3	STOP_003	09/25/09	04:30:46 AM	0:0:08		L:\Customer\CD... Smith\Folder_A\0807011_01					
4	FILE_004	09/25/09	12:21:50 AM	0:0:08		L:\Customer\Maintenance\Full\Bios\Bios01					
5	CONVERT_005	09/25/09	10:47:00 PM	2:00:16		L:\Customer\Maintenance\CD\Hardware\Process					
6	FILE_006	09/24/09	09:40:21 PM	0:0:08		L:\Customer\Maintenance\CD\Hardware\Process					
7	NEWS_007	09/24/09	12:28:41 AM	0:0:16		L:\Customer\Maintenance\News\Process_0006					
8	SYNOPSIS_008	11/02/09	08:38:20 AM	7:19:41:08		L:\Customer\Maintenance\Summary_0013_01					

You can then click the Printer Icon to print a full report

Job-Sharing for Multiple Transcriptionists Using the “Network Pro” Mode

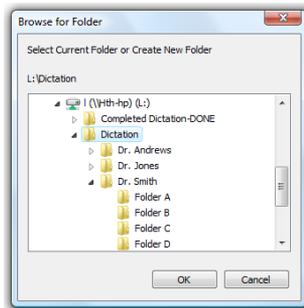
Features

- Multiple transcribers can see whether a given file on a shared network drive has been "checked out" for transcribing by another person, and by whom. Only the person who is working on the file can mark it "Done," and then everyone's Job Manager will show it as "Done" and who completed the work.
- When a transcriptionist moves the Job to the "Done" folder, **all shared Job Managers update automatically to reflect the new status.**
- A pool of transcriptionists can **work-share their Job Managers on any folder, or any group of sub-folders.**
- Transcriptionists can point their Job Managers to different folders or drives - **unlimited number of "shared" folders can be created.**
- **Does not require running a “server” application on a “server” PC; merely select the folder(s) you want the share and Start-Stop units communicate via their shared LAN.** System creates a shared Microsoft Access .MDB file in the root of each folder that's being shared for transcription

To enable work-sharing, click on the Job Manager Icon....then the **Settings** button. Scroll down and you'll see:

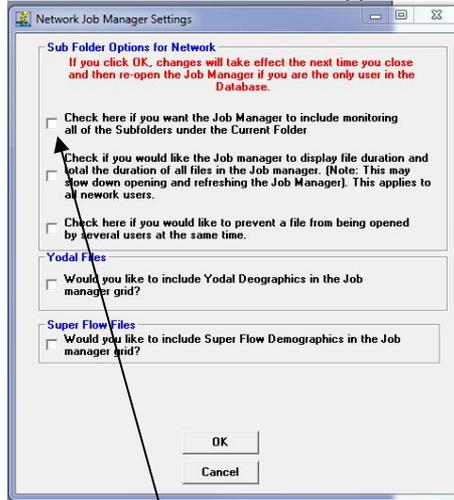


Click this check-box. The following sub-menu will appear:



Now browse to the desired folder and click (highlight) it. This can be local, or on any shared network drive. (NOTE: If folder of incoming

dictation or audio files is located on a network drive, all mapped drive letters must be the same. For example, if drive “S:\Sample Audio Files” is the shared drive, then transcriptionists on your network who want to share this work must all have their PCs mapped as drive “S:\Sample Audio Files”). Click OK. Another menu will appear:



On this menu, you can select the properties for the SHARED Job folder, and designate whether you want to share sub-folders or not.

During operation with a group of transcriptionists, they will all instantly see each file that has been checked out for transcribing (“Current User”) as well as any Jobs that have been marked “Done” by the transcriber who completed those particular jobs.

When transcribers click “Move to Done” on their screen, all of the other transcriptionists’ Job Managers will show “Moved to Done” for those item(s) actually moved.

Here is how the Start-Stop Network PRO Shared Job Manager will look, (files and information will vary, depending on what you are viewing):

Job	File Name	Date	Time Created	Length	Job	Full Path	Current User	Done User
1	JONE0010_PATIENT_JOHNSON.DSS	09/30/08	04:00:32 PM	5.1 KB	-	L:\Dictation\Dr. Jones\Folder A		
2	SMIT0017_930200835817PM_X Rays.DSS	09/30/08	04:00:32 PM	5.1 KB	Done	L:\Dictation\Dr. Smith\Folder A		Joe
3	SMIT0018_930200835821PM_Lab Work.DSS	09/30/08	04:00:48 PM	5.6 KB	In Use	L:\Dictation\Dr. Smith\Folder A	Debbie	
4	TrueSpeech Greeting.wav	05/21/98	12:21:00 AM	5.5 KB	-	L:\Dictation\Miscellaneous\Tn		
5	Conference Recording No2.mp3	07/12/01	10:47:06 PM	206.0 KB	-	L:\Dictation\Miscellaneous\Co		
6	crecendo excerpt.d00	07/25/99	06:48:02 PM	18.9 KB	-	L:\Dictation\Miscellaneous\cre		
7	Newer Forensic 2008.wav	07/11/04	11:29:44 AM	566.5 KB	-	L:\Dictation\Miscellaneous\New		

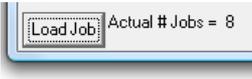
Load Job Actual # Jobs = 8

Print Toggle Move/Search Move Done Files To BackUp Folder Change Folder Settings Delete Job

Network PRO User Features

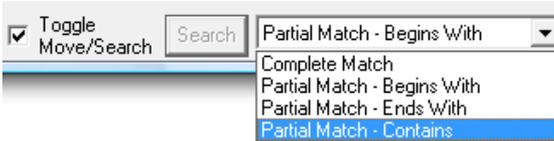
Loading Jobs

Jobs can be loaded by either double-clicking on the line containing the recording you want, or by highlighting that line with a single click then clicking Load Job button. The actual # of total jobs is dynamically indicated to the right of the Job Button.

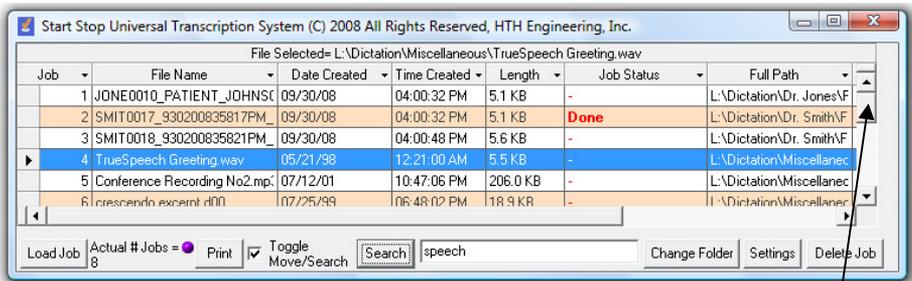


Searching for a particular Job

If you check the “Toggle Move/Search” checkbox, you can then pull down and CLICK on the type of match you want, type in the file or phrase you want to search for, and click the “Search” button.



Job Manager results will be displayed sequentially, with the “matched” item highlighted:



Successive clicks of the “Search” button will continue to display highlighted results until you get to the last item found.

At that point, if you want to search again, Move the cursor on the left side up to the beginning of the list, and then repeat the search procedure to perform a new search, or to repeat a search.

Additional Job Manager Features

Job	File Name	Date/Time Created	Duration	Length	STAT	Job Status	Notes
1	Reagan- MS ADPCM format.wav	8/21/2003 10:00:00 AM	00:00:12	142.9 KB	X	In Use	Hello
2	Reagan-True Speech Format.wav	8/23/2003 10:00:00 AM	00:00:12	13.9 KB	X	-	Invisible Comment at 7 seconds
3	Reagan.wav	2/10/2004 12:28:44 AM	00:00:12	566.5 KB	X	-	This is his original speech
11	ReaganNew.wav	12/4/2007 5:44:35 AM	00:00:12	566.5 KB	-	-	-
21	SST1 Greeting.wav	7/1/2008 3:04:00 PM	00:00:05	119.3 KB	-	-	ONE two three
4	Reaganmsave.mp3	7/5/2012 5:19:20 PM	00:00:12	206.6 KB	-	-	Hi there

Load Job Actual # Jobs = 23 Tot DU = 00:02:52 Print Toggle Move/Search Move CURRENT "done" job Move ALL "done" jobs Change Folder Settings Delete Job

- High Priority jobs** can be marked with the “Stat” column and they’ll appear in bright green, and are sortable by priority.
- New Notes Column** allows you to enter any special notations or comments about each recording (click on the cell, and an arrow will appear, then begin typing)
- Sortable duration column** shows length in hours, minutes and seconds

Network Pro Settings

(Click on the Job Manager’s Settings button)

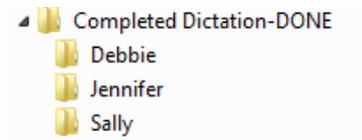
“Move to Done” paths

“Move to Done Folder” Path

Current Folder where files are moved that are marked “Done” on the Job Manager:

Check here if you would like to be prompted for a NEW FILE NAME for each file when the file is moved to the “Done” folder

An individual Move to Done folder can be assigned for each transcriptionist, or everyone can use the same Move to Done folder. For example, this parent folder with subfolders representing each transcriptionist’s DONE folder is located on a network drive:

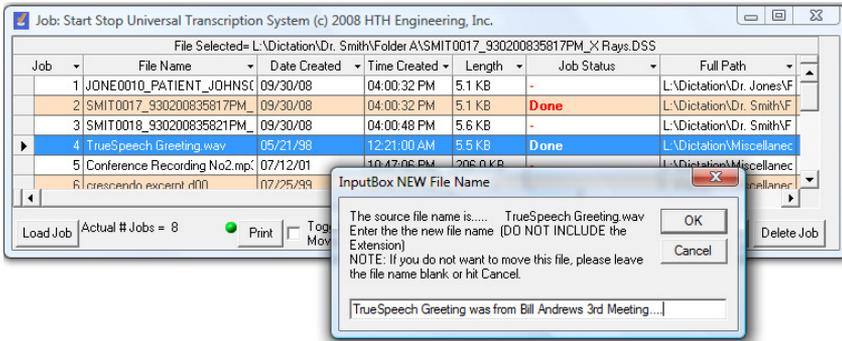


A supervisor or manager can view the files done by each transcriptionist to see productivity. Additionally, the completed audio dictation files can be moved off to another server or backed up periodically as desired.

Renaming files manually as they're moved to DONE:

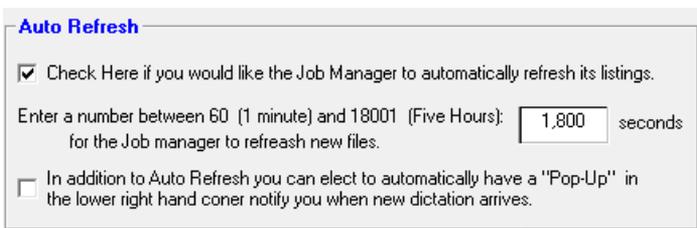
If you check the NEW FILE NAME checkbox, then the transcriptionist has the opportunity to rename the file before it moves to done.

Example:



Automatic Job Notification

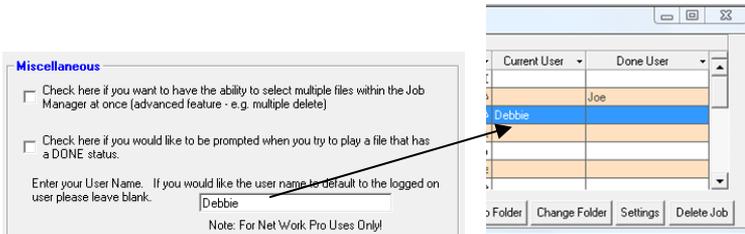
You can set the Job Manager to be automatically refreshed every X number of seconds, or you can leave that option un-checked, in which case you won't see new jobs appear until you close and re-open the Job Manager. If you just have 2-4 transcriptionists, you can set the Refresh period to 60 or 120 seconds. The more transcriptionists using the Network Pro at once, the less frequently you need to refresh. The



Pop-Up control allows you to decide if you want the Job Manager to notify you of new incoming Jobs. It can pop up a message in the lower right corner of your screen automatically whenever new work comes in, if you enable this function.

User Name Control

If the “Enter your User Name” field is left blank, the login name that your Windows PC uses (the name you see if you click the Start button on your PC) will be used in the Job Manager. But, let’s say that in your organization, that PC name is LAB3391, but you’d rather have it display Debbie as the user. Simply type Debbie into the text box, and the Job Manager will display Debbie instead of LAB3391 (the PC’s name).



Miscellaneous Checkboxes

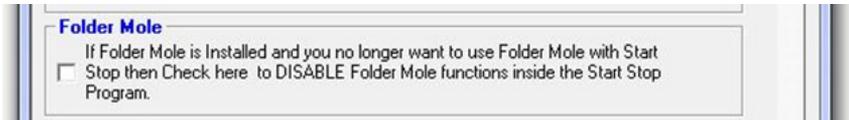
Ability to delete multiple jobs at once in the Job Manager is not recommended, but allowed, if you check the box to enable that feature. You can also be automatically notified as a transcriptionist with a warning that the job you are opening and playing has already been marked “Done.”

Duration Option

The duration option allows viewing file lengths of audio dictations made in WAV, MP3, and WMA formats to be displayed in terms of minutes and seconds as an additional column on the Job Manager.

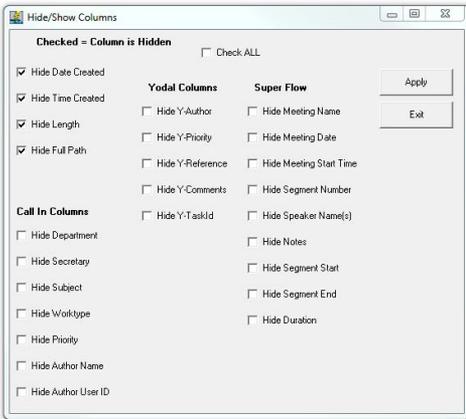
Done User	Duration
Debbie	0 min., 5 sec.
	0 min., 13 sec.
	0 min., 13 sec.

Folder Mole



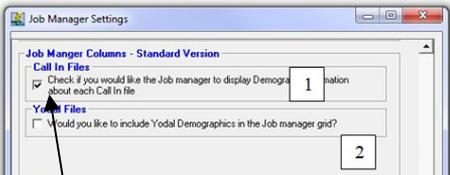
The bonus included Folder Mole program (on your CD ROM) will monitor and alert you to new incoming dictation work automatically. If you don't want this feature, click in the checkbox shown above.

Show/Hide Columns Button (Under Job Manager...Settings)



You can decide which columns you want to appear in the job manager via this menu.

Special Dictation Formats Supported by Start-Stop



1) Check here if you have the **Start-Stop Call-In Telephone Recording System** (2 or 4 line) www.startstop.com/callin.asp and have purchased Model #32010. You'll be able to display additional columns in the Start-Stop Job Manager when physicians or others call in (Department, Secretary, Subject, Worktype, Priority, Author Name, Author ID#).



The first two characters of a dictator's name will be unique to that person, e.g., recordings made by John Smith will start with "JS" for example. Enter the first two characters into the password manager, then enter the password in the box below, and click the "Add" button to add it to the list. Any further Yodal dictations received from that person will be automatically decrypted using the password you've entered.

You can also access the Yodal password manager from the main Start-Stop screen, under Configure..."Yodal File Passwords."

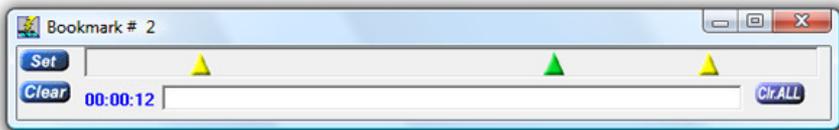
MyDictation for iPhone® HIPAA-Compliant Dictation



If you have an iPhone® and your dictator/author is using myDictation (www.mydictation.com) HIPAA-compliant dictation software, Start-Stop Universal can automatically decrypt ZIP-encrypted MP3 clusters whenever you double click on a hyperlink from your MyDictation account webpage. A folder can be set for where you want the MyDictation audio files to be stored on your PC or network drive.

Book Marks

The Start-Stop will let you save up to 16 bookmarks for each transcription or recording. The bookmarks are saved with respect to Elapsed Time. You can type in a separate text label for each of the bookmarks to help you remember what they're for.



Ways to Set a Bookmark:

1. Position your audio file to the point in time where you want the bookmark to be set, and then click on the SET pushbutton. OR....

2. Go to Configure... Pedal Configuration from the Start-Stop's main menu screen, and set up a pedal for Bookmarking operation by checking "Check here if you want a pedal to be used for bookmarking instead." Every time you tap that pedal, a bookmark will be inserted. **OR....**

3. Use a keyboard "Hot Key" to create bookmarks instantly. You can change the hotkey assignment by clicking on Configure....and Hotkeys from the Start-Stop's main menu screen.

To clear a bookmark: Click on the triangle of the bookmark you want to clear. It will turn green. Now click on the CLEAR pushbutton to clear out the bookmark.

To go back to a bookmark: To go instantly to a bookmarked position (the audio clip will go to the bookmarked position), just double-click on the triangle with your mouse.

To save your bookmarks: Bookmarks are automatically saved as you create them.

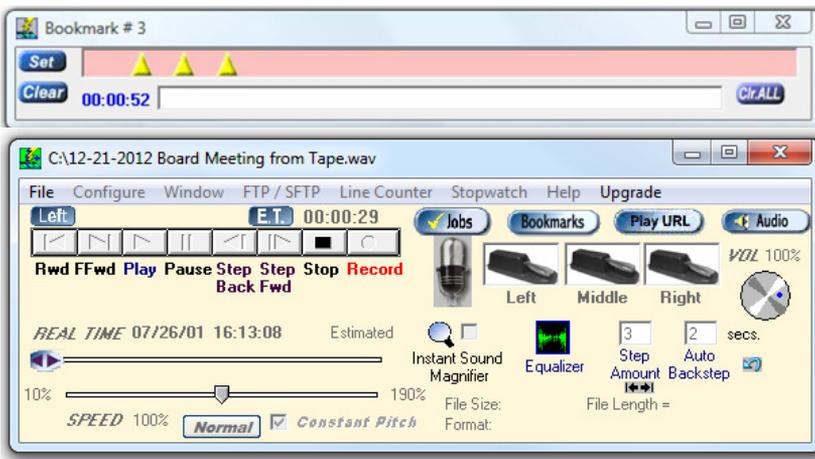
To delete bookmarks for the current audio file or for all audio files:

Clearing the bookmarks can be done by clicking on the "Clr ALL" button. It will ask you if you want to delete all bookmarks for the current audio file. Answer Yes or No.

Automatic display of bookmarks previously saved: The Start-Stop program is "smart" and will automatically bring up the bookmark menu, if you had created or saved bookmarks in a previous session.

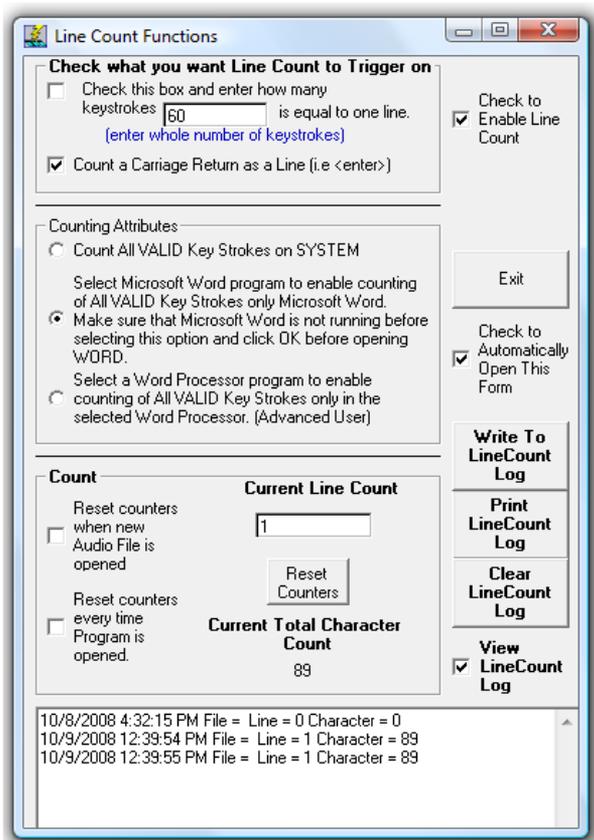
Recording Mode Bookmarks

You can perform "live" bookmarking or annotation during a recording session. The procedure for setting and labeling bookmarks is similar to the above description. A red background will indicate that your bookmarks are being created while recording: This is especially useful for courtroom or deposition recording.



The Bookmark function maintains an audio-file/bookmark association list under a folder called “BookMarks” located in your PC’s Windows folder.

Smart Word Line Counter Feature



The Smart Line Counter lets you keep track of how many characters and lines you’ve typed for a client or customer.

Line Counter is initiated by clicking on “Line Counter” from the top of the main screen of the Start-Stop program.

Here is an explanation of the Line Counter Screen:

Check to Enable Line Count – Checking this box enables Line Counting to take place, in accordance with the features you’ve checked on the form.

“Check what you want Line Count to Trigger on”

You can define what a “line” of typewritten text is in the Trigger area –

1. If you check the first box, “Check this box and enter how many keystrokes is equal to one line,” when it reaches the Xth character as you type, it will increment the Line Count by 1.
2. If you check the second box, “Count a Carriage Return as a Line,” then the Carriage Return will be counted as a line.

Both types of lines can be counted at once, if you have both checkboxes marked at the same time.

Counting Attributes

Here you can decide the criteria that cause a character that you type to be “counted” or ignored.

1. “Count All VALID Key Strokes on System” – This will count normal keystrokes, regardless of whether you’re typing into your word processor, email, or instant messaging program. The software will ignore backspaces and control characters like Shift, Alt, etc.
2. “Select Microsoft Word Program” – Start-Stop’s “Smart” technology will only count characters that are typed in Microsoft Word™.
3. “Select a Word Processor” – the software will present a list of running applications, and you choose the one for which you want the keystrokes to be counted. Example: You run a medical records software form, or WordPerfect™, or other unique application. Simply make sure the application is running before selecting this item, and the software will present a list of the open (active) applications. Choose the one that corresponds to your application, and it’s done!

“Count” Checkboxes

1. “Reset Counters when new Audio File is opened” – If checked, every time you open a new audio file, the **Current Line Count** will be reset to zero lines.
2. “Reset Counters every time Start-Stop Program is Opened” – If checked, the **Current Line Count** will only be reset when you’ve closed and reopened the Start-Stop application.
3. If you check neither box 1. nor 2. above, then the **Current Line Count** and **Current Total Character Count** will be recorded and grow over time, until such time as you reset it with the **Reset Counters** button. The count is “remembered” even if you close the Start-Stop application, or shut down your computer for the day.

Current Line Count – Shows the current line count for billing or productivity monitoring purposes.

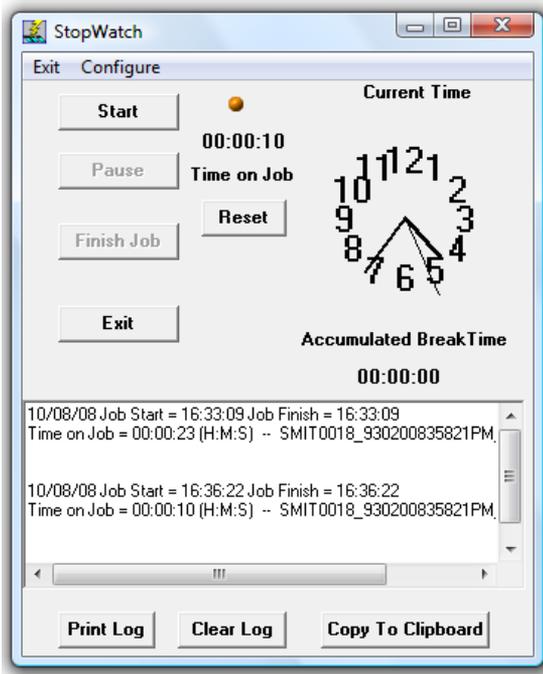
Current Total Character Count – Shows how many valid total characters have been typed.

Check to Automatically Open this Form – If checked, the Line Count Function Window will stay “up” visible, and will automatically pop up when you start the Start-Stop application.

Logging Functions

You can view, log, and print your line count information by clicking on the three buttons on the right-hand side. To enable logging, check the box that says, “View Line Count Log.”

Stop Watch Feature – Allows you to keep track of your work, either by total time, or elapsed time on a particular job. This is helpful for billing clients by the hour, or just keeping track of how much time you’ve been working.



The stopwatch feature lets you create a log of time spent on each job you transcribed. This can be printed out or copied to the clipboard.

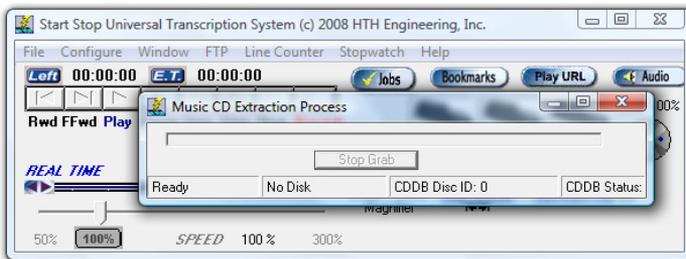
Playing Music CDs (Audio Compact Discs)

You can transcribe an Audio Compact Disc (CD Audio). This is a CD that will also play on your home or car stereo system. Increasingly, a number of companies and individuals are supplying dictation, meetings, and interviews in this MUSIC format, rather than supplying a PC-compatible DATA CD (with data files on them...e.g., .WAV files). The reason it's usually done as a music CD is to maintain the widest compatibility with anyone who has a music CD player, even if they don't have a PC.

Music CDs contain many errors. When you listen to a CD Audio disc on your car or home stereo, the errors in the digital data are suppressed (usually for a ten-thousandth of a second) so your ear never hears the missing audio.

However, for use on a PC, the CD Audio track must be "extracted" in order to play back on a PC for transcription purposes. If you look at an Audio CD, it will have one or more tracks, with file name shortcuts of Track01.cda, Track02.cda and so on.

To play an Audio CD using the Start-Stop, click on File...Open...and then browse to the Audio CD. Click on the Track you want to play (e.g., track001.cda) Start-Stop will begin extracting the track:



The speed of the extraction depends on how fast your PC is, including components such as the CPU speed, CD Drive Speed, RAM, and Hard Drive speed. Typically it will be 6-8 times faster than the length of the actual clip.

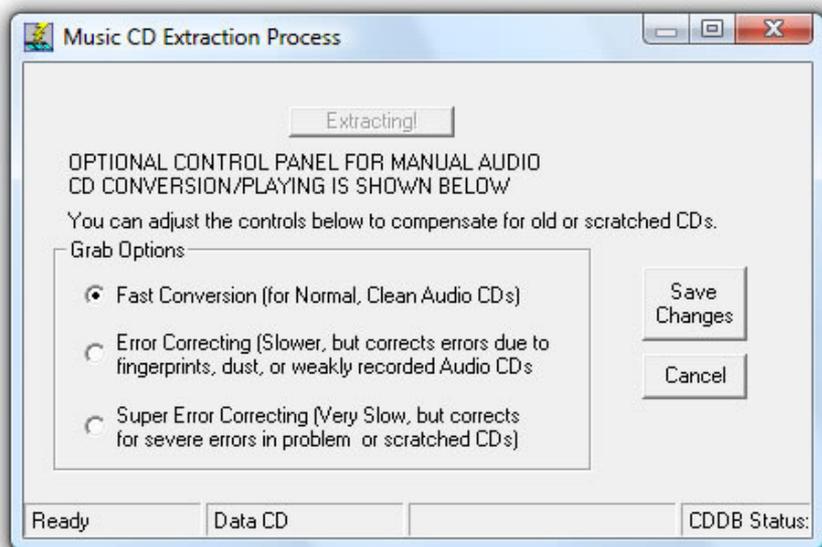
Advanced Error Correction.

A normal clean Audio CD will not have a problem with extraction at the FAST setting. However, if your CD was made on someone else's PC (they burned it themselves) you can sometimes run into additional errors on the disk.

Other sources of errors include fingerprints, scratches, dust, or using an old CD drive that itself has dust on the internal laser lens. Also, depending on the brand of CD burned, and the strength of the CD burner that burned the data, the signal

from the music CD may be weaker than a regular commercial (aluminum stamped, mass-produced) audio CD.

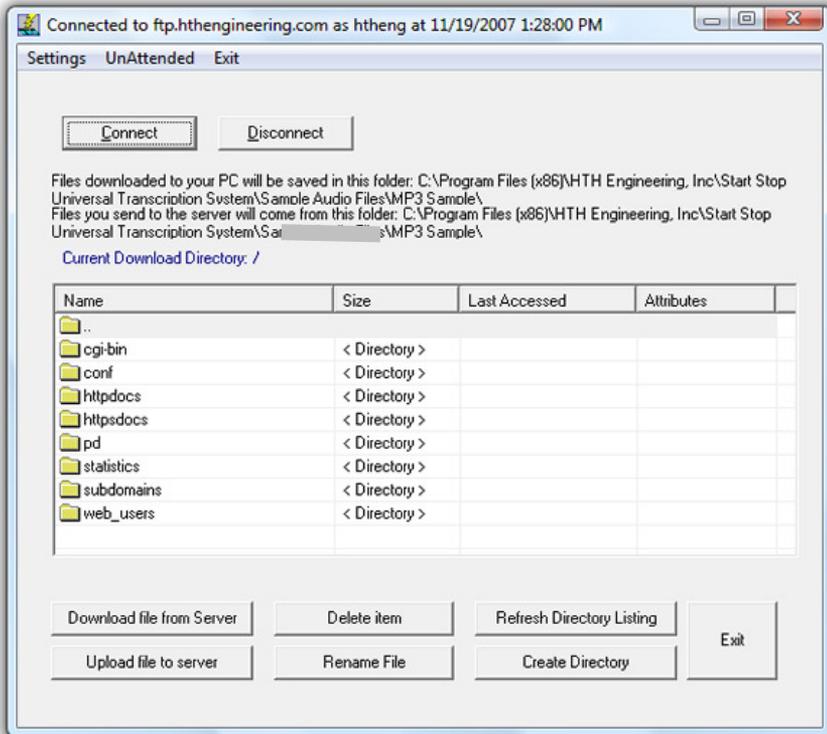
To compensate for these effects, click on CONFIGURE from the main screen of the Start-Stop, and then select ADJUST AUDIO CD CONVERSION. You will see the following screen:



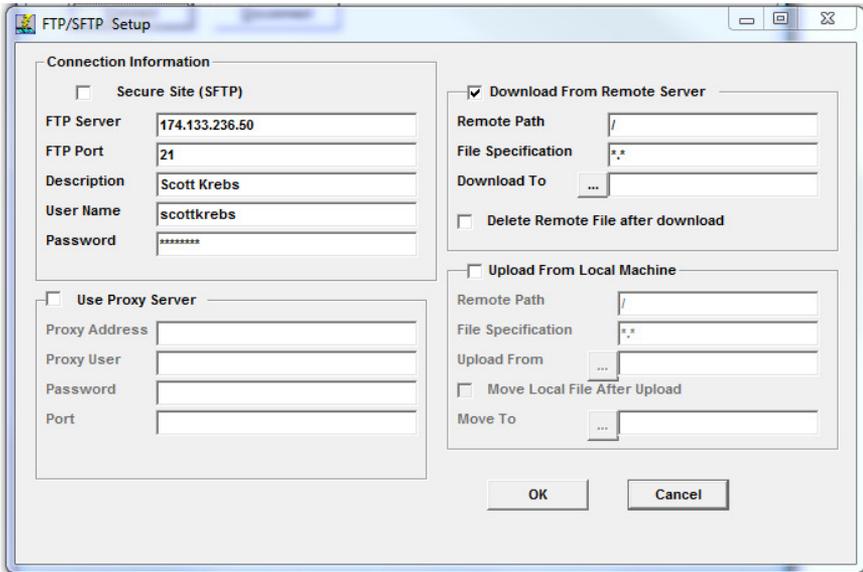
Select the desired setting and click Save Changes to put the new settings into effect.

SFTP/FTP (File Transfer Protocol) Client

The Start-Stop has an advanced FTP Client built-in. An FTP Client allows you to download and upload files to a company FTP server. These servers are in common use in dictation and transcription for transfer of digital voice recordings to transcriptionists, and uploading completed documents back to the server or end customer.

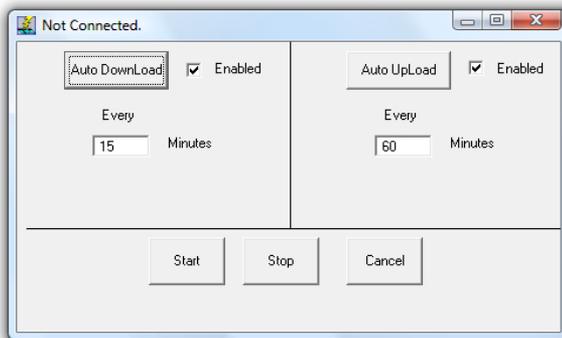


The main screen can be called up by clicking on "FTP" from the Start-Stop's main screen. Files and folders will be displayed in accordance with the settings entered on the Settings screen shown on the next page. Once you've set things up for your server (e.g., User Name, Password, FTP Site Name), you'll be able to control and view access to folders and files on the server. Manual button controls are provided as shown above, but usually this screen is not visible (running in the background, or minimized) during automatic upload and download.



The SFTP/FTP Setup screen is shown here.

You reach the FTP Setup screen by clicking on “Settings” on the main FTP screen. Your settings will be retained when you click OK. Full control of upload and download directories and file types are provided as shown. You can have the files automatically “archive” to another location after you’ve uploaded your typed documents, for example.



Automatic Unattended Operation Screen

As shown above, you can easily enter the number of minutes, and set desired operation for uploading and downloading files automatically in the background.

RECORDING and CONVERSION of Files from One Format to Another:

1. The Start-Stop will let you convert any standard or “proprietary” format that the Start-Stop can play into your choice of these formats:

- Standard Microsoft .WAV (11,025 Hz, 8 bit, mono PCM)
- TrueSpeech™ Compressed .WAV (8,000 Hz, 1 bit Mono) for e-mailing
- .MP3 (with your choice of 3 different quality settings) for e-mailing

This feature is handy when you want to share your “proprietary” file formats with others who don’t have special equipment, or if you just want to e-mail the file to someone else, or archive it effectively onto a CD-ROM or hard drive.

2. The Start-Stop can also be used to make a recording from any audio source connected to your PC, such as an external microphone, or an external tape machine (where you want to make a digital audio re-recording of the tape). Please refer to the separately provided manual, “How to Re-Record Using your Start-Stop” for details on re-recording.

To make a recording:

- a) Click on File..New.. and type in the filename you want the recording to be saved as.
- b) Click the “Record” dot on the control bar. A flashing Microphone will come up, to show you are recording, along with statistics, such as Elapsed Time.
- c) When done, click the “Stop” button on the control bar.
- d) You can save your recording by clicking on “File...Save...” on the main SST PRO+ menu. The recording will be saved as a standard Microsoft .WAV file.

File...Save As TrueSpeech™... After recording a new file or opening an existing recording, you may save the recording as a compressed TrueSpeech™ .WAV file. It is recommended that you first save any new recording as a normal Microsoft .WAV file, using the **File...Save As** menu selection but this is not required. Once you answer the questions, the SST PRO+ will begin the conversion process to TrueSpeech™.

Due to the high degree of compression achieved, your computer will have to “crunch” on the recording. The conversion time varies with your computer’s speed. A Pentium™ processor rated at about 133 MHz or faster will convert the recording in about the same amount of time as it took to record it originally. A faster Pentium™ computer with lots of RAM will take even less time. For example, a Pentium II 450 MHz PC with 128 Megs of RAM converts a given file in about 1/10th the time it took to originally record it.

If the speech sounds “buzzy” or “too weak and hissy,” you may need to experiment with the input audio level to your computer, as set by the computer’s normal Volume Control panel for the microphone or line input controls, for best results.

File....Save as MP3: Save your file in .MP3 format. There are 3 levels of compression provided. The highest quality setting creates larger files; for e-mailing, use the smaller size (lower quality) settings, as controlled by the MP3 Playback and Recording Quality menu, located under Configure from the main Start-Stop screen.

MOUSE-OPERATED CONTROL BAR FUNCTIONS:



Rwd: Rewinds the recording or playback to the beginning (time=0).

FFwd: Fast Forwards to the end of the recording or playback.

Play: Plays the selection on the PC’s sound system.

Pause: Pauses the playback until “Play” is selected.

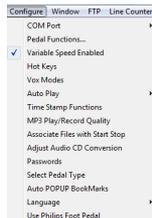
Step Back: Backs up the recording or playback by the number of seconds shown in the Step Amount box.

Step Forward: Forwards the recording or playback by the number of seconds shown in the Step Amount box.

Stop: Stops the recording or playback in progress.

Record: Takes the input from the PC’s microphone or other audio input source (e.g., tape recorder) and records it to the location you specify in the “Save As...” menu.

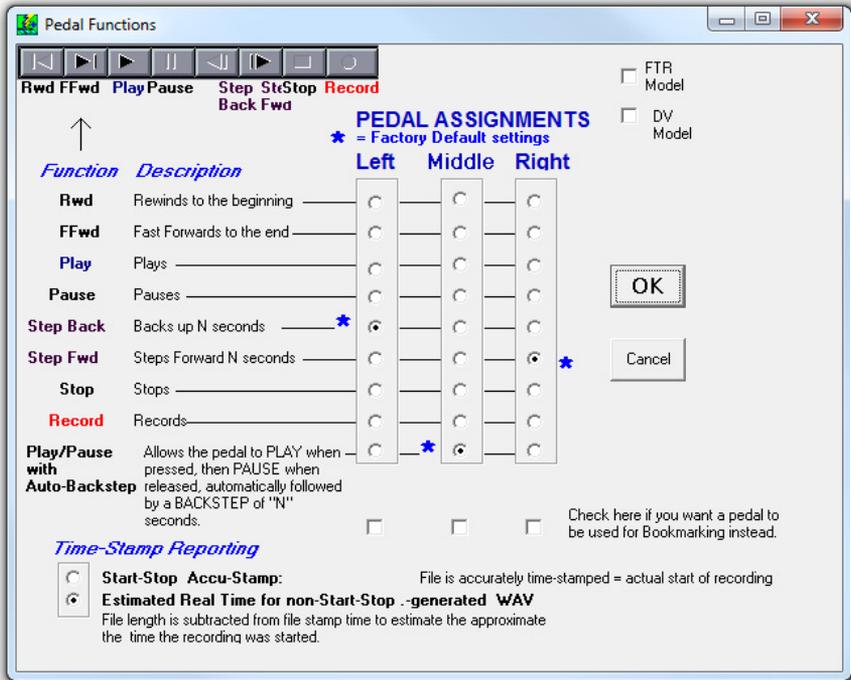
FILE MENU ITEMS



“Configure” Menu Selections

Changing what Each Pedal Does: Select Configure from the menu, then Pedal Functions. The following menu will appear (2-pedal is similar, except without “Middle” column):

The Pedal Function menu allows you to assign a pedal to any transcription action on the Start-Stop Transcription control panel (default settings shown for the 3-pedal model).



The Pedal settings shown will assign the left pedal to go backward by “N” seconds (where you choose how many seconds “N” is, from the main Start-Stop screen), the middle pedal does play/pause/autobackstep, and the right pedal goes forward by “N” seconds. If you tap the left or right pedal, it will take you forward or backward by “N” seconds. If you continue to hold down the left or right pedal, it will repeatedly step forward or backward, when you need to move a long way within a recording or dictation.

Variable Speed Enabled: When checked, the variable speed feature is available for all formats, which includes the normally compressed formats such as Microsoft Adaptive PCM (ADPCM) and TrueSpeech™. This is the default setting.

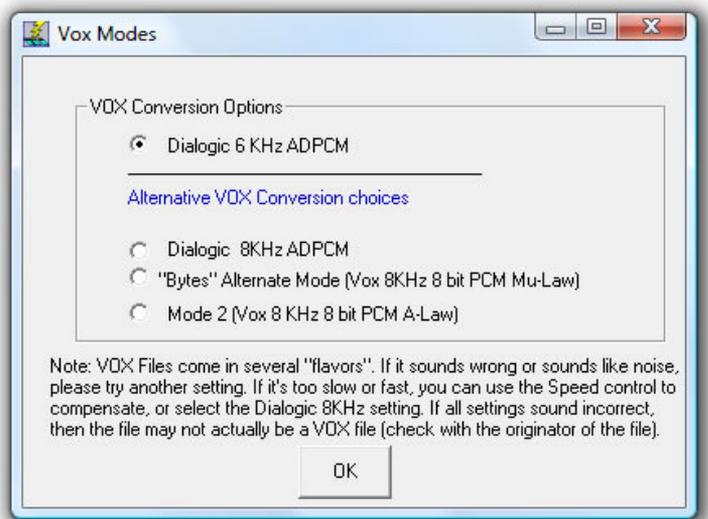
VOX Modes: Allows you manually to override the default decoded VOX format used by the Start-Stop, when playing certain vendor non-standard files.

File Length = 0 min., 0 sec.

VOX Playback Options

← This button will appear when playing VOX files.

VOX Files come in several “flavors.” If it sounds wrong or sounds like noise, please try another setting. Clicking the “VOX Playback Options” button will cause the following menu to appear:



If it's too slow or fast, you can use the Speed control to compensate, or select the Dialogic 8KHz setting. If all settings sound incorrect, then the file may not actually be a VOX file (check with the originator of the file). The Start-Stop PRO + will remember your most recent settings.

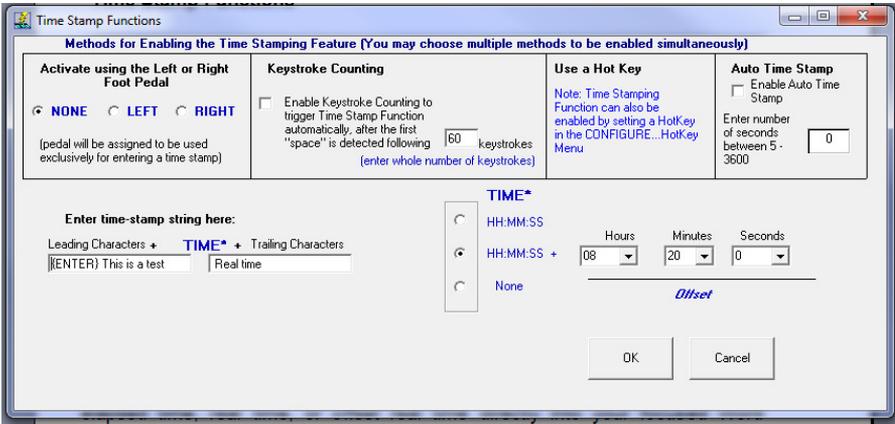
VOC Files:

File Length = 0 min., 17 sec.

Mu Law Normal

← When playing Creative Soundblaster Files, (nominally .VOC, although the Start-Stop will analyze the file regardless of the file extension), this button will appear. If the file sounds extremely "raspy" (that is, the file is in "inverted Mu-Law" format), clicking on this button will re-load the file with an inverted Mu-Law CODEC, for normal sound performance.

“Time Stamp Functions”



You can assign the left pedal to type in text automatically, and your choice of elapsed time, real time, or offset real time directly into your focused Word Processor screen.

Purpose and Uses of Time-Stamping

Time Stamping lets you automatically show the exact time that each person said something. It's useful for court reporters, movie or theater script transcription, law enforcement interview transcription, and other similar transcription.

Since the time stamp is accurate to +/- 1 second (either in terms of elapsed time or “corrected” or synchronized time), it's possible to use it for video time-code transcription, once you've initially set up the Hours/Minutes/Seconds Offset desired.

Example of word processor output with time stamping enabled (you transcribe the audio, but tap the foot pedal to enter the **bolded text** automatically):

This is a test 00:01:02 elapsed time Hello there, how are you doing?
This is a test 00:01:04 elapsed time Doing just great, thank you!
This is a test 00:01:06 elapsed time And in the morning, I'm making waffles!

You can enter leading and trailing characters surrounding the time stamp. For instance, if you type “{ENTER} This is a test “ (no quotes) and “ elapsed time” (as shown in above example), the cursor on your word processor will return to the beginning of a new line every time you tap the left pedal, and will type in “This is a test 00:01:04 elapsed time” at the beginning of the line.

You can assign the left pedal to type in text automatically, and your choice of elapsed time, real time, or offset real time directly into your focused Word Processor screen. Check the Enable checkbox if you want this feature.

A complete list of “control characters” you can type, in addition to numbers, letters, and punctuation, is included in Appendix B. Note: The Quote punctuation mark (”) is the only character that is not supported for the time stamping feature. Future releases will support entry of quote marks into the Leading and Trailing character boxes.

Clicking on the “E.T.” symbol  with your mouse on the main screen of the Start-Stop will cause it to toggle to display a Time Stamp symbol instead,  allowing you to see time in terms of “Time Stamp Time” that may include your offset for time correction.

There are three ways to trigger Time-Stamping:

1. Check the Enable checkbox if you want this feature.

The pedal picture for the left pedal will change to show “Time” as its function:



2. Or, click the “Enable Keystroke Counting” feature. The Start-Stop will count the number of keystrokes and then automatically enter a time-stamp string.

3. Or, go to the Configure...HotKeys Menu, and pick a key that you’d like to use to activate the TimeStamp feature. The Start-Stop will enter a time-stamp string every time you tap the HotKey.

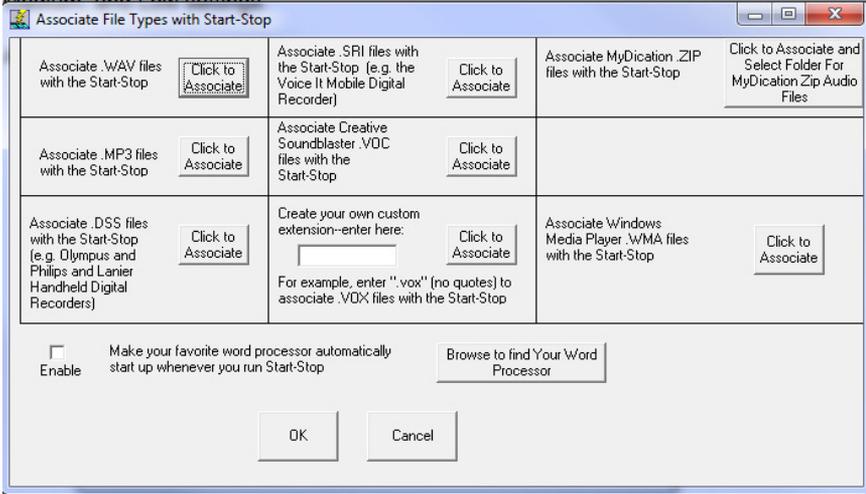
Associate Files With Start-Stop (including your favorite Word Processor)

1. Associating File Types by extension

By clicking on the button(s) shown below, you can automatically associate your desired file types with the Start-Stop application. This is an advanced user feature, and is OPTIONAL. The normal method of playing files with the Start-Stop is to click on File....Open....and select your file.

However, if you want the Start-Stop PRO+ automatically to launch, load, and optionally play a given file type (e.g., you click on a .WAV file from My Computer or the Windows File Explorer), then you can perform a file association by clicking on the appropriate button below. The Start-Stop screen will maintain the single instance, and position itself on the screen where you want it, and at the size you want it. If you have AutoPlay checked from the main Start-Stop screen, it will

automatically begin playing that clip or type when you invoke it. This feature also works with Windows batch files, shell commands, and DOS batch commands



(e.g., C:\Program Files (x86)\HTH Engineering, Inc\Start-Stop Universal PRO+ Transcription System\StartStopV14.exe c:\My Media Clip\1.wav)

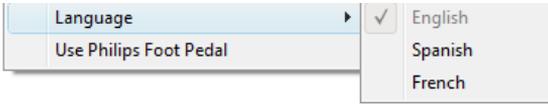
2. Associating File Types by CUSTOM extension. You can quickly enter a custom file extension type (e.g., “.d00” or “.vox”) here. Every time you click the button, the new type will be associated.

Note that the association mechanism is designed for the default user path only: C:\Program Files (x86)\HTH Engineering, Inc\Start-Stop Universal PRO+ Transcription System

3. Make Your Favorite Word Processor Automatically Open when you use your Start-Stop. You can make your favorite Word Processor start every time you open the Start-Stop application. This works particularly well when you have saved the Start-Stop’s screen as “always on top,” “Thin” size (like a toolbar), and Save Position up in the corner somewhere out of the way.

To set this up, click on the Browse to find Your Word Processor button, then located the executable file. For Microsoft Word, it’s normally “Winword.exe”. Once you’ve located your Word Processor executable, click the Enable check box to enable the feature.

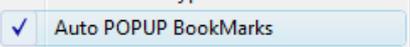
“Choose Language”



Select the language you want here.

“Auto POPUP Bookmarks”

If clicked from the Configure menu, a checkmark will appear. Clicking again will toggle it off. This allows automatic pop up of any bookmarks you have associated with a previously opened file.



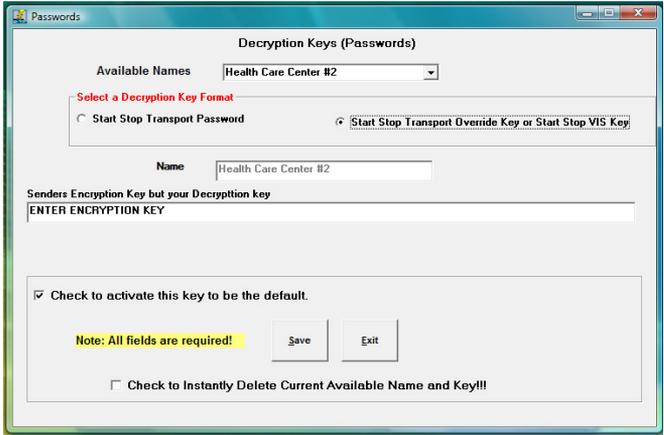
“Optional Components”

These are chosen from the Help Menu, and provide added functionality if needed, for specialty CODEC formats such as ACELP and DIVX audio.



Automatic HIPAA-Compliant Decryption of Files

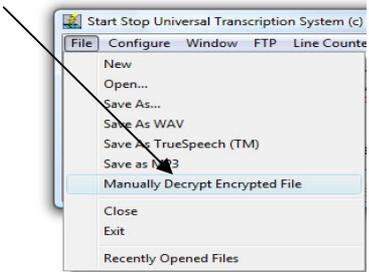
For audio dictation files created by the HTH Voice Input Station (<http://www.startstop.com/voicestation.asp>) or Start-Stop Transport (<http://www.startstop.com/transport.asp>), you may set up multiple users' passwords so that Start-Stop PRO+ will decrypt the files just prior to playing them (after you've loaded the file). Start-Stop PRO+ only decrypts HIPAA-compliant files momentarily while playing the files.



This option is used to enter encryption keys from files sent to the user by Start-Stop Transport or Start-Stop VIS Digital Recorder. The encryption key must match identically to the sender's key. This key can be up to 70 characters in length. You may enter in as many encryption keys as you like. Then you can manually decrypt a file using the file menu, Manually Decrypt Encrypted file option.

Manual Decryption of HIPAA-Compliant Files

You may manually decrypt (and save) any file to the hard drive by clicking on "Manually Decrypt Encrypted File" from the main Start-Stop PRO+ screen:



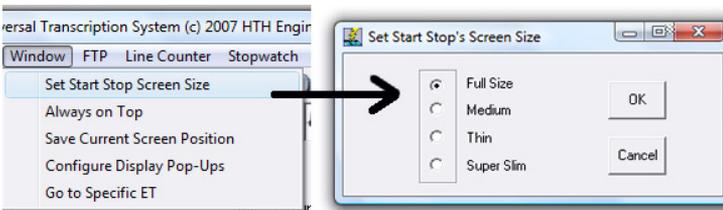
This menu will appear:



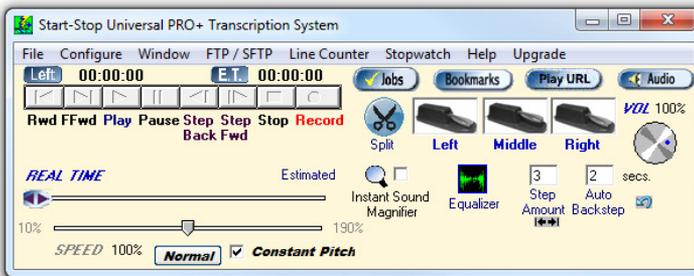
Use the drop down “Available Names” box to select a name entered in by the above procedure or just key in the encryption key. Then click the button labeled Second to select and decrypt the file.

Window...Set Screen Size

You can set the size and position of the Start-Stop's main screen by clicking on Window (on the Start-Stop's main screen), then selecting “Set Start-Stop Screen Size.” The following menu will appear:



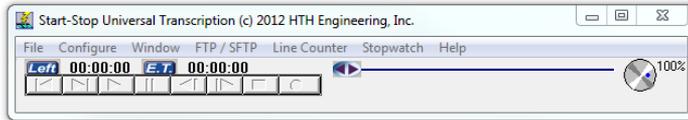
Select the appropriate button to customize the look and size of your Start-Stop:



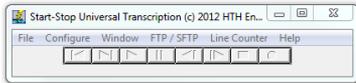
Full Size



Medium

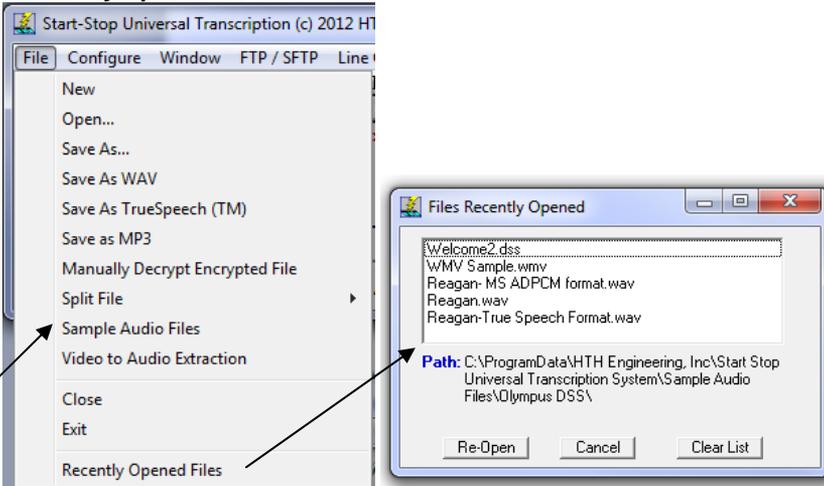


Thin



Super Slim

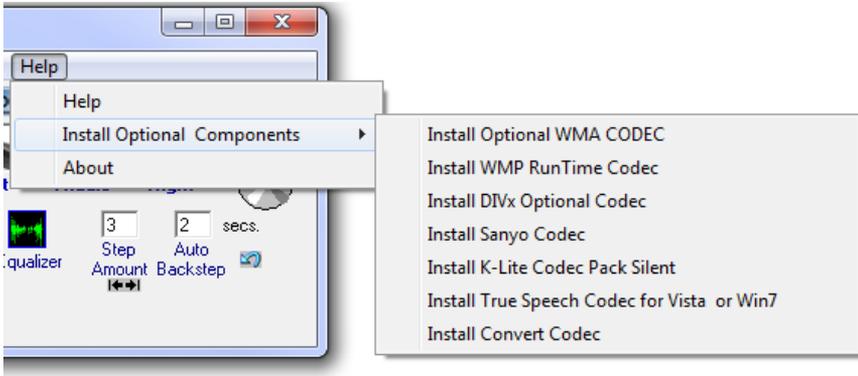
"Recently Opened Files" Menu



The screen shows the last 8 files that you have opened, for easy access to reopen. To reopen a file, click on the **Re-Open** button, which shows the path so you never have to guess where the file is located. The **Clear List** button allows you to clear all files on the list.

Sample Audio Files You can always access a variety of pre-installed sample audio files to test your transcription system. Please note: Some special samples

require installation of a special CODEC from the Help...menu. E.g., to play the video formats from the folder named “Other Samples”



Always on Top: Click to “check” and enable this feature, or click again to disable it. This feature lets you keep the Start-Stop Screen always on top of the work you’re doing, e.g., as a bar above your word processor. If un-checked, the Start-Stop PRO+ screen can be minimized, in the background, or in the foreground (focused).

Sending Files Securely:

If you need security during transmission of files over the internet (e.g., to comply with Medical Privacy requirements) we recommend taking a look the following programs:

<http://www.startstop.com/transport.asp> The secure and easy way to send any files securely via Email, FTP, or Port to Port

<http://www.hypersend.com> and www.hushmail.com Send e-mail and attachments securely

<http://www.netdocuments.com>

Send, receive and store files on a 128-bit encrypted virtual hard drive.

<http://www.logmein.com> Send and receive files securely from PC to PC over the internet, and remotely view the screen of another user’s PC (e.g., the transcriptionist can access the physician’s PC, and download his or her dictation each day).

Secure FTP: Ask your ISP (internet service provider) about this type of connection.

Using the SST PRO+ with Word Processors

The SST PRO+ is comfortable in the foreground, minimized, or in the background. You can use your favorite word processor in “full screen” mode while transcribing with the SST. The SST PRO+ does not interfere with any

Windows-based word processor, so feel free to use your favorite program (e.g., Microsoft Word, Corel, WordPerfect, etc.).

Playing Non-Standard Files

The Start-Stop PRO+ will play files that are not normally playable by Windows, using “Extended Play” technology from HTH Engineering. These files may or may not have a .WAV file extension, but the Start-Stop will automatically analyze them to determine what type of files they really are. To see these files with non-standard extensions (that is, extensions other than the “Media Files” shown when you are in the FILE OPEN menu), click on the “Files of type” box and select “All Files (*.*)”. You will now see all files, regardless of file extension. For some non-standard file types, the speech may be too fast or too slow; if so, use your Speed adjustment to correct the speech back to the correct pitch.

Converting Non-Standard files to Standard Microsoft .WAV or TrueSpeech™ .WAV Format or MP3 Format

Anything that the Start-Stop can play can also be converted (saved) in a standard format that other Windows PCs can understand. Just use the “File..Save..” or “File..Save As TrueSpeech...” or “ File...Save as MP3” features. This is handy when you want to store or forward audio via e-mail in a standard or TrueSpeech.WAV or MP3 format to someone who doesn’t have special equipment.

Specifications

Transcription Functions:

(User-assignable to any pedal) - Play, Play/Pause, Play/Pause/Backstep, Stop, Pause, Step Back, Step Forward, Rewind, and Fast Forward, Insert Bookmark

Dictation Functions:

Record, Stop, Pause.

Command-Line Launching: Provides command-line launching of the Start-Stop application from any DOS command line, Windows command line, batch file, or other external program. Will automatically launch the Start-Stop and load the audio file requested when the user provides a path/file argument after the executable. Example: (from a Windows RUN command line): “StartStopV14.exe c:\windows\media\chimes.wav” will automatically launch (start) the Start-Stop application, and load the “chimes.wav” file into the player for immediate transcription. If you start another command line, the Start-Stop will load the new requested file into the same Start-Stop software screen.

“.VI” Interface: Provides a method for controlling the actions of the Start-Stop, including Play, Pause, Stop, Save as .WAV, save as TrueSpeech .WAV, and Record. User can also specify file name and path for a local or remotely networked drive. Use a simple text editor to create these files, and then embed them as links in your custom application or an ordinary web page, to control the Start-Stop’s actions.

Media Types Played:

Audio

All .WAV Audio formats (from internet, network, or local to hard drive) that are playable by your Windows PC. The following list is not exhaustive, but representative of the .WAV file formats supported:

-Microsoft .WAV (PCM), WMA, Sun .AU, DSP Group's TrueSpeech Compressed .WAV, Microsoft ADPCM, GSM 6.1, u-Law, A-Law, at all amplitudes (4-8-16 bit) and sampling frequencies (8 KHz to 44 KHz) for mono and stereo.

Also Plays All Olympus Recorders (DSS/WMA/MP3/WAV) except DS-2400 and DS-2500, All Sony Recorders (MSV, DVF, WAV/MP3/WMA), Philips Digital Recorders (SP mode), Philips Speechmike CELP, ExpressScribe DCT, Nice AUD, Speex, OGG Speex, Sanyo Digital Recorder, ProCat™, BCB Play All™ TrueSpeech™, Lanier Digital Recorders, UHER DH-10 TrueSpeech, Dialogic™ .VOX format (used in many dictation systems and computerized telephony systems), Bitescribe VOX, Digital Voice™, Dictaphone™ (VOX 8KHz sample rate, 4-bit ADPCM, with headers), Crescendo™ and DVIPS™ (VOX 6KHz sample rate, 4-bit, ADPCM). Also plays Mu-law and A-Law (Sun™ Microsystems) .WAV files, as well as Creative Soundblaster™ .VOC format (Version 1.2), .MP3, and Olympus .DSS format, Evercom and TNetix Inmate Call Monitoring System formats, VAC (Value Added Corporation) Call Inmate Monitoring Format, SPX (Speex.org), BlackBerry® .AMR audio format, iPhone MP3 format, Compact Audio Discs

Audio Playback only of these video formats:

AVI, WMV (Windows Media Video), (Real Video/Real Media), IVF (Indeo Video Format), MTS (Hi Def Video Format - AVCHD created by Digital Video Cameras), MPEG (Industry-Standard PC Video format), MPG (Industry-Standard PC Video format), VOB (Video Object files that are used on DVD movies and burned movie disks), MP4 (Compressed Video Standard used on PCs and IPODS), F4V (Flash MP4 video format), MOV (Apple Quicktime Movie format), FLV (Flash Video)

Recording Mode

- 11,025 Hz Mono, 8-bit nominal. This provides excellent intelligibility, while minimizing file size (approx. 1 MB per minute).

-“Save as TrueSpeech” feature from the main file menu allows conversion of any playable .WAV file to DSP Group’s compressed .WAV format, with a resultant 15:1 (typical) savings compared to a standard 11KHz 8-bit mono .WAV file. Resultant compressed .WAV file has excellent playback quality and will play on any Windows 95/98/2000/ME/XP/NT4.0/VISTA/Windows 7™/Windows 8 platform without special software or hardware (DSP Group’s CODEC is native to Windows).

-MP3 Format (3 quality settings)

Background/Foreground Operation: Operates seamlessly and correctly whether in the foreground, background, or minimized on the Windows Task bar. Allows your favorite word processor to operate in partial or full-screen mode.

Operating Systems Supported: Windows 98, XP/XP Pro, ME, 2000, VISTA, and Windows 7 (32 and 64 bit CPUs and OS, all versions), Windows 8 (all versions except Windows Tablet RT)

Recommended Computer: Any Windows-compatible PC with a sound card, Pentium Class, 1 GHZ or higher, 512 MB or more recommended.

APPENDIX A – Time Stamp Control Codes (optional)

Key	Code
BACKSPACE	{BACKSPACE}, {BS}, or {BKSP}
BREAK	{BREAK}
CAPS LOCK	{CAPSLOCK}
DEL	{DELETE} or {DEL}
DOWN ARROW	{DOWN}
END	{END}
ENTER	{ENTER} or ~
ESC	{ESC}
HELP	{HELP}
HOME	{HOME}
INS	{INSERT}
LEFT ARROW	{LEFT}
NUM LOCK	{NUMLOCK}
PAGE DOWN	{PGDN}
PAGE UP	{PGUP}
PRINT SCREEN	{PRTSC}
RIGHT ARROW	{RIGHT}
SCROLL LOCK	{SCROLLLOCK}
TAB	{TAB}
UP ARROW	{UP}
F1	{F1}
F2	{F2}
F3	{F3}
F4	{F4}
F5	{F5}
F6	{F6}
F7	{F7}
F8	{F8}
F9	{F9}

TECH SUPPORT: Please visit <http://www.startstop.com/techsupport.asp> and click on Email Tech Support. You will be given a short form to complete which will assist us in helping you as quickly as possible.

Toll-Free Tech Support

Call us toll-free (USA 48 States) 1 (866) 254-0714 x1 Monday - Friday 8:30 AM - 6:00 PM, Saturday 11:00AM-1:00PM Eastern Time (Florida) - within the USA. If you're outside the USA, call (727) 939-8853. **We want you to be completely happy with your purchase. We will be glad to answer any questions you have about setup, installation or use.**

FAX Tech Support

FAX us at (810) 821-6940. Please include the following information: Your Name, Company Name, Address, Telephone Number, Date Purchased, Type of Product(s) purchased from HTH Engineering, Detailed information on the type of computer you are using, Detailed description of your problem or question.

High Speed Internet Users

For those customers who are using high speed internet connections, we can assist through web conferencing with GoToMeeting™ or GotoAssist™. These products allow the support technicians to view your computer remotely and assist you just like they were sitting right in front of your computer.

LIMITED WARRANTY

This unit is guaranteed against defects in material or manufacture for a period of 1 year from the date of original purchase. Please call (727) 939-8853 or (866) 254-0714 (Toll-Free USA & Canada) to initiate repair procedures and be given the address for returns (RMA# required). Headsets have a 90-day warranty.

The unit will be repaired or replaced, at seller's discretion. Shipping costs cannot be refunded. No other warranties are expressed or implied. Seller accepts no liability for fitness for use in intended application. Liability is limited strictly to the purchase price of the unit.

HTH Engineering, Inc., Tarpon Springs, Florida
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Website: <http://www.startstop.com>



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