

Digital Accessories Newsletter - May

Welcome to the May edition of the Digital Accessories newsletter! It's our goal to better inform our dealers concerning the latest developments with our products, as well as solutions and tricks to common problems experienced among our users. We appreciate and encourage feedback from dealers, whether it's with an issue discovered in our software or suggestions for new features to implement. Any questions about the information or posted software updates in this newsletter can be directed to Steven Higgins (steven@dac-voice-solutions.com).

Updates

- **NEW SOFTWARE RELEASE!** - We currently are in the process of testing a new product called **iNet**. It has been in development for a while now, and has recently gone beta, with several live test sites helping us to iron out the kinks and eliminate possible bugs. iNet is really a cousin of our other transcription software, iChannel. The look and feel are very similar. However, beneath the surface is a different architecture streamlined for use with our Voice Solutions' servers across the internet, WANs, and VPNs compared to a LAN. This will allow clients who have transcriptionists across the city, state, or nation to access and speedily go about their work even on slower connections. We are planning a second quarter release to our national dealers. As soon as more information is available, it will be here in our monthly newsletter.

Tips and Tricks

The following information can also be found in the iChannel Help file or manual. If your version of iChannel doesn't have the Help file in the folder, you may download it, along with the latest version of the application, from <ftp://www.dacsupport.com> with the username & password of **download**

- **Q: iChannel left a job marked as *In Transcription* and it will not allow me to request it now. How can I put it back as *In Queue* to receive and transcribe it again?**

A: Before iChannel, the only way to correct a problem like this, would be to restart the Voice Solutions server. However, in iChannel using the *PNav* view, and selecting *Browse Mode*, choose the ***In Trans*** option under the **Status** filter field. Hit *Refresh*, and you will see a list of jobs marked as *In Trans* (In Transcription). Highlight the job which you wish to return to the queue and scroll all the way to the right until you see the *FileName* column in the PNav list. In this column, *Right-Click* the highlighted job (just as you would if you were going to choose the *Request* option) and select ***Return to Queue***. Click OK to the warning screen that appears. You may now go about retrieving that job as usual.

- **Q: I was assigned another transcriptionist's job by mistake or wish to change the job's demographics (worktype, department, etc) . How do I do that?**

A: When this happens, you must first request the job, then if you *Right-Click* ***Return*** (to return the job back to the server), you will be given the option of entering the ID number of the transcriptionist you want the job to be reassigned to. For example, if that person's ID was 904, you could type *904* or simply *4* in that field. Likewise, you may change demographic information such as worktype, department, subject, and priority status. Many admins use this feature with an iChannel installed on the Voice Solutions server to make for easy maintenance. A footpedal is not needed for this and iChannel can run in the demo mode since you will not be listening to the files themselves on the server. This will allow you to PCAnywhere into the sever (if you have a remote connection set up) and handle such changes for the client without any downtime. If you have more questions concerning this feature, feel free to contact us.

For corporate contact information, please visit our [Contact page](#) on our website. If you have any questions, you may also reply to this email or write to steven@dac-voice-solutions.com

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