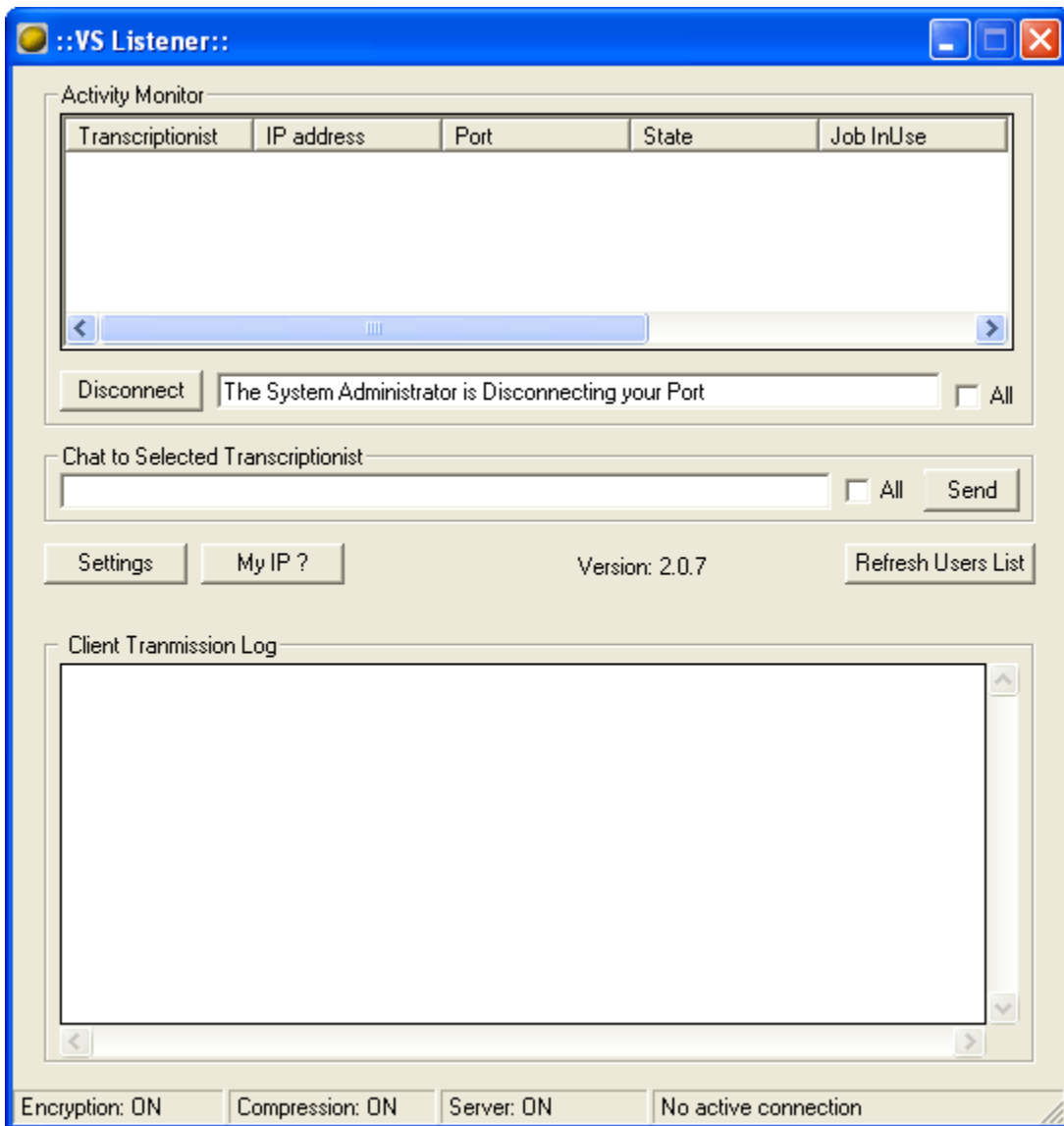


Introduction to VSListener (Administrator's Manual)

For version 2.10

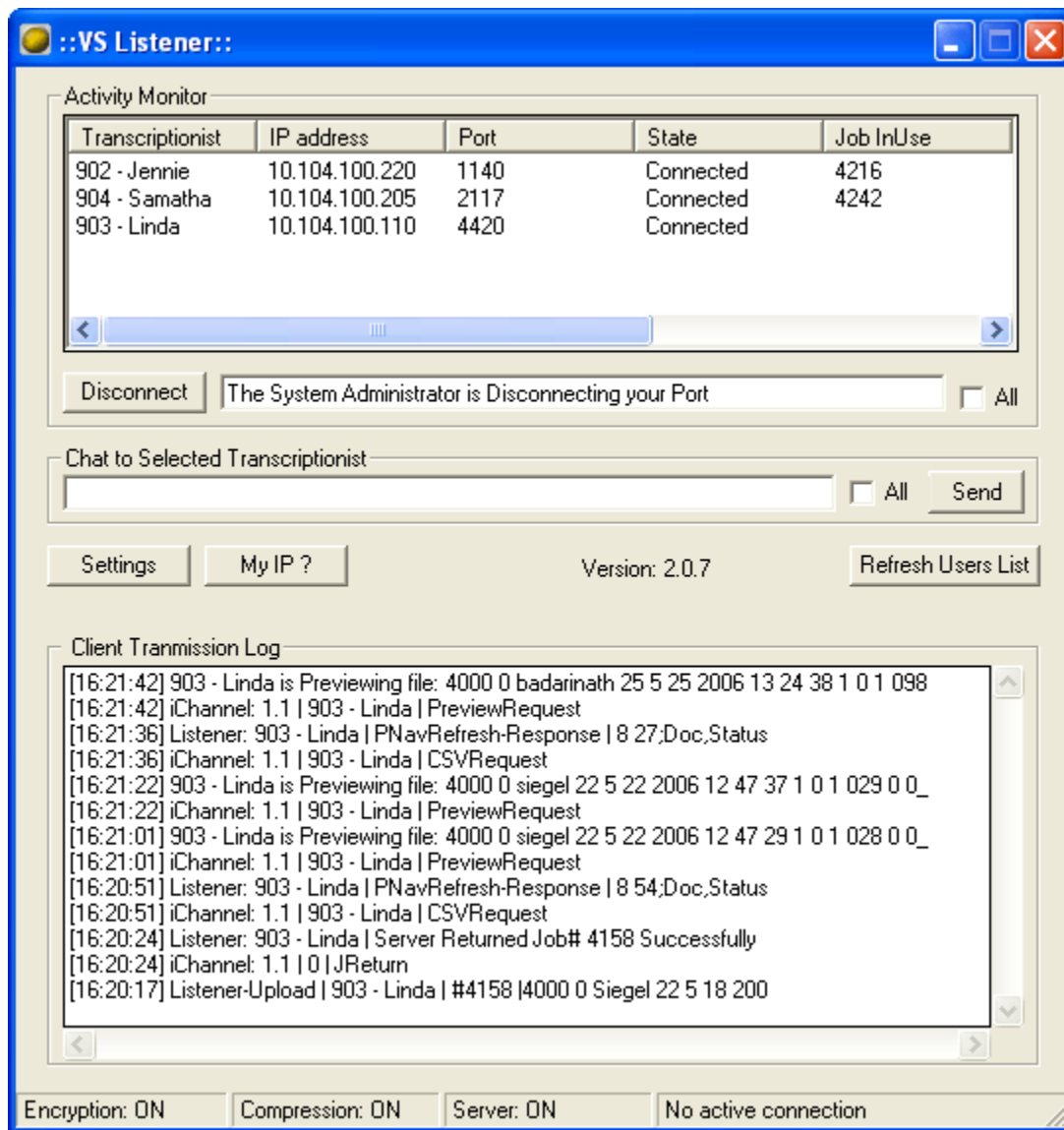
The VSListener is the server side of the iNet software. It runs on the Voice Solutions Server and is the interface which enables iNet to interact with the server. Without the VSListener running, iNet cannot connect to the server.

VSListener is a fairly simplistic program, that doesn't require any special configuration in most instances. However, having an understanding of its abilities and underworkings will assist you should any problems arise.



Above is a standard VSListener screen without any user activity.

Any iNet Players that are connected will be displayed under the **Activity Monitor** box. You will see the name of the *Transcriptionist* (the name in the TransName field of the iNet Player); the PC's *IP address*; *Port* number (port that their PC is sending data out); current *State* (will almost always say Connected); *Job InUse* (if they are currently in a job); *Job FileName* (the actual Windows file name); and *ReturnData* and *ReturnID* which, you will see if you scroll to the right, are used for advanced troubleshooting.



Above is a standard VSListener screen with various user activity.

Disconnecting a Transcriptionist

When you select a particular transcriptionist from the Activity Monitor, pressing the Disconnect button will send the text in the field beside it and disconnect that

iNet's connection to the server. By default "*The System Administrator is Disconnecting your Port*" is in the box. You may type whatever you would prefer the transcriptionist to see, however. Checking the **All** box will send the message to all currently logged on transcriptionists and disconnect them accordingly.

Chatting with a Transcriptionist

You may chat with a particular transcriptionist (by selecting one from the Activity Monitor) or all currently connected (by checking the All box). Type your desired message into the Chat box and hit the **Send** button. The iNet user(s) has the ability to answer back with a response via a *Chat to Server* window that appears.

Administration

Given that VSListener is really an extension of the Voice Solutions system software, it's options are very few. If you were to click the **Settings** button, you will get a popup with three preferences:

- **Listening Port:** By default, the port that the VSListener is set to monitor (and likewise iNet is configured to use) is 2222. Although unlikely, if that port is already being used for another protocol, application, or is blocked by a firewall, etc. you can assign a different port for communication. Keep in mind, however, that you must change each iNet's default port to match that of the VSListener. You may do so in the Settings page of iNet.
- **Enable Incoming Connections:** By default this box is checked. This allows iNet to establish a connection. However, there may be times when you do not want any additional users connecting, as would be the case if you are getting ready to take the server down for maintenance. Unchecking this box will prohibit additional iNets (not already connected) from establishing a connection.
Note: Remember to check the box again once you are ready for users to connect. You will need to do this even if the computer was rebooted. The preference does not default back on its own.
- **Return Job on Transcriptionist Disconnect:** When checked, if an accidental disconnect were to happen (as in the case of network failure) the job currently *In Transcription* would be returned to the queue automatically.
- **Registration:** This is a one time process, and may have already been done for you. However, reformatting the harddrive and reinstalling system software will require registration once more. Simply follow the instructions provided in the popup, by calling the 800 number provided and following the representative's instructions.
Note: An iNet transcriptionist will NOT be able to connect to the server until registration is complete.

Users

Every time a user is added/deleted/edited in the system database, the **Refresh Users List** button must be clicked before those changes will be recognized. This will

provide an updated users list to every iNet that connects to the VSListener afterward. Exiting and restarting the VSListener will produce the same result.

Other Administrative Tasks

Although not necessary, below are some additional features that provide more customization for your setup.

iNet Upgrades: In the VSListener folder on your Voice Solutions server, you will notice a folder called Upgrade. This is the folder that iNet looks to when the user chooses the **Check For Updates** option from the menu. If the version of iNet in the Upgrade folder is newer than the version the user is currently using, it will download it from the server and install it the next time iNet is reopened.

Note: Only the executable (.exe) should be put in the Upgrade folder and the filename must be "iNet-Player.exe". So, for example, "iNet-Player 2.0.8.exe" or "iNet Player.exe" will not for work.

Transcriptionist User Profiles

With iNet, it's possible to create a user profile for a transcriptionist with access restrictions as well as a password prompt to log on. These features are actually part of the System Manager.

Transcriptionist: 901 Grooms

Add Delete

Find by

Name Grooms

User ID 901

Scrolling

Total Transcriptionists: 7

Transcriptionist Profile

Memorize Clone

General Options Advanced Annotation

User ID 901

Title Restricted

Name, last Grooms

Name, mid

Name, first Lisa

Phone

Fax

Email

Password ****

Passwords: In your Voice Solutions System Manager, go to the Transcriptionist Profiles. Under the *General* tab you will see a field for a *4 digit, numeric* password.

When the user logs onto the server with iNet, a password prompt will appear, just as is the case when this field is configured for hard wired stations.

Permissions: In your Voice Solutions System Manager, go to the Transcriptionist Profiles. Under the *General* tab is a *Title* field. A blank field for *Title* will allow the user to access all system jobs through PNav, regardless of the exclusive assignment (the typical configuration for most clients). Entering the following words into the field (words are case sensitive) will assign their corresponding permissions to that user.

- **Restricted** - A user with this permission may only view with PNav and transcribe jobs assigned to their ID.
- **Reviewer** - User can access all jobs, regardless of exclusive assignment though PNav, but **cannot Save or Complete** (*Sign Off*) jobs.
- **RestrictReview** - Like a Reviewer, this user **cannot Save or Complete** (*Sign Off*) jobs. However, only jobs exclusively assigned to this user's ID can be accessed and reviewed.

Networking

There are a few different methods for which to provide connectivity between iNet and the VSListener on the server.

- **VPN** – If the current network has a working VPN, users with the iNet software outside of the LAN may use this for connectivity. **Prior** to implementation of the iNet/VSListener package, the network administrator should check and verify that all **VPN and security software in place is up to date**. Once the user has a stable VPN set up, iNet can be run simply using the IP address of the Voice Solutions server, as DNS never works across a VPN (so the UNC name - such as *dac1* - will not work).
- **Dedicated External IP** – If you have a dedicated IP address from your ISP, with the Voice Solutions server visible to the internet, no special configuration is necessary. You may simply point iNet to that external IP or valid domain name (example: www.dacsupport.com).
- **NAT (Name Address Translation)/Port Forwarding** – For those who do not have a VPN, this will be the most likely and logical solution for connectivity. Using NAT, all that is needed is one external IP address for the entire network. NAT is configured on the router which acts as your Default Gateway to the internet. Every application or protocol has a port number that it is looking to communicate with, at the designated IP. For example, by default iNet tries to communicate through port 2222 at the given server address. No two applications may communicate on the same port. This allows you to create a NAT table (on the router) where certain port numbers are forwarded to a different internal IP address (which would be the IP of the Voice Solutions server).