

# Playback

# DigiPlayer-IP

## REAL-TIME VOICE PLAYBACK AND CONTROL

**DigiPlayer-IP** is the only digital voice playback application on the market using voice-streaming technology, allowing transcriptionists to type reports in real-time whether in the office or on the move, without having to wait for complete file download. **DigiPlayer-IP** also stores files on a central server at all times, ensuring that no copy is ever kept on the local PC in compliance with the strictest confidentiality standards.

## NEW INTUITIVE USER INTERFACE

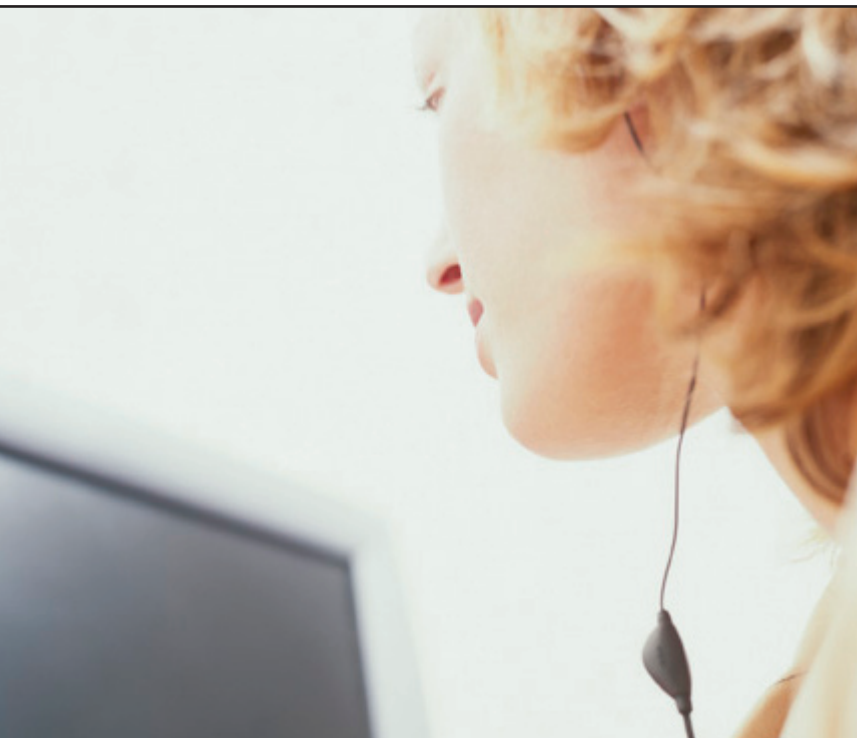
Upon login, transcriptionists are presented with a multi-pane view of their workload in an Outlook® style interface. Jobs can be sorted by any field including Subject ID, Work Type, Facility and Department ID, Author ID and name, date and time of dictation, file length, status, priority and “Due By” date. “Pending Work”, “Draft Items”, “Completed Items” and “Outbox Items” are displayed as separate folders together with their assigned routing groups. The new Crescendo VoiceBar also allows for increased control, with the progress bar always notifying the transcriptionist of their position in the dictation.



## NO DEADLINES MISSED

**DigiPlayer-IP** offers a Calendar together with a clear display of “Due by” items. “Due by Today, Tomorrow, This Week or Next Week” allows the transcriptionist to view their to-do list at a glance. Reminders can also be set up by dragging and dropping a job from the main grid to the Reminder pane.

The transcriptionist is always shown information such as the percentage of the dictation that has been played, the total number of minutes in pending jobs and the job details. Once the job has been transcribed, the transcriptionist can then sign it off and it will disappear from the list of untranscribed dictations.



The transcriptionist also knows what method was used by the authors to create a dictation thanks to appropriate icons (PC microphone, PDA, mobile recorder, phone, foreign input, etc.)

## CUSTOMIZABLE PREFERENCES

**DigiPlayer-IP** allows transcriptionists to define their own preferences. An example of the configuration options includes how to handle a dictation on sign off. **DigiPlayer-IP** can be set up to automatically busy the next job upon completion of the first.

A Microsoft Word® template can be opened, based on Work Type, which the transcriptionist can use to create a more structured finished product and increase productivity. Crescendo even provides transcriptionists with C-Chat, a chat service that allows them to communicate with other transcriptionists online and to insert voice pointers in a dictation file indicating areas of comprehensive difficulty.

## “MY PRODUCTION”

The “My Production” area shows a transcriptionist's production per day, week and month. A graph displays the number of jobs, dictation minutes and transcription minutes. Reports can also be run for a given period of time by using the Calendar.

## FLEXIBILITY

If, at any time, a transcriptionist receives a STAT job or cannot, for any reason, complete the job that is currently being played, the reserve function can be used. The current job receives an "R" status, and cannot be accessed by any other transcriptionist on the network unless it is actively returned to the pool. In addition, if a problem should exist with any of the dictation routed to a transcriptionist, the actual dictation can be returned to the Supervisor at any time. The transcriptionist may also have the option to change work groups in order to receive more jobs.

**DigiPlayer-IP** is equipped with a search function to help the transcriptionist locate a particular match. In addition, the transcriptionist can also pull up the job data and make necessary corrections such as changing the Department or Author ID.

## CONNECTION IS NEVER AN ISSUE

**DigiPlayer-IP** is designed to play voice over almost every connection type using the IP protocol. The software connects through the Crescendo Wide Area Service (CWAS) for secure access to the dictation jobs and files. Once a transcriptionist requests a job, the specific dictation begins streaming to the local PC and becomes immediately available for playback without the need to wait for the complete download. Through its unique cache-ahead buffering, **DigiPlayer-IP** allows transcriptionists to start playback at almost any point in the voice file.

## HARDWARE SUPPORT

A headset and a foot pedal can be used for private listening and to control and review the voice file during transcription. The transcriptionist always remains in command of the speed and volume settings with **DigiPlayer-IP**.

## IMPROVED PRODUCTIVITY

**DigiPlayer-IP** creates an efficient environment and the productivity improvements are undeniable. This is in part due to the workflow created in conjunction with the **DigiScribe-XL** digital dictation system.



## TRUE REMOTE TRANSCRIPTION SUPPORT

**DigiPlayer-IP** can use various connection types to play voice in a real-time manner, including LAN, WAN, WEB, or Dial up. The required IP to IP connection can be established through an Internet, Intranet, or a RAS type connection. Almost any bandwidth speed can be supported, starting at 33 Kbps and including ADSL and broadband speeds.

Through the use of Crescendo InstantUpdate, deployment is simplified so that transcriptionists can be set up effortlessly and quickly from almost anywhere. All product updates are handled by the Crescendo Wide Area Service (CWAS) server and are pushed out to the Client upon system startup. Supervisors can also take advantage of integrated Virtual Network Computing (VNC) to take control of a user's PC for training, monitoring, or troubleshooting purposes.

## SYSTEM LOGS

For complete control, the system records all activity for all users at all times.

# Streaming

# CRESCENDO