

Dictation Service

Feature Description

The Dictation Service is typically used by Lawyers and Doctors. An example might be that a lawyer would compose a letter to client. In the past, the lawyers would dial an extension on their phone system which would connect them to a dictation machine. This device would allow them, by use of telephone dial pad commands, to record the details of the letter, listen to it and edit it. When they were satisfied they would dial a different extension to have the recorded message marked as complete. This action would make the recording available to a pool of secretaries who would listen to the dictated message, type the letter and deliver it to the originator for review and signature. In a similar fashion Doctors would use the same Service for Medical transcription purposes.

Overview

The Dictation Service as implemented on the UCx operates in a similar fashion to the process described in the previous section, however no third party dictation machine is required and only one "call" needs to be made from the user's phone. This Dictation Service allows a user to dictate a letter via the telephone and send the letter as a WAVE, GSM or Ogg-Vorbis file to another user to be typed up and/or transcribed.

Configuration

To set up the Dictation Service, perform the following steps:

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Extensions**

4. From the list on the right hand side, select the extension that you want to enable the Dictation Service
5. Scroll down to the **Dictation Services** section, there are only three settings for this service:
 1. Change **Dictation Service** to **Enabled**
 2. Select the desired **Dictation Format**: **Ogg Vorbis**, **GSM** or **WAVE**
 3. Enter the **Email Address** where the dictated messages are sent

- Dictation Services

Dictation Service	Enabled ▾
Dictation Format	Ogg Vorbis ▾
Email Address [?]	admin@emetrotel.com



UCx does not provide the sound player that is required on your computer to play the dictated messages that are sent to the email address.

Usage

To dictate a letter or a message:

1. Dial the Perform dictation feature code ***34**
2. The system will ask for a numeric dictation file name followed by the **#** sign.



The file name can be any string of numbers that can be dialed from the telephone set. Valid characters are 0-9 and the * keys. Be aware that this interface will not provide a list of files that have been saved. It is up to the users to establish and maintain any records of file names used. For example, the user may want to use a date followed by an account number – 10092012*12345#. So this name would be for account 12345 dictated on Oct. 9, 2012.

3. After you enter the name and press the **#** key, the system places you in a *Paused* playback mode state.



To hear the help menu press 0 (zero)



- 1 – Toggle between Record and Playback Mode
- 2 – Toggle Fast Playback (Playback Mode)
- 7 – Jump Backward approximately 1 second (Playback Mode)
- 8 – Jump Forward approximately 3 seconds (Playback Mode)
- 8 – Truncate (erase) Message (Record Mode)
- * – Pause or Unpause (Record or Playback Mode)
- # – Enter a new Numeric File Name for Recording

To Send a letter or a message to be transcribed:

1. Dial the Email completed dictation feature code ***35**
 2. The system will send the dictated message to the email address that has been setup in the Dictation Services options
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