PACIFIC Transcription

On-line, on-time and on-call

Dictate+ User Guide

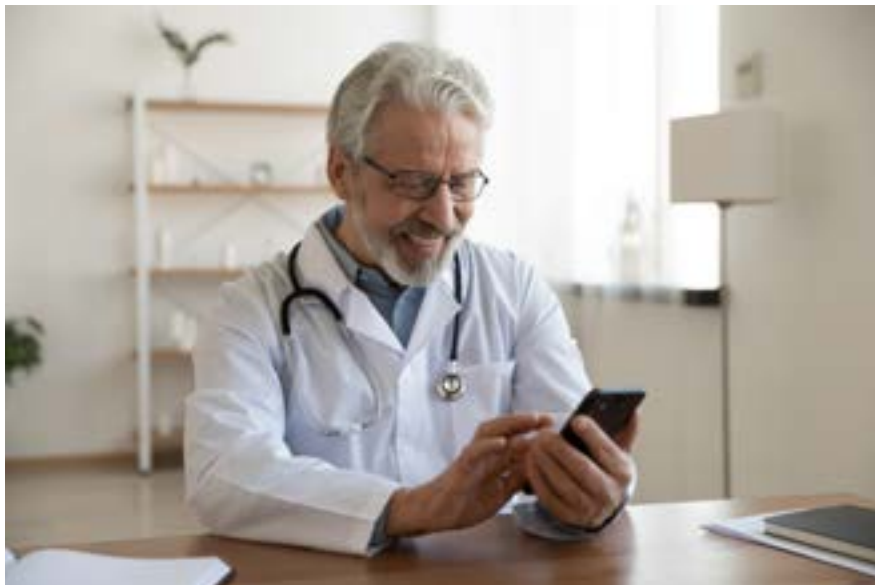## Dictating, editing and managing your files

Learn how to make the most of your Dictate+ app. This guide covers the basic functions such as recording and playback, editing your audio, sending dictations, managing and storing your files, and troubleshooting tips.

If you have yet to connect your Dictate+ app with Pacific Transcription, download the **set up guide** from our brochures page, or request a copy of the guide from our Enquiries Team.

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📍 37 Gordon St, Milton 4064
🌐 www.pacifictranscription.com.au

① Recording a dictation

To record a dictation, navigate to the Dictate page (the tape icon on the bottom left) and tap the red circle to start your recording - the bar at the top will turn red. Tap again to pause your recording.

Before recording	Recording	Paused

② Playback and editing

To review what you have already dictated, simply tap the record button to pause the recording, then drag the slider back.


Slider

Tap the play button to listen to the recording. If you would like to record over a section (overwrite), drag the slider to the point you want to re-record and tap record. To continue from where you left off, drag the slider all the way to the right.

❸ Sending dictations to Pacific

Tap the share button in the top right corner of the screen. If you need to go back to your dictation, tap "Dictation" in the same spot. Rename the file according to your own conventions by tapping the file name at the top.

File name

Leave a note

Send to Pacific
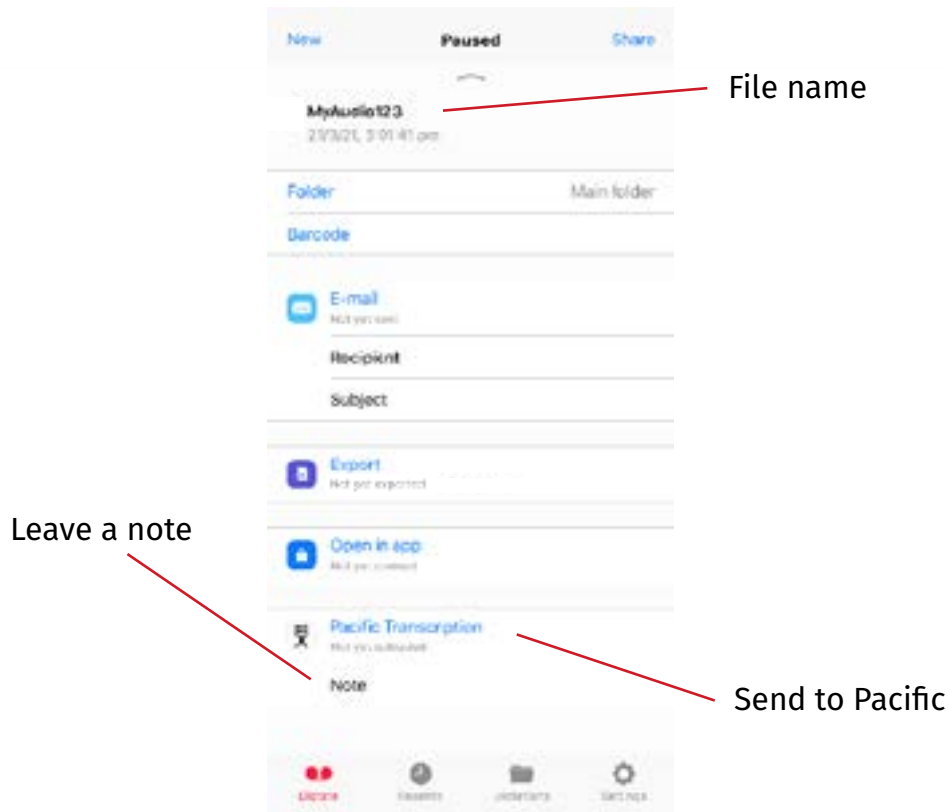
You can leave a message about transcription in the note section. For example, you may require the file expedited for a quicker turnaround, or would like to provide correct spelling of names or specialist terms.

When you are ready to send your file, simply tap "Pacific Transcription". You will see the screen on the right when the file has been successfully sent.

It's as simple as that! Your audio files will now be visible in your Pacific client account[##], ready for transcription.

[##]After Pacific Transcription returns your completed transcripts to your Pacific client account, your dictations are deleted from your Pacific client account immediately, and your transcripts are deleted from your Pacific client account after 90 days. For further details please contact us.

4 File storage and organisation

Using the Recents tab in the bottom navigation bar (the clock icon), you can quickly view your recent dictations. Note the grey arrow next to the some of the dictations - this signifies they have been shared.

Under the Folders tab on the bottom right of the navigation bar (the folder icon), you can view all your recorded dictations.

The top section shows which files have been shared or deleted.

By default, all files are saved in the Main Folder. You can add new folders and organise your files to suit your needs with the "Add folder" button.

Inside the folders you will see a list of dictations. By tapping "Edit" in the top right corner you can select multiple files at once. Then, using the buttons at the bottom right, either "delete", "move", or "send" the selected files.

This allows users to record throughout the day and send dictations in one batch, when convenient.
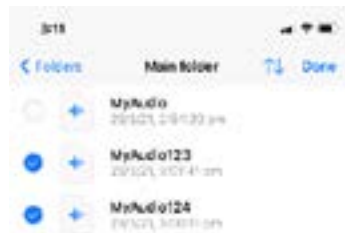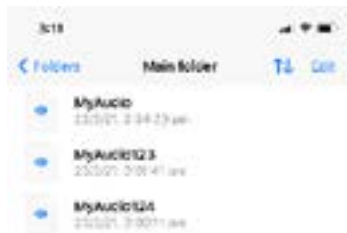
5 Troubleshooting

If you come across the error below, it will likely be due to a recent password change in your Pacific client account. This error can be simply solved by updating your Pacific client account password in the Dictate+ app settings.

ERROR: Transferring data failure

Note: Your Pacific client account is the account where you log in to download your completed letters (transcripts).

Every time you update your password in your Pacific client account, you must also update the password in your Dictate+ app settings.

To update the password in the Dictate+ app, simply follow the steps below:

1. In the Dictate+ app, navigate to the Settings section (the cog icon on the bottom right of screen).
2. Tap "Sharing".
3. Select "Pacific Transcription".
4. Tap into the password field and enter your Pacific client account password. In the top right of the field, tap "save".

You can now share your dictations and send them to Pacific Transcription, for transcription.

Remember: Your password is case-sensitive.

About Dictate+

Dictate+ is developed and owned by JOTOMI GmbH. For any issues with the application or your subscription please contact the manufacturers directly.

Visit the Dictate+ support page to download the app's user manual, terms of use, privacy policy, or to send a support request.

About Pacific Transcription

Pacific Transcription is a client-focused business that delivers a comprehensive suite of exceptional transcription services to clients in all major Australian cities and across the globe.

Pacific Transcription* is the Australian branch of the global Pacific Solutions network, and is proud to be ISO 27001 (Information Security Systems) & ISO 9001 (Quality Systems) certified.

Contact Us

If you need assistance with setting up the Dictate+ app to send files to your Pacific Transcription client account, please contact us.

Phone: 1300 662 173
Email: enquiries@pacifictranscription.com.au

Pacific Transcription is a registered trading name of Pacific Solutions Pty Ltd, a private company incorporated in Australia.

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