



DeliverHealth

eScripture One InSync

User Guide

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Introduction

InSync is a HIPAA-compliant application for sending encrypted voice recordings between the client and Transcription Company.

The InSync application resides on any PC or notebook computer and runs in the background as long as the computer is turned on, automatically uploading dictations from digital recorders to the eScript One servers. Clinicians don't have to start the application or click anything. They simply dock the digital recorder and the secure transfer begins. Dictations are verified for completeness and then removed from the digital recorder, allowing the clinician to begin dictating again. A backup copy of all dictations is securely stored on the docking computer for 14 days by default. InSync is also capable of creating dictations on PCs equipped with a microphone.

InSync supports any digital recorder that connects to a computer as a "removable drive" and records in any of these standard audio formats: DSS, DS2, MP3, SRI, WAV, WMA, MSV.

! Some older model recorders are not supported by a 64-bit version of Windows. Check with the recorder manufacturer for compatibility.

Requirements

For InSync to work properly within your Windows environment, the PC must meet the following software and hardware requirements:

Minimum Requirements:

- Windows 10
- RAM: 4 GB
- Hard Drive Free Space: 1 GB
- .Net Framework: 4.7.2 or higher
- Sound Card with Speakers (or Stereo Headphones)
- Microphone (if recording dictations on the PC)
- A monitor capable of displaying a resolution of 1366x768 pixels
- Internet access with IP Ports 80 and 443 open to initiate an Internet communication session to <https://mobile.escription-one.com> using TLS 1.2.
- Internet Bandwidth: 3 Mbps download; 1 Mbps upload or greater

Recommended Requirements:

- Windows 10
- RAM: 8 GB
- Hard Drive Free Space: 1 GB or more
- .Net Framework: 4.7.2 or higher
- Sound Card with Speakers (or Stereo Headphones)

- Microphone (if recording dictations on the PC)
- A monitor capable of displaying a resolution of 1366x768 pixels or higher
- Internet access: High Speed Cable or DSL with IP Ports 80 and 443 open to initiate an Internet communication session to <https://mobile.escription-one.com> using TLS 1.2.
- Internet Bandwidth: 3 Mbps download; 1 Mbps upload or greater

Note: Macintosh computers are NOT supported.

Installing InSync

On a network with multiple users, please make sure the Windows Login ID has installation privileges. If unsure, please contact your PC support staff. Download the InSync application from the eScription One software page here:

Australia <https://www.escription-one.com.au/Software/InSync/>

Canada <https://www.escription-one.ca/Software/InSync/>

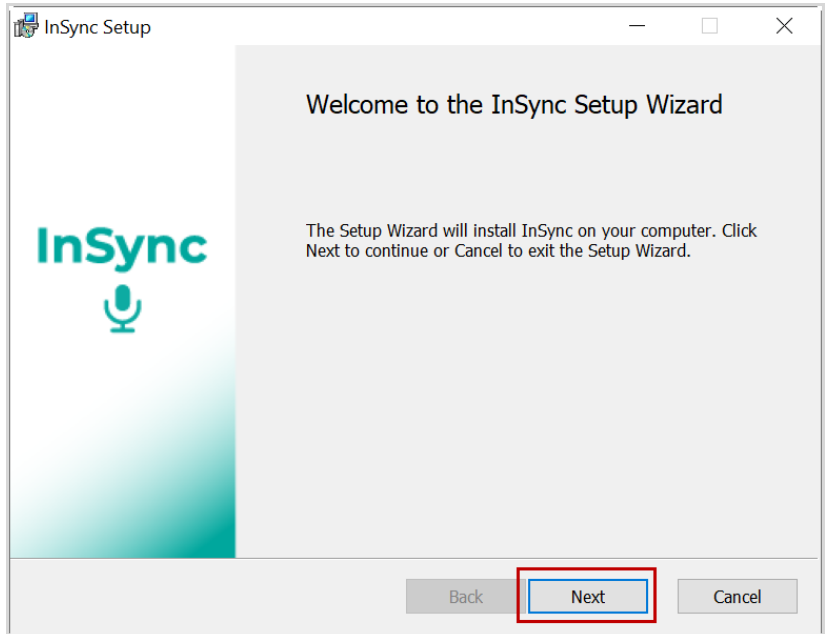
United States <https://www.escription-one.com/Software/InSync/>

We recommend installing the most recent version.

Steps:

Double-click the InSync Setup software file to run it.

Click **Next** on the Welcome screen to continue with the installation.

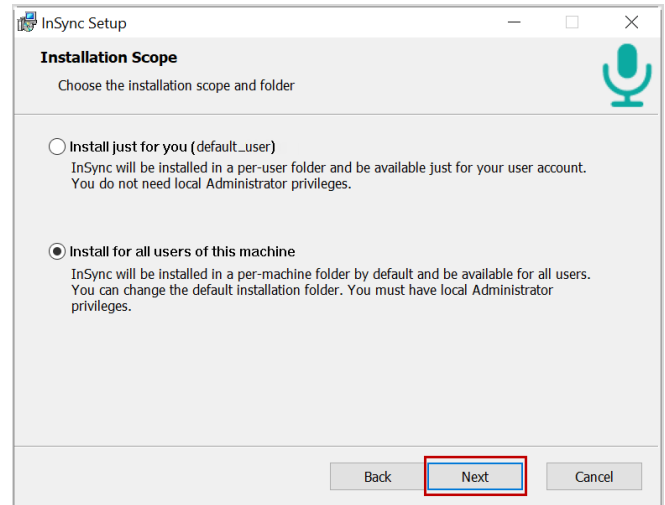


Read the license agreement, then check the 'I accept the terms in the License Agreement' check box. Click the **Next** button.

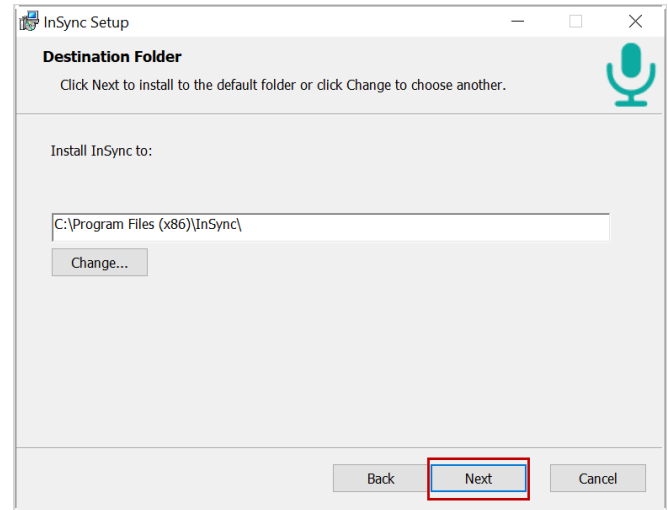


Unless otherwise required by your IT department, choose the option to **Install for all users of this machine**.

Then click the **Next** button.

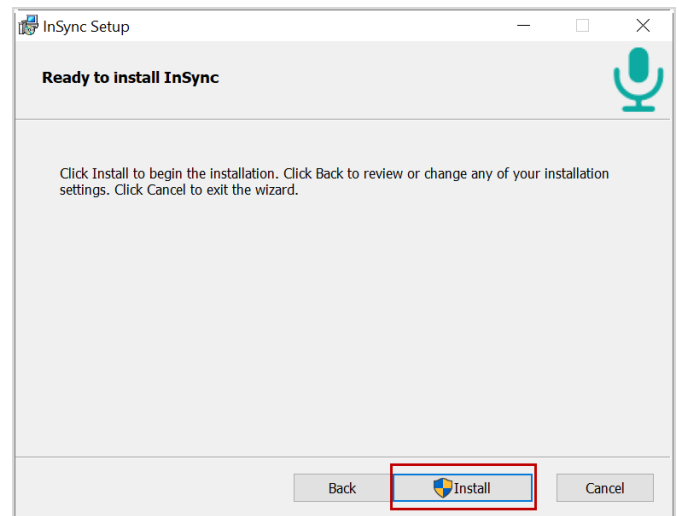


Unless otherwise required by your IT department, keep the default installation path and click the **Next** button.



Click the **Install** button.

InSync will now install automatically.

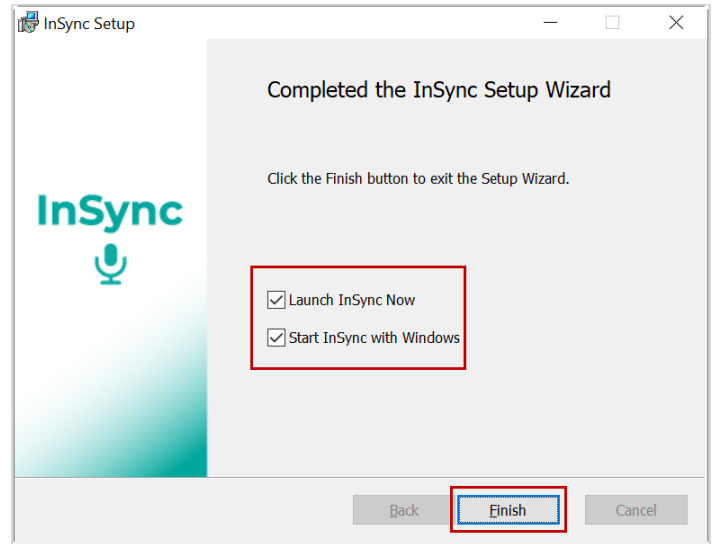


Note: Based on how your User Account control is configured, you may be asked if you want to allow InSync to be installed. Click the **Yes** button.

If you will be using InSync to upload dictations from hand-held devices, we recommend that you enable:

- Launch InSync Now
- Start InSync with Windows (this starts InSync every time you start your PC)

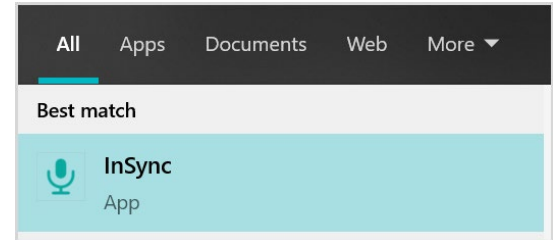
Click the **Finish** button to complete the installation.



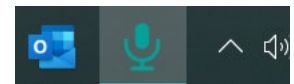
Starting InSync

If you did not choose to “Start InSync with Windows” during installation (see [Installing InSync](#)), you can manually start InSync as you need it.

Click the **Windows** Button or press the Windows key. Type “insync” on the Start screen and click the **InSync** program.

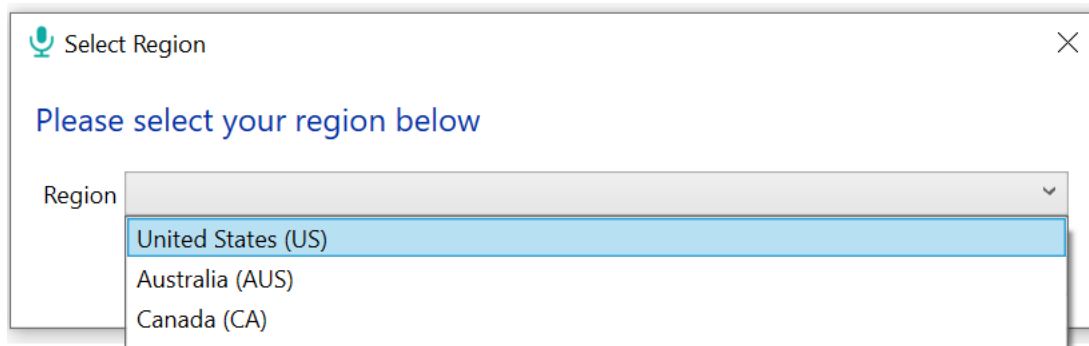


By default, InSync will minimize to the System Tray and will not open a window. When InSync is running, a small icon in the System Tray area will be present.



Select Region

Upon the first time running InSync you will be prompted to select a region. This allows InSync to connect to the proper servers for your client. Choose the region that applies to your location or client and press Select.

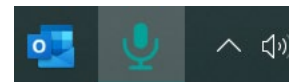


In the unlikely event that you need to change your region, you may do so from the Home tab. Click on the blue Change Region link to open the Select Region window. Choose the appropriate region and press Select. A confirmation window will appear asking if you'd like to restart InSync to apply the region change. Press Yes to continue with the restart and apply the region change, or No to maintain the original region setting.

System Tray menu

When InSync is running the InSync icon will display in the System Tray.

Single-click on the InSync icon to access the shortcuts menu for InSync functions. Double-click the InSync icon to open the Home tab.



Please note:

- Several of the InSync functions require a user to be logged in for the function to work.
- InSync will automatically upload dictations from configured hand-held recorders without a user logged in.

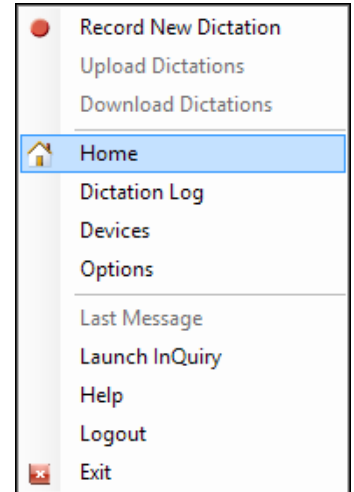
Dictation Selections

- **Record New Dictation:** This shortcut opens the Recording tab of InSync (covered in [Recording with InSync](#)). If a user is not already logged in, you will be prompted for login credentials prior to opening the Recording tab.
- **Upload Dictations:** This shortcut forces InSync to send any files that are waiting to be uploaded.
- **Download Dictations:** This shortcut forces InSync to check any connected recorders for dictations waiting to be uploaded.

Menu Tab Selections

Menu selections link to four of the InSync tabs.

- **Home:** The Home tab provides an overview of InSync (covered in [Home](#)).
- **Dictation Log:** The Dictation Log provides a record of uploaded dictations covered in [Dictation Log Tab](#).
- **Devices:** The Devices tab shows a list of connected devices that can be configured with InSync (covered in [Devices Tab](#)).
- **Options:** Configuration settings for the InSync application are located on this tab (covered in [Options Tab](#)).

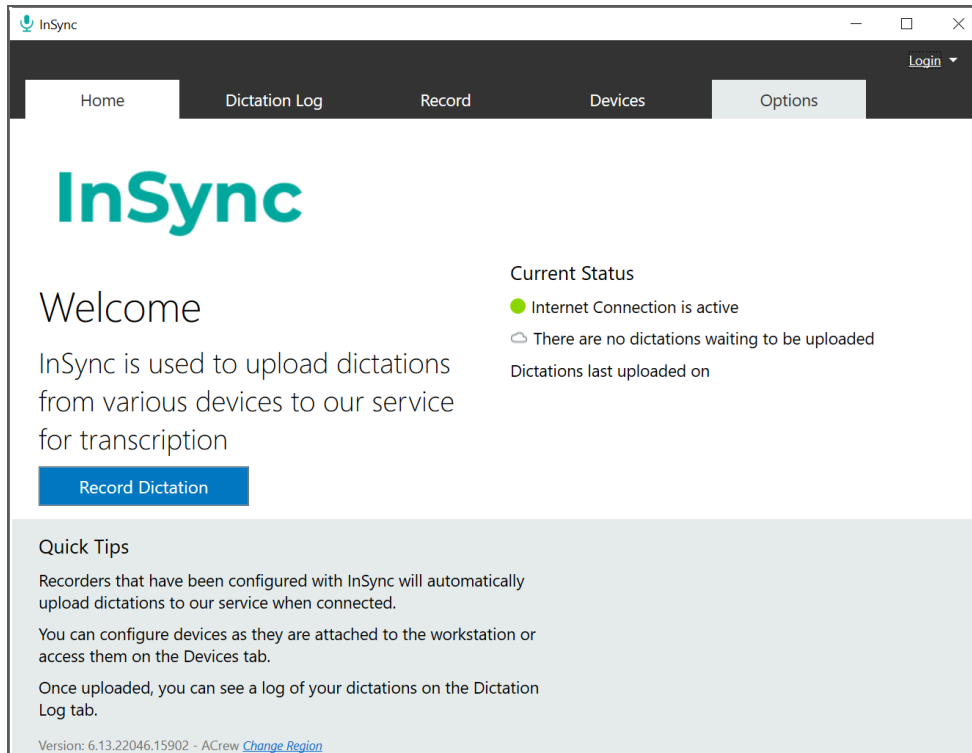


Other Selections

- **Last Message:** Displays the last message InSync displayed, such as “Completed Uploads” or “Device Detected.”
- **Launch InQuery:** A shortcut to the InQuery website:
 - **Australia** <https://www.escription-one.com.au/inquiry/>
 - **Canada** <https://www.escription-one.ca/inquiry/>
 - **United States** <https://www.escription-one.com/inquiry/>
- **Help:** Links to a support website, if available for your facility.
- **Logout:** Logs you out of the user account you are using for InSync. Please note that InSync is still running in the background and will automatically upload dictations from supported hand-held recorders that have been configured with InSync. However, once logged out, many of the functions of the InSync application are no longer available.
- **Exit:** Closes the InSync application. The audio files from connected recorders will not be automatically uploaded.

Home

The Home tab provides an overview of InSync and the status of any unsent dictations. To access all the features on the Home tab, a user must be logged into the application.



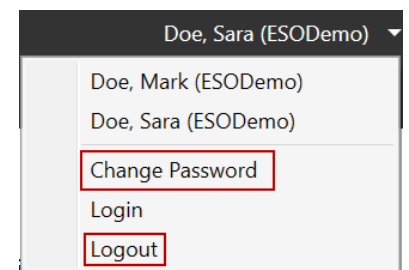
Login Menu

To log in, click the **Login** link in the upper right corner of the InSync Home tab.

During the login process you can choose to save or remove credentials. All profiles with saved credentials will appear in the menu.

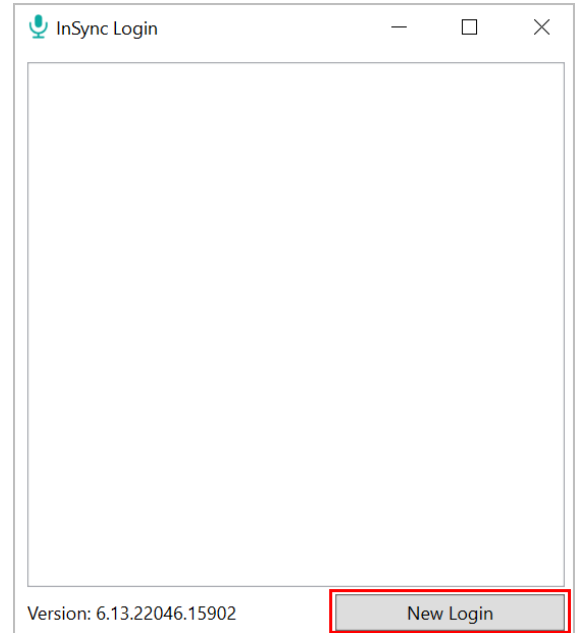


Also use the menu to change your password and log out.



Initial Login

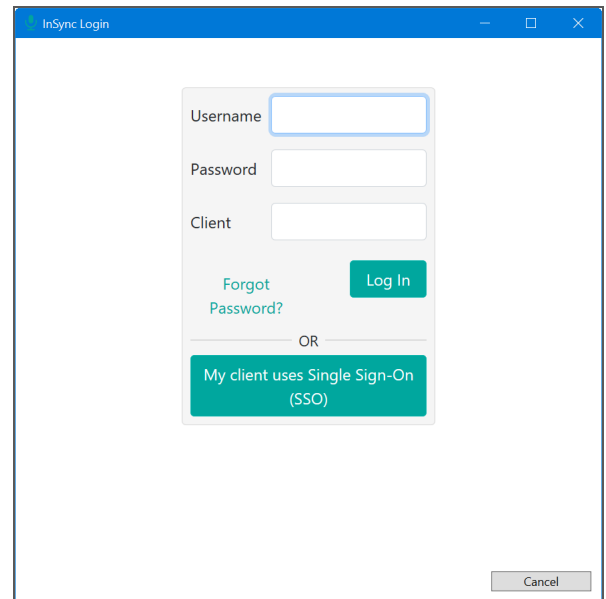
When logging in for the first time, click the **New Login** button at the bottom of the InSync Login screen.



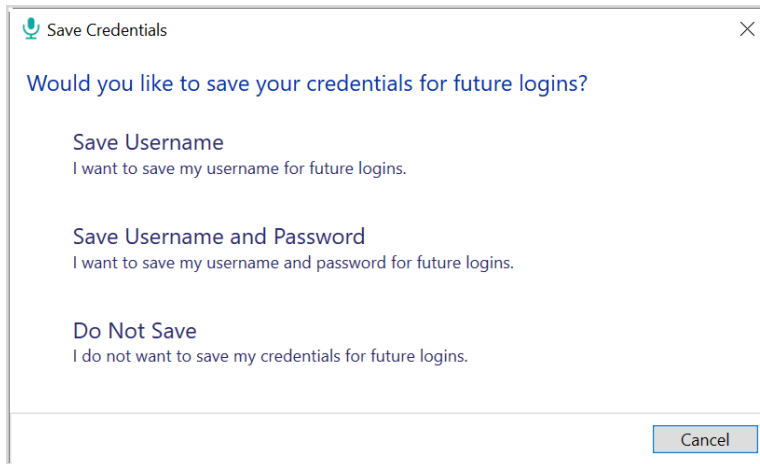
Enter your **Username**, **Password**, and **Client**, then click **Log In**. SSO users should choose **My client uses Single Sign-On (SSO)** to proceed with login.

The "[Forgot Password?](#)" link next to the Login button allows users who have saved a valid email address to receive password reset instructions by email if it is lost or forgotten. For more information, go to [Email Address Verification](#) and [Resetting your Password](#).

Note: If multi-factor authentication (MFA) has been enabled for your client, please see 'Setting up Multi-Factor Authentication Using Auth0 Guardian'.



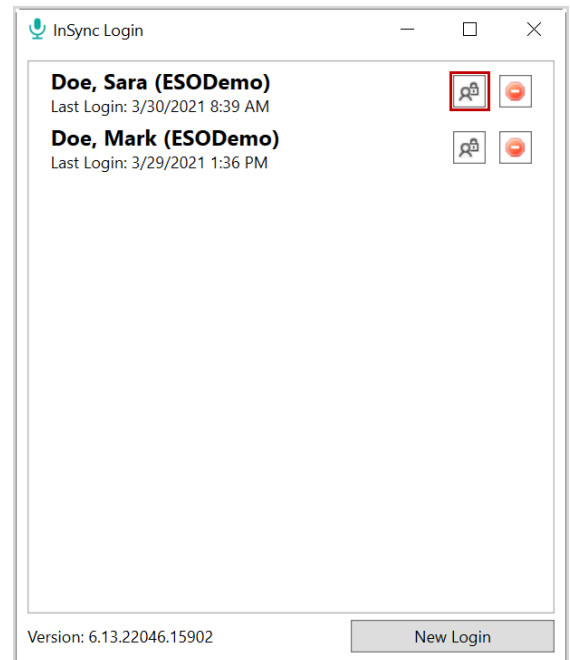
On the Save Credentials screen, choose which, if any, credentials you would like to save:



Note: To save a password, the 'Can Save Password in InSync' option in InCommand must be selected for the user. Otherwise, 'Save Username and Password' will not appear in the dialog.

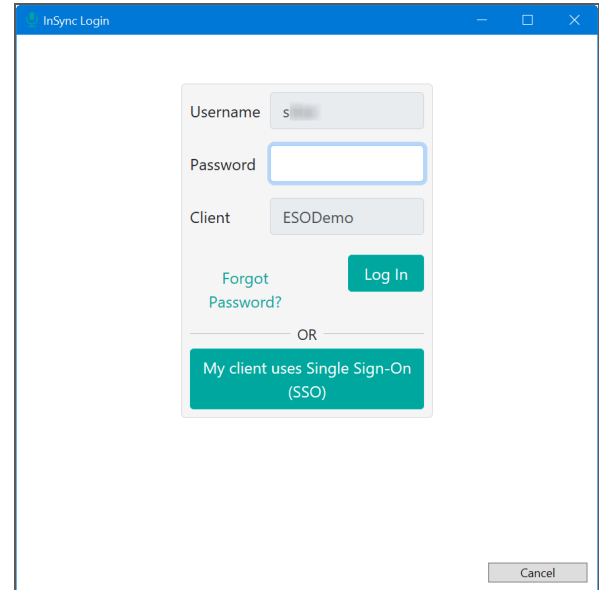
Logging in after the First Time

The next time you log in, click the saved credentials icon on the Login screen.

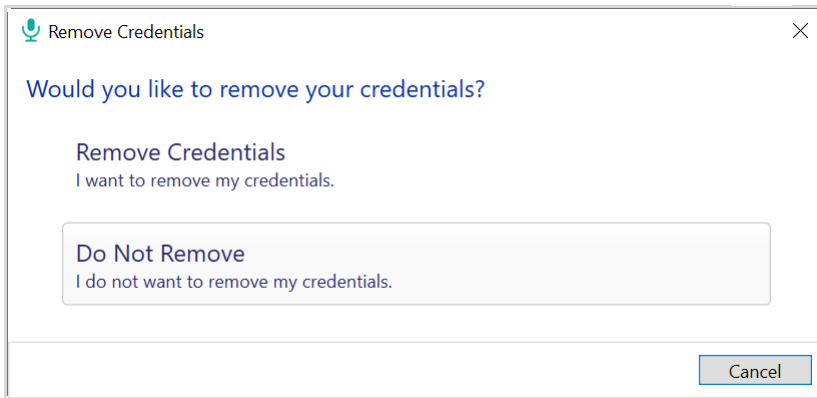


If you have not saved the password, the login screen opens, with the username and client filled in. Enter your password and click Log In.

Note: The pre-filled fields are read-only. To log in with a different Username and/or Client, click Cancel to return to the login screen and choose **New Login**.

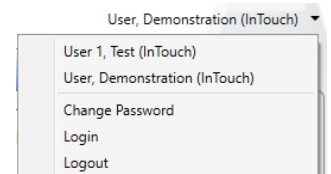


To remove a saved login from the screen, click the stop sign icon.



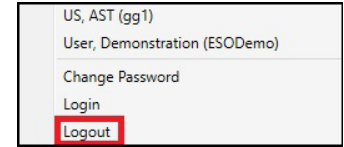
Choose 'Remove Credentials' to remove the saved credentials.

Also, any saved Usernames on this PC will appear in a drop-down arrow to the right of the login link. When logging in, you can choose one of these profiles instead of typing the username. If the password is not saved for the chosen profile, you will be prompted to enter the password. The name of the user currently logged in will appear where the Login link previously was.



Once logged in, a user can choose to log out by clicking the down arrow, then clicking **Logout**.

Alternatively, you may right-click the InSync icon in the system tray, then click **Logout**.



Setting up Multi-Factor Authentication Using Auth0 Guardian

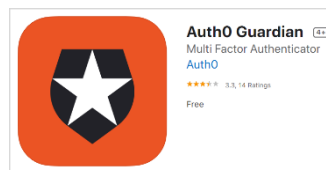
Multi-factor authentication is another way to verify a user's identity, adding an extra level of security to the login process. To set up multi-factor authentication, there will be a one-time procedure that requires you to download an authentication application called Auth0 Guardian onto your cell phone and create an account. Subsequently, when logging in, you will only need to accept a notification sent to your phone. This one-time procedure does not need to be repeated for each client app.

When logging in for the first time after the multi-factor authentication setting has been enabled, you will enter your login credentials as usual. Before the application opens, the 'Secure Your Account' screen appears. Here you begin the one-time multi-factor authentication setup.

Step 1: Download the Auth0 Guardian app

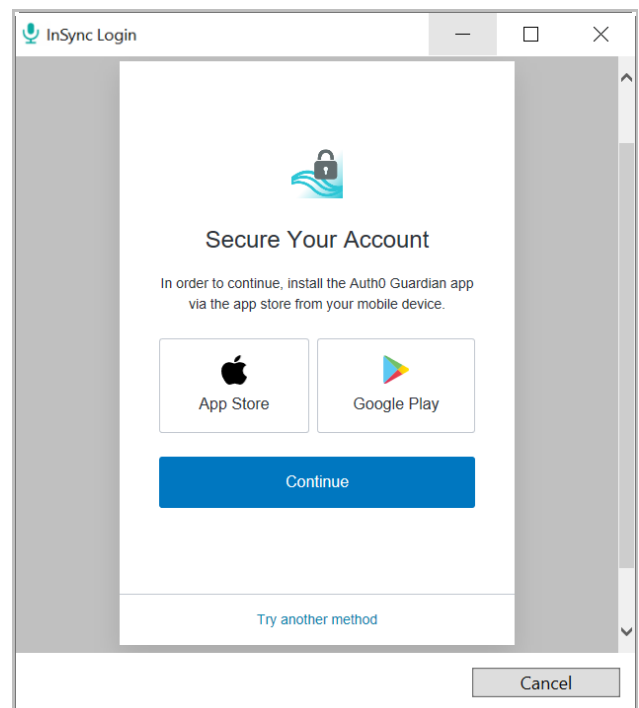
Auth0 Guardian is a free security app for performing multi-factor authentication. With the Guardian app, a notification is sent directly to your cell phone. There are no codes to manually enter; just press 'Allow' to accept the notification.

If you do not have the Auth0 Guardian app already installed on your phone, you must first download it from the Apple store (for iPhone) or Google Play (for Android). Choose the appropriate button to view the location of the app's download site. Search 'Auth0 Guardian' and download it to your phone.



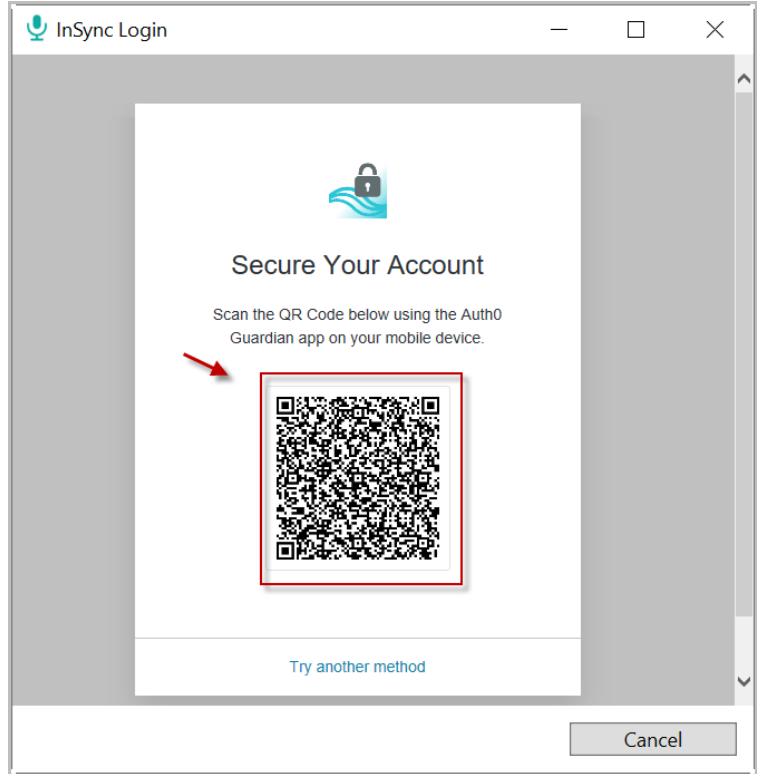
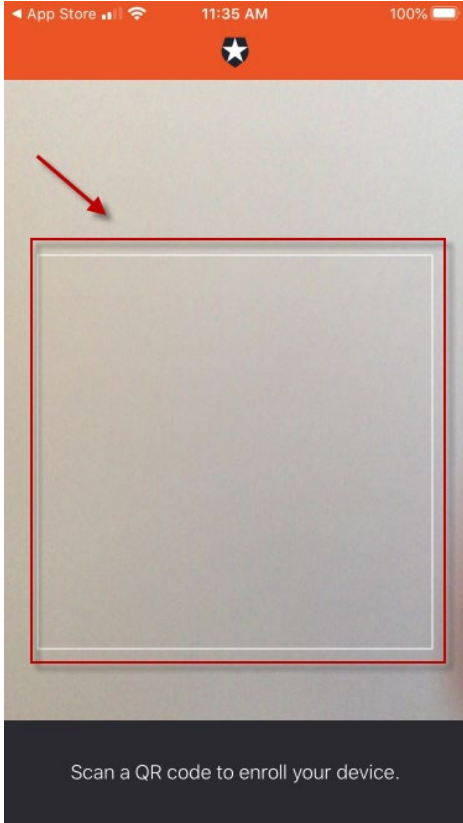
Once you have the authentication app downloaded, open it. In your InSync app, click **Continue** on the 'Secure Your Account' screen.

Note: Other authentication apps may work as well but are not officially supported.

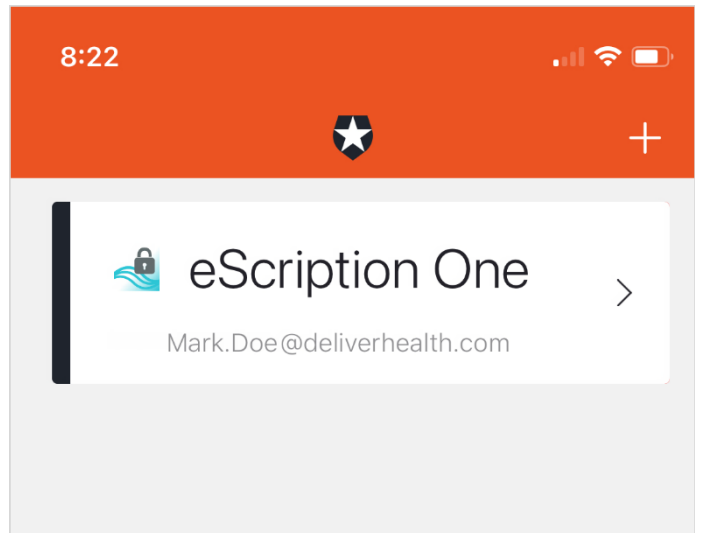


Step 2: Scan the Activation (QR) code

Next, use the authentication app to scan the activation code that appears in InSync by holding your phone up to the code. This will link the authentication app to your InSync application.



If the scanner does not automatically open, you may need to click the plus button at the top of the Guardian screen to add a new account.



Step 3: Copy the Recovery Code

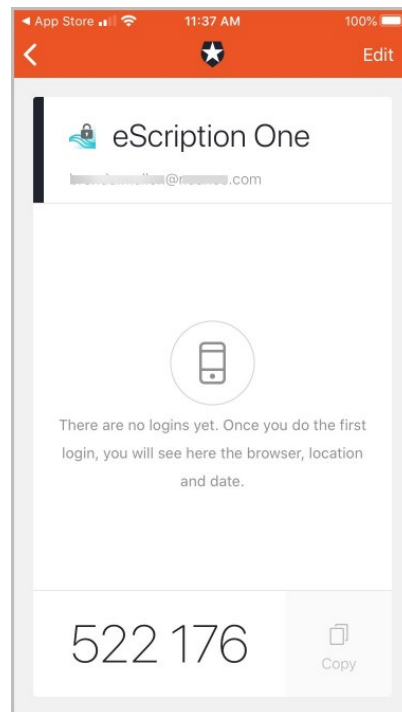
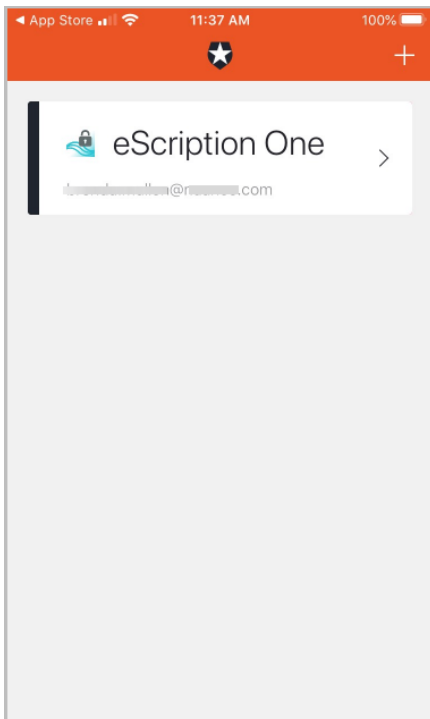
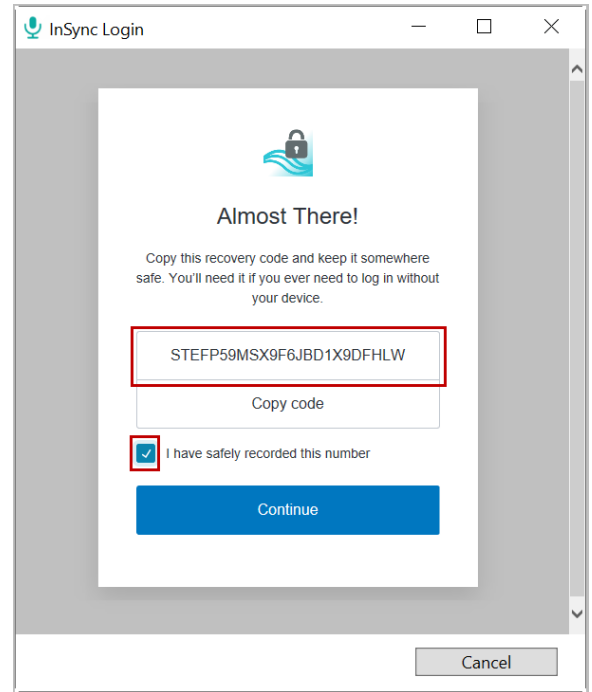
After scanning the code, you will receive a recovery code (in InSync). If you need to log in and do not have your device, you can paste or enter this code to access InSync. Copy the code and keep it somewhere safe.

Click the check box indicating that you have recorded the code, then click **Continue**.

You now have an account to which a notification request will be sent each time you log in. The email on your account will be the email listed for you on the User Information screen in InCommand.

InSync will now open.

Note: Remember to have your phone nearby when you log in from now on. See the next section for details.



You have successfully set up multi-factor authentication. Remember to have your phone nearby when you log in from now on. See the next section for details.

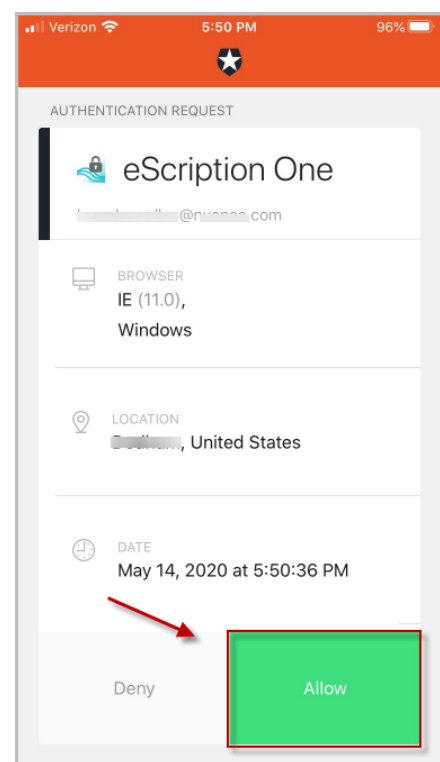
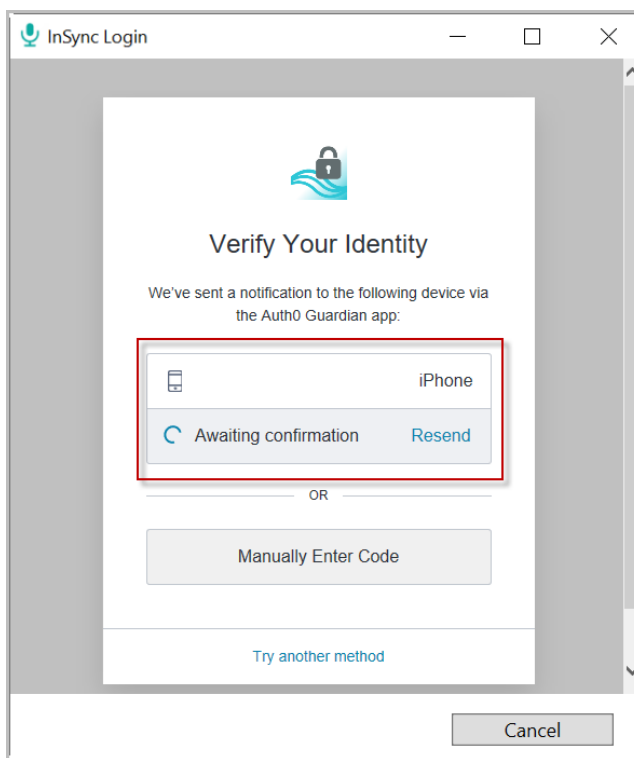
Logging in with Multi-Factor Authentication

Once you have completed the initial MFA setup process above, you will subsequently log in to InSync as shown in the steps below.

1. Open the Guardian app.
2. In InSync, enter your login credentials.

The Verify Your Identity screen opens, indicating that a notification has been sent to your phone and is awaiting confirmation.

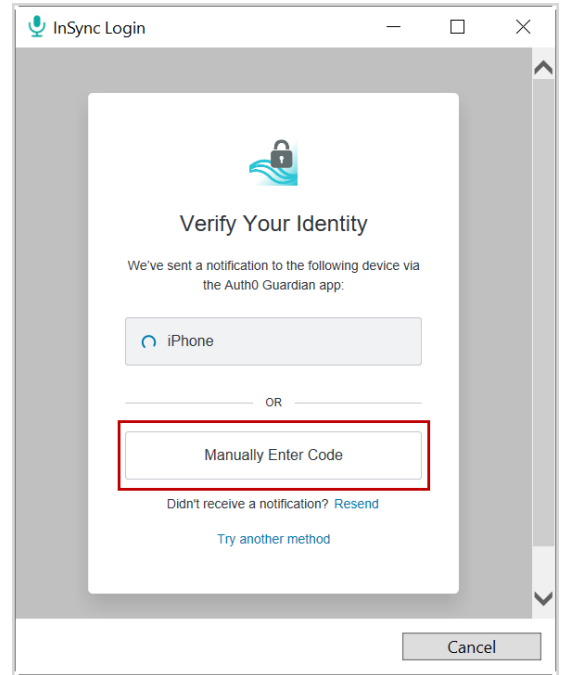
3. In the Guardian app, click **Allow**.



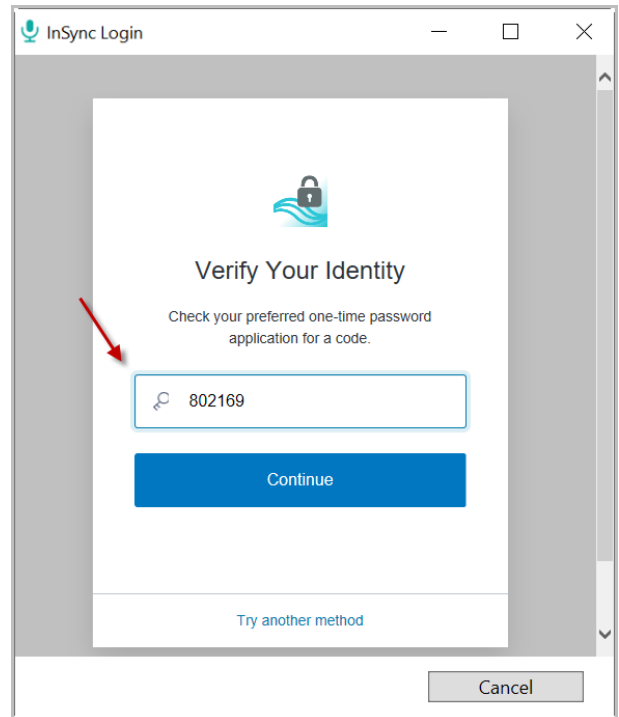
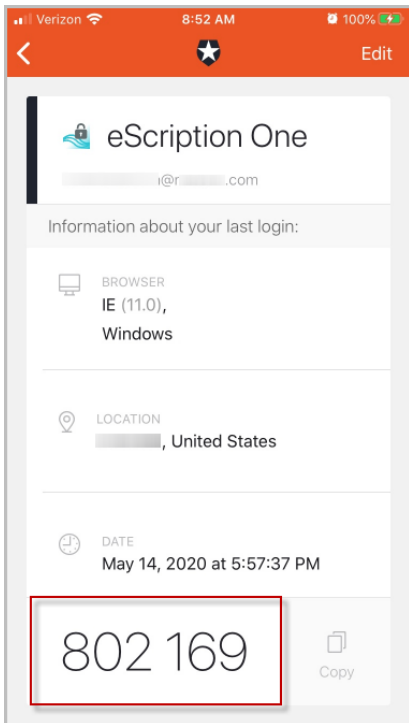
After successful authentication, you will automatically be logged into InSync.

If you do not receive the notification, you can choose to have the notification resent, or you can manually enter the code at the bottom of the Guardian app (see below).

If you do not receive a notification, you can choose **Manually Enter Code**.



Enter the code appearing at the bottom of the Guardian app.



Click **Continue**. After successful authentication, you will automatically be logged into InSync.

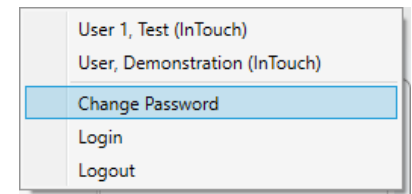
Note: If you cannot log in with MFA after having done so previously, please contact your admin to have it reset.

Change Password

Users can change their passwords after logging in by selecting the **Change Password** option from the Login menu. **Please note that this also changes the password for InQuery and eScription One mobile applications.**

To change your password, you will need to confirm your current password, then enter the new password twice. The password requirements configured for the client are shown at the top of the screen. If the password does not meet these requirements, the screen will display which ones have not been met after the user presses the 'Change Password' button.

Remember that InQuery, InSync, and eScription One Mobile all use the same password.



Change Password ✕

Your password must meet the following requirements:

- Passwords are [blurred]
- Passwords require [blurred]
- Passwords require [blurred]
- Passwords require [blurred]
- Passwords require [blurred]

Provide your current and new password below

Client ESODemo

Username sdoe

Current Password

New Password

Verify Password

Internet Connection Monitor

The internet connection monitor verifies that InSync is connected to the internet, and that the ports that InSync uses to transmit data are open. For InSync to communicate with the server, the Internet connection must register as active.

Current Status

● Internet Connection is active

Record Dictation

The home page contains a link to the Recording tab, as well as a quick view of any dictations that are on hold or waiting to be uploaded. Recording functions are covered in [Record a Dictation](#).

There are 0 dictations on hold

There are no dictations waiting to be uploaded

Support Section

This section provides the helpdesk telephone number and email. See [Support](#).

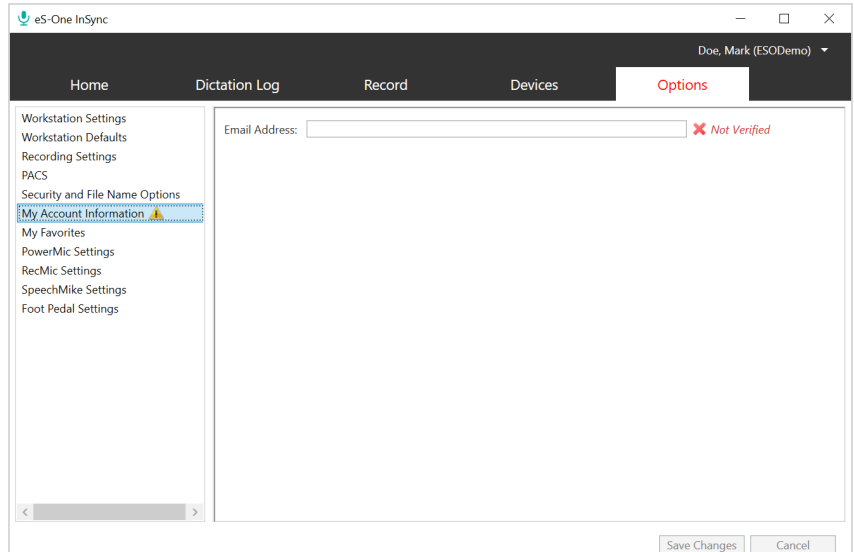
Email Address Verification

After logging in, the InSync application checks for a valid and verified email address. This email address is used for the password reset feature.

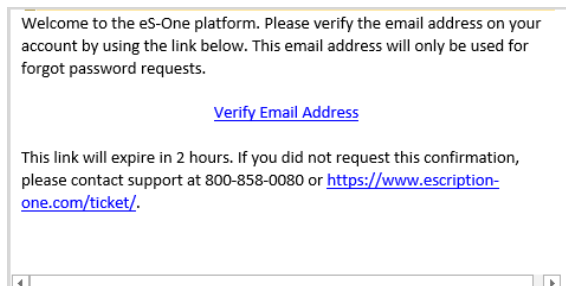
Valid Email Check: Upon login, if the user has not already entered an email address, the Options tab text appears in red as a reminder that an email address is recommended. When accessing the InSync application without a verified email address, you will receive a notice, but will still be able to use the application.

Click the Options tab. A notification icon appears next to My Account Information, indicating action is needed.

Click My Account Information. If an email address does not exist, or has not been verified, red "Not verified" text appears next to the email field. Enter an email address here and press Save Changes.



E-mail verification: An email will be sent to the address to verify it.



After your email is verified, the Options tab text no longer appears red, and the notification icon next to My Account Information in the Options tab is removed. A check mark appears next to the email field in My Account Information in the Options tab.

Edit email address: The user email address can be edited by going to My Account Information in the Options tab. If the email address has previously been verified, you will be prompted to verify the updated address.

Resetting your Password

If you have forgotten your password, you can reset it using the steps below.

1. On the login screen, enter your Username and Client code, then click [Forgot Password?](#).
2. On the 'Forgot Password' screen, click either the **Send Email** button or '[Have reset code?](#)' link (if you already have a reset code).

InSync Login

Username sdoe

Password ●●●●●●

Client eSoDemo

[Forgot Password?](#) Log In

Cancel

InSync Login

Forgot Password

Username

Client

[Have reset code?](#) Send Email

Cancel

- 3. If you choose **Send Email**, you must have a verified email address (see above). If so, an email will be sent to you with instructions and a link for resetting your password. Once you click the link, the 'Reset Password' screen appears with the reset code filled in. Enter the remaining information, then click the **Reset Password** button.

Reset Password

Provide your new password below

Username

Client

Reset Code

New Password

Verify Password

Reset Password

If you choose '[Have reset code?](#)', the 'Reset Password' screen appears without the reset code filled in. Enter the code and remaining information, then click the **Reset Password** button.

If you selected 'Send Email', you can also copy and paste the code from the email and paste it here.

Reset Password

Provide your new password below

Username

Client

Reset Code

New Password

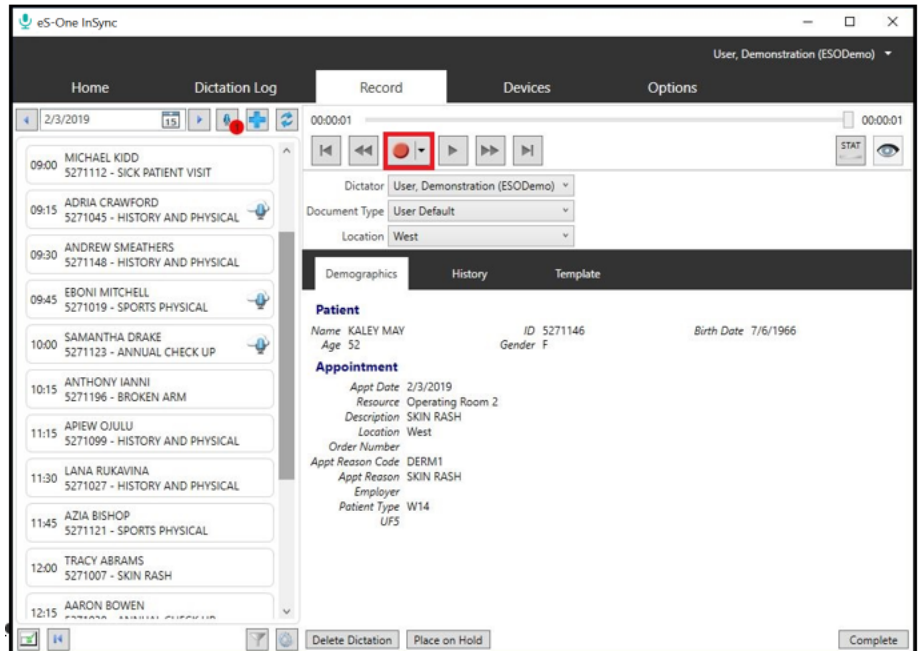
Verify Password

Reset Password

Recording with InSync

Users can record a dictation with a PC-attached microphone by accessing the Record Tab in InSync. A user must be logged into InSync in order to use the features of the Record Tab. The user account must also be configured to be a dictator. There are several ways to access the record screen in InSync:

- Right click the InSync Icon in the system tray and select Record New Dictation.
- Click the Record dictation link on the InSync Home tab.
- Select the Record tab in the InSync application to begin recording.



Appointment List and Functions

The left half of the screen displays the dictator's appointment schedule. Like the mobile application, the appointments will populate with the information sent to eScription from the scheduling system used by the facility.







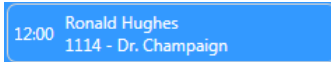
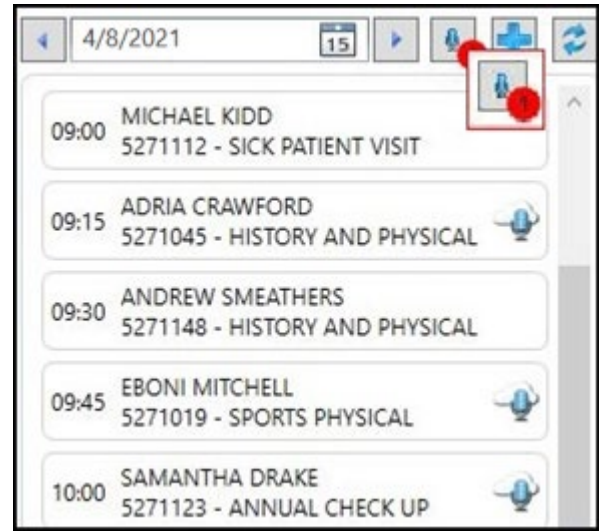
Use the **Left Arrow** and **Right Arrow** buttons to decrease or increase the selected day by one. Type a date into the box or click the Calendar icon to select a date from the calendar.

The number in the red circle over the **On Hold** icon indicates how many dictations are on hold (a dictation has been started but not uploaded) across all appointment days.



- Click the **On Hold** icon to display only dictations on hold for all days.
- Click the **On Hold** icon again to display all appointments for the selected day.

IMPORTANT: When you first enter the Dictation Tab, it will show you all On-Hold Dictations. Click the **On Hold** button to show today's appointments.

-  A microphone icon indicates a dictation on hold which needs to be completed.
-  The microphone over the cloud means a dictation was completed on another device. That dictation cannot be accessed here.
-  The check mark indicates that a dictation has been made and uploaded for transcription on this device.
-  The page with check mark indicates the transcription has been completed and is ready for review.





Click on an appointment to start the dictation process for that appointment.

-  Click the **Add New Dictation** button to start a dictation for a patient not on the Schedule. You can search for a patient (see [Search for a Patient Appointment](#)) or dictate without attaching patient or appointment data.
-  Click the **Refresh** button to get the most up to date Appointment list from the server.

The bottom of the Appointment List contains:



-  **Switch View:** Click this button to display the compact recording view so as to not clutter up your PC screen while dictating. If you do not have a microphone connected and enabled on your PC, the compact or 'docked' view is not available. See also [Recording in Docked View](#).
-  **Move to First Dictation:** Move to the first (oldest) appointment date with a dictation on hold.

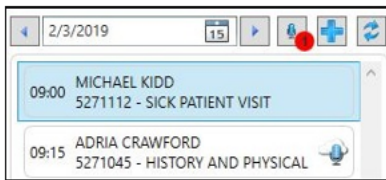


Schedule Settings: click this icon to open the Schedule Settings menu. Options include:

- **Sort By:** Sort appointments by: Appointment Time, Patient Full Name, Patient Last Name then First Name, or Patient First Name then Last Name.
- **Statuses:** Show appointments that have: Dictations on other Devices, Dictation Uploading, Dictation Completed, Dictation Transcribed, and Hidden Appointments.
- **Resources:** Display appointments based upon the Resource ID assigned to the appointment.



Recording Settings: This button opens a dialog to adjust the recording options. These settings can also be accessed on the Options tab and are discussed in [Recording Settings](#).



Click on a patient appointment record to start the dictation process.

When an appointment is selected, the patient appointment details are displayed in the Demographics tab.

Search for a Patient Appointment

There are times when you may need to dictate on a patient that is not on your appointment list. For example:

- The mapping of appointments to resources and dictators is not set up on the eScripton One platform.
- The patient appointment is with another doctor.
- The appointment schedule does not include who sees the patient.

Note: Many field labels on the Demographic tab are customizable.

To start a Search, click on the **Add**  button on the Record tab.

Dictator: User, Demonstration (ESODemo) v
 Document Type: User Default v
 Location: User Default v

ID Search

Demographics History Template

Patient

Name ID Birth Date
 Age Gender

On the Demographics tab, enter the search criteria and click the **Search** button. Note that the search field is customizable and may change, based on the selected document type.

The search button can also be pressed without any search criteria entered. This opens the Patient Search window and allows you to search using additional parameters.

After entering all search criteria, press the Search button.

Patient Search

ID Birth Date: Select a date [15] Search

Last Name: Smith Appt Date: Select a date [15]

First Name Order Number

ID	Last Name	First Name	Gender	Birth Date
5271024	SMITH	ALEXIS	F	5/15/1982
5271059	SMITH	ROSCOE	M	4/28/1980
5271131	SMITH	AMBER		
5271162	SMITH	ANDREW		

Demographics History Template

Patient

Name SMITH, ROSCOE ID 5271059 Birth Date 4/28/1980
 Age 38 Gender M

Appointment

Appt Date 10/11/2018
 Resource Operati
 Description SKIN RA
 Location
 Order Number OR252710240326
 Appt Reason Code DERM1
 Appt Reason SKIN RA
 Employer
 Patient Type W14
 UFS

4 patients found.

Appointment Search

ID	Last Name	First Name	Gender	Birth Date
5271024	SMITH	ALEXIS	F	5/15/1982

Appt Date	Time	Description	Order Number	Appt Reason Code	Appt Reason	Employer	Patie
10/20/2018	08:45:00	HISTORY AND PHYSICAL	OR252710241020	HP	HISTORY AND PHYSICAL	W14	
6/3/2018	12:00:00	HISTORY AND PHYSICAL	OR152710240603	HP	HISTORY AND PHYSICAL	W14	
5/23/2018	10:00:00	Sick Patient Visit	OR152710240523	SPV	Sick Patient Visit	W14	
4/14/2018	10:30:00	HISTORY AND PHYSICAL	OR252710240414	HP	HISTORY AND PHYSICAL	W14	
4/10/2018	15:00:00	Sick Patient Visit	OR252710240410	SPV	Sick Patient Visit	W14	
4/5/2018	08:15:00	ANNUAL CHECK UP	OR252710240405	ANC	ANNUAL CHECK UP	W14	
3/28/2018	14:00:00	HISTORY AND PHYSICAL	OR252710240328	HP	HISTORY AND PHYSICAL	W14	
3/26/2018	14:15:00	Sick Patient Visit	OR252710240326	SPV	Sick Patient Visit	W14	
3/23/2018	11:45:00	BROKEN ARM	OR252710240323	BR1	BROKEN ARM	W14	

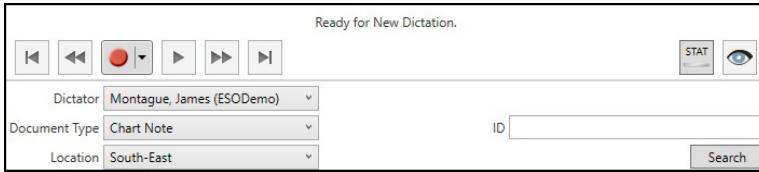
Select a record in the search results and click **OK**. The Patient information updates the Demographics tab, then a list of all appointments for that patient appears.

Select an appointment and click the **OK** button.

The Appointments Search window closes, and the selected appointment is added to your appointment list in InSync. The appointment will remain selected and ready for dictation.

Record a Dictation

To record a dictation, choose an appointment from the Appointment List or add a new dictation (with or without a patient).

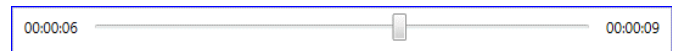


Select the dictator. Typically, only your name is available here. However, if you have been given 'Proxy' (permission to dictate on behalf of someone else) to another account within the same facility, select the appropriate dictator.

Select the Document Type and Location from the drop-down menu. These two lists show the document types and locations that are available to you. You can shorten these lists by defining favorites in the Options Tab (see [My Favorites](#)).

Use the dictation control panel to record, review, and edit your dictation.

Slider Bar: Shows where you are in playback mode, or where dictation will be inserted when recording. The number on the left is the time position into the recording. The number on the right is the total time of the recording.



Jump to Start and Jump to End: Moves the playback position to the beginning or end of the dictation.



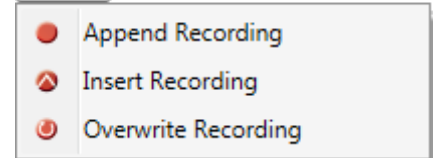
Rewind and Fast Forward: Moves the playback position backward or forward 5 seconds. This number can be changed in [Recording Settings](#) in the Options tab.



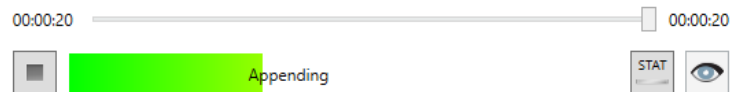
Record: Records audio. Select the drop-down arrow on the Record button to change the recording mode. The Record button icon changes to reflect the chosen recording mode.



- **Append Recording:** New dictation is added to the end of the audio file when recording.
- **Insert Recording:** New dictation is inserted into the dictation at the point indicated by the slider bar. No dictation will be overwritten or deleted.
- **Overwrite Recording:** New dictation is added to the point indicated by the slider bar. Existing dictation is overwritten.



Sound Meter: While recording, the dictation control buttons are replaced with a sound meter to indicate the volume of the dictation or sound being received by the microphone. When recording is stopped all the dictation control buttons reappear.



Stop: Stops recording or playback of the dictation.



Play: Plays the dictation from the current position.



STAT: Makes this dictation a STAT priority. STAT dictations are transcribed faster and may have an additional cost.



Hide Appointment: Removes an appointment from the list. Hidden appointments can be viewed by displaying Hidden Appointments in the Schedule Settings. Appointments with a dictation cannot be hidden.



The recording functions can be linked to specific hot keys on the keyboard for your convenience. This is especially important when using a foot pedal for hands-free recording.

It is also possible to configure Audio Cues to play during various stages of the recording process. These Shortcut Keys and Audio Cues can be configured in the Options tab (see [Recording Settings](#)).



Delete Dictation: Discards the recorded file. **Note:** It is not possible to retrieve a deleted dictation.

Place on Hold: Saves the dictation for further changes. Dictations placed on hold are not uploaded to the eScription One server but are saved in an encrypted format on this PC.

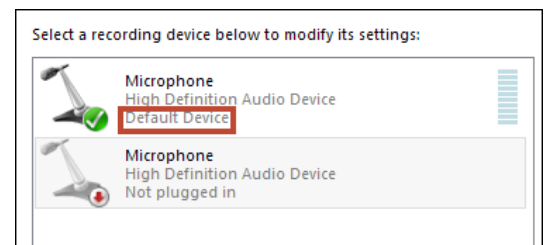
Complete: This button completes the current dictation and uploads it to the eScription One server.

InSync allows dictations to be recorded up to 90 minutes in length. InSync will notify you when the maximum dictation length has been reached. The dictation will be paused and saved but additional dictation cannot be appended or inserted into this recording.

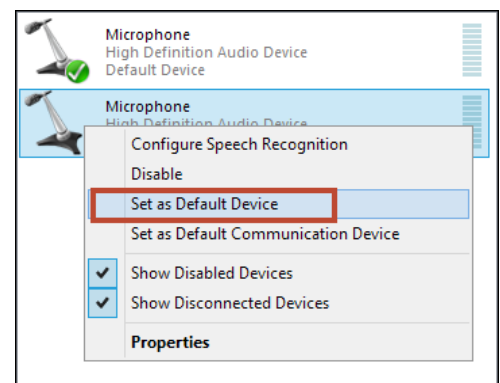
If your recorder is not recognizing the sound input from your microphone, check to see if your microphone is set as the default recording device. Right click on the **speaker** icon on your Windows taskbar and click **Recording devices**.



Make sure that your microphone is set as the **Default Device**. If set up properly, the bars to the right should react to any sound input.



If your microphone is not the default device, right-click on it and select **Set as Default Device**. To test the input, see if the green bars on the right react to your sound input. If the test works, it should work with InSync.



Press the Record button to begin recording. When the dictation is ready to be uploaded, press the **Complete** button. Dictations can be played back before and after uploading to the server, but dictations cannot be edited after uploading.

Demographics Tab

Demographics	History	Template
Patient		
Name LALLY, CATHIE	ID 9802	Birth Date 5/3/1965
Age 53	Gender F	
Appointment		
Appt Date 10/16/2018		
Resource		
Description HISTORY AND PHYSICAL		
Location		
Order Number 7302		
Appt Reason Code HP		
Appt Reason HISTORY AND PHYSICAL		
Employer		
Patient Type I		
UF5		

The Demographics tab allows you to review the detailed patient and appointment information for the appointment selected from the Appointment List, or for a new dictation created by clicking the Add button.

Demographics	History	Template
Patient		
ID 9802	Name LALLY, CATHIE	Gender F
Birth Date 5/3/1965		
Appointment		
Appt Date 10/16/2018		Time 8:15 AM
Order Number 7302		Appt Reason Code HP
Appt Reason HISTORY AND PHYSICAL		Employer
Patient Type I		UF5
Orders		
Order Number	Description	Order Status
Ordering Physician	Accession Number	Date Observed

When a document type has a patient order display configured, the order information appears at the bottom of the demographics tab.

History Tab

Clicking the History tab displays a list of completed transcriptions for the selected patient. Double-click a listed transcription to open it in a new window.

Demographics	History	Template
Letter 4/30/2018 2:01 PM		
Chart Copy 4/30/2018 2:01 PM		
Clinical Note Order 4/30/2018 2:02 PM		
Letter 4/30/2018 2:01 PM		

All the patient and appointment details are displayed in the left panel of the Transcription window. You can search for specific text within the transcription using the search box under the transcription text.

Template Tab

The Template Tab displays the document template for the document type.

Click the drop-down box showing the document type name to also see the dictation templates that are available for use.

Demographics	History	Template
Clinical Note Order		
<p>HISTORY OF PRESENT COMPLAINT: [As Dictated] saw Dr. Crystal Howard</p> <p>PRESENT COMPLAINT: [As Dictated]</p> <p>PAST MEDICAL HISTORY: [As Dictated]</p> <p>SURGICAL HISTORY: [As Dictated]</p> <p>MEDICATIONS: [As Dictated]</p> <p>ALLERGIES: [As Dictated]</p> <ol style="list-style-type: none"> 1. Testing 2. Testing 		

These templates can be used as a reference while dictating.

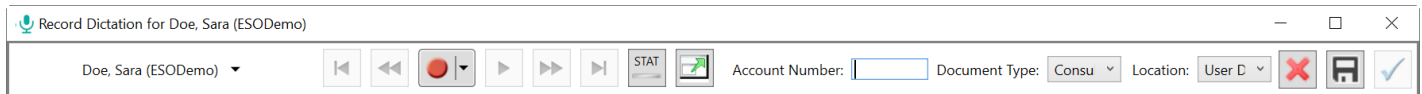
Clinical Note Order
Clinical Note Order
24,48,72-HOUR AMB. EEG
ACL Reconstruct
Attending Attestation
Bilateral Ankle Brachial Index Findings
Blockquote
Cast Care Waterproof
Consult

Recording in Docked View

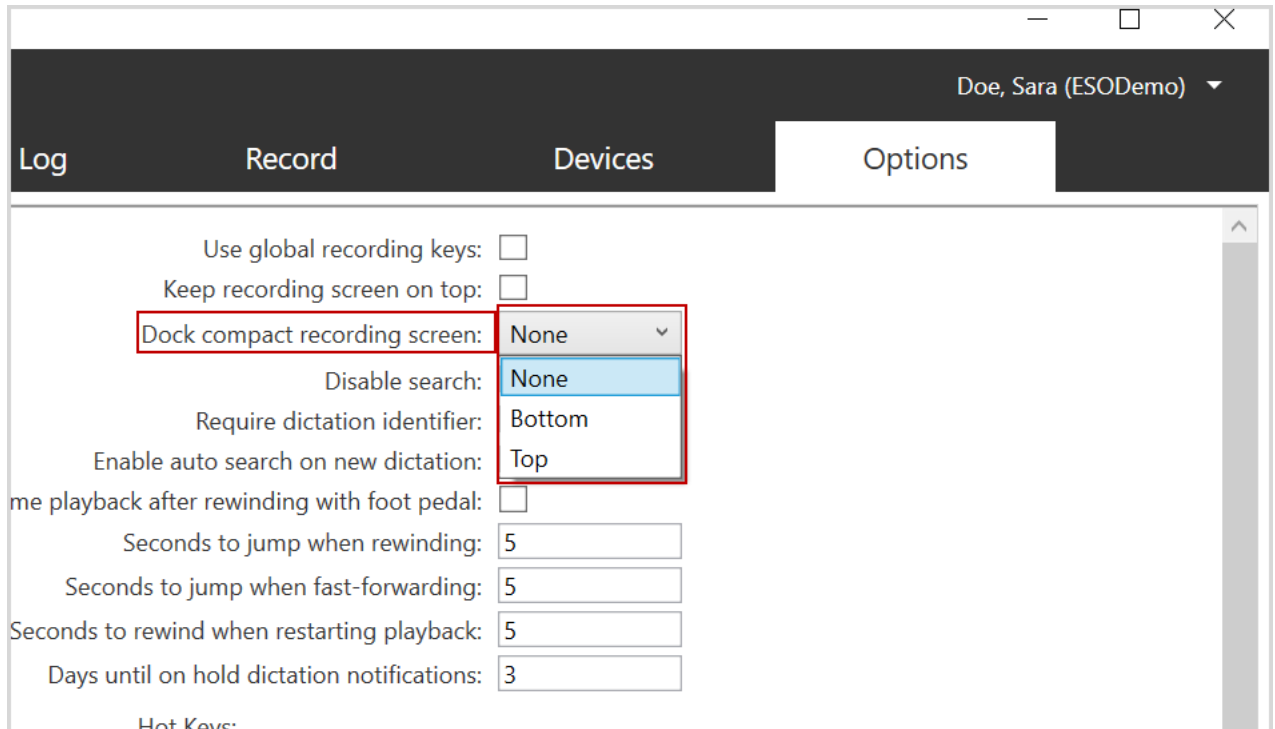
To maximize screen space, users can record dictations in compact or docked view. In 'docked view', InSync appears as a horizontal toolbar that can be set to a fixed position at the top or bottom of the screen or set to floating (movable around the screen). The set position is remembered when switching back and forth between normal and docked view. To enter docked view, click the 'switch view' icon at the bottom of the Record tab:



When in docked view, InSync will always stay on top of other open windows.

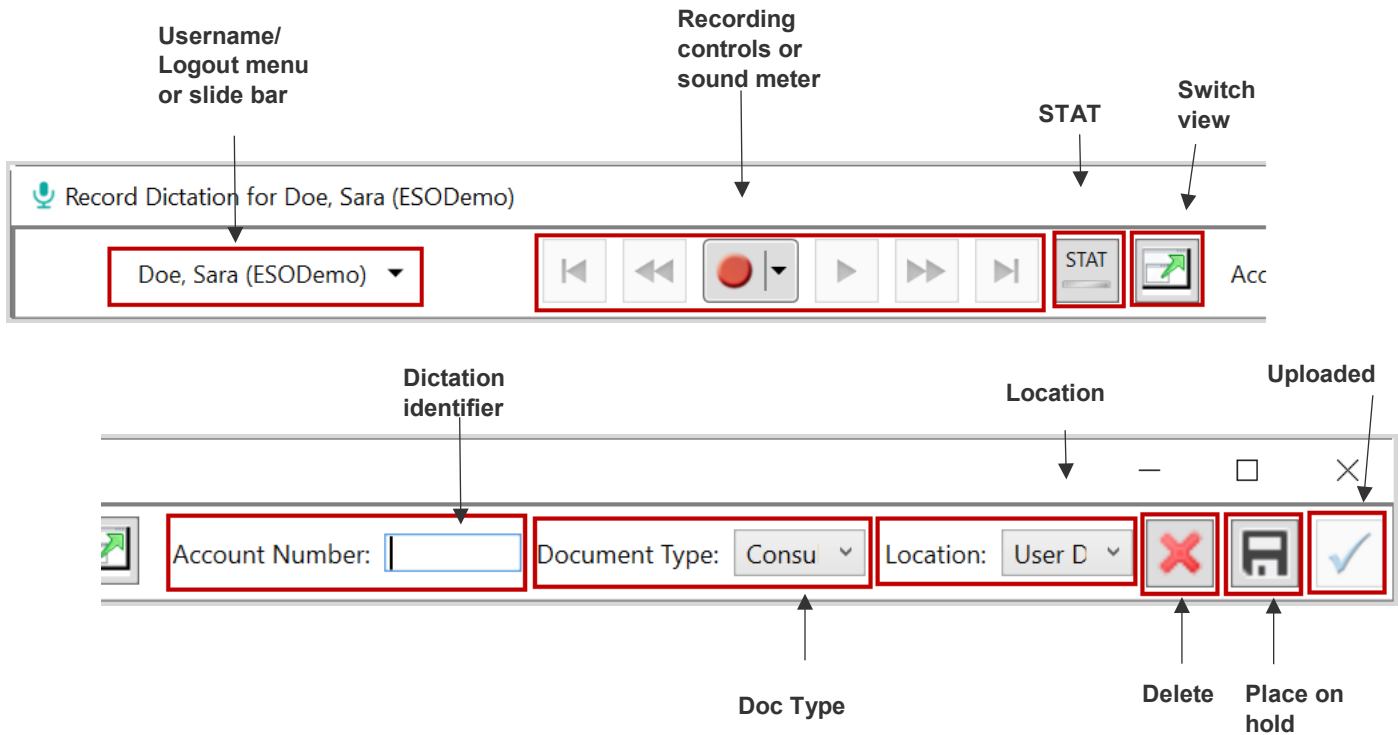


To set the position of the view, select **None**, **Bottom**, or **Top** from the **Dock compact recording screen** drop-down menu on the Options tab.

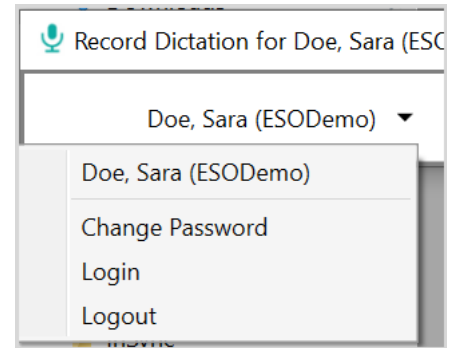


Compact view

Below are the InSync options available in docked view:

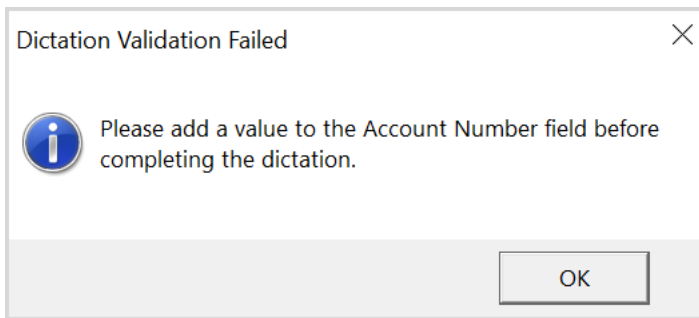


- **Username** – shows the name of the logged in user: *Last, First (Client)*. Use the drop-down menu next to the username to login/logout of InSync, login/logout as a different user, or change your password.
- **Slide bar** – appears after recording, shows where you are in playback mode during recording.
- **Dictation control panel** – allows the user to record, review, and edit the dictation. The buttons on the panel are grayed out when not recording.
- **Sound meter** – appears after recording, indicates the volume of the dictation. When recording is stopped, the dictation control buttons reappear.
- **STAT** – makes the dictation a STAT priority.
- **Switch view** – switches back to normal view.



- **Dictation Identifier**– shows the type of identifier associated with the selected document type (Patient ID, Account Number, or Order number) and the value of the identifier. If the **Require Dictation Identifier** option is checked on the Options tab, a value must be entered in this field before uploading a dictation.

If no value is entered, the following message appears.



- **Patient name** – shows the patient name associated with the dictation (if applicable). The name appears to the right of the dictation identifier.

- **Document Type** – opens a list of the clinician’s available document types.
- **Location** – opens a list of the clinician’s available locations.
- Note: You can shorten these lists by defining favorites on the Options tab (in normal view).*
- **Delete** – deletes the dictation.
- **Place on hold** – saves the dictation for further changes.
- **Check mark** – indicates that the dictation has been created and uploaded.

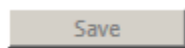
Dictation Log Tab

InSync maintains a log of all dictations that have been uploaded to the eScription One servers. By default, the dictation log is saved for 14 days. This retention range can be adjusted in the Options Tab, under [Workstation Settings](#).

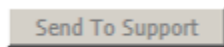
The Dictation Log allows a range of records to be displayed based on the date of dictation as well as for all dictators or a specific dictator. Results can be sorted by clicking on any of the column headings.

Client	Dictator	Document Type	Location	Date Dictated	Date Sent	Receipt Code	Dictation Status	Transcription ID	ID	Name	Account Number	Order
Escription One Demo Client	User, Demonstration (ESODemo)	Clinical Note Order	User Default	2/27/2019 10:19 AM	2/27/2019 10:31 AM	5837140	In Transcription	187980726	2151	CHOE, DEON	2151	1
Escription One Demo Client	User, Demonstration (ESODemo)	User Default	User Default	2/27/2019 10:14 AM	2/27/2019 10:31 AM	5836845	In Transcription		9651	MCMORRIS, RAMIRO	7151	7151
Escription One Demo Client	User, Demonstration (ESODemo)	User Default	West	2/25/2019 4:08 PM	2/27/2019 10:32 AM	5658095	In Transcription				OR252711460203	

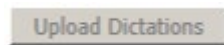
Available Options in the Dictation Log are:



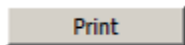
Select a record from the Dictation Log and click the **Save** button. This saves an unencrypted copy of the audio file to your PC. It allows you to choose where to save it. This button is disabled if the “Enable Dictation Saving” option is disabled in Options > [Security and File Name Options](#).



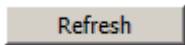
Select a record from the Dictation Log and click the **Send to Support** button. This creates a Help Desk Ticket in the eScription One platform, encrypts the audio file and activity log, and uploads them to be part of the ticket. This button should only be used when a dictation has failed to upload, or as directed by support staff.



If the internet connection was down when files were to be uploaded, they are held in queue for uploading in the future. If additional files are uploaded, and the internet is available, then all queued dictation files are also automatically uploaded. However, if additional files are not processed, then the original files in queue remain in queue. If this occurs, click the **Upload Dictations** button to upload all dictation files held in queue.



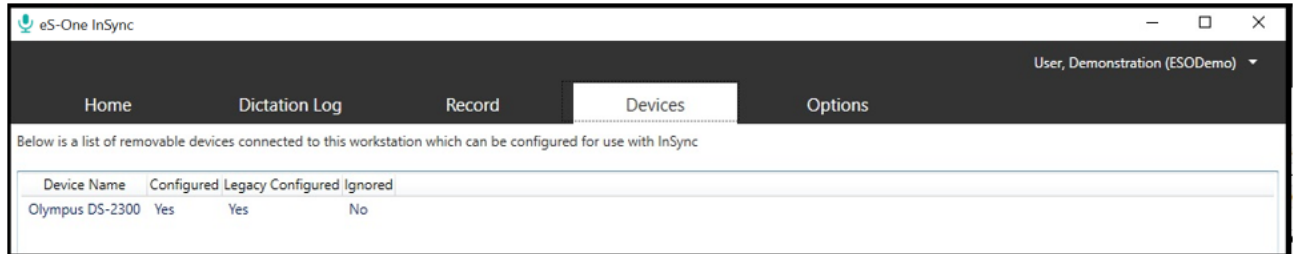
Click the **Print** button to print this Dictation Log.



Click the **Refresh** button to immediately update the Dictation log. The log also auto refreshes every 5 minutes to show the latest results.

Devices Tab

The Devices tab lists all the connected devices that are compatible with the InSync application.



Device Name	Configured	Legacy Configured	Ignored
Olympus DS-2300	Yes	Yes	No

The tab displays the following information about all connected devices, including their current InSync status.

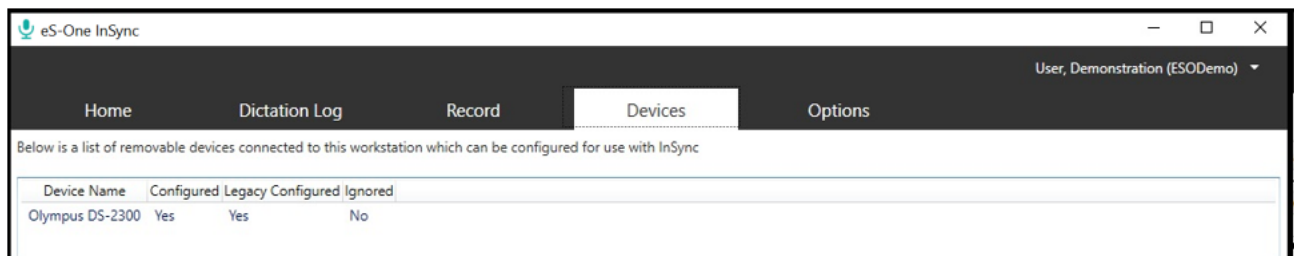
- **Device Name:** Provides the name of the connected device when available. Not all devices can identify themselves to InSync. Those are displayed as “removable media” with an accompanying drive letter.
- **Configured:** Indicates if the device has been configured for InSync 6 or later.
- **Legacy Configured:** Indicates if the device has been configured for InSync version 4.
- **Ignored:** Indicates if the device has been configured to be ignored by InSync. These devices are typically USB memory sticks that are not used with dictations. Ignored devices have two hidden files installed on them which are read by InSync when the device is plugged into the PC and InSync determines they should be ignored. This keeps InSync from asking you to configure a device each time it is plugged into the PC.

Device Configuration

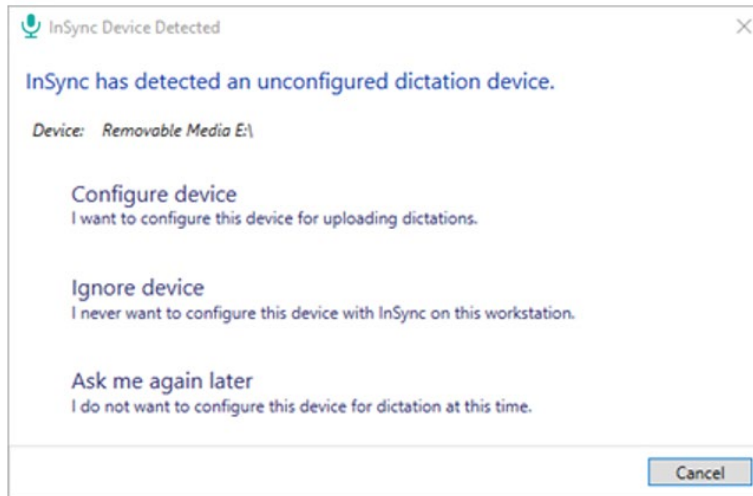
When a configured device is plugged in, all dictations will be removed from the device and uploaded to the eScription One servers with the appropriate dictator, document type, and location assigned, based on the device configuration.

Almost any device with storage space that can connect to a PC as removable media can be configured to work with InSync. Available devices are displayed on the Devices Tab of the InSync User interface.

To configure a device, connect it to a USB port in the PC. When InSync recognizes a removable device, a notification window opens, asking what you would like to do with the device.



Device Name	Configured	Legacy Configured	Ignored
Olympus DS-2300	Yes	Yes	No

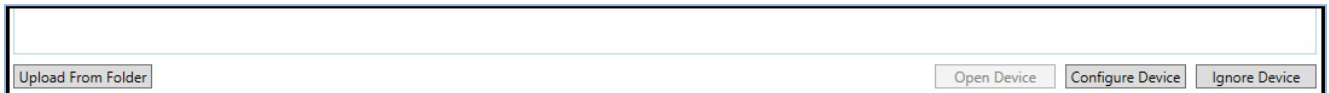


Configure device: The configuration wizard will open to configure the device with an assigned provider and document type and location lists.

Ignore device: The device is not configured, and InSync will not prompt you to configure this device again.

Ask me again later: The device is not configured or ignored. InSync will prompt you to configure the device when it is plugged in again.

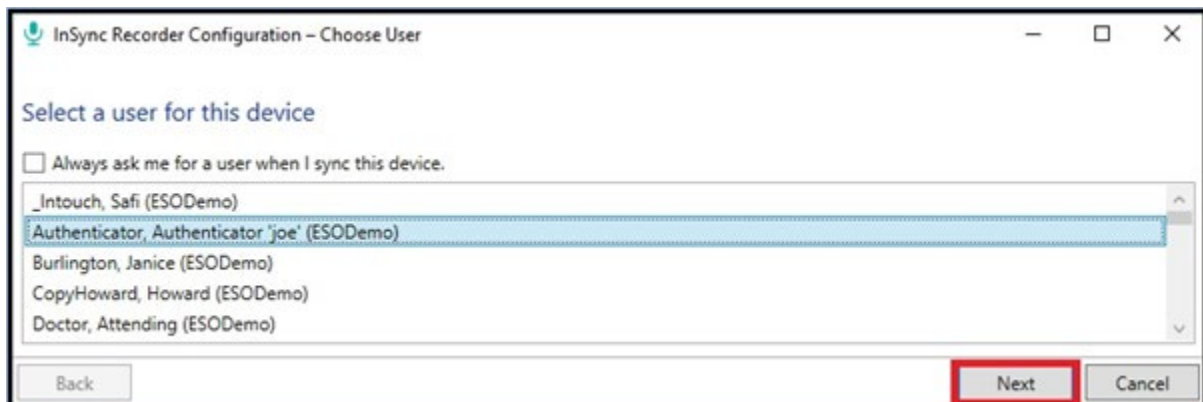
If the pop-up window does not appear, you dismissed it, or you want to configure an ignored device, you may go to the Devices tab and select the device from the list and press the “Configure Device” button at the bottom of the screen.



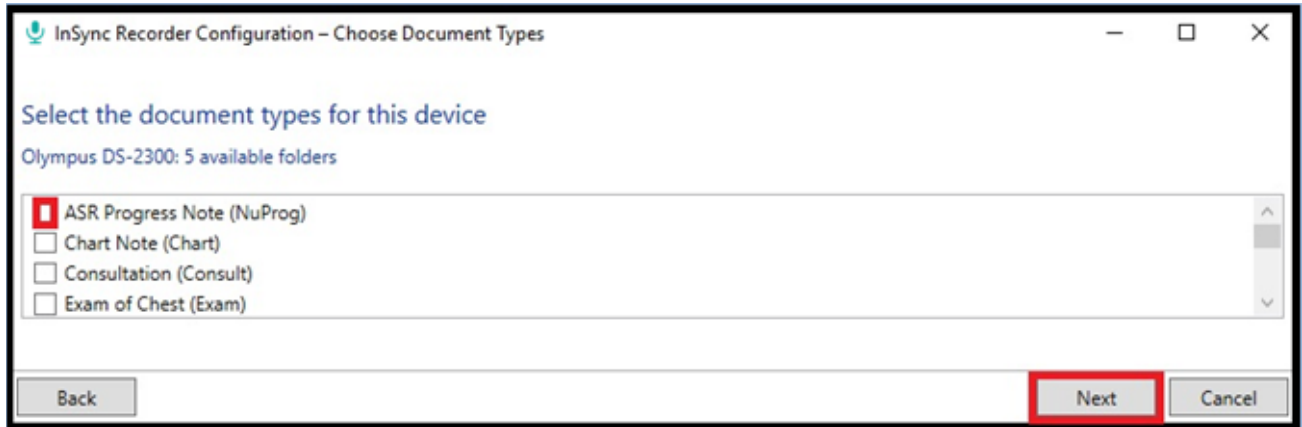
Next, select the name of the provider that the recorder belongs to. This provider will be assigned to all dictations uploaded from the recorder.

If the recorder will be used by multiple providers, check the box next to “Always ask me for a user when I sync this device.” When this option is selected, a pop-up list of usernames is displayed when the recorder is plugged into the PC. The user must select a provider name to upload the dictations.

Note: The names on this list are the users that the logged in user has proxy access to, which is a configuration option in the client setup. Please talk to your implementation specialist for more details.

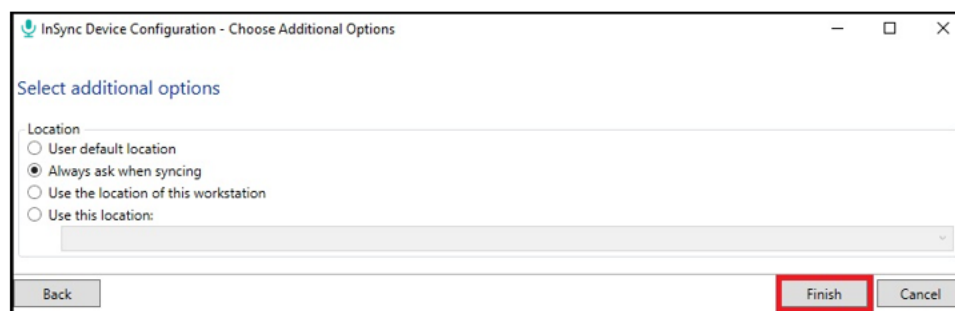


Next, select the document types to be assigned to the recorder. The number of document types that can be assigned to a recorder varies based on the recorder model.



- The recorder configuration should only be assigned the document types that the user will be using.
 - o Each recorder model can save a different number of document types ranging from 3 to 99.
- You do not have to select the maximum number of document types.
- You will be notified if you have exceeded the maximum number of selected document types.
- This list of document types is controlled by the signed-in user's Document Security configuration.
- Document Security limits which document types are available for dictation for each dictator. Please see your administrator or MTSO for assistance with Document Security.

Finally, select any additional options.



- Location
 - o **User Default Location:** Use the default location as configured for the Dictator or the Client. This is the most commonly selected option.
 - o **Always ask when syncing:** A pop-up window asks the user to select from a list of locations every time this recorder is synced.
 - o **Use the location of this workstation:** Use the location specified in the InSync Workstation Defaults settings for this PC.

- **Use this location:** Select a specific location to assign for all dictations from this recorder.
- Dictation Log
- **Show dictation log after upload:** When enabled, the dictation log will automatically be displayed after the files have been moved from the recorder to the PC. As the files are uploaded to the eScripton servers, the receipt code and TID will be displayed on each record.

Click the **Finish** button to complete the configuration process.

Manual Uploading

InSync has the capability to manually upload dictation files stored on the PC in two different ways. InSync can upload files individually or in batch from a specified Windows folder.

Upload Individual Audio Files

You must be logged in to InSync to use this feature.

Step 1: Use Windows Explorer to find the audio file.

Right-click on the file to bring up the context sensitive menu.

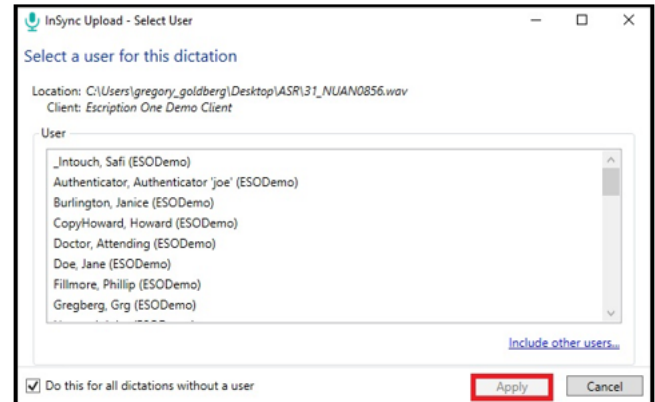
Select **Upload with InSync**.

Note: Please see [Appendix 1 - InSync Supported Audio File Types](#) for list of supported audio formats.

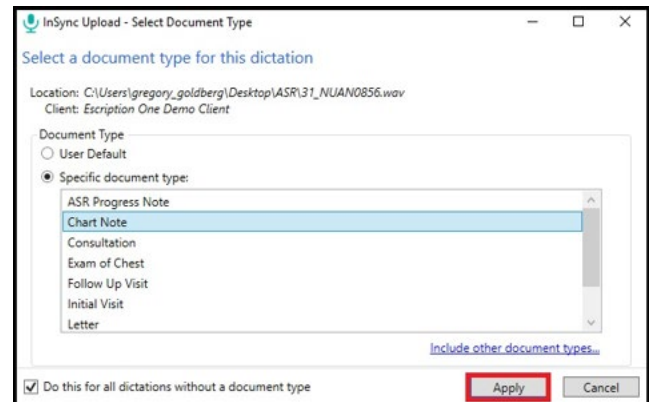


Step 2: If you are not already signed into InSync, a login screen will appear. Please log in to upload the audio file.

Step 3: Select the dictator from this list, then click the **Apply** button.

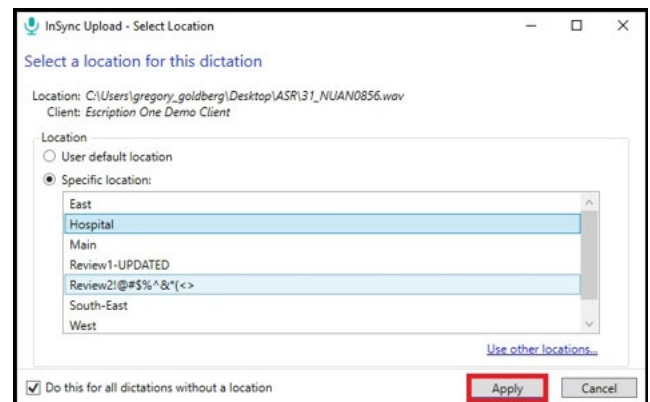


Step 4: Select a document type for the dictation file to be uploaded, then click **Apply**.



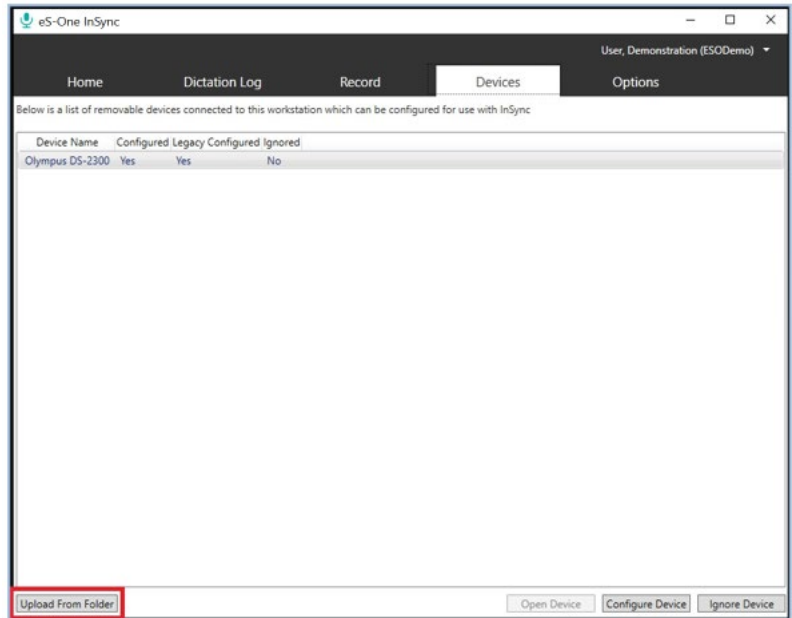
Step 5: Select a facility Location to be assigned to the dictation, then click **Apply**.

The dictation file is removed from the folder, encrypted, and queued to be uploaded. If an internet connection is available, the file will be immediately uploaded to the eScription One servers.



Batch File

To upload using batch file uploading, navigate to the Devices Tab and select the **Upload From Folder** button.

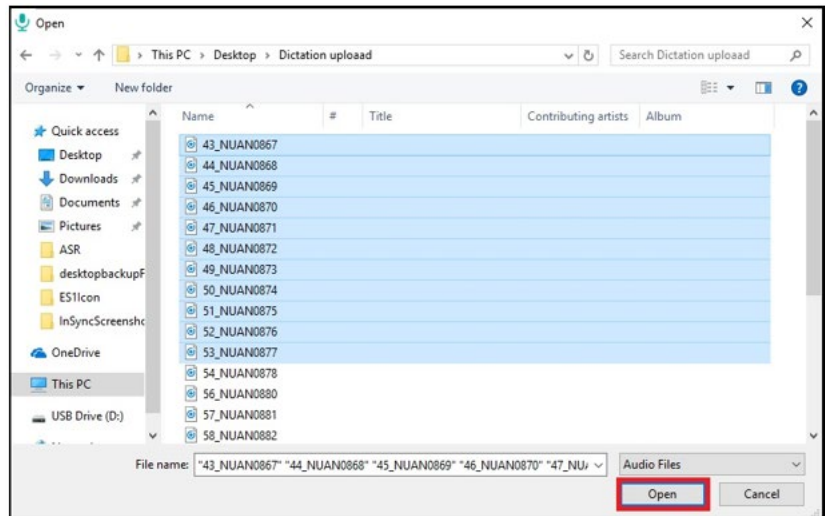


Navigate to the Folder that contains the audio files.

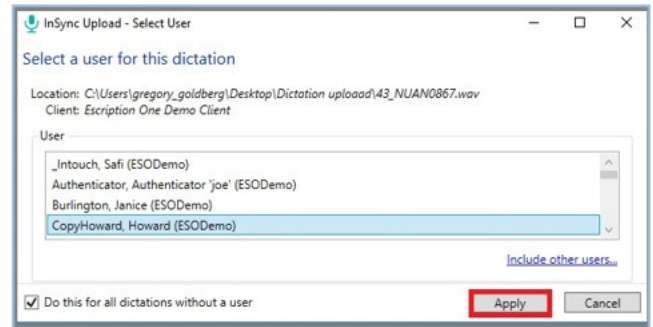
Select files to upload:

- **CTRL + A**: selects all files.
- **Shift + Click**: selects files in a series.
- **CTRL + Click**: select multiple individual files.

When the selection is complete, click the **Open** button.

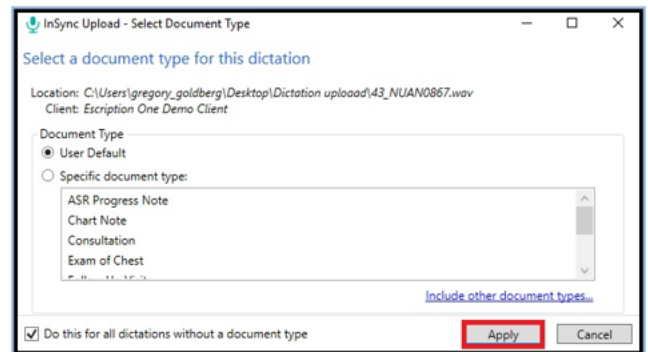


Select a user as the provider, then click the **Apply** button.



Select the document type for these dictation files, then click **Apply**.

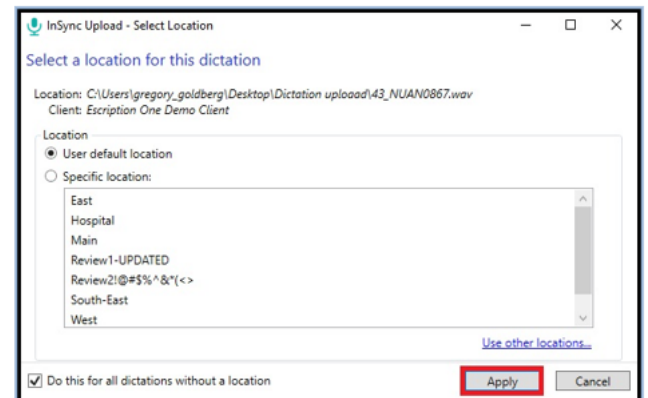
Note: This document type will be applied to all dictations in the batch. Please be sure to only select the dictations that need the same document type.



Select the Location for these dictation files, then click **Apply**.

The files are removed from the folder, encrypted, and queued to be uploaded.

If an internet connection is available, the audio files are encrypted and uploaded to the eScription One servers.



Options Tab

The Options tab allows you to configure InSync to best meet your needs.

Workstation Settings

Workstation Settings are specific to the local machine and allow you to configure startup options and retention times for log records and saved encrypted dictation files.

The screenshot shows the eS-One InSync application window with the 'Options' tab selected. The 'Workstation Settings' section is active, displaying various configuration options:

- Start InSync with Windows:
- Show Home Screen on Start:
- Do not prompt to configure devices when connected:
- Do not show available upgrades on startup:
- Prompt to upload files bigger than: MB
- Display dictations on the dictation log for: days
- Retain encrypted dictations on this workstation for: days

Below these settings, there is a note: "After dictations are uploaded to the transcription service, a copy is retained on this workstation, encrypted in a HIPAA supported format. Use this option to set how long you want the dictation stored locally. Set this value to zero (0) to never store dictations locally." Below the note is a button labeled "Remove Dictations from Workstation".

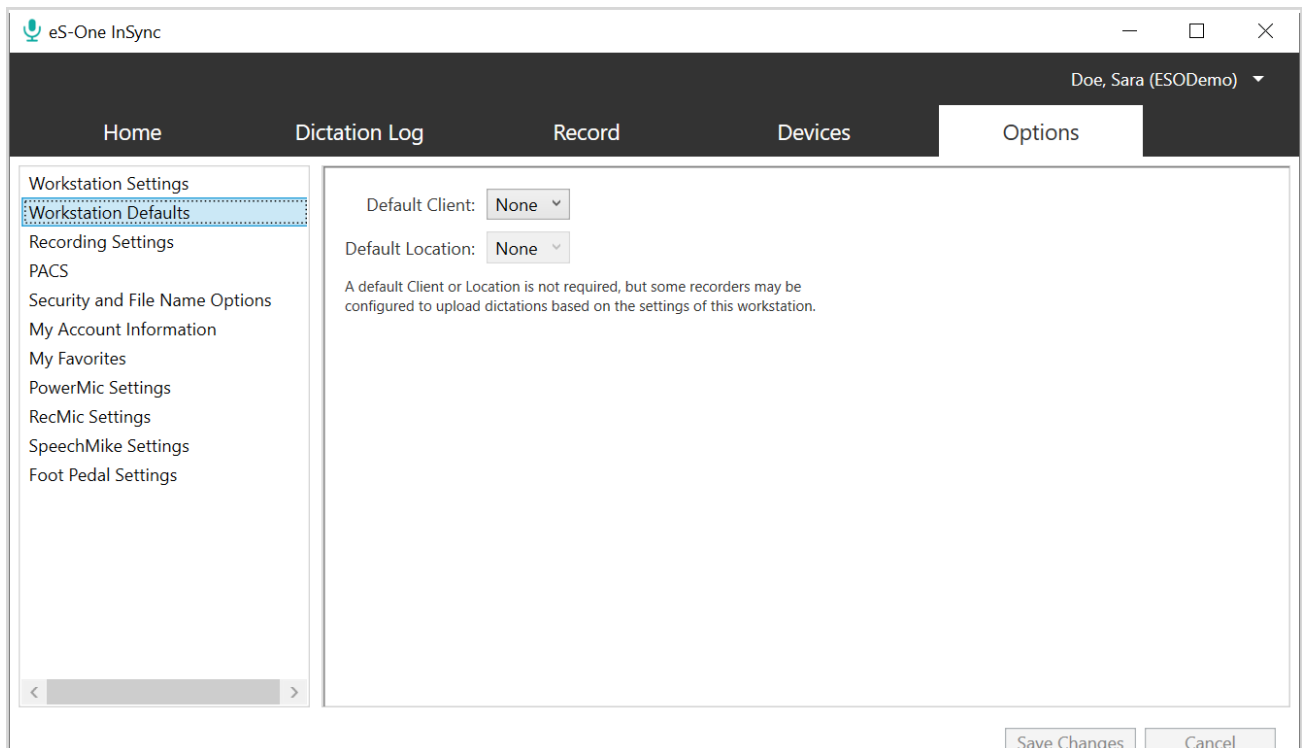
At the bottom right of the window, there are two buttons: "Save Changes" and "Cancel".

- **Start InSync with Windows:** Check this box to start InSync each time Windows starts.
- **Show Home Screen on Start:** Check this box to open the InSync window at the Home tab when launched, instead of minimizing the application to the System Tray.
- **Do not prompt to configure devices when connected:** Check this box to suppress the pop-up window for configuring devices each time they are connected to the PC via a USB port.

- **Do not show available upgrades on startup:** Check to disable any notifications of newer InSync versions when starting InSync.
- **Prompt to upload files bigger than __ MB:** If a dictation file exceeds the size entered here, a warning message is triggered. Each MB represents 3 to 5 minutes of dictation. Files exceeding this limit may not be valid dictations. Very large audio files also present risks for a successful upload.
- **Display dictations on the dictation log for __ days:** Set the number of days to retain the log entries of uploaded dictations.
- **Retain encrypted dictations on this workstation for __ days:** Set the number of days to retain copies of the uploaded dictation files in an encrypted format. Enter 0 to prevent dictations from being stored on the PC.
- **Remove Dictations from Workstation:** Remove all saved encrypted dictation files from the Hard Disk Drive. This also clears the Dictation Log.

Workstation Defaults

The Workstation Defaults option allows you to choose a default client and default location for dictations uploaded from this PC. These options are not required, but can be used by the Record tab or by recorders that are configured to upload based on these settings.



- **Default Client:** Specifies which client to assign to each dictation when uploading from a recorder if the recorder is configured to use the workstation default.
- **Default Location:** Specifies which location to assign to each dictation when uploading from a recorder and the recorder is configured to use the workstation default

Recording Settings

Recording Settings configure the behavior of the InSync Record tab.

The screenshot shows the 'Options' window in the eS-One InSync application. The 'Recording Settings' section is active, displaying various configuration options. The left sidebar lists settings categories, with 'Recording Settings' selected. The main area contains checkboxes for global recording keys, keeping the screen on top, and disabling search. It also features dropdown menus for dock compact recording screen, hot keys for Record, Play, Rewind, Fast Forward, Pause, Recording Mode, Complete, Place on Hold, High Priority (STAT), New Dictation, and Recording Window. Numerical input fields are provided for seconds to jump when rewinding, fast-forwarding, and rewinding, and days until on hold dictation notifications. Audio cue paths for Beginning, Ending, and Fast Forward are also visible.

- **Use global recording keys:** Enabling this option allows users to control the InSync recording application using the recording hotkeys, even when InSync is not the active window. This allows dictators to use other applications while still controlling the recording functions in InSync.
- **Keep recording screen on top:** Checking this box keeps the InSync recording window on top of any other open application or window.
- **Dock compact recording screen:** Option to record dictations in compact or docked view. In 'docked view', InSync appears as a horizontal toolbar that can be set to a fixed position at the top or bottom of the screen or set to floating (movable around the screen).
- **Disable search:** The patient and appointment search features are turned off. Any data entered in the patient prompt field will be saved with the dictation. This option applies to PACS dictations as well.










- **Require dictation identifier:** This option requires that a value is entered in the patient identifier field before uploading a dictation.
- **Enable auto search on new dictation:** When the “New Dictation” button is clicked and this option is enabled, InSync displays a pop-up window asking the user to enter search criteria for a patient or appointment. If this option is disabled, no pop-up search window automatically opens.
- **Use identifier padded length and prefix/suffix:** This option allows users to add the InTouch Prefix/Suffix and Padded Length values to a patient identifier, account number, or order number that has been scanned using a barcode or entered through the keyboard. The InTouch values used are those configured in InCommand> Client Maintenance> Maintenance> Locations.
- **Seconds to jump when rewinding:** This option defines how many seconds of dictation are skipped backward each time the Rewind button is clicked.
- **Seconds to jump when fast-forwarding:** This option defines how many seconds of dictation are skipped forward each time the Fast Forward button is clicked.
- **Seconds to rewind when restarting playback:** Each time the recording is paused, the recording will start playback this number of seconds before the current playback position when playback is resumed.
- **Days until on hold dictation notifications:** A pop-up notification appears on login when on hold dictations exist for appointments that are the set number of days old.

Hot Keys allows the user to define the keyboard shortcuts for the various recording functions.

Note: Due to Windows limitations, the F12 key may not be used.

Hot Keys:	
Record	F2
Play	F3
Rewind	F4
Fast Forward	F5
Pause	F6
Recording Mode	F7
Complete	F8
Place on Hold	None
High Priority (STAT)	None
New Dictation	None
Recording Window	F11

Use Audio Cues: This option allows the user to redefine the sounds that are played when a specific action button is clicked (or the assigned “F” key is pressed).

Use Audio Cues:	<input checked="" type="checkbox"/>
Beginning	C:\Program Files (x86)\InSync\AudioCues\Ding ... 
Ending	C:\Program Files (x86)\InSync\AudioCues\Ding ... 
Fast Forward	C:\Program Files (x86)\InSync\AudioCues\Wind ... 
Rewind	C:\Program Files (x86)\InSync\AudioCues\Wind ... 
New Dictation Started	C:\Program Files (x86)\InSync\AudioCues\tada ... 
Dictation Completed	C:\Program Files (x86)\InSync\AudioCues\chim ... 
Recording Started	<input type="text"/> ... 
Recording Stopped	<input type="text"/> ... 
	<input type="button" value="Reset Hot Keys"/> <input type="button" value="Reset Audio Cues"/>



Select File: Can be used to select a specific audio file to play for the Audio Cue.



Clear File: Used to clear the selection of the sound file for the specific event and disable playing a sound.



Sound Settings: The speaker icon is a shortcut to the Windows audio settings applet. This allows you to select your microphone and speakers.

Reset Hot Keys: Click this button to reset the Hot Keys back to their default assignments.

Reset Audio Cues: Click this button to reset the Audio Cues back to their default assignments.

PACS

InSync can be integrated with Picture Archiving and Communication System (PACS) via the following two methods.

The screenshot shows the 'Options' tab in the eS-One InSync application. The 'Port' radio button is selected. The 'PACS port' is set to 0. The checkbox 'Close port after receiving a PACS request' is checked. The default action for receiving a PACS request while recording is 'Prompt for Action'. The 'XML' radio button is unselected. The 'PACS Folder' field is empty. The default action for receiving a PACS request while recording is 'Queue'. Below this is a table for 'PACS XML Mappings'.

Field	XML Mapping
Patient ID	PatientID
User Name	Account
User Field 4	AccessionNumber
Legacy Order Number	OrderNumber

Buttons for 'Add', 'Edit', and 'Remove' are located below the table. A note at the bottom states: 'InSync can be used by Radiologists to perform dictation in conjunction with a PACS system. To enable this functionality, enter the communication settings on which the PACS system will communicate with InSync.'

Port

This first method was developed over ten years ago and is included in InSync for backwards compatibility. The radiologist starts the dictation process by clicking a dictation icon within PACS while viewing an image. The PACS workstation connects to the IP and port that InSync is listening to. The port number is defined in the **PACS port** field. The message sent is a string in this format:

```
[USERNAME][PATIENTID][ORDERNUMBER1],[ORDERNUMBER2],[ORDERNUMBER3]
```

– **USERNAME:** This is the eScription One username for the dictator.

- The username can be missing from the string but the pipe character (“|”) needs to be present to define the end of the Username field. In this case, the “Use InSync user for undefined PACS messages” option should be enabled. The dictation is then assigned to the InSync user who is logged into InSync.
- If the received username matches the account logged into InSync, it will map to that user appropriately.
- If the username matches to an account that the logged-in user has proxy to, it will map appropriately.

- Otherwise, InSync will bring up a dialog window with the username prefilled with the value sent.
- **PATIENTID** information: The value received is used to search for a patient by Patient ID. If a match exists, the remaining patient information will populate in the Demographics tab of the record screen.
- **ORDERNUMBER**: The order number associated with the appointment. Separate order numbers by commas if multiple order numbers apply.
 - Order Number 1 is mapped to the eScripton One Account field.
 - Order Number 2, Order Number 3, etc. are placed in the eScripton One User Field 4 field separated by commas.

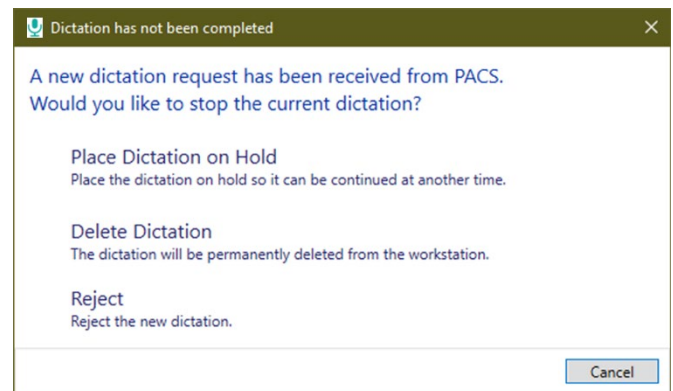
Once this string has been sent across to the IP port, the connection is expected to be terminated. This functionality is not meant for active connections. Once the connection is terminated, the InSync Recording Tab will appear for the radiologist to begin dictating. This process is repeated for each dictation.

Additional Options for the Port method include:

- **Default action when receiving a PACS request while recording**: Specifies what action InSync takes when it receives a PACS message while the user is recording a dictation with InSync. Options are:

- **Prompt for Action**: Inform the InSync user that a PACS message has been received and display a dialog with three options: place the current dictation on hold and begin a new dictation for the latest PACS message, delete the dictation, or reject the new PACS message.

Note: Clicking Cancel will also reject the new dictation.



- **Place on Hold**: Place the current dictation on hold and start a new dictation based on the latest PACS message without user intervention.
- **Reject PACS dictation**: Do nothing. Continue with current recording. Do not start a new dictation from the latest PACS message.

XML

The second method is for the PACS system to place an XML file on the PC running InSync.

The PACS Folder value defines the location of the folder for InSync to monitor. The file button is used to open a dialog box to search the PC's directory and find the location for the XML files.

Use InSync user for undefined PACS messages:

Port
 PACS port: 4461
 Close port after receiving a PACS request:
 Default action when receiving a PACS request while recording: Prompt for Action

XML
 PACS Folder: C:\... \PACS Import
 Default action when receiving a PACS request while recording: Prompt for Action

PACS XML Mappings:

Field	XML Mapping
Patient ID	PatientID
User Name	Account
User Field 4	AccessionNumber
Legacy Order Number	OrderNumber

Add Edit Remove

InSync can be used by Radiologists to perform dictation in conjunction with a PACS system. To

Save Changes Cancel

To work with this configuration, you must have a file definition from PACS. The definition must contain the XML fields you wish to map back to InSync.

1. In the PACS Folder path, add the location to the PACS file on the PC.
2. Use the PACS Mappings box to map the XML field to the InSync Field.
 - a) Click the Add button to add a new mapping.

Add PACS XML Mapping

Select a Field and enter a XML Mapping

Field: Client Code

XML Mapping:

Apply Cancel

- b) Use the Edit button to edit an existing mapping.

- c) Use the Remove button to remove an existing mapping.

Note: The order of the XML mapping to InSync fields does not matter.

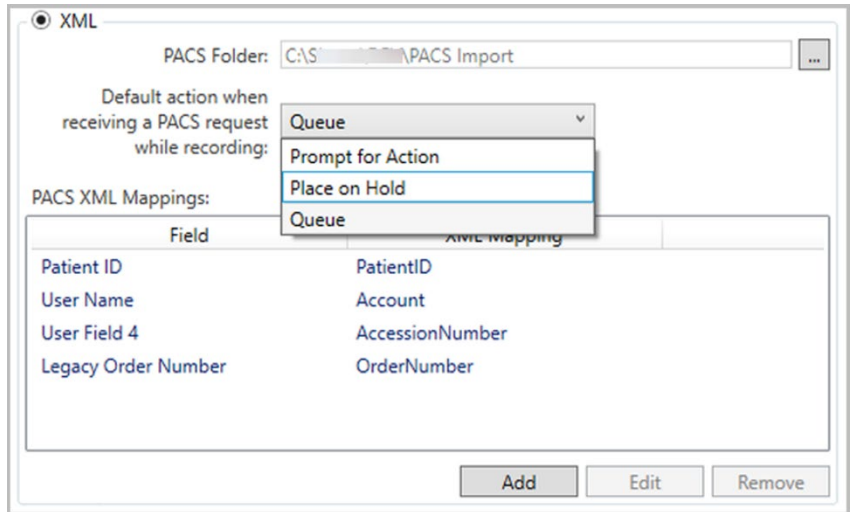
Additional Options for the XML method include:

– **Default action when receiving a PACS request while recording:** Specifies what action InSync takes when it receives a PACS message while the user is recording a dictation with InSync. Options are:

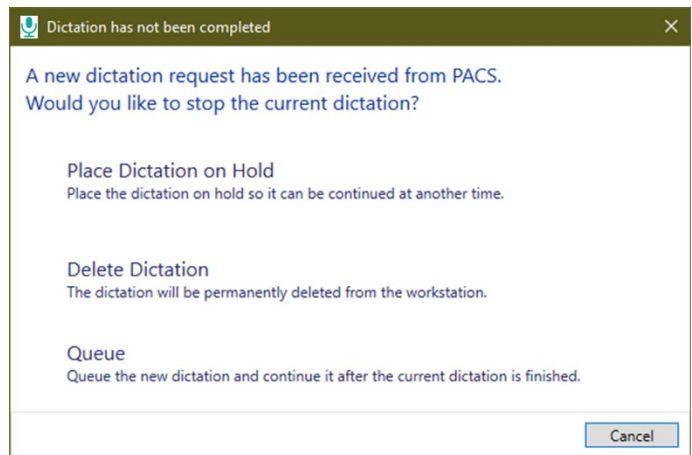
- **Prompt for Action:**
Inform the InSync user that a PACS message has been received and display a dialog with three options: place the current dictation on hold and begin a new dictation for the latest PACS message, delete the dictation, or queue the new dictation.

Note: Clicking Cancel will also queue the new dictation.

- **Place on Hold:** Place the current dictation on hold and start a new dictation based on the latest PACS message without user intervention.
- **Queue:** continue with current recording. Do not start a new dictation from the latest PACS message.



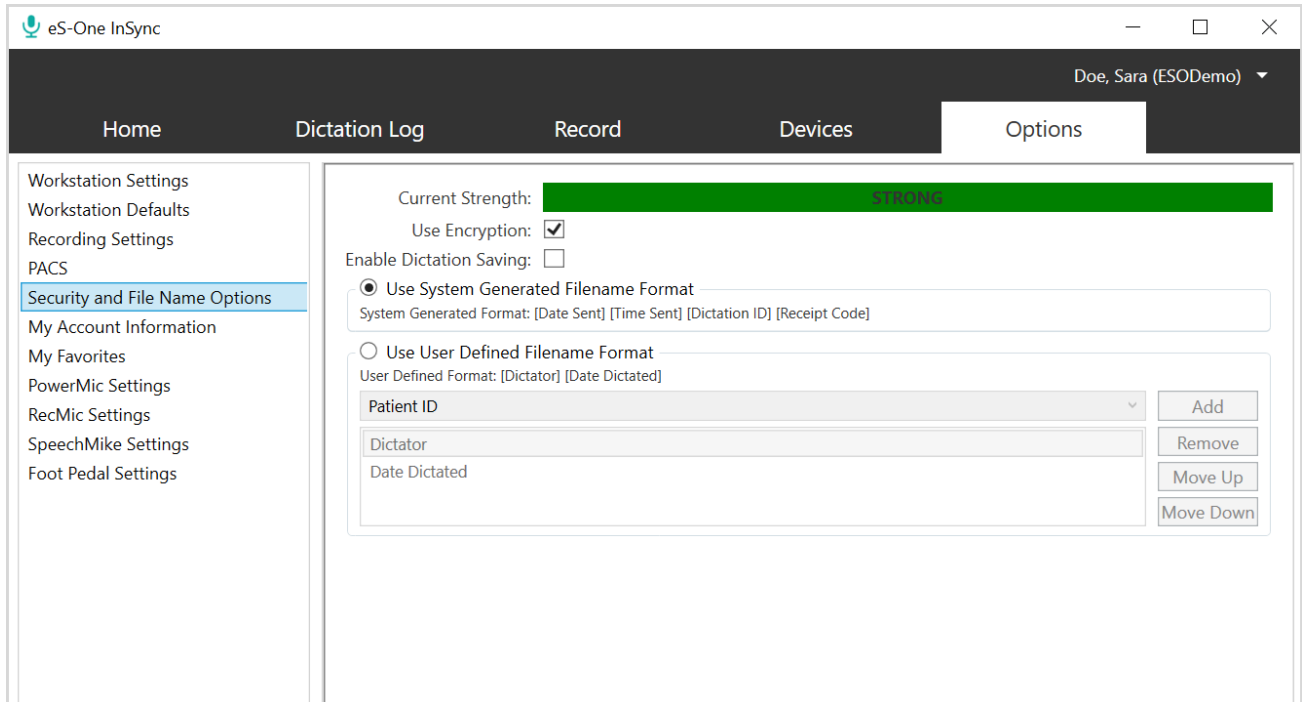
If the 'Prompt for Action' option has been selected, the following dialog appears when a new PACS message is received:



When finished, press the **Save Changes** button to save your PACS configuration.

Security and File Name Options

After an audio file has been uploaded to the eScripton One servers it can be automatically saved on the user's PC in the InSync folder. This feature is controlled in Options > [Workstation Settings](#) > "Retain encrypted dictations on this workstation for: __ days". This option defaults to 14 days during installation but can be adjusted to none ("0") or a very large number of days.



When encryption is enabled (it is enabled by default during installation), the dictation files are encrypted using 256-bit AES encryption. These encrypted files cannot be read by any other PC application.

The Security and File Name Options customize how InSync stores files in the folder.

- **Current Strength:** This provides a summary of the security of audio files on the PC for both the Archive folder and unencrypted files saved by the user.
- **Use Encryption:** When enabled, any audio files saved in the Archive folder are encrypted with 256-bit AES encryption.
 - If this option is disabled by the user, the action is recorded in the system logs on the eScripton One Server.
- **Enable Dictation Saving:** If enabled, the user logged into InSync can save an unencrypted copy of the dictation to a storage device (e.g., hard disk or thumb drive) on the PC from the Dictation log.
 - This setting does not affect the security strength determination.
 - If this option is enabled by the user, the action is recorded in the system logs on the eScripton One Server.

- When the audio file is uploaded, it is saved within the InSync folder with a filename that is determined by the following radio button controls.
 - **Use System Generated Filename Format:** File name is saved with these four values. Spaces separate each value. [Date Sent] [Time Sent] [Dictation ID] [Receipt Code].
 - **Use User Defined Filename Format:** Allows users to define a custom file name.
 - Select a Transcription demographic value (such as Patient ID or Patient Name) from the drop-down box and click the Add button to add that value to the file name.
 - Select any demographic value you have added and click the Move Up or Move Down button to change the order of the demographic value in the file name.

Note: Some options will reduce security strength, especially demographics that contain patient identifying information.

If Enable Dictation Saving is enabled, a user logged into InSync can go to the Dictation Log, select a log entry, and click the Save button. The dictation is saved to the PC in an unencrypted format using the file name convention established for the folder.

My Account Information

The user email address can be edited and verified here. See [Recording with InSync](#).

The screenshot shows a web browser window titled "eS-One InSync". The user is logged in as "Doe, Mark (ESODemo)". The navigation menu includes "Home", "Dictation Log", "Record", "Devices", and "Options" (which is currently selected). On the left sidebar, "My Account Information" is highlighted with a warning icon. The main content area shows "Email Address: Demonstration.test@DeliverHealth.com" with a red "X Not Verified" status indicator.

My Favorites

My Favorites allows you to choose a default Document Type and Location, as well as identify favorite Document Types and Locations to narrow the lists to choose from. Use the **Select All** button to select all favorites.

The screenshot shows the 'Options' tab in the eS-One InSync application. The user is identified as 'Doe, Sara (ESODemo)'. The navigation menu includes Home, Dictation Log, Record, Devices, and Options. The 'My Favorites' section is active, showing a list of settings on the left and configuration options on the right.

Left Sidebar (Settings):

- Workstation Settings
- Workstation Defaults
- Recording Settings
- PACS
- Security and File Name Options
- My Account Information
- My Favorites**
- PowerMic Settings
- RecMic Settings
- SpeechMike Settings
- Foot Pedal Settings

Main Content Area:

- Default Document Type: Chart Note
- Default Location: Hospital
- Favorite Document Types:
 - ASR Progress Note
 - Chart Note
 - Consultation
 - Cover Letter
 - Cover Letter-2
 - Distribution Rule
 - Follow Up Letter
 - Follow Up Visit
 - Initial Visit
 - Letter
 - Physical Exam
 - Pre-Op History and Physical
 - structdoc
- Favorite Locations:
 - Hospital

Buttons: **Select All** and **Deselect All**

New appointments created in the **Record** tab will start with the **Default Document Type** and **Default Location** that are defined in **My Favorites**.

This tab shows all the Document Types and Locations that are available to the dictator. The user can control which Document Types and Locations are listed in the drop-down selection list by checking the box next to each document type or location to be included or by choosing **Select All**. Press Save Changes to save your selections.

The Document Type and Location drop-down selection lists in the [Recording with InSync](#) tab also have a **Show All** option that will display all the available Document Types or Locations. When changed to "Show All" mode, the last entry becomes **Show Favorites** to change back to displaying only the Favorites.

Defaults and Favorites are saved by user account on each PC.








PowerMic Settings






The Nuance PowerMic (formerly known as Dictaphone) can either be used with default key mappings or can be modified to use personalized settings.

To use the PowerMic with default settings, plug the device into your computer and after a brief initial automatic installation, the buttons (such as record, play/stop, fast forward, rewind, and complete job) will be compatible for use with InSync's [Record a Dictation](#) tab functionality. Open the Record tab as usual, log in with a valid user/client, and use the buttons on the PowerMic to begin recording (in place of where you would usually click or use hotkeys to trigger the recording controls).

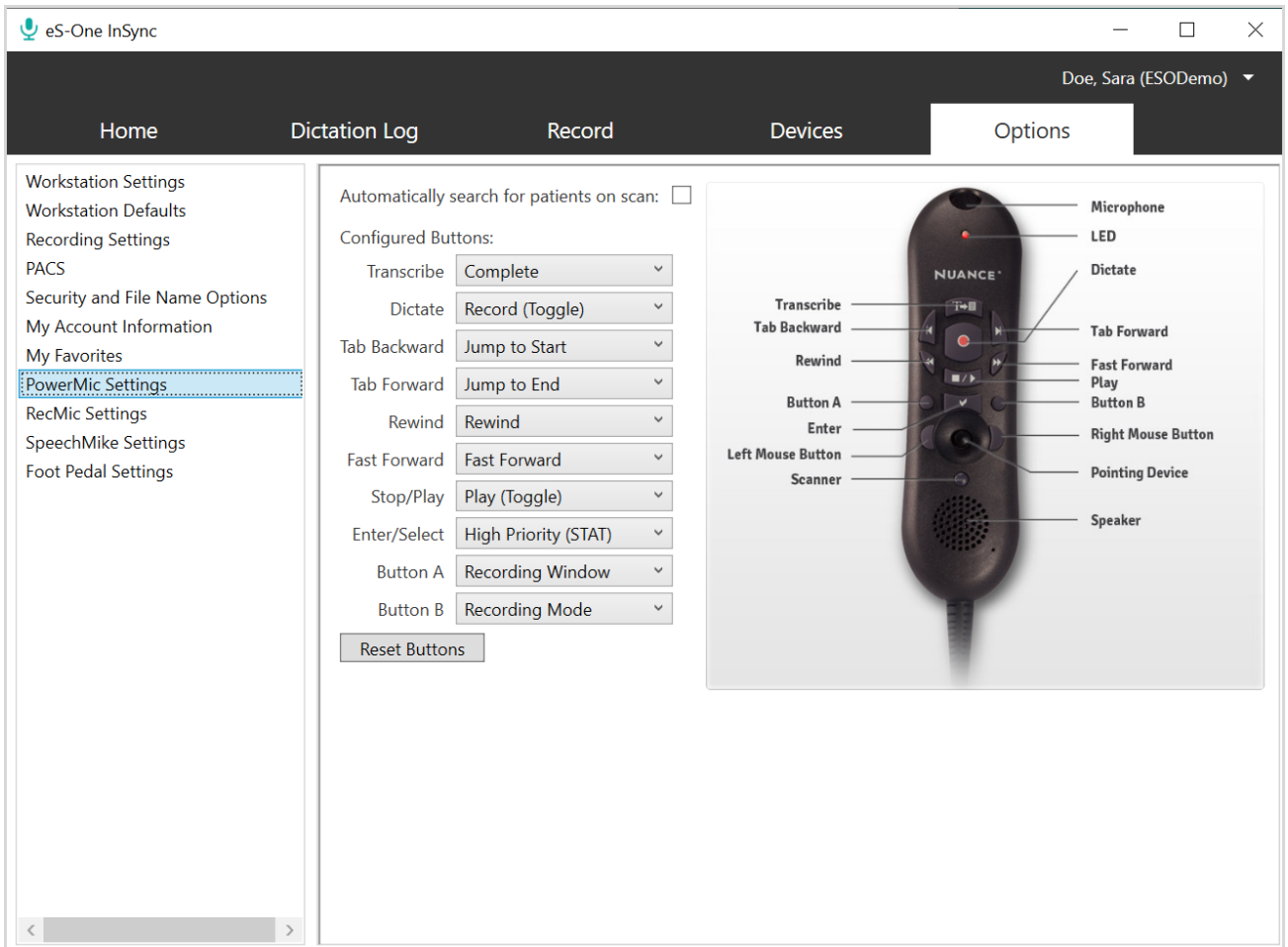


The following table summarizes the default InSync button programming associated with PowerMic:

PowerMic Button	Image	InSync Function	Default Equivalent
Transcribe		Complete	F8
Dictate		Record	F2
Navigate Backward		To Start of Recording	-
Navigate Forward		To End of Recording	-
Rewind		Rewind	F4
Fast Forward		Fast Forward	F5
Stop/Play		Toggle Playback	F3 (play) / F6 (pause)

Enter/Select		Stat	-
Custom Left	 (left side)	On Hold/New	-
Custom Right	 (right side)	Cycle Recording Mode	F7
Scan	 (bottom)	Unused	-
Mouse Controls		Left Click, Mouse control, Right Click	Mouse alternative

The PowerMic can also be manually configured. The graphical display below shows the default functions. It is only for reference and does NOT change dynamically when a configured button option is changed.



The screenshot shows the 'eS-One InSync' application window. The 'Options' tab is active, displaying 'PowerMic Settings'. The left sidebar lists various settings categories, with 'PowerMic Settings' selected. The main area shows a list of 'Configured Buttons' with dropdown menus for each: Transcribe (Complete), Dictate (Record (Toggle)), Tab Backward (Jump to Start), Tab Forward (Jump to End), Rewind (Rewind), Fast Forward (Fast Forward), Stop/Play (Play (Toggle)), Enter/Select (High Priority (STAT)), Button A (Recording Window), and Button B (Recording Mode). A 'Reset Buttons' button is also present. To the right, a diagram of the PowerMic device is shown with labels for: Microphone, LED, Dictate, Transcribe, Tab Backward, Tab Forward, Rewind, Fast Forward, Play, Button A, Button B, Enter, Right Mouse Button, Left Mouse Button, Pointing Device, Scanner, and Speaker.

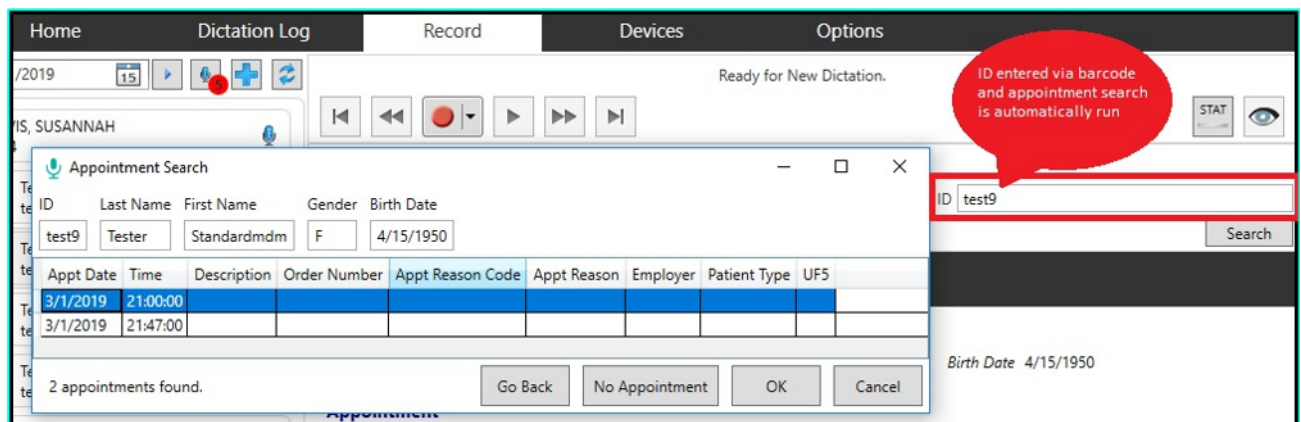
Please note that the default dictate method is to toggle recording on and off with each press of the Dictate button, but it can be changed to hold the button to record and release to stop.

Search for Patients on Scan

When the 'Automatically search for patients on scan' box is checked, InSync will automatically search for a patient using the patient identifier obtained from the barcode scan. Use the scanner button to read a one-dimensional barcode. The scanner will not work on two-dimensional barcodes.

Note: Only the PowerMic II model has an optional scanner.

The ID or information is automatically placed in the text box that has cursor focus. If the "Automatically search for patients on scan" option is enabled, a patient and appointment search will be initiated after the patient identifier field is populated.



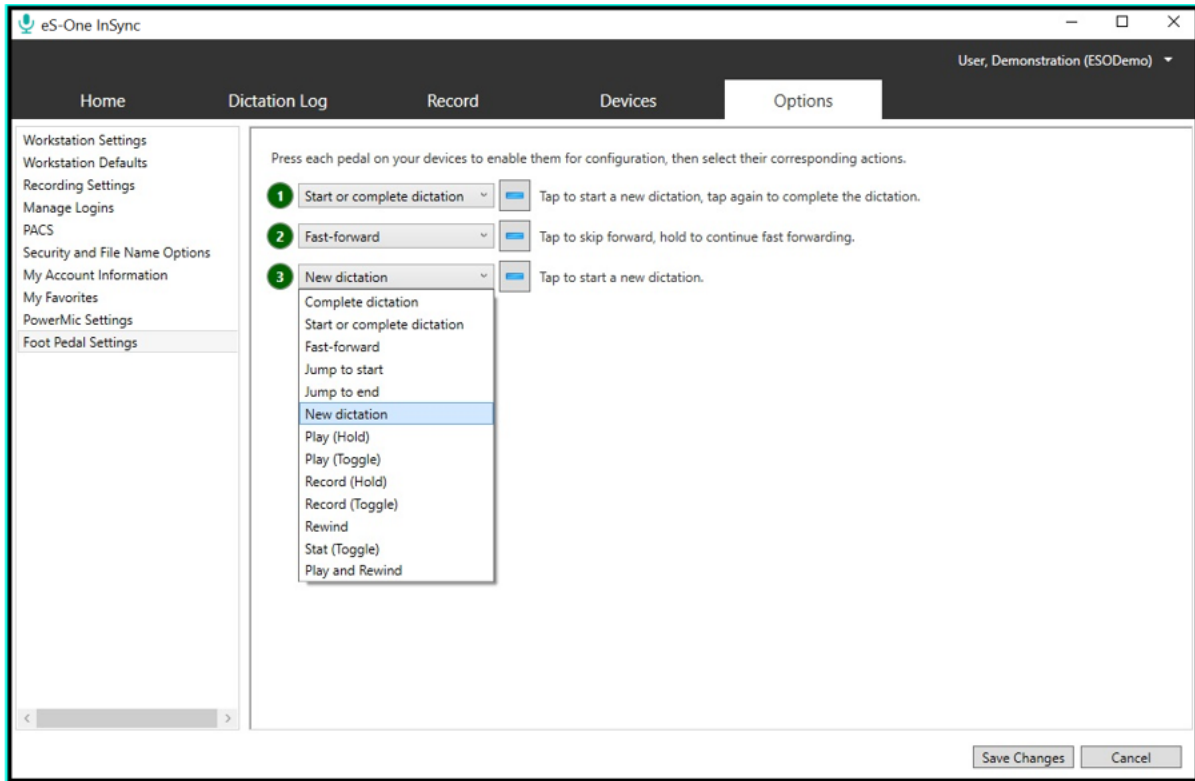
For additional support using the Nuance PowerMic, please refer to the official support documentation (http://www.nuance.com/healthcare/pdf/ds_DNS10_PowerMic.pdf).

Foot Pedal Settings

Foot pedals can be configured to record dictation with InSync while remaining hands-free. The foot pedal is used in conjunction with any Windows-compatible microphone that is plugged in and set up as the default recording device on your computer. The key functionality required of the foot pedal is that it must be able to deliver hotkeys to the computer, as if the pedals were duplicate keys of ones found on the keyboard.

To configure a foot pedal, plug in your device and go to Foot Pedal Settings. Press any pedal to add it to the list of configurable buttons, then select an action from the drop-down menu to assign it to the pedal. You can change the configuration by selecting a new action from the drop-down. After you have configured a pedal, you can identify it in the Foot Pedal Settings by pressing the pedal. To remove any pedal configuration, press the blue remove button.

When the workstation is not near a computer, oftentimes foot pedals can be used to directly control the record features of a recorder. After recording, the recorder can be connected to InSync on the computer to automatically upload dictations (when already configured). This uses the InSync software only during upload. Please see your recording device's documentation and your foot pedal hardware for more information about whether this configuration may be possible for your workflow.



Support for Olympus RecMic and Philips SpeechMike

InSync supports plug and play functionality for Olympus RecMic and Philips SpeechMike recorders, as well as button configuration via two new settings screens on the Options tab.

Plug and Play

Clinicians can now plug in their mics and start using them immediately with no additional configuration needed. The mics automatically install with default configurations when plugged in. Once connected, the mics will be in 'event mode', and will work with InSync's designated button mappings for recording and completing dictations.

Configuring Olympus RecMics and Philips SpeechMikes

In addition to using the default mappings, users can manually modify the mappings to better meet their needs. Each button will map directly to an InSync function.

Notes:

- InSync does not support customized settings from other apps, including the mic's vendor. If you have any customized settings, you must first reset your default mic mappings using InSync's 'Reset Buttons' option and then re-add your customized settings.
- For microphones that have slider switches, we do not recommend changing the settings for the Record, Stop, Play, and Review/Rewind switch events. Doing so may affect functionality.

Olympus RecMic Configuration Screen

Use the new 'Options> RecMic Settings' screen to configure custom button mappings for RecMic.

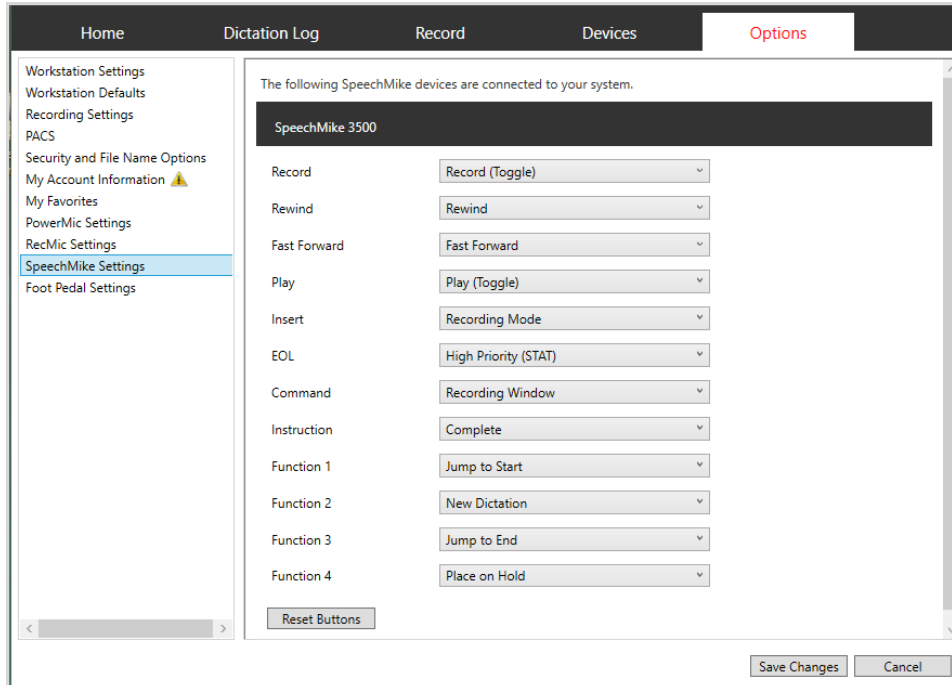
The following RecMic devices are connected to your system.

Device	Play	Rewind	Fast Forward	Record	Index	New	Function 1	Function 2	Function 3	Function 4	Insert
RecMic RM-4110S	Play (Toggle)	Rewind	Fast Forward	Record (Toggle)	Complete	New Dictation	Jump to Start	High Priority (STAT)	Jump to End	Place on Hold	Recording Mode
RecMic RM-4010P											

Buttons: Reset Buttons, Save Changes, Cancel

Philips SpeechMike Configuration Screen

Use the new 'Options> SpeechMike Settings' screen to configure custom button mappings for SpeechMike.



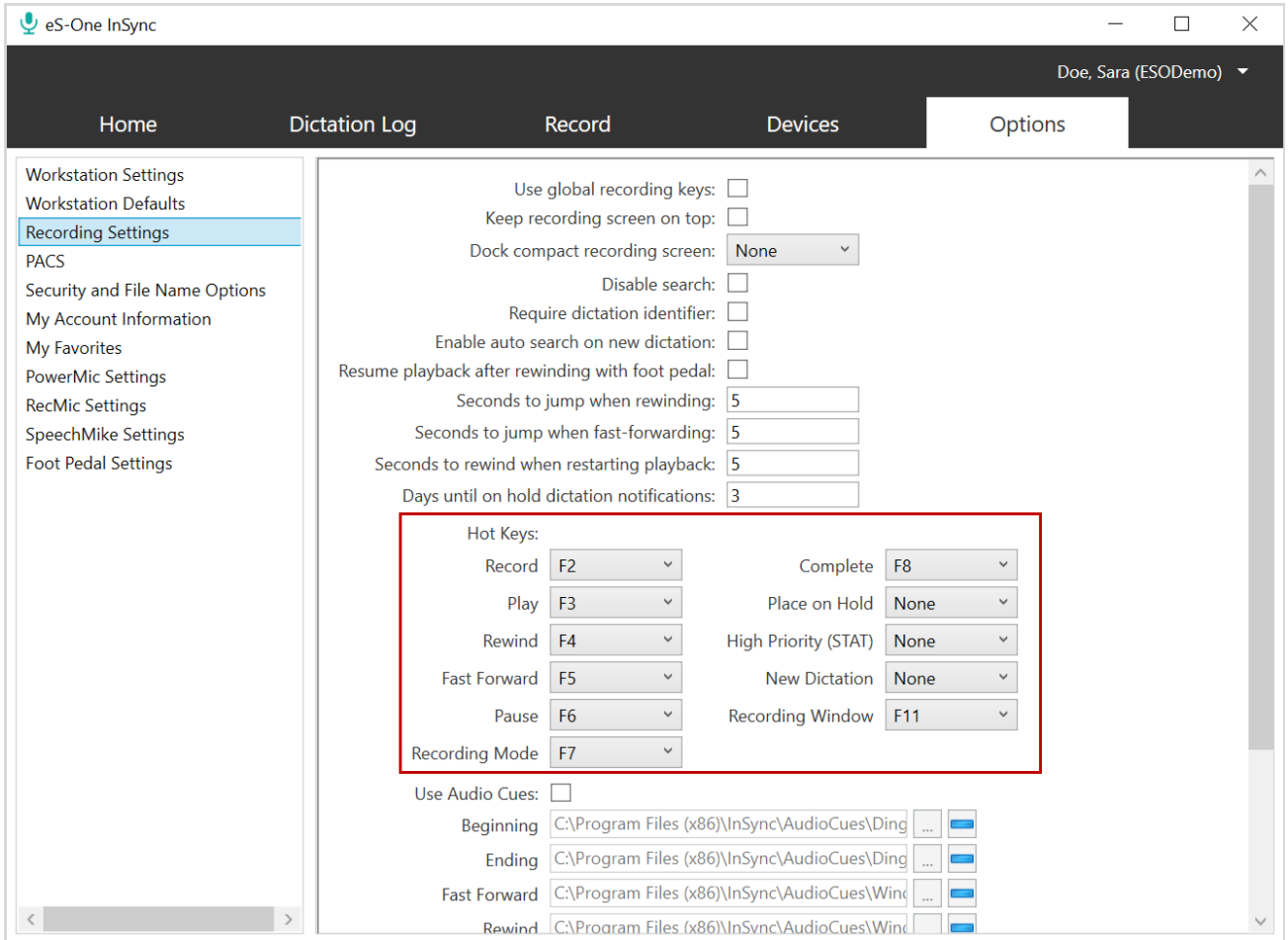
Each configuration screen shows which device(s) are connected to your computer. The initial default mappings will be the same for all models belonging to the same vendor. The left column shows the button name/label. The drop-down lists show which events can be assigned to the button. When the button is pressed, this 'event' will occur.

Click **Reset Buttons** to set the button event for all buttons back to the default InSync mappings. Also use this button if you have any customized settings on your mic prior to using it with InSync. These non-InSync customizations will not be recognized by the configuration screen. After resetting the buttons, you can proceed with customizing them in InSync.

SpeechMike Hot Key Support

In addition to supporting a default configuration for Philips and allowing configuration of the different events, you can also switch SpeechMike into Keypress mode and configure the hotkeys to match what is set up in InSync.

The SpeechMike, and possibly other brands of handheld microphones, can be manually configured to similarly trigger the recording controls. To use the Philips SpeechMike with InSync, you need to install the Philips SpeechMike software onto your computer. Then, go to the Options tab > [Recording Settings](#) > Hot Keys to map the functionality of the record functions with specific keyboard hot keys. Keeping the default settings is usually fine.



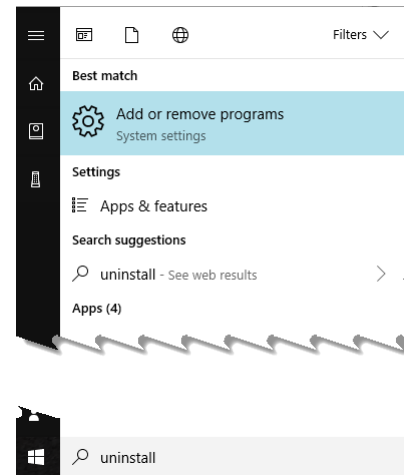
Within the Philips SpeechMike software, you need to match the button functionality from the Philips device with the same Hot Key inputs in InSync. This can allow you to match the SpeechMike buttons with specific recording functions, such as record and play. Please refer to your SpeechMike and Philips Device Control Center documentation for device-specific information on how this setup can be optimized.

Uninstall InSync

On a network with multiple users, please make sure the Windows Login ID has install and uninstall privileges. If unsure, please contact PC Support Staff.

Windows 10

- Click the Windows icon on your taskbar or press the Windows key on your keyboard.
- Type the word “uninstall” on the Windows start page to search for the Uninstall program. Click **Add or Remove Programs**.
- In the Apps & features window, search for or scroll to InSync and click on the app.
- Click the Uninstall button.
- Follow additional prompts.



Support

Get assistance for InSync, and all other eScripton One applications, here:

- **Phone Support:** 1-800-858-0080
- **Support Email:** esone.support@DeliverHealth.com

Appendix 1 - InSync Supported Audio File Types

InSync supports the following file formats:

DSS	Audio file saved by a digital voice recorder or speech recognition program; stores voice audio data in a highly-compressed format; commonly used for professional transcript environments.
DS2	A newer version of the DSS audio format.
MP3	MP3 is popular compressed audio file format popular with digital music downloads. MP3 files are typically about one tenth the size of uncompressed WAVE or AIFF files, but maintain nearly the same CD-quality sound.
SRI	Audio file extension is used by Dragon NaturallySpeaking.
WAV	Standard digital audio file format used for storing waveform data; allows audio recordings to be saved with different sampling rates and bitrates.
WMA	Audio file compressed with Windows Media compression; proprietary format developed by Microsoft, similar to the .MP3 format; can be converted to other more standardized formats; often used for playing music from the Web.
MSV	Audio file format typically used by Sony Digital Recorders.