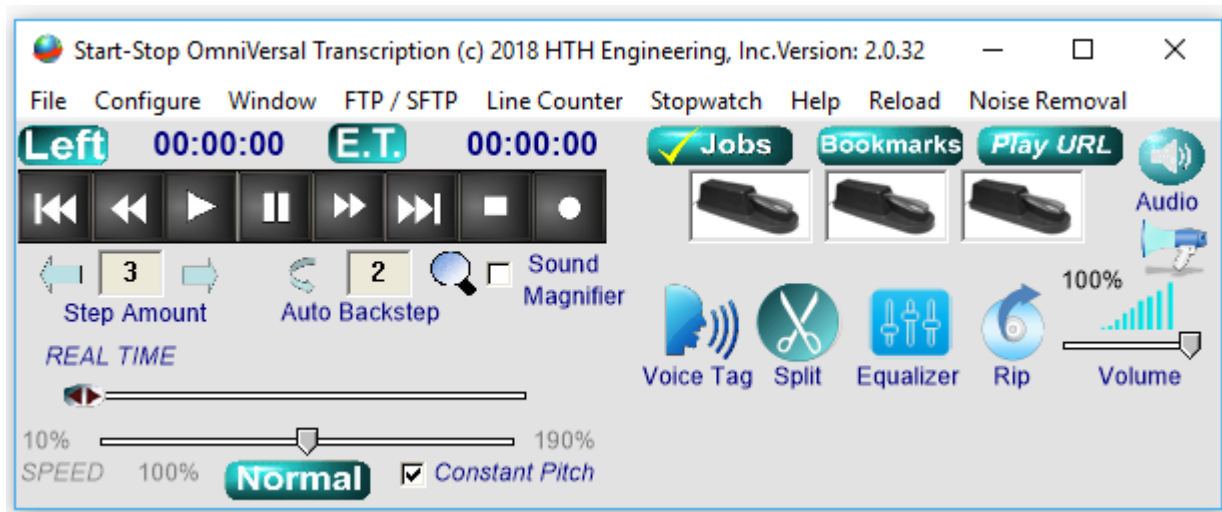


Instruction Manual for the **Start-Stop OMNIVERSAL Premium** **All-In-One Audio/Video Transcription System**



VERSION 2.0.32

Combining and exceeding the capabilities of the proven [Start-Stop Universal \(Audio\)Transcription System](#) and [Start-Stop PowerPlay \(Video\) Transcription System](#) that have been making industry waves since their introduction over a decade ago,

Start-Stop OmniVersal Premium All-In-One Audio/Video Transcription System provides a single solution with new powerful features

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Perform foot-pedal activated transcription on any sound-card equipped PC using Windows™ 10, Windows™ 8, Windows™ 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server

Turn your PC into a universal, high-quality transcription machine, using your feet to activate up to separate foot pedals.

“NEW” Convert Compressed Videos

“NEW” Milliseconds Display

“NEW” Silence Detection

“NEW” Boost Amplify

“NEW” Frame Advance Feature

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CONGRATULATIONS!

Thank you for purchasing the
Start-Stop OmniVersal Premium All-In-One Audio/Video
Transcription System Version 2.0.32

The perfect tool for quick and efficient transcription of digitally created audio and video file formats. The pedal system is easy to use and easy to set up and will work with almost any type of digital audio, DVD, CD, or video file. Advanced features include Job Manager that allows you to easily organize and archive jobs, the ability to bookmark and label sections, and of course the variable speed and variable step function to suit your preferences.

Friendly and helpful, **Start-Stop OmniVersal** comes with free professional toll free technical support, plus a one-year warranty on footswitch, 90-day warranty on headset, a 30-day money back guarantee, and free upgrades for as long as you own our product.

Start-Stop OmniVersal has a wide range of supported audio formats, and a focus on improved workflow and efficiency for medical transcriptionists, court reporters, conference recording, legal transcription, educators, corporations, and government offices.

WHAT YOU'LL NEED TO USE THE

Start-Stop OmniVersal Premium All-In-One Audio/Video Transcription System:

A PC (laptop, portable or desktop) with the following attributes and equipment:



Any of the following Operating Systems Windows 10, 8, 7, Vista, XP, and Windows ME, 2000 or 2003/2008 Server.

*Note: **Start-Stop OmniVersal** cannot be directly loaded onto Apple/Mac systems. You will need a Parallel/Virtual Windows Operating System to use.*



Sound card and speakers or a headphone.



A USB Port

*Note: Do not use USB Hub/USB Port Extender or Laptop Docking station.
The pedals need a direct connection to your PC.*



A microphone or audio input source

If you plan to use it for rerecording from tapes or from a microphone. Some multimedia laptops PCs have a built-in microphone; others require an external microphone.

**WHAT IS INCLUDED WITH YOUR
Start-Stop OmniVersal Premium All-In-One Audio/Video Transcription
System:**

(Complete system):

- 1 Infinity 3 Pedal USB Footswitch
- 1 Start-Stop OmniVersal Transcription Software on CD-ROM
- 1 Printed Instruction Manual (this manual)
- 1 Spectra PC Headset

(Software and User Manual Only):

- 1 Start-Stop OmniVersal Transcription Software on CD-ROM
- 1 Printed Instruction Manual (this manual)

(Software via Internet Digital Download delivery):

- 1 Start-Stop OmniVersal Transcription Software
via Email Download Link
- 1 Online Instruction Manual (this manual)

INSTALLATION INSTRUCTIONS

1. Close all open applications on your PC, and temporarily disable all anti-virus and antispyware software. (Consult Help files or call Technical Support for assistance)

Note for IT Administrators:

If you are installing this software on a computer that is part of a corporate or office network that has limited rights or restricted user login rights, please follow these steps:

- a) Log in as Local Administrator
- b) Install software (it's recommended but not required that you temporarily disable all running programs, including anti-spyware programs).
- c) After installation is complete, run the program and enter the Registration Code provided with your license
- d) Reboot the computer and log back in as the user.

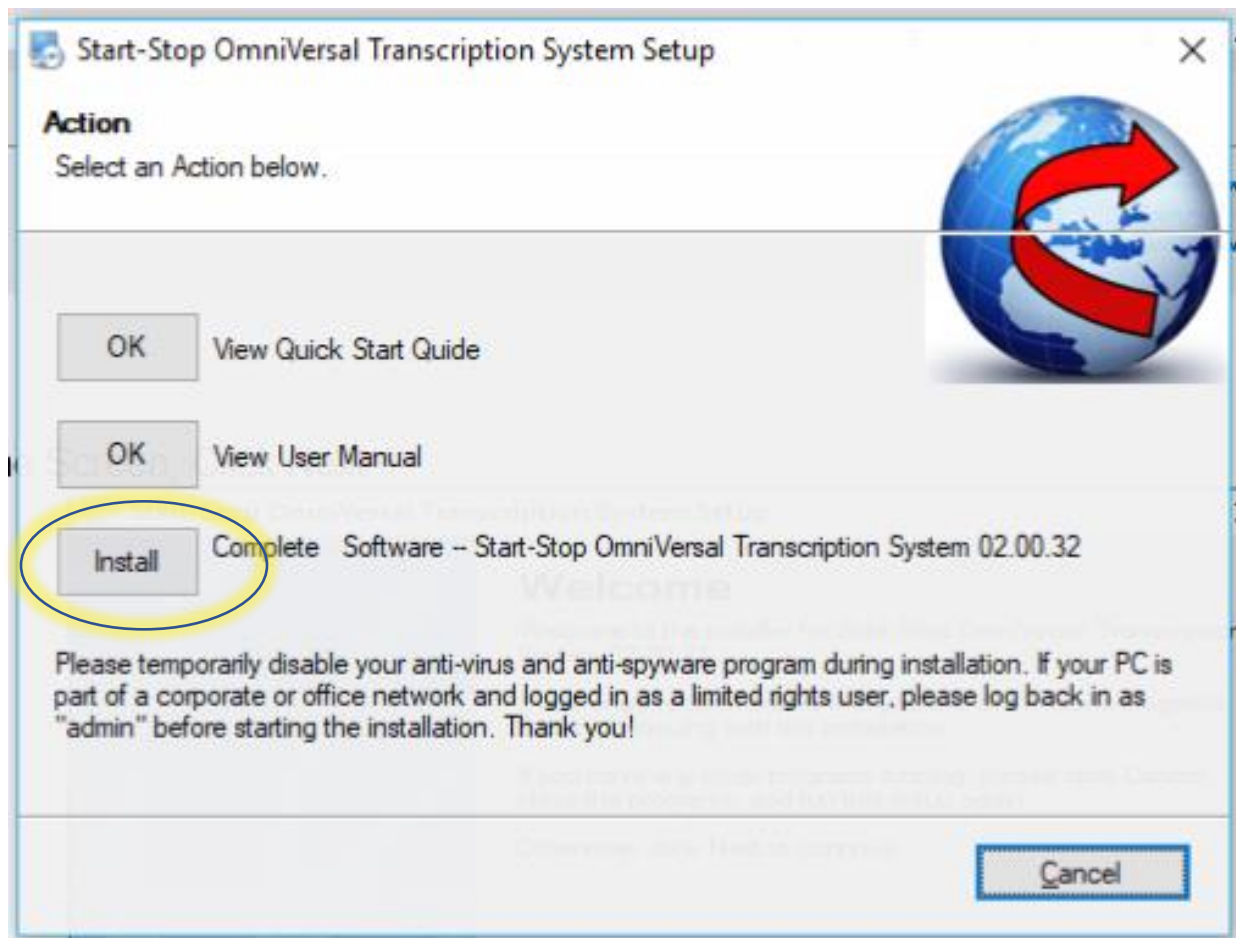
You do not need to disable Firewalls.

2. Insert the Start-Stop OmniVersal **Premium All-In-One Audio/Video** Transcription System installation CD-ROM into your computer or if you received your download from a digital link, click the setup file.

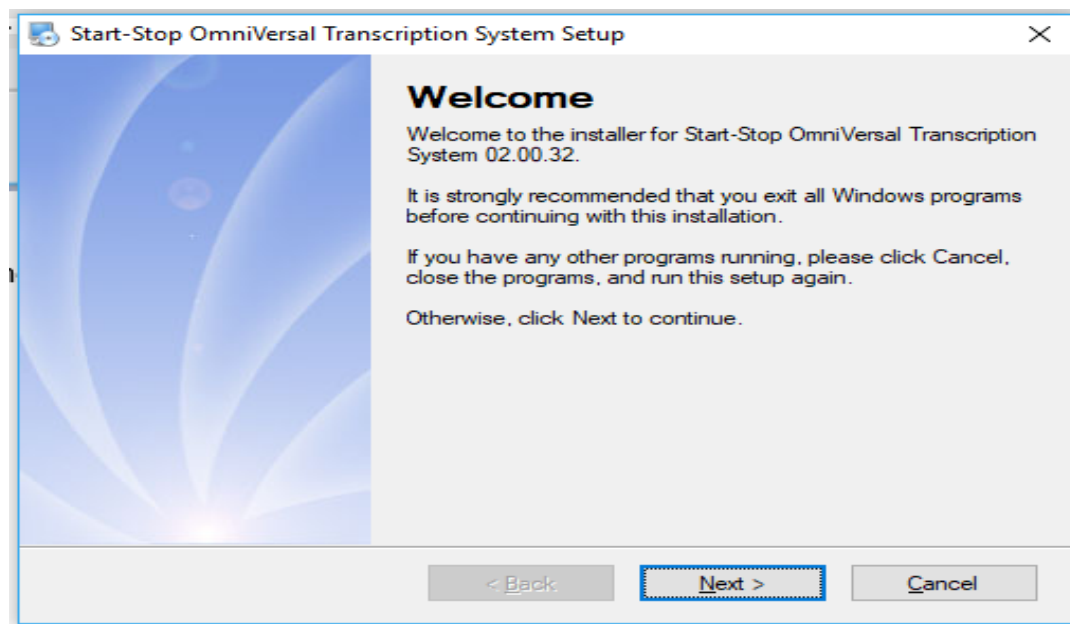


*If the install software did not come up on the screen automatically as described, then you will need to manually launch the installation. Open "My Computer," select the CD/DVD Drive with the **Start Stop OmniVersal** disk in it, and then double-click on "setup.exe" to install.*

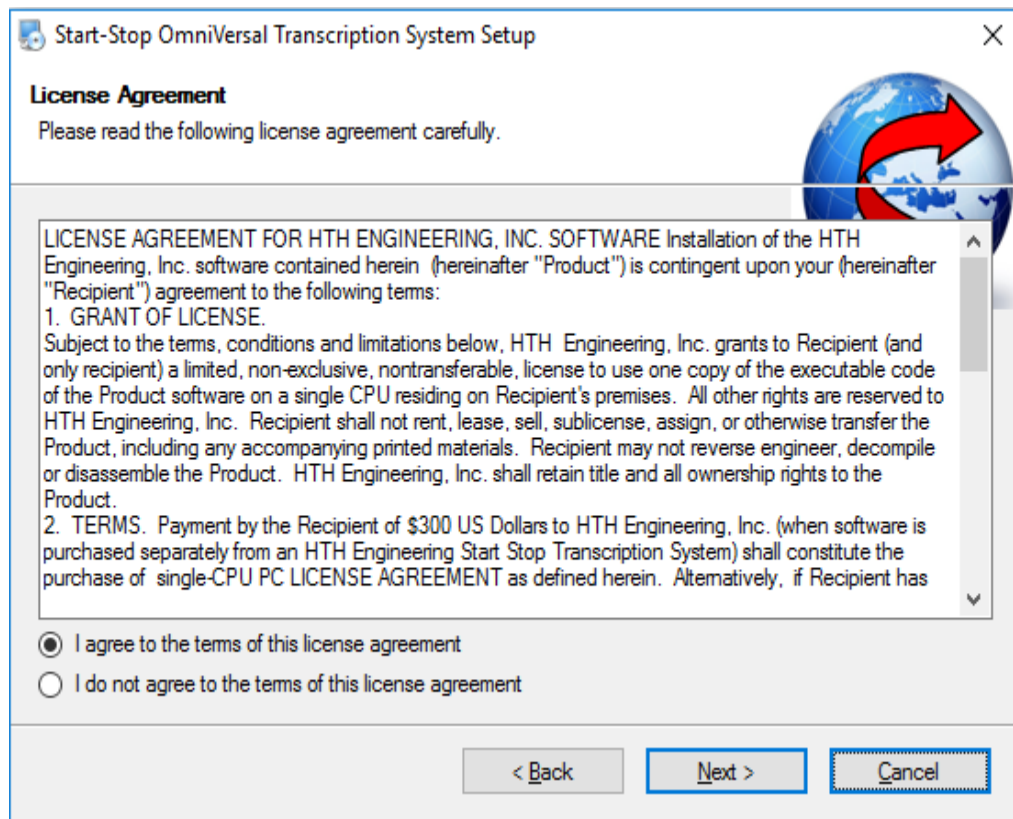
3. The Start-Stop installation software should begin automatically after several seconds.



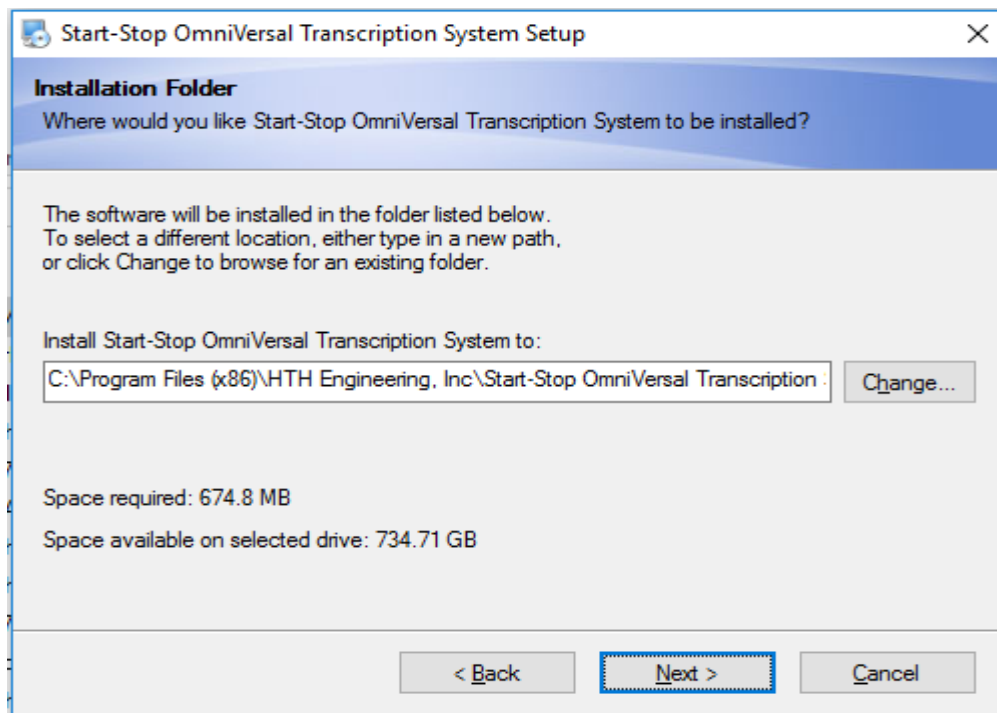
4. Welcome Screen, Click Next.



5. License Agreement Screen, Click Next.



6. Install Folder Screen, Click Next. (Not recommended to be changed)



7. Shortcut Folder Screen, Click Next. (For Administrative installs, choose “Make shortcuts available to all users”)

Start-Stop OmniVersal Transcription System Setup

Shortcut Folder
Where would you like the shortcuts to be installed?

The shortcut icons will be created in the folder indicated below.
If you don't want to use the default folder, you can either type a new name,
or select an existing folder from the list.

Shortcut Folder:
Start-Stop OmniVersal Transcription System

☒ Install shortcuts for current user only
☐ Make shortcuts available to all users

< Back **Next >** Cancel

8. User Information Screen, Enter User Name and Company Name (Optional), Click Next.

Start-Stop OmniVersal Transcription System Setup

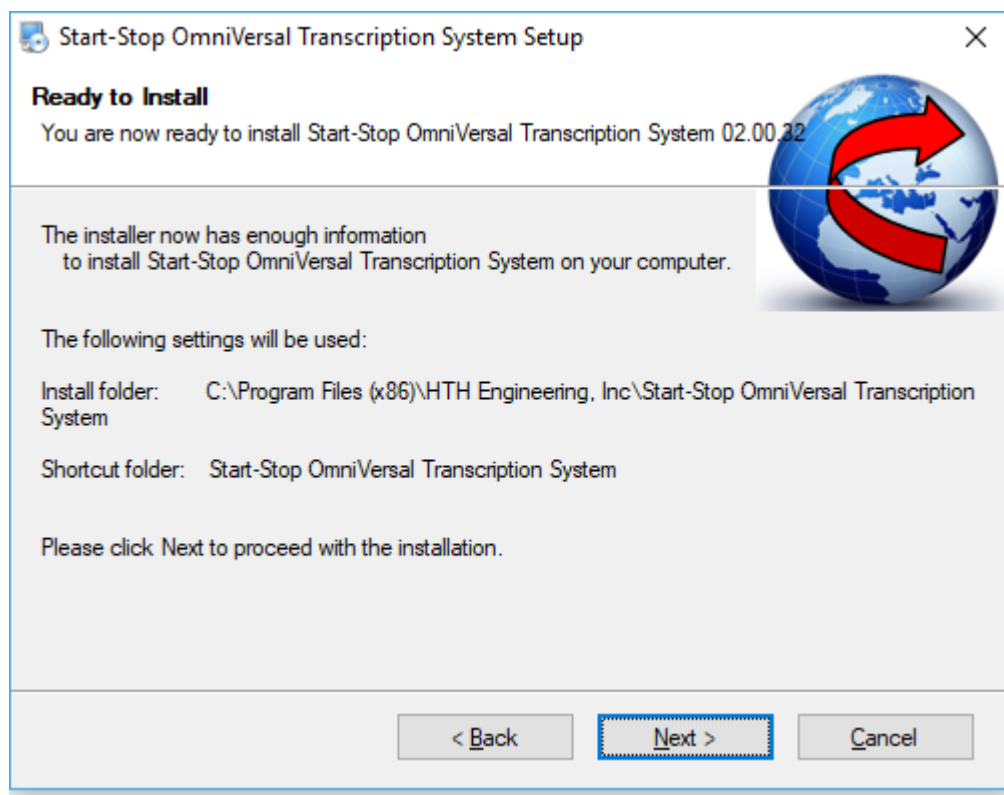
User Information
Enter your user information and click Next to continue.

Name:
Windows User

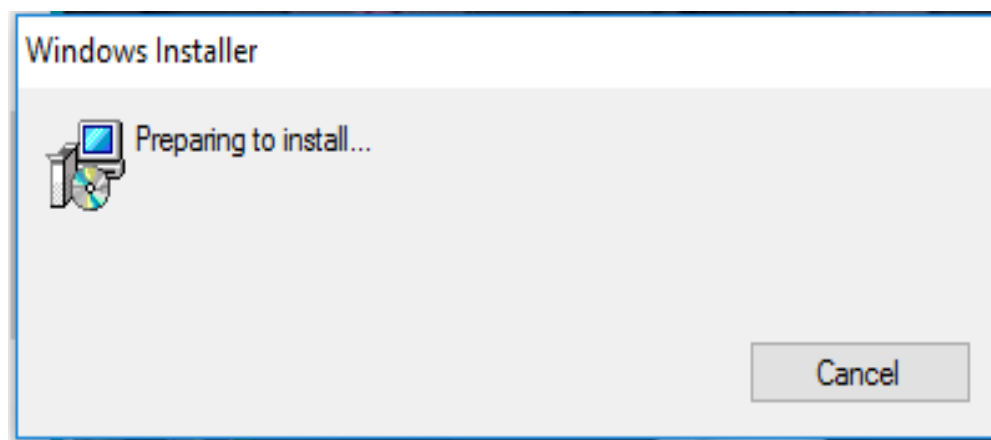
Company:

< Back **Next >** Cancel

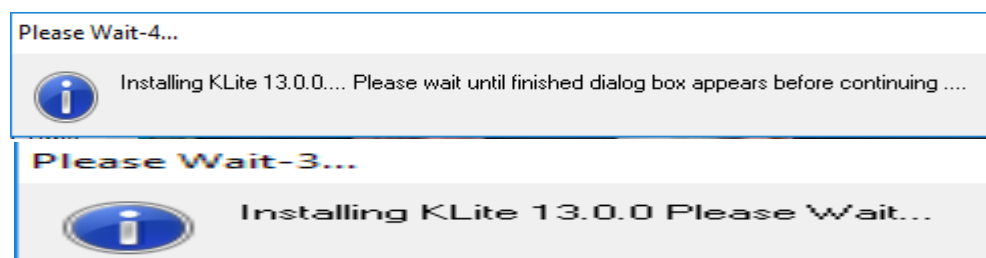
9. Ready to Install, verify settings, Click Next.



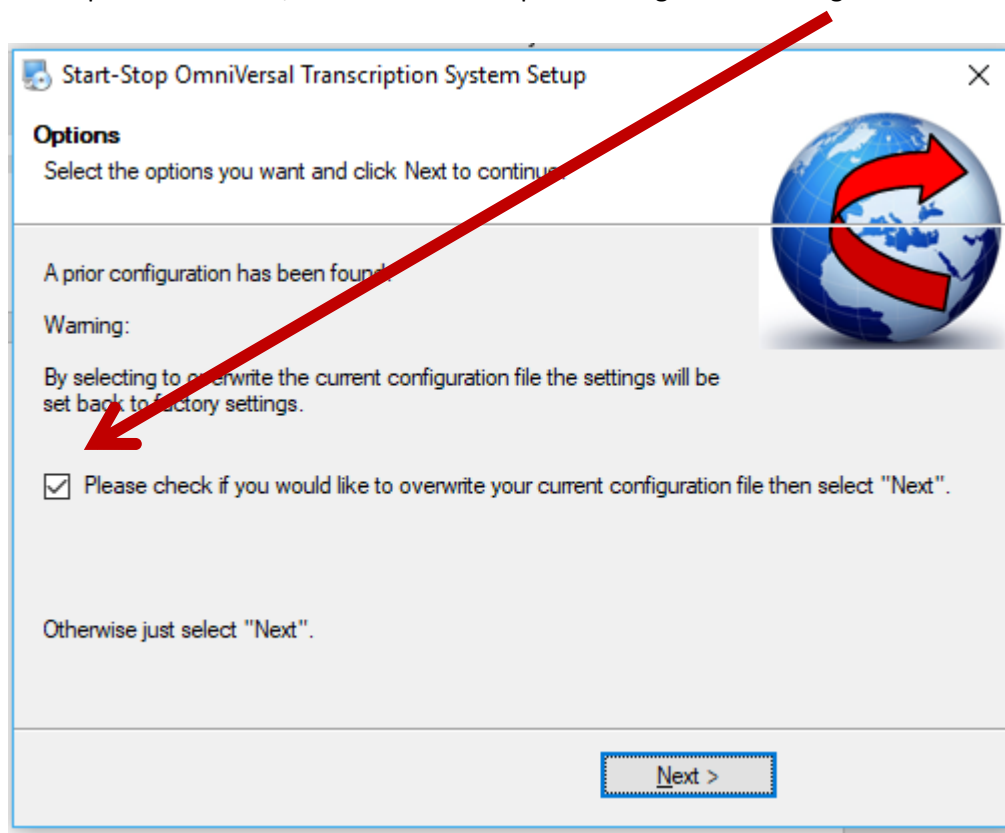
10.



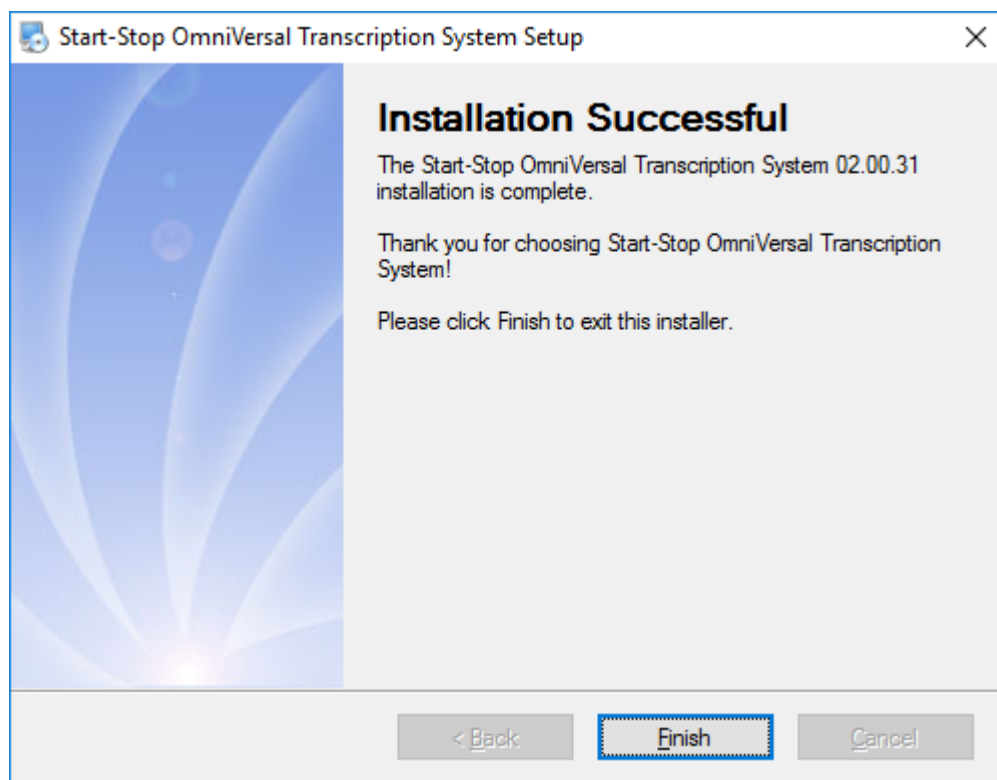
11. Installing K-lite Codec Pack to play Multiple format files.



12. If you had a previous version, check this box to update configuration settings.

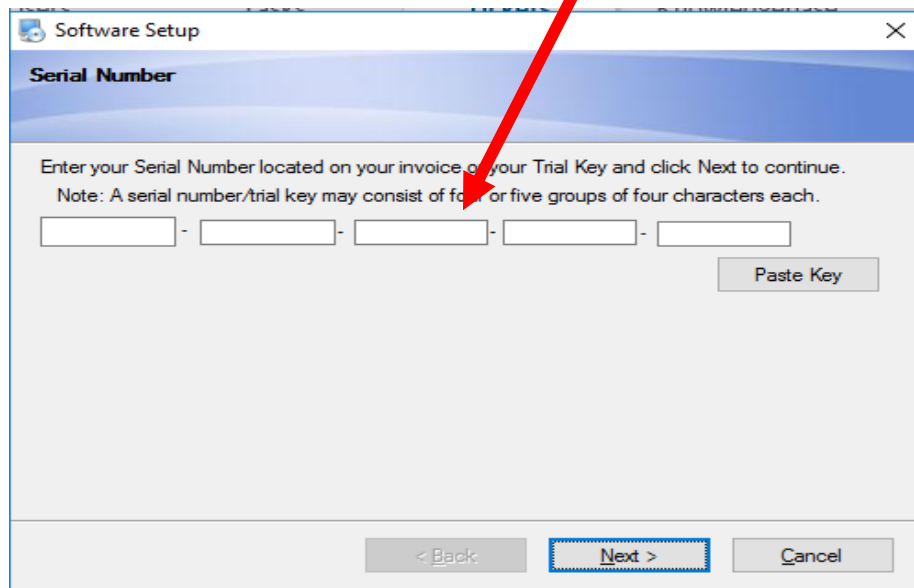


13. Installation Successful, Click Finish.



The first time you run the program, you will be asked to authenticate the software and select a pedal:

1. Enter the Serial Number (also referred to as Registration Code) from your Invoice or that was contained within the upgrade email. The Serial Number will consist of 4 groups of 4 alphanumeric combinations (Example: AAAA-1111-BBBB-2222). The Serial Number is not case-sensitive. **The fifth box is for "TRIAL VERSIONS ONLY"**



The image shows a 'Software Setup' window with a 'Serial Number' section. It contains instructions to enter a serial number from an invoice or trial key, with a note that it consists of four groups of four characters. Below the text are five input boxes separated by hyphens. A red arrow points to the fifth box, which is labeled 'TRIAL VERSIONS ONLY' in the text above. A 'Paste Key' button is to the right of the boxes. At the bottom are '< Back', 'Next >', and 'Cancel' buttons. The 'Next >' button is highlighted with a blue dashed border.

2. Select the type of pedal you have ("3-Pedal, USB DEFAULT" is the model that is included with the **Start-Stop OmniVersal**), then click OK and follow the on-screen directions.



The image shows a 'Pedal Type' window with the instruction 'Please select the type of pedal you have:'. It features a list of pedal types on the left, each with a radio button. The '3-Pedal, USB (DEFAULT)' option is selected. To the right of the list are images of various pedals: SST-2 Start-Stop 2-Pedal Unit, 3 Pedal Serial Port, 3 Pedal, GAMEPORT, 3-Pedal, USB (DEFAULT), Philips 3-Pedal USB, Olympus 3-Pedal USB, Infinity Foot Pedals, Philips Foot Pedals, and Olympus Foot Pedals. 'OK' and 'Cancel' buttons are on the right.

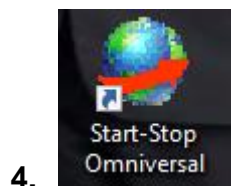
If you have a Philips™ brand USB Pedal or Philips 2305 Hand-Control:

- a. *Select “Philips 3-Pedal USB” from above screen.*
- b. *Install the Philips software CD-ROM that came with the pedal or hand control.*

*(If you make a mistake, or want to re-start this screen, click on “Configure” ...” Select Pedal Type” from the **Start-Stop OmniVersal** main screen.)*

3. Insert the plug of your foot pedal control into your PC.

You should hear a “doorbell chime” sound indicating that the PC recognizes that a device has been inserted, provided your PC speakers are turned up and/or a Pop-up window indicating “Installing Device Drivers”.



Now click on the **Start-Stop OmniVersal** icon on your desktop.

Installation is now complete!

OVERVIEW OF FEATURES

Start-Stop OmniVersal Premium All-In-One Audio/Video Transcription System

plays a large variety of standard and non-standard digital audio/video file formats under foot pedal control, while using your favorite word processor.

Newest Features include:

Boost Amplify startst

Audio Input/Output Options will let you choose available input (microphone) and output (speakers, headphones) from within the software. Keeping you from having to reset settings in your Sound Options and save them specifically for the Start Stop OmniVersal software.

Noise Removal Tool allows removal of all types of background noise present in poorly made, or noisy recordings. Remove street noise, white noise, repetitive noise sources like motors and AC hum, static, and instantly improve intelligibility. Makes the difference between inaudible and audible.

Support for Taser™ Axon Body Cam Video Play back and transcribe police and law enforcement Body Cam videos (now including Taser's Axon Body Cams / Axon Trial Offer) under foot pedal control, with voice enhancement, background noise reduction, frame-by-frame advance/rewind and timestamping.

Frame Mode you can advance or rewind a single video frame at a time under foot pedal control and decide how many frames you want to move with each of your foot pedal.

Save image snapshot saves current image on video screen to Jpeg Picture file.

Total recording and playback compatibility with Windows™ 10, Windows™ 8, Windows 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server standard multimedia .WAV files.

Support for Restricted Access Users: The **Start-Stop OmniVersal** software supports networked, "restricted access" users, found on company PCs running Windows™ 10, Windows™ 8, 7, Vista, XP, ME, 2000, or 2003/2008 Server

No batteries or external power supplies are required: The OmniVersal is self-powered by your computer, making it practical to use in battery-powered applications (for example, for use with a laptop PC).

Higher Quality Audio: Software analyzes the file format input and optimizes the audio to reduce aliasing for improved sound quality.

Advanced Web/Custom Integration Features: For advanced users, the **Start-Stop OmniVersal** offers two methods of integrating the software into your system or application: File Association, and Command Line.

Enhanced Ease of Installation on Limited Rights PCs Works well with limited user rights computers. Silent install Version available for IT Deployment.

Audio Formats: *Supports virtually every audio format in the industry (standard and proprietary: for example, WAV, MP3, WMA, DSS, VOX, and VOC).*

Video Formats: Never download another Codec pack again. The **Start-Stop OmniVersal** supports DVD, .WMV Streaming Video, Apple QuickTime™, .AVI, Real player™ and RealAudio™, .ASF, DivX™, Adobe Flash™, MPEG-1 through MPEG-4 and many more, making **Start-Stop OmniVersal** a true complete video transcriber.

Even more formats supported: Cell Phone Audio (with HIPAA-compliant encryption/decryption), Audio playback support of 11 new multimedia formats, Support for Speex (SPX) format

Uses a single standard USB port or Serial Port on your PC, depending on which pedal you have.

Record from any audio source connected to your PC's sound card, with record time only limited by your PC's hard drive capacity.

Versatile software included to activate Record, Play, Pause, Stop, Fast Forward, Rewind, Step Forward, Step Back, and Step Back after Pause functions.

Constant-Pitch, Variable Speed (Tempo) Control - Slow playback speeds to as little as 10%, or increase by as much as 190%, without changing the pitch of the user's voice.

Enhanced Job Manager Have **Start-Stop OmniVersal** automatically queue files in a "to-do" directory including the option to include or exclude sub-directories. The software will recheck your target directory every time you load the job queue. You can then have the software move completed files into a "finished" folder where you can archive past jobs.

New Columns Added for Priority, Duration and Job Comments and Notes.

Automatic Notification to Transcriptionists when new dictation arrives in monitored folders and/or sub-folders, via LAN or SFTP/FTP. You can enable an **automatic pop-up window** in the lower right corner of your screen, **and/or Sound notification** whenever new dictation arrives into the Job Manager.

Multi-Band Frequency Equalizer - Pull voices out of the noise; improve clarity when the voices are muffled or faint, clarify and improve audio quality for difficult recordings; reduce microphone hiss or hum, air conditioning rumble, lawnmowers, motors, and high-frequency sounds for easier transcription; and 3 Presets/Recalls allow saving settings for different situations

Audio Control - opens window to volume and media controls **Rip**

Function – Rip audio or video to an audio file.

Voice Tag – create and tag with Bookmarks specific voice sections.

Mouse-click on pedals: The pedal icons move up and down if you click on them, just as if you had pressed the real pedals.

Separate "Step Back/Step Forward" and "Back step after Pause" STEP AMOUNT adjustment windows.

Bookmarks lets you keep track of and save up to 16 positions within each file transcribed and recorded! Label any bookmark with a sentence, note or phrase as a reminder. Instant click-retrieval takes you to that position. **Network Support Feature** Allows multiple transcriptionists to open the same file on a network drive at once and transcribe it. This is especially helpful when tackling a large job in a short period of time.

Automatically launches your favorite word processor You can optionally set up the **Start-Stop OmniVersal** to launch your favorite word processor when you begin working.

Built-in Smart Word Line Counter - The Smart Word Line Counter lets you keep track of how many characters and lines you've typed for a client or customer.

Adjustable Video Window - Video window pops up when playing videos or DVDs. Window is resize-able to any size, and can be set to be "on top" of your favorite word processor window so that you position it to see and hear what's being said while typing into your document.

Multiple SAVE AS Options for Any Playable Format! - Anything you can play with the **Start-Stop OmniVersal** you can save/convert to a standard format. (Save as .MP3, .WAV, or True speech™ WAV).

Ability automatically to "SAVE AS True Speech™..." and "SAVE AS MP3" or "SAVE AS WAV..." The **Start-Stop OmniVersal** will convert .WAV files into compressed True Speech™ .WAV audio files, with an amazing 15:1 compression ratio compared to standard .WAV files. For example, a 10-minute speech that would normally require about 10 Megabytes of disk space only requires 650K if saved as True Speech™.

Manually Decrypt Encrypted Files – decrypt saved files created by Start-Stop Transport, VIS or Hands Free only.

File Splitting and Overlapping Features - extract only the audio you need, or split a long recording into smaller segments automatically.

Video to Audio Extraction - convert video to audio

Convert Compressed DVD's/Videos – convert compressed videos

Opened Recently Used Files – open previously transcribed files

Time Stamp Functions – insert time stamp into active document using pedal, hot key, and keystroke or after time period.

Hot Key assignments – set up hot keys for Time stamps, play back and bookmarking functions.

VOX Modes – set for specific VOX flavors and formats.

Passwords & Legacy Passwords – set up passwords for decrypted files: single or multiple passwords.

Restore a previous Configuration - reset configuration to a previous version

MY Dictation Zip Audio Files Selection - associate and extract compressed files

Optional Milliseconds Display of Elapsed Time/Remaining - Time for high-accuracy audio files where fractions of a second count, the **Start-Stop OmniVersal** is capable of displaying them.

Audio Extraction Path Assignments - configure path for extracted audio files **Configure**

Buffer — configure direct sound latency in milliseconds

Multiple Size Start-Stop OmniVersal Screen Sizes Now select from 4 different screen sizes, to suit your taste. Operates in the foreground (always on top) or in the background.

Always on Top — set the **Start-Stop OmniVersal** main window to stay on top of other windows

Save Current Screen Position — set screen position of the **Start-Stop OmniVersal**

Configure Display Popups — pop up suppression for bookmarks and demographics

Go to Specific Elapsed time — set time frame to advance to

Detect Silence - set and bookmark silence in files

Support for Secure FTP (SFTP) as well as FTP for File Transfer - Now supports both *SFTP* as well as regular *FTP*. Automatically upload and download work directly into your computer (and display them using the **Start-Stop OmniVersal** Job Manager)

Automatic Upload/Download - Your downloaded dictation work, plus documents you're creating, can automatically be sent to and from your computer.

Online Web-Based Built-In Help lets you click and view the latest tech tips and upgrades to get the most out of your **Start-Stop OmniVersal**

Network Pro Features: The networking feature for Start-Stop OmniVersal makes work sharing with other transcriptionists easy and efficient.

New File Drag N' Drop Feature

Auto-Load Last File

Multi-language support added (English, Spanish, and French)

Support for Philips™ brand USB Foot Pedals and Philips LFH2305 hand-control in addition to industry-standard 3 pedal USB, Serial, Game Port and **Start-Stop OmniVersal 2-pedal systems**

More seamless installation experience for all supported operating systems (Windows™ 10, Windows™ 8, Windows 7, Vista, XP, ME, 2000, or Windows™ 2003/2008 Server) assures ease of installation for novices and experts alike. On-going addition of new format support, including DIVX audio and Voice Age ACELP

NEW 3rd Generation Design for the Network Pro Job Manager Included free: allows WORK-SHARING (each transcriptionist can see others' status) on any network.

Order of magnitude faster for large pools of transcriptionists sharing job status (e.g., 2, 5, 10, or even 20 or more transcriptionists can simultaneously share job status and perform on-the-fly load-level management while simultaneously viewing and work-sharing hundreds of dictations from multiple persons dictating).

Ability to designate any name you want for each user, regardless of PC's logged-in name for display within Job Manager

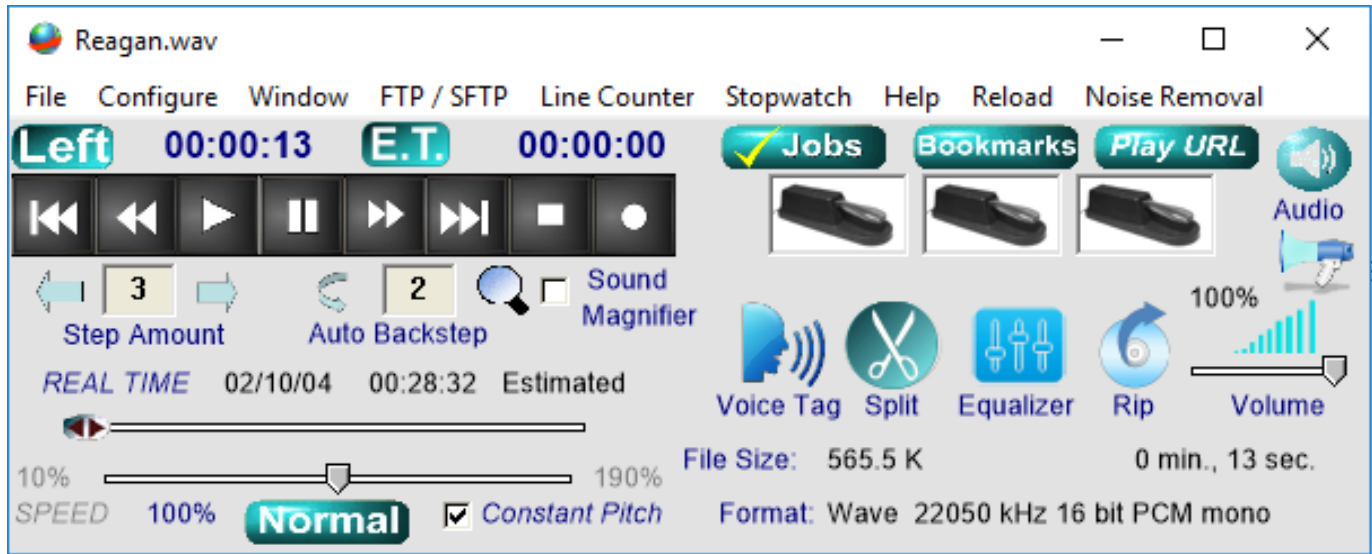
Ability to set and designate individual "Done" folders for each transcriptionist, with their own locations by person. *Allows easy oversight and viewing by a Manager or Supervisor for workflow and productivity.*

Control over Job Manager refresh time and whether Automatic Refresh POP UP shows up or not. Sharing Alert feature shows you if you are playing a file that has already been "done" by another transcriptionist.

Ability to search and filter match results to help you quickly find the dictations you are looking for, even in a large list of works

Operation and Functions

Start-Stop OmniVersal *Premium All-In-One Audio/Video* Transcription System



1. Title Bar provides software and file information and is located at the top of the main window. It displays software name, version information, file name and also will indicate if your pedal is plugged in:

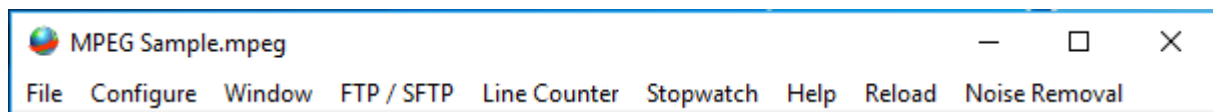


Figure 1 - Audio/Video File name

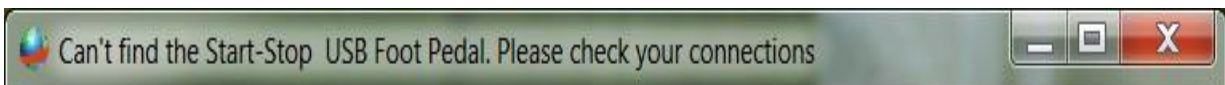
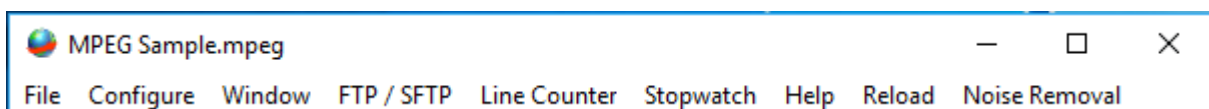


Figure 2 - No Pedal Detected

2. Menu Bar – Lists functions available in software. File, Configure, Windows, FTP/SFTP, Line Counter, Stop Watch and Help are the Main Tabs on this Menu Bar.

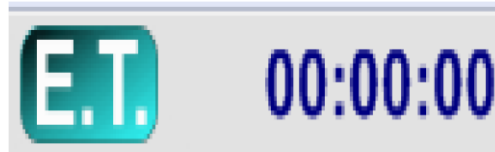


3.



Time Remaining Indicator (LEFT) (Hour, Min., Sec.): Shows the amount of playback time remaining.

4.



Elapsed Time Indicator (E.T.) (Hour, Min., and Sec.): Shows the position of the recording in progress or playback in progress. Double-clicking on this blue icon will allow you manually to set an elapsed time for instant positioning.

Display Milliseconds: Accessible from the Configure menu, if you want to display time to the nearest millisecond.



NOTE: Clicking on the ET symbol will toggle display function to show “Time Stamp Time” or time that has been corrected with an offset you select in the Configure Time Stamp Menu. See below for more information.

5.



Start-Stop Ultra Job Manager: The Job Manager can be initiated by clicking on the Jobs button on the main screen, or by tapping the “hot-key” that you have assigned to make the Job Manager pop up. (See section “Setting Up Job Manager”)

6.



Bookmarks Button: Click on this button to display the Bookmarks menu. You can save up to 16 bookmarks and labels per recording (that you make yourself), or per transcription (to mark locations in the audio clip to which you’d like to return later). You can also assign a hotkey to activate the bookmark function, or assign one of the foot pedals automatically to bring up the bookmarks while you’re transcribing. (See section “Setting Up Bookmarks”)

7.



Play URL Button: Click on this button to enter the URL (web address) of any playable clip supported by **Start-Stop OmniVersal**.

Example: <http://www.startstop.com/samples/Reagan.wav>

8.



Audio Button: Click on this button to launch the Windows Audio Mixer Panel. You can adjust your PC's master volume, .WAV slider, the microphone slider (if you plan to use the **Start-Stop OmniVersal** for making recordings).

In some cases, if you use a separate sound card with its own software, you will have to manually launch the audio controls from your Windows Control Panel or corresponding application included with your sound card.

9.



Player Controls: Click on these with your mouse to control play functions of the loaded audio file. Controls available are Rewind to Start, Rewind, Play, Pause, Fast Forward, Forward to End, Stop and Record. (See Section "File New" for recording information)

10.



Animated Pedal Icons: They move up and down in real time with the motion of your feet. Also, you can click on the appropriate icon with your mouse cursor, and the pedals will move and activate functions as if you had pressed the actual pedal with your foot. Pedal icons also will move up and down with mouse clicks.

11.



Step Amount Window: Whenever the Step Back or Step Forward function is activated by pressing the appropriate foot pedal or mouse click, the recording (or playback) will go back or go forward by the number of seconds showing in the Step Amount box. To change the Step Amount value, merely enter a digit in terms of a whole number of seconds (from 1 to 999 seconds) and then hit Enter on the keyboard. The **Start-Stop OmniVersal** will automatically “remember” your current Step Amount setting.

12.



"Back step after pause" Amount Window: Whenever the Back step after pause function is activated by releasing the foot pedal, the audio recording will back up by the number of seconds showing in the "Back step after pause" window. To change the number of seconds, merely enter a digit in terms of a whole number of seconds (from 1 to 999 seconds) and then hit return on the keyboard. The **Start-Stop OmniVersal** will automatically “remember” your current Back step after pause Amount setting.

13.



Sound Magnifier: When checked, the system plays the last few seconds after releasing the play pedal at 70% of normal speed, so you don't miss that fast burst of speech. The playback automatically returns to 100% (normal) speed after reaching the point at which you released the pedal.

14.



Voice Tag: Instantly find where people are talking, instead of listening to entire recording. Automatically bookmarks an unlimited number of "Start of Voice" and "Start of Silence" points in a recording with exact times. Set the silence threshold, zoom/pan controls for timeline and amplitude. (See Voice Tag and Silence Detection for more information)

15.



Instant File Splitting: Splits the file at the point where the real-time slider is positioned saves 2 smaller files ("filename a" and "filename _b").

16.



16-band Equalizer: Allows you to clarify recordings:

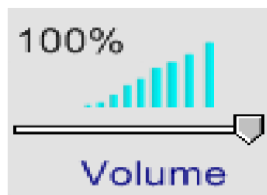
- a. Reduces microphone hiss or hum, air conditioning rumble, lawnmowers, motors, & high-frequency sounds for easier transcription
- b. Boosts voice frequencies for increased clarity
- c. Improves recordings where the voice is muffled, by emphasizing the higher frequencies (consonants). Sliders from 300Hz-2.5 KHz emphasize or de-emphasize voice frequencies: above 5KHz you can decrease high pitched interference, and from 300Hz down you can remove low-frequency interference like motors and hum.

17.

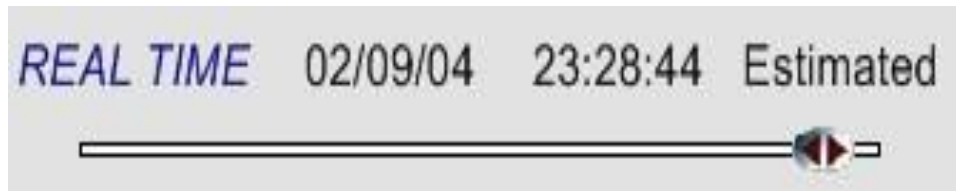


Rip: Instantly Rip audio or video to an audio file

18.



Volume Control: Adjust the volume from 0 to 100%.



19.

Real Time Slider: The slider bar can be instantly set to any position within the recording using the mouse. Real time information is displayed in the window above the slider bar, along with the file start date and time.



20.

SPEED control: Allows adjustment from 10% to 190% on ALL types of files. The blue 100% pushbutton returns speed to a nominal 100% if “Constant Pitch” is checked. (See Constant Pitch Speed Below)



21.

Constant Pitch Speed Control for audio and video playback. Slow down pronunciation of words and actions without distorting voice pitch. Adjust playback speed in 1% Increments from 10%-190% of normal.

22.



File Information displayed includes: File Type (e.g., DSP Group True Speech™, PCM, Microsoft Adaptive PCM), Sample Rate (K bits per second), Amplitude (4, 8,16 bits), Total size in Kb., and Total Length in Hours, Minutes and Seconds

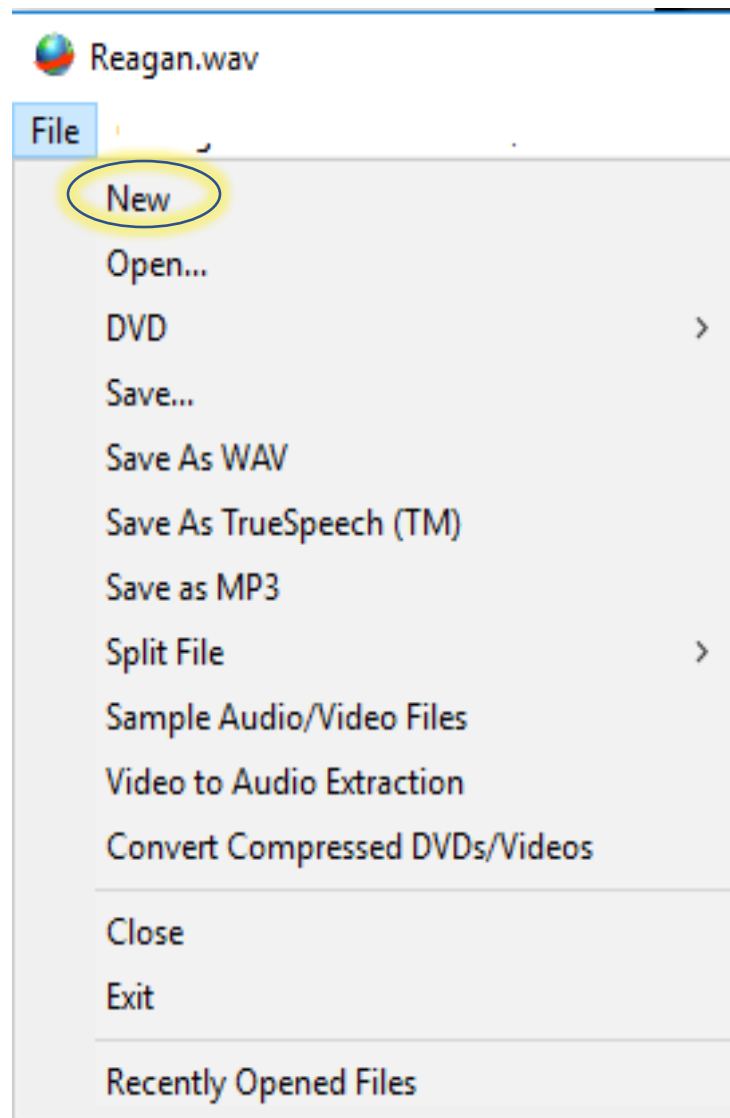
FILE MENU FUNCTIONS:

To open the program, click on the **Start-Stop OmniVersal** icon on your desktop:

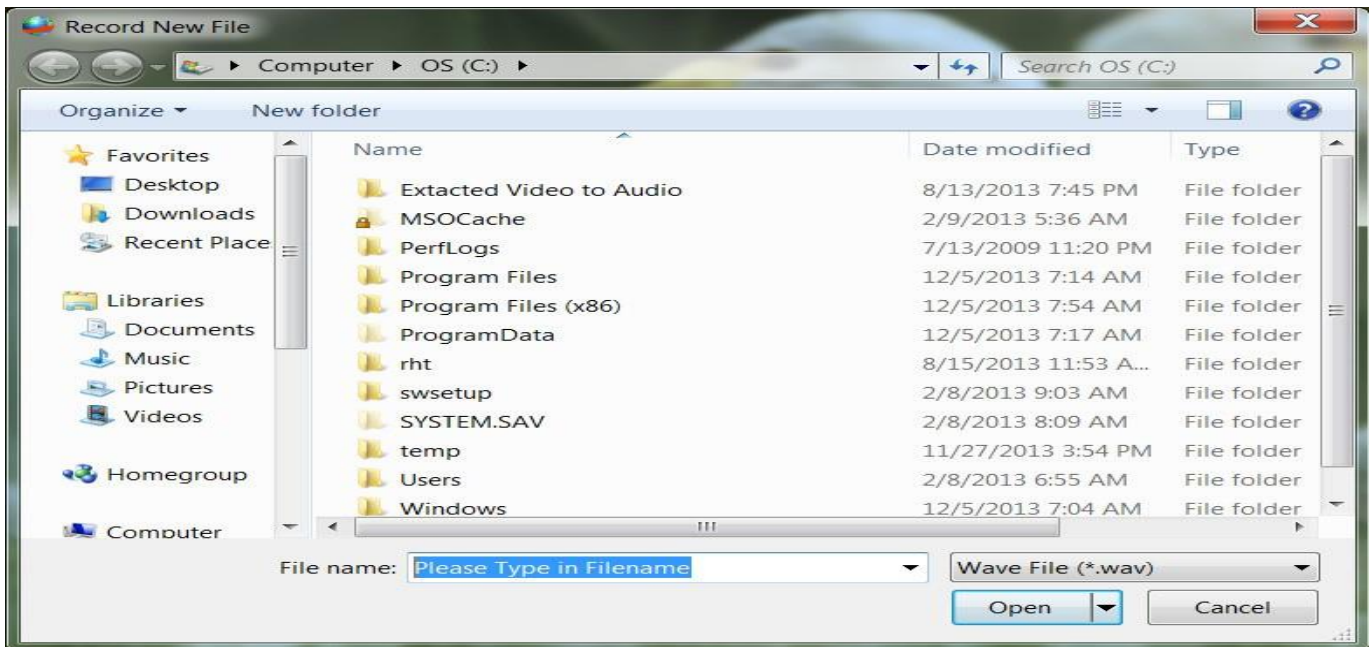


(Your icon may also be located on the Task Bar on your Desktop normally located at bottom of monitor)

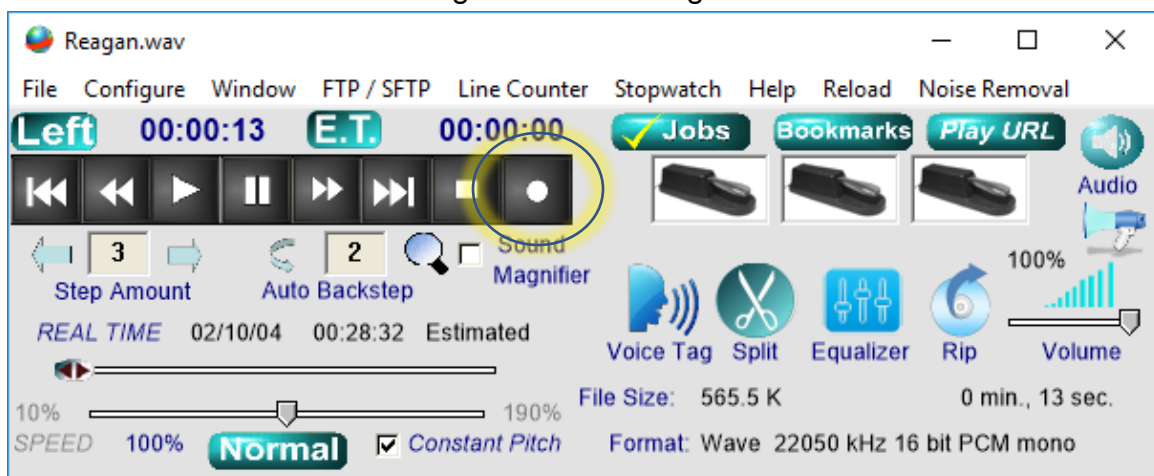
Creating a “NEW” Audio Wave file:



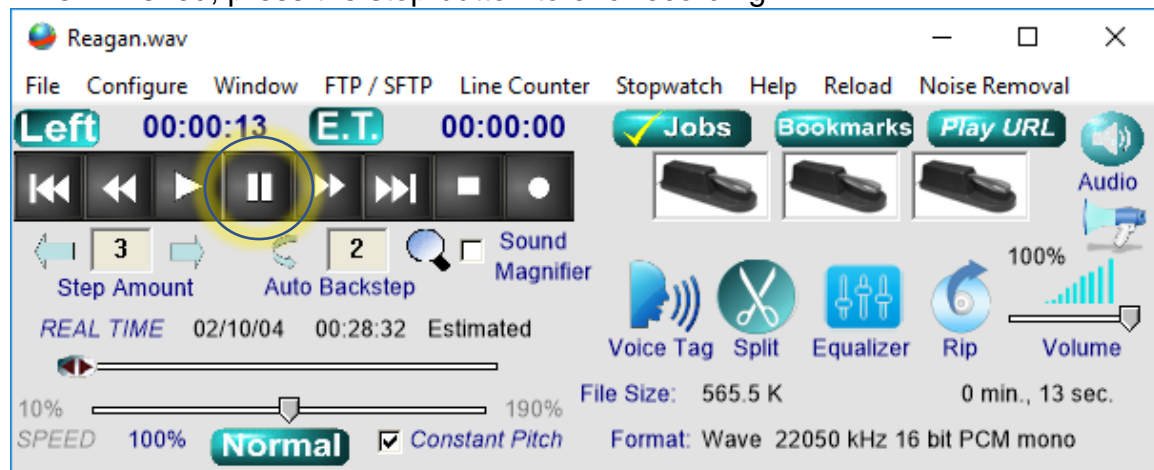
2. Insert a Name for the new file. (Make note of where you stored the file.)



3. Click on the record button to begin new recording.

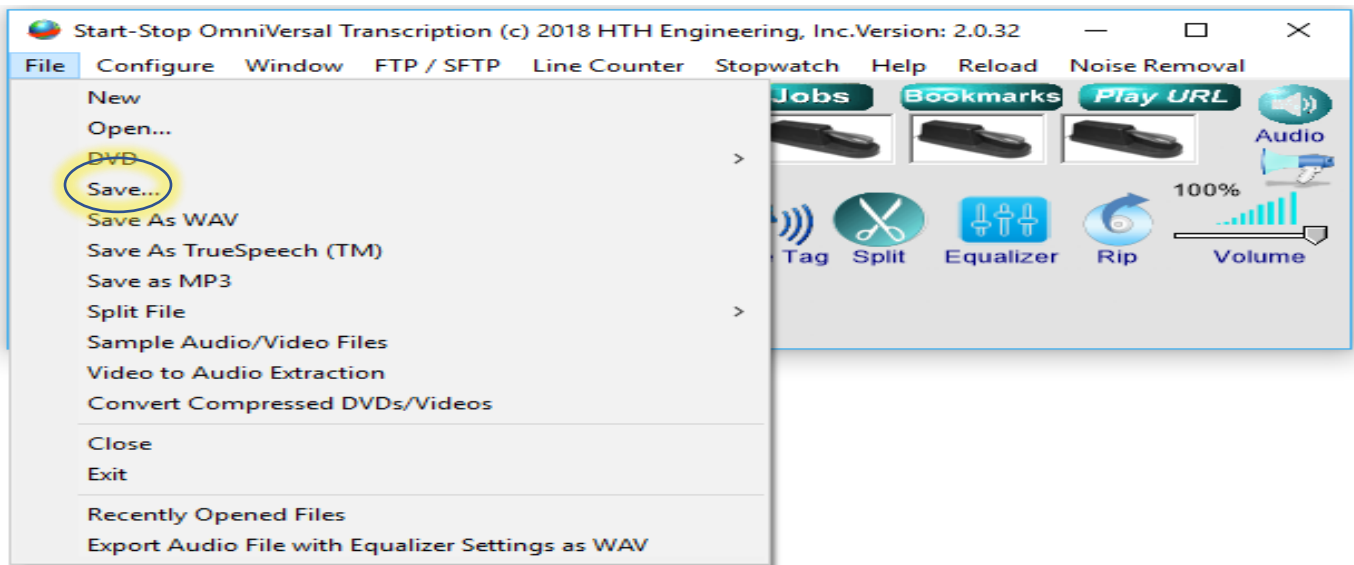


4. When finished, press the stop button to end recording.



How to Play Back a File for Transcription:

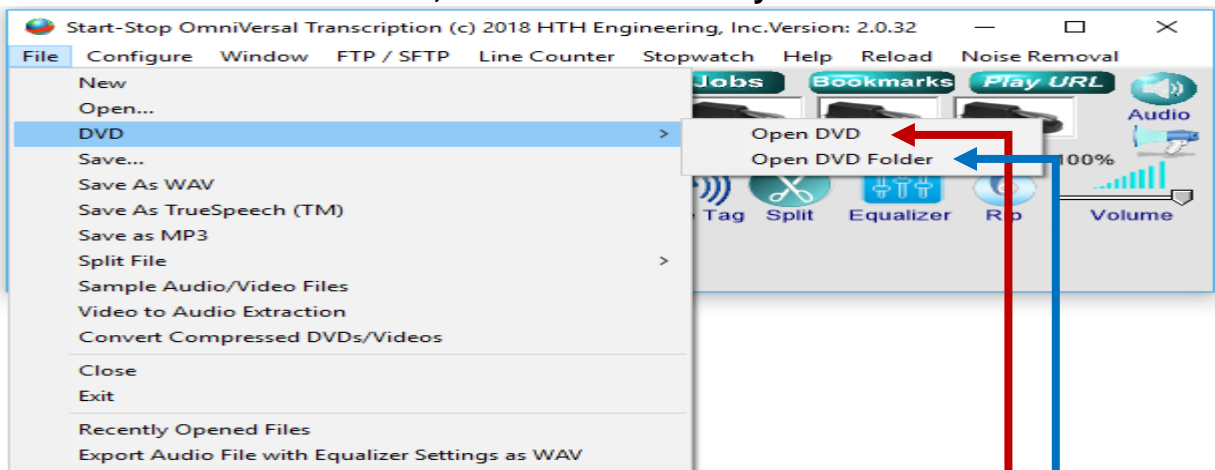
1. Click on File >>> Open, and then browse to your favorite file.



2. You may open it by double-clicking on the file itself, or by selecting the file, then clicking the “Open” button.
3. You may also open a file to play by just dragging the file on top of the **Start-Stop OmniVersal** window.
4. You may open using the Job Manager that displays a convenient “all in one” list of jobs, including Job Status. (refer to section on setting up Jobs Manager)

How to Play Back a DVD for Transcription:

1. Click on File >>> DVD, and then browse to your favorite file.



Open DVD directly opens any DVD loaded in your DVD/CD drive. **Open DVD Folder** allows you to browse to the DVD/CD folder (for multiple DVD/CD players) or to a DVD folder located on your computer.

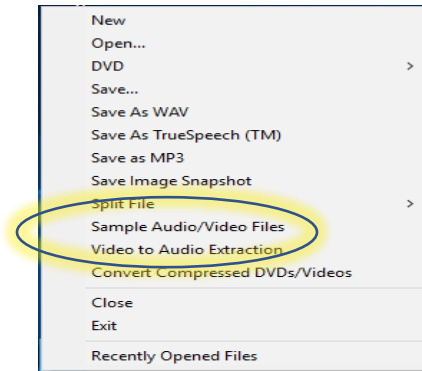
Saving Files:

You can use the 'Save as...' Functions on the File Menu and they can be converted/ changed by the filename of an existing file, Save as... WAV, True Speech TM or as a MP3.

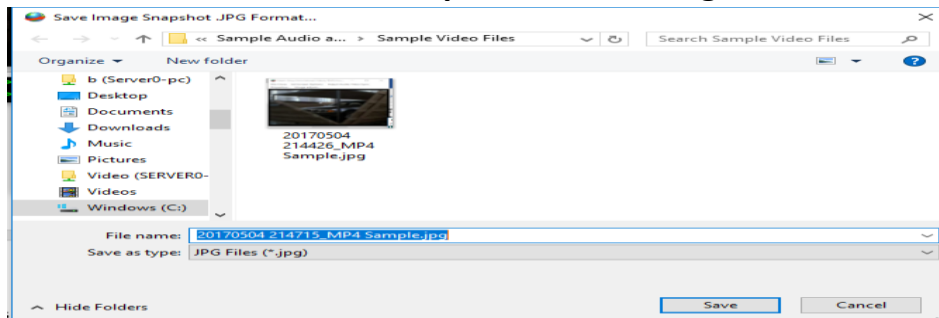
2. Save As WAV, True Speech TM, and MP3 – converts files to these filetype formats.

Save Image to File

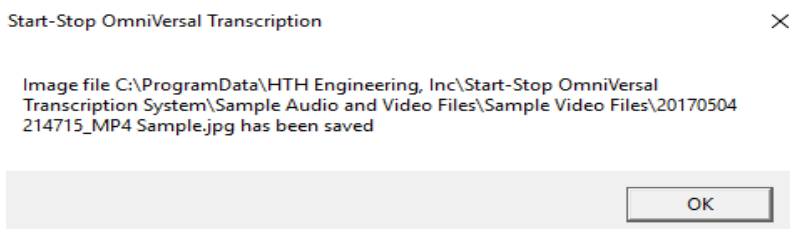
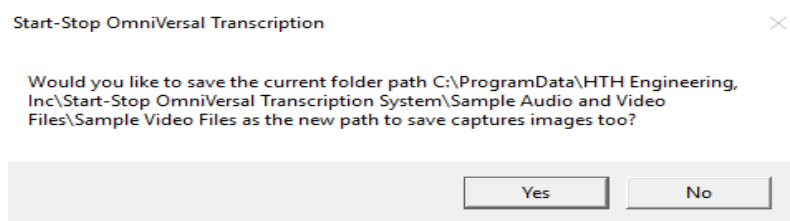
Saving the image to file is a function that takes a snapshot of the current frame being displayed.



Select location/path to save images.

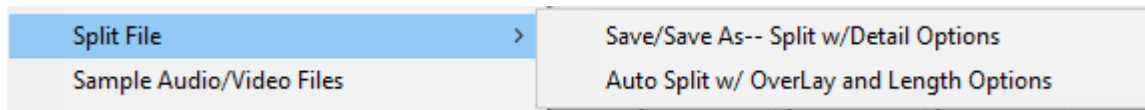


Select 'Yes' to confirm the location/path.

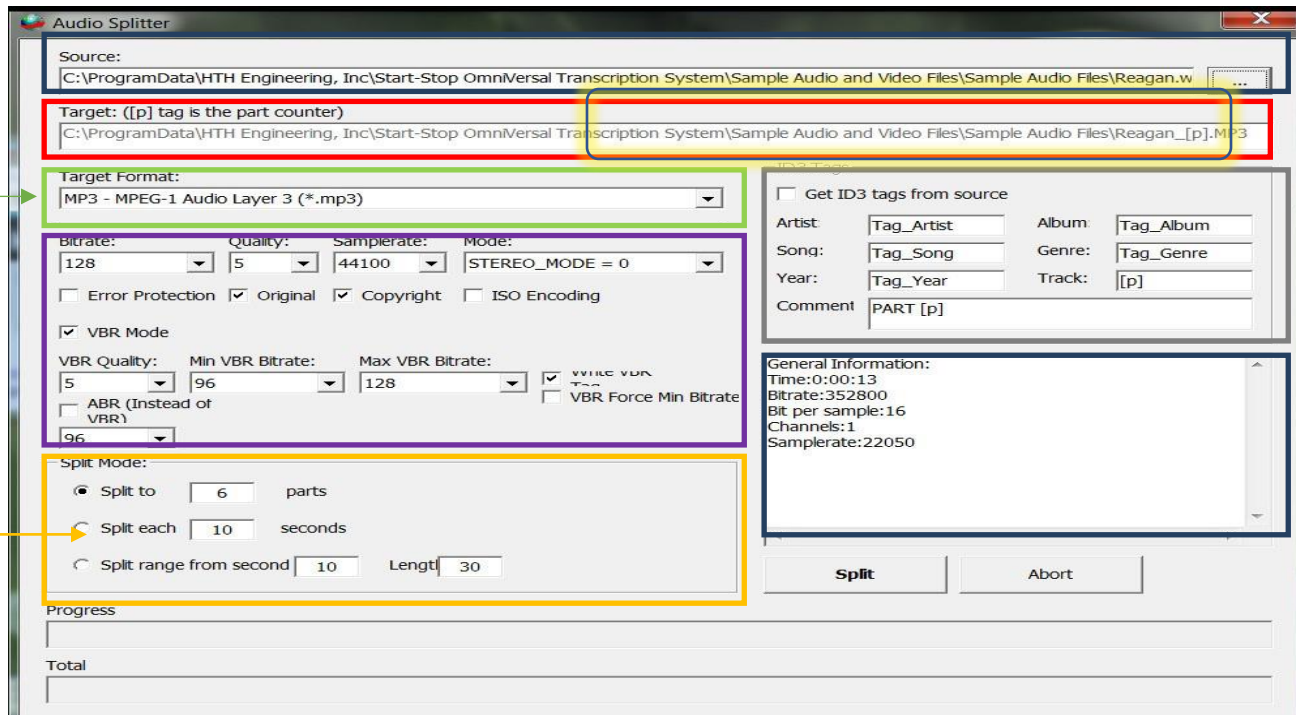


How to Split Files

The **Start-Stop OmniVersal** has the ability to split files to make them more manageable.



1. Save/Save As - - Split w/Detail Options



(Text colors correspond to highlighted areas in above picture)

Source – The audio file to be split

Target – Destination for the files after split is completed

General Information about the audio file to be split.

Bitrate – Changing this increases quality of audio

Split Mode - change the number of files to be created and/or time frame of each split file

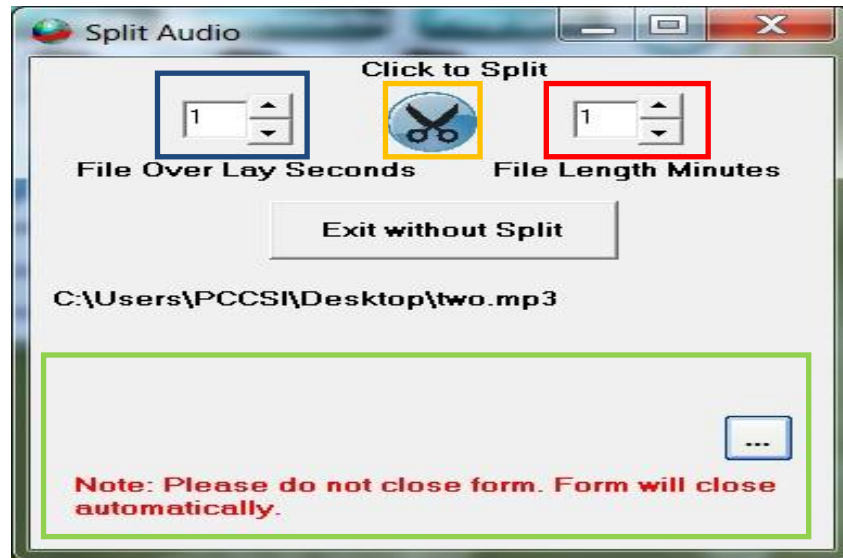
ID3 Tags – provide information about the files (i.e. Artist, Album, Song, Genre etc.)

Commands in Audio Splitter Options:

Split – Start the audio splitting process

Abort – Cancels the splitting process and closes window

2. Auto Split w/ Overlay and Length Option



(Text colors correspond to highlighted areas in above picture)

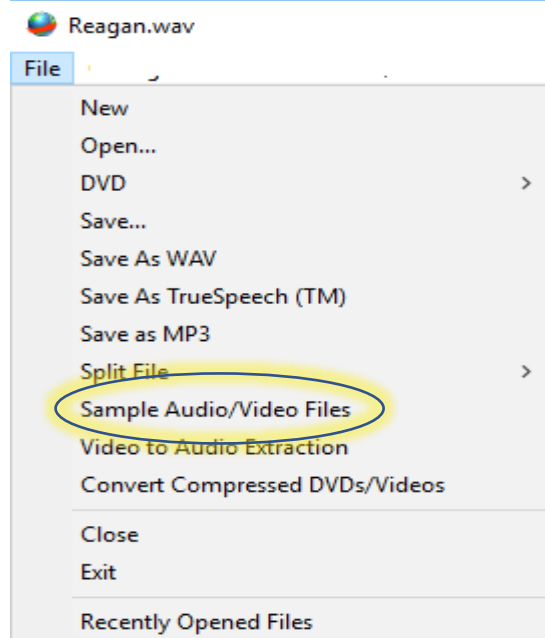
File Overlay Seconds – Overlap files to prevents gaps in audio

File Length Minutes – determine length of file

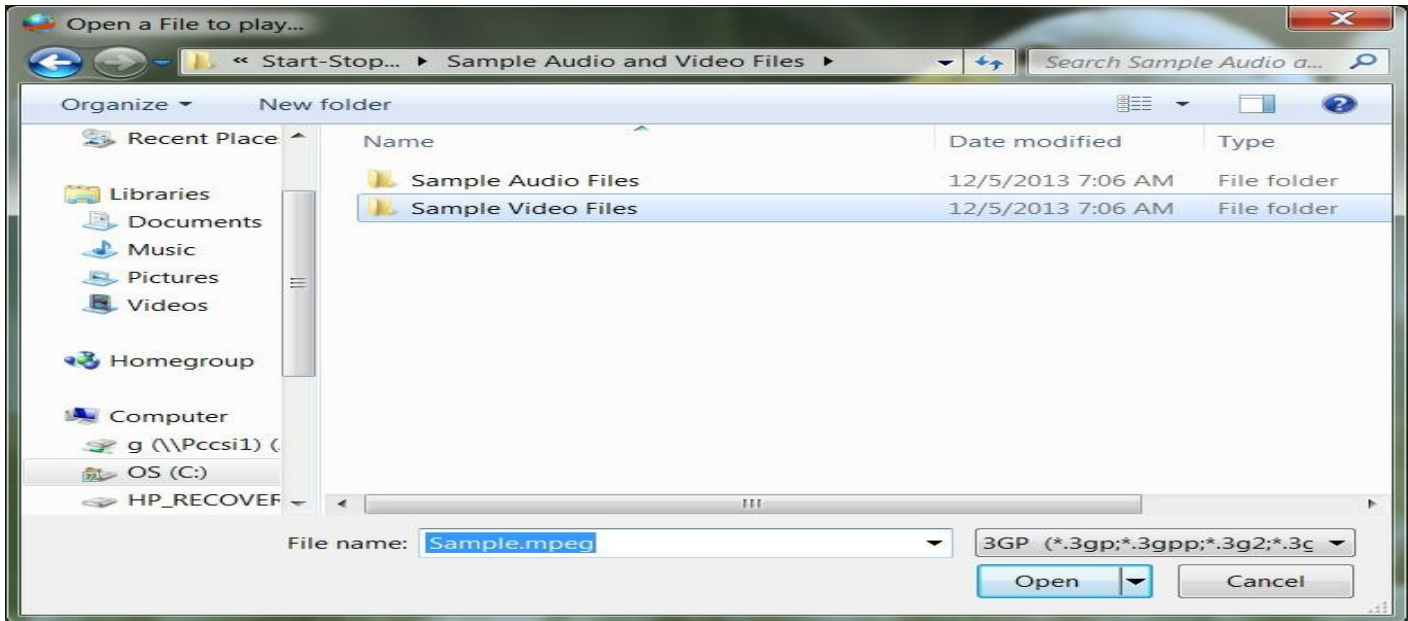
File Split Command Button

Selects location for Split files by clicking the Browse button (Elliptical)

Loading Sample Audio and Video Files:

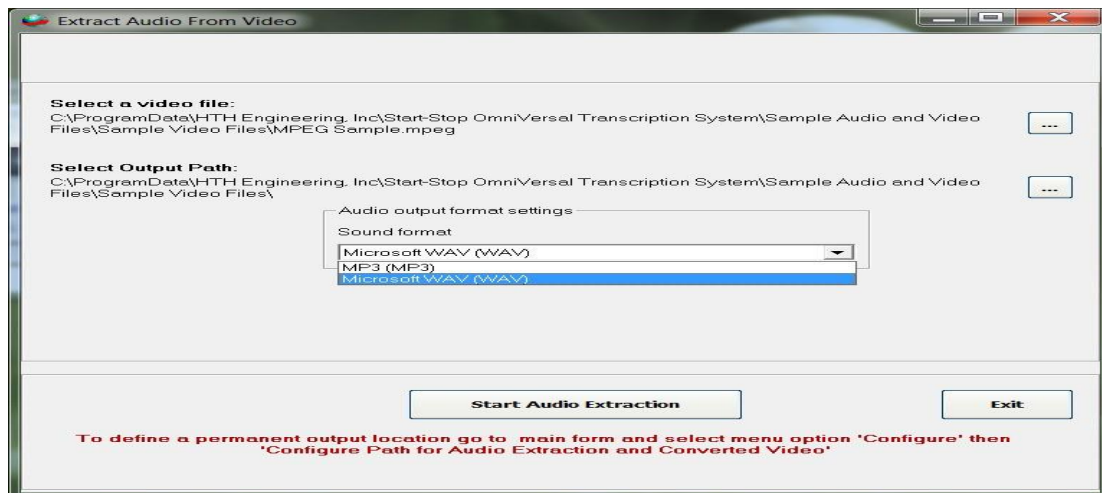


Clicking on Sample Audio/Video Files launches the following Browse Window:



How to Extract Audio from Video Files

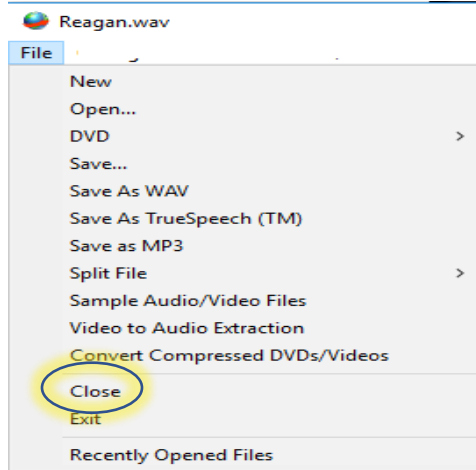
Clicking on Extract Audio from Video pulls up the following window:



1. **Select a Video File:** Browse to the file from which you would like to extract the audio.
2. **Select Output Path:** Choose location to which the extracted audio should be saved.
3. **Audio output format settings:** Select format for extracted audio – either a WAV file or MP3 format.
4. Click “Start Audio Extraction” or click “Exit” to cancel.

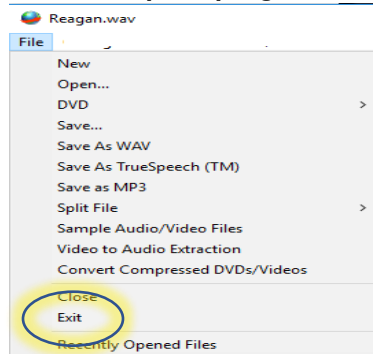
Closing an Audio/Video File – Click on File in the main window and click on Close.

(Clicking on the red box with white 'X' closes the complete program and doesn't save recent changes made.)

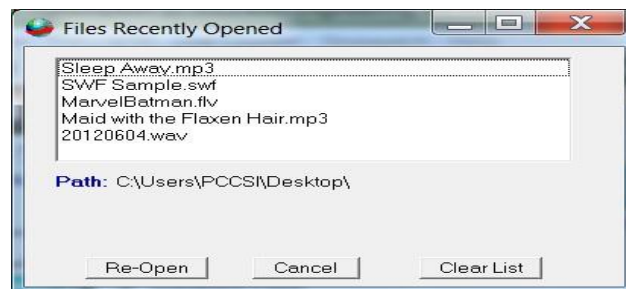


Exiting Start-Stop OmniVersal – Click on File in the main window, then on Exit to close the program.

(Clicking on the red box with white 'X' closes the complete program and doesn't save recent changes made.)



Recently Opened Files – clicking on this selection shows you the most recent files opened and allows you to open them again and quickly.

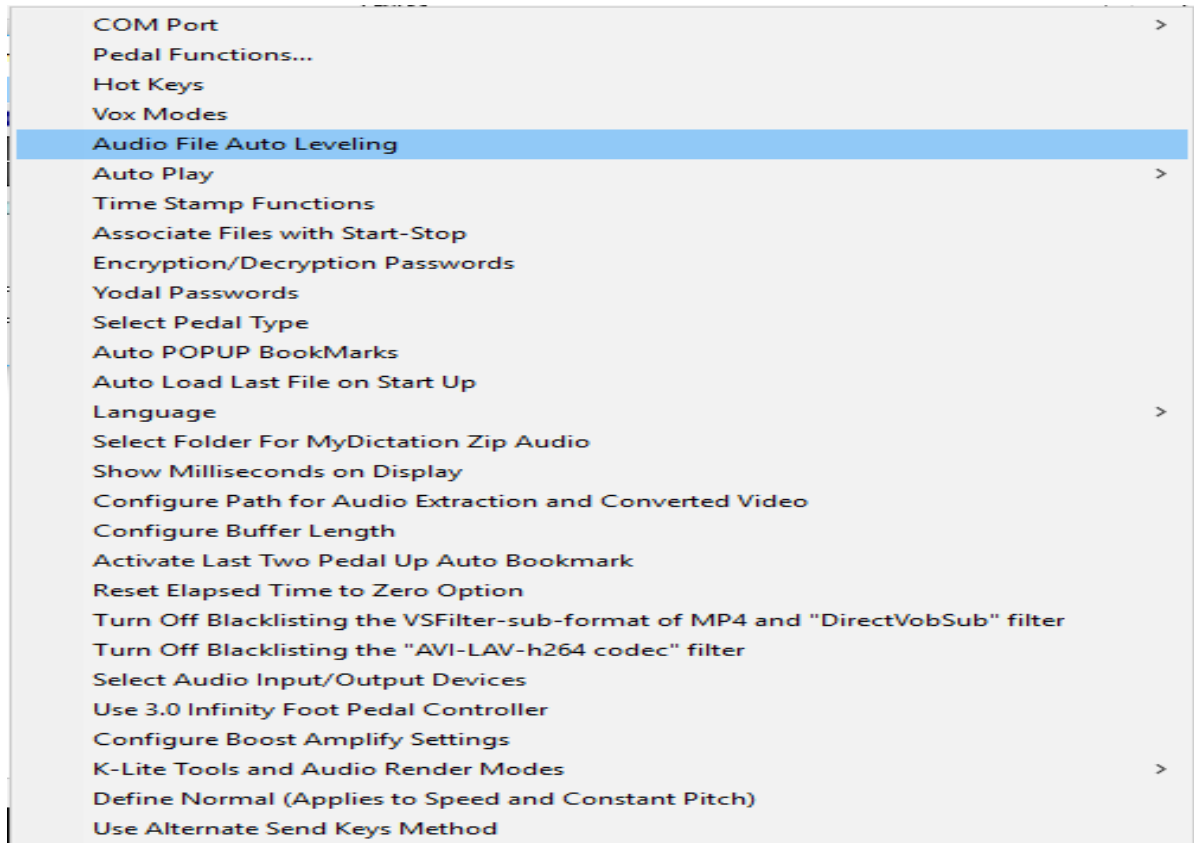


Selecting Re-Open opens the selected file.

Selecting Cancel closes this window without file being loaded.

Clear List resets the Recently Opened Files List.

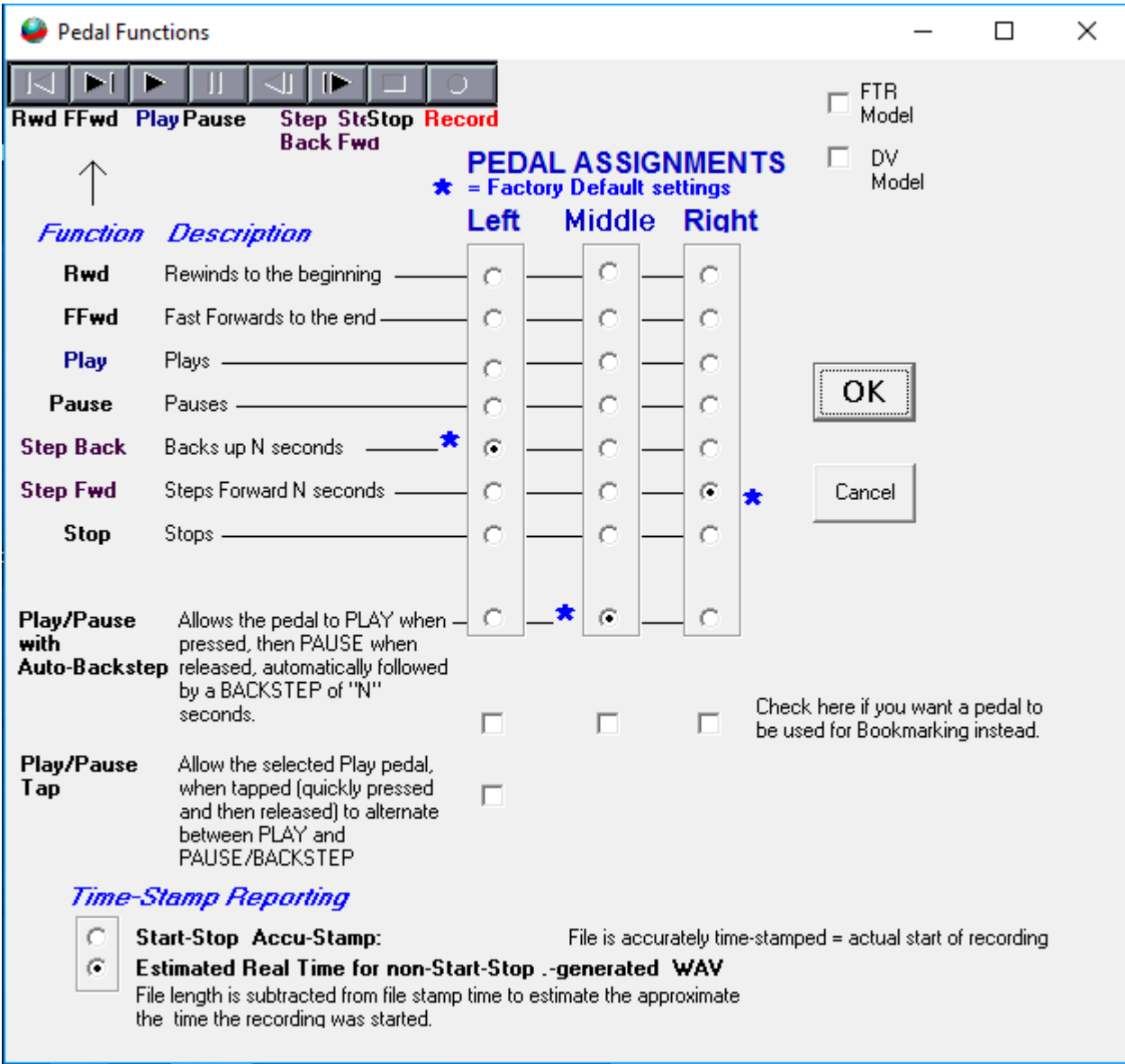
Configure Menu



COM Port - Supports COM1: -COM8: serial ports if you have the serial model. COM port must match port assigned to Serial Pedal/USB Adapter assigned in Device Manager.



Pedal Functions - Select Configure from the menu, then Pedal Functions. The following menu will appear (2-pedal is similar, except without “Middle” column):



The Pedal Function menu allows you to assign a pedal to any transcription action on the **Start-Stop OmniVersal** control panel (default settings shown for the 3-pedal model).

The Pedal settings shown above will assign the **left pedal** to go backward by “N” seconds (where you choose how many seconds “N” is, from the main **Start-Stop OmniVersal** screen), the **middle pedal** does Play/Pause/Auto-Back step, and the **right pedal** goes forward by “N” seconds. If you tap the left or right pedal, it will take you forward or backward by “N” seconds. If you continue to hold down the left or right pedal, it will repeatedly step forward or backward, when you need to move a long way within a recording or dictation.

Setting Hot Keys

The Hot keys work throughout **Start-Stop OmniVersal**. The following is a general reference to the Hot Keys. Further reference is made for each of the different functions Hot Keys affect.

Clicking on the Hotkeys Selection brings up the following window:

Hotkeys Selection

Hotkey for Setting Bookmarks
Set a Bookmark: Nothing + F8

Hot Key Assignment for Time Stamping Function
Nothing + `

Hot Key Assignment Toggling Step Amount Time vs Frame
SHIFT + ~

Hot Key Assignments for Job Manager

"NEXT" File	Nothing	+	F3
"PREVIOUS" File	CONTROL	+	F3
SHOW/HIDE the Job Manager	Nothing	+	F2
"DONE" Button	CONTROL	+	F10

Hot Key Save Image Snapshot
CONTROL + ALT + `

Hot Key Assignment for Reset Elapsed Time to Zero
Nothing + `

System-wide Keys for Playback Control

Pedal Down	ALT	+	UP ARROW
Pedal Released	ALT	+	DOWN ARROW
Step Back	ALT	+	LEFT ARROW
Step Forward	ALT	+	RIGHT ARROW
Increase Playback SPEED	Nothing	+	PAGE UP
Decrease Playback SPEED	Nothing	+	PAGE DOWN
Return Playback SPEED to NORMAL	Nothing	+	HOME

☐ Disable ALL Hot Keys

☒ Automatically Mark each file as "Done" when it's played through to the end.

☒ Disable Playback Control Hotkeys

Apply Cancel

The Reset Elapsed Time To Zero Option must be turned on. User must define keys.

(Text colors correspond to highlighted areas in above picture)

Hot Key for Setting Bookmarks - Bookmark Hot keys enable setting specific time marks within each audio file.

Hot Key Assignment for Time Stamping Function - see Time Stamp Function for more information.

Hot Key Assignment for Toggling Step Amount Time

Hot Key Assignments for Job Manager – see Job Manager section for more information. Options include ‘NEXT’ File loading, ‘PREVIOUS’ File loading, ‘SHOW/HIDE’ the Job Manager, and the ‘Done’ button.

Hot Key Save Image Snapshot

Hot Key Assignment for Reset Elapsed Time to Zero

System-wide Keys for Playback Control – Hot keys designed for when no foot/hand pedal is available and include the following functions: Pedal Down, Pedal Released, Step Back, Step Forward, Increase Play Back speed, Decrease Play Back speed, and Return Playback speed to Normal. Playback Hot keys may also be Disabled using the Checkbox at the bottom of the window.

Disable ALL HIT KEYS disables hot keys in the Start-Stop OmniVersal. In some cases this is useful as they may interfere with other system Hot Keys.

Automatically Mark each file as ‘Done’ when it’s played through to the end - see Jobs Manager for more information.

Command Buttons include Apply to set all changes and Cancel to return to previous Hot Key configuration settings.

Hot keys can use multiple combinations of both Function and all keys available on the active keyboard.

Function key selection includes: Control (CTL), Alternate (ALT), Shift and in most cases, the selection “Nothing” may be selected for single key Hot Key Usage.

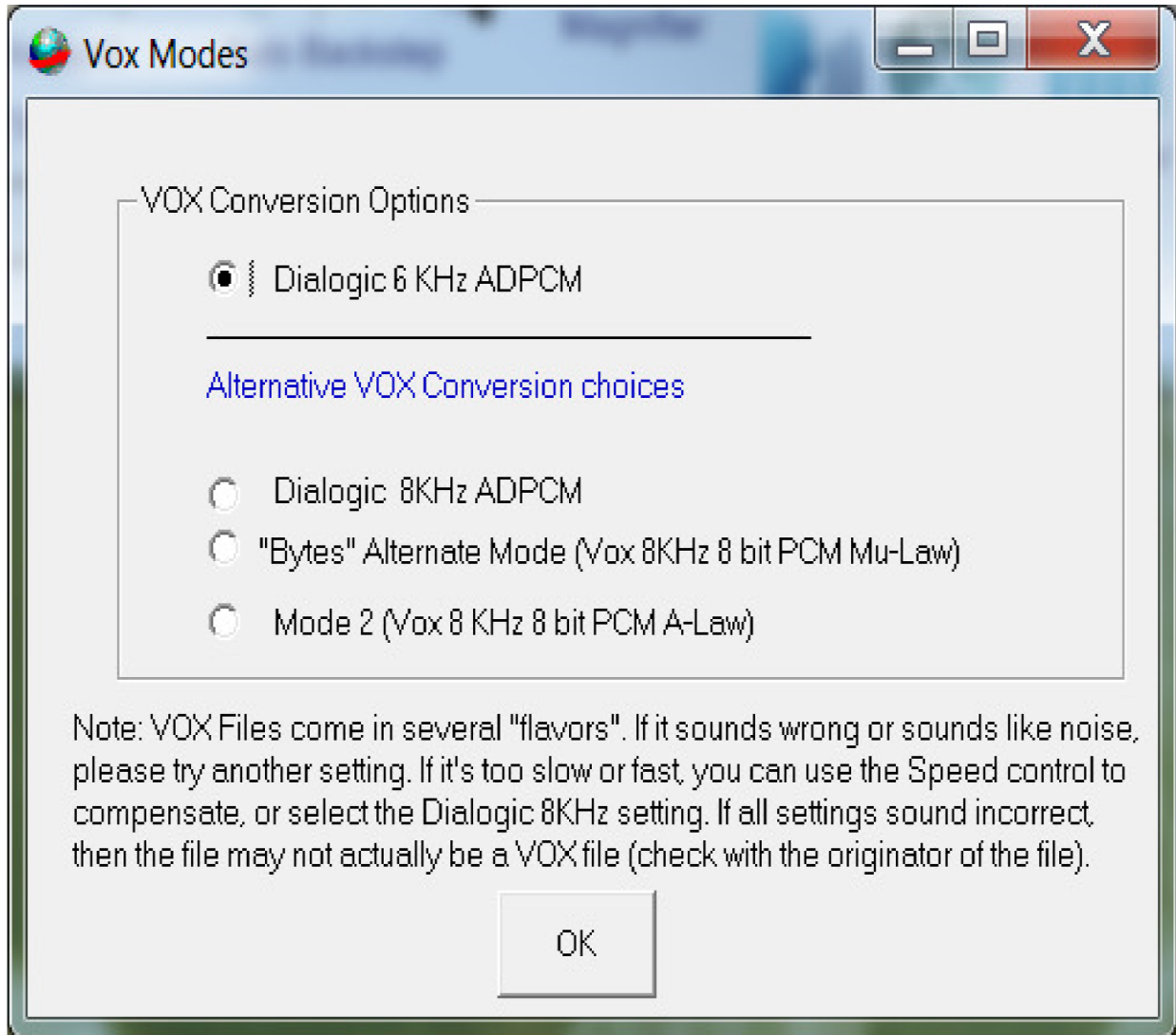
All keys available include: A – Z (Capitals only), 0 – 9, F – Keys 1 – 12 and some punctuation marks.

(View drop down list for clarifications)

VOX Mode

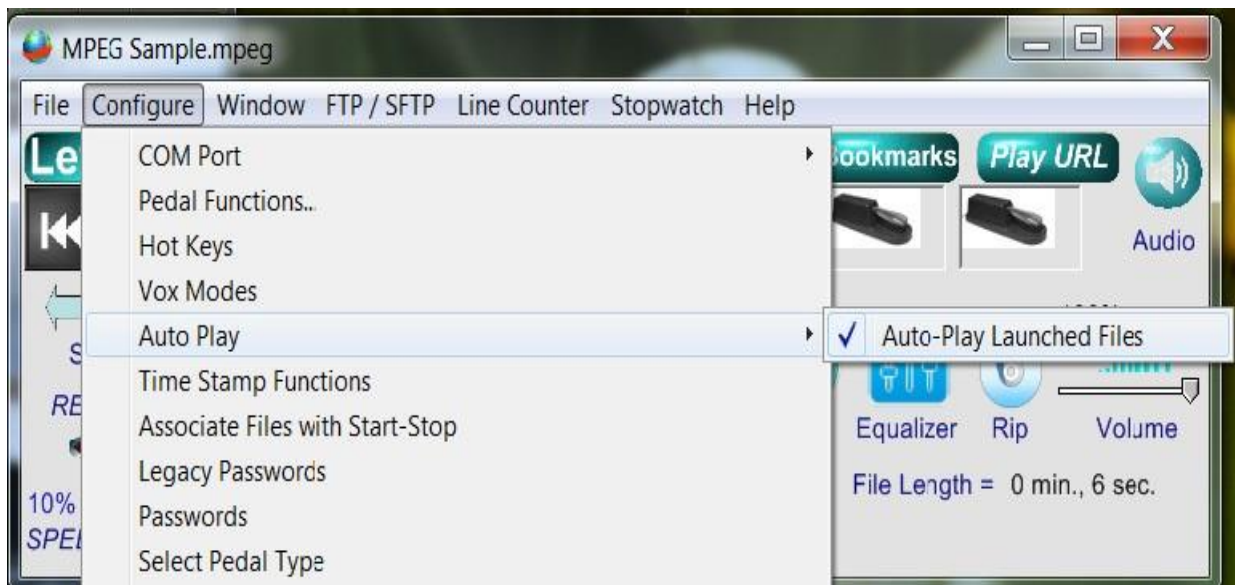
VOX Mode under Configure allows you manually to override the default decoded VOX format used by the **Start-Stop OmniVersal**, when playing certain vendor non-standard files.

VOX files come in several "flavors." If it sounds wrong or sounds like noise, please try another setting. Clicking the "VOX Playback Options" button will cause the following menu to appear:



If it's too slow or fast, you can use the **Speed** control to compensate, or select the **Dialogic 8KHz** setting. If all settings sound incorrect, then the file may not actually be a VOX file (check with the originator of the file). The **Start-Stop OmniVersal** will remember your most recent settings.

Auto Play



Auto Play when enabled will also play the file automatically.

This is handy for selecting a particular file, where you're not sure of the contents of the file.

This feature also works with Windows batch files, shell commands, and DOS batch commands (e.g., "c:\Program Files\HTH Engineering, Inc.\Start-Stop Universal Transcription System\StartStopV9.exe c:\My Media Clip\1.wav").

Time Stamp Functions

Time Stamp Functions

Methods for Enabling the Time Stamping Feature (You may choose multiple methods to be enabled simultaneously)

Activate using the Left or Right Foot Pedal <input checked="" type="radio"/> NONE <input type="radio"/> LEFT <input type="radio"/> RIGHT (pedal will be assigned to be used exclusively for entering a time stamp)	Keystroke Counting <input type="checkbox"/> Enable Keystroke Counting to trigger Time Stamp Function automatically, after the first "space" is detected following <input type="text" value="60"/> keystrokes (enter whole number of keystrokes)	Use a Hot Key Note: Time Stamping Function can also be enabled by setting a HotKey in the CONFIGURE... HotKey Menu	Auto Time Stamp <input type="checkbox"/> Enable Auto Time Stamp Enter number of seconds between 5 - 3600 <input type="text" value="0"/>
---	--	--	--

Enter time-stamp string here:

Leading Characters + **TIME*** + Trailing Characters
([ENTER]) This is a test Real time + ☐ FRAME #

Thumb Nail
Video Thumbnail Paste Time adjustment
Reset to default = .5 (range = .5 to 1.9)

☐ Enable Video Thumbnail when "{PIC}" is in leading or trailing characters box.
☐ Crop to Video Only (No Statistics On Thumbnail)

Video Thumbnail Size: Please enter the number of pixels wide (between 26-335) in the box below (default value is 57 pixels)

TIME*
☐ HH:MM:SS
☒ HH:MM:SS +
☐ None

Milliseconds option is turned off
Hours: Minutes: Seconds:
Offset

☐ Save Image at TimeStamp Time

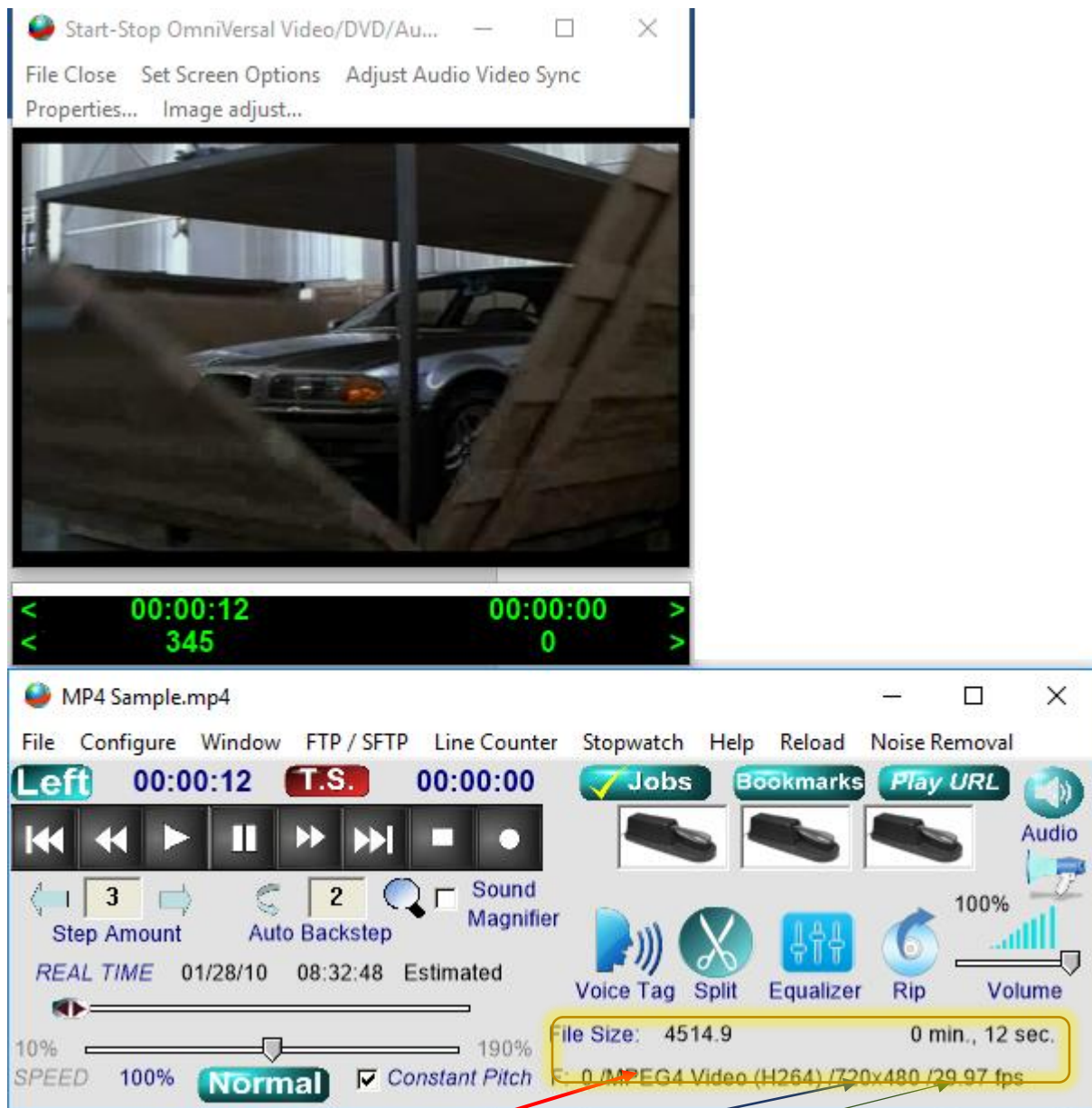
OK Cancel

Purpose and Uses of Time-Stamping

Time Stamping lets you automatically show the exact time that each person said something. It's useful for court reporters, movie or theater script transcription, law enforcement interview transcription, and other similar transcription.

Since the time stamp is accurate to +/- 1 second (either in terms of elapsed time or "corrected" or synchronized time), it's possible to use it for video time-code transcription, once you've initially set up the Hours/Minutes/Seconds Offset desired.

NEW FEATURE: Frame Mode = Advance or rewind a single video frame at a time under foot pedal control and decide how many frames you want to move with each of your foot pedals.



Features include:

1. Current **Format**, **Resolution** and **Frame rate**
2. Frame Rate of step



3. Hot Key Assignment Toggling Step Amount Time vs Frame



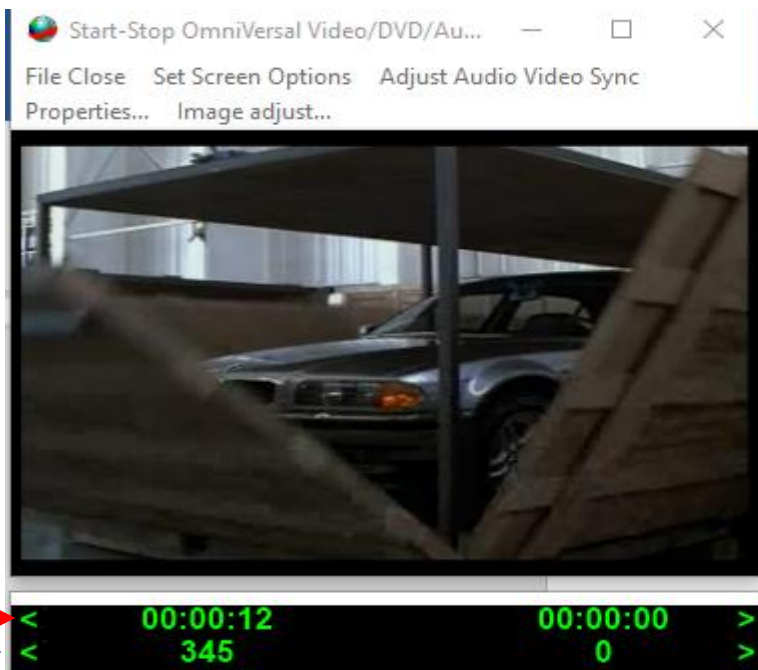
4. Manual Click Advance/Rewind Controls –

Time Remaining (seconds)

Frames Remaining

Elapsed Time (seconds)

Current Frame



Frame Mode Time Stamping

Automatically insert Time Stamps with Frame Number included into any transcribed document, at periodic intervals, or on demand using the time stamp hotkey or foot pedal trigger.

Enter time-stamp string here:

Leading Characters + **TIME*** + Trailing Characters

☒ FRAME #

Checking the Frame box inserts frame number into Time Stamp string.

Example: **Officer Bob: [00:03:52] Frame: 054**

Example of word processor output with time stamping enabled:
 (you transcribe the audio, but tap the foot pedal to enter the bolded text automatically):

Enter time-stamp string here:

Leading Characters + **TIME*** + Trailing

This is a test **00:01:02 elapsed time** Hello there, how are you doing?
 This is a test **00:01:04 elapsed time** Doing just great, thank you!
 This is a test **00:01:06 elapsed time** And in the morning, I'm making waffles!

You can enter leading and trailing characters surrounding the time stamp. For instance, if you type "{ENTER} This is a test " (no quotes) and " elapsed time"...

Enter time-stamp string here:

Leading Characters + **TIME*** + Trailing

the cursor on your word processor will return to the beginning of a new line every time you tap the left pedal and will type in:

(Your transcription...)

"This is a test 00:01:04 elapsed time" (More Transcription...) at the beginning of the line. You can assign the left pedal to type in text automatically, and your choice of elapsed time, real time, or offset real time directly into your focused Word Processor screen. Check the Enable checkbox if you want this feature. A complete list of "control characters" you can type, in addition to numbers, letters, and punctuation, is included in *Appendix B*.

Note: The Quote punctuation mark (") is the only character that is not supported for the time stamping feature. Future releases will support entry of quote marks into the Leading and Trailing character boxes.

TIME*

Milliseconds option is turned off

☐ HH:MM:SS

☒ HH:MM:SS + Hours Minutes Seconds

☐ None

Offset

TIME* represents the Real-Time based on 3 options:

1. HH:MM: SS – actual time of audio file
2. HH:MM: SS + Embedded time from audio or video
3. None: no time is stamped but text from leading and trailing characters can still be entered.

(Milliseconds can be turned on if required in Time stamp)

There are four ways to trigger Time-Stamping: (Time Stamp with Frame support only uses Foot Pedal or Hot key)

1. Check the Enable checkbox if you want the left or right pedal to operate the Time Stamp. The pedal picture for the left or right pedal will change to show “Time” as its function.

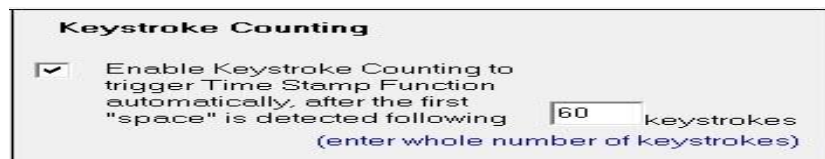


Activate using the Left or Right Foot Pedal

☐ NONE ☐ LEFT ☒ RIGHT

(pedal will be assigned to be used exclusively for entering a time stamp)

2. Click the “Enable Keystroke Counting” feature. The *Start-Stop OmniVersal* will count the number of keystrokes and then automatically enter a time-stamp string.



Keystroke Counting

☒ Enable Keystroke Counting to trigger Time Stamp Function automatically, after the first "space" is detected following keystrokes
(enter whole number of keystrokes)

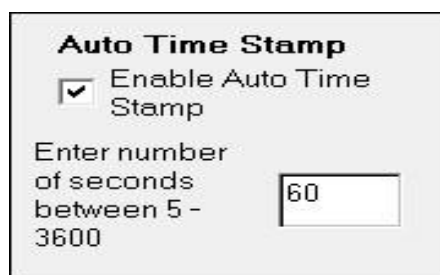
3. Configure Hot Keys Menu, and choose a key that you’d like to use to activate the Timestamp feature. The *Start-Stop OmniVersal* will enter a time-stamp string every time you tap the Hotkey.



Use a Hot Key

Note: Time Stamping Function can also be enabled by setting a HotKey in the CONFIGURE...HotKey Menu

4. Configure Auto Time Stamp – Time stamp will function after amount of time in seconds set.

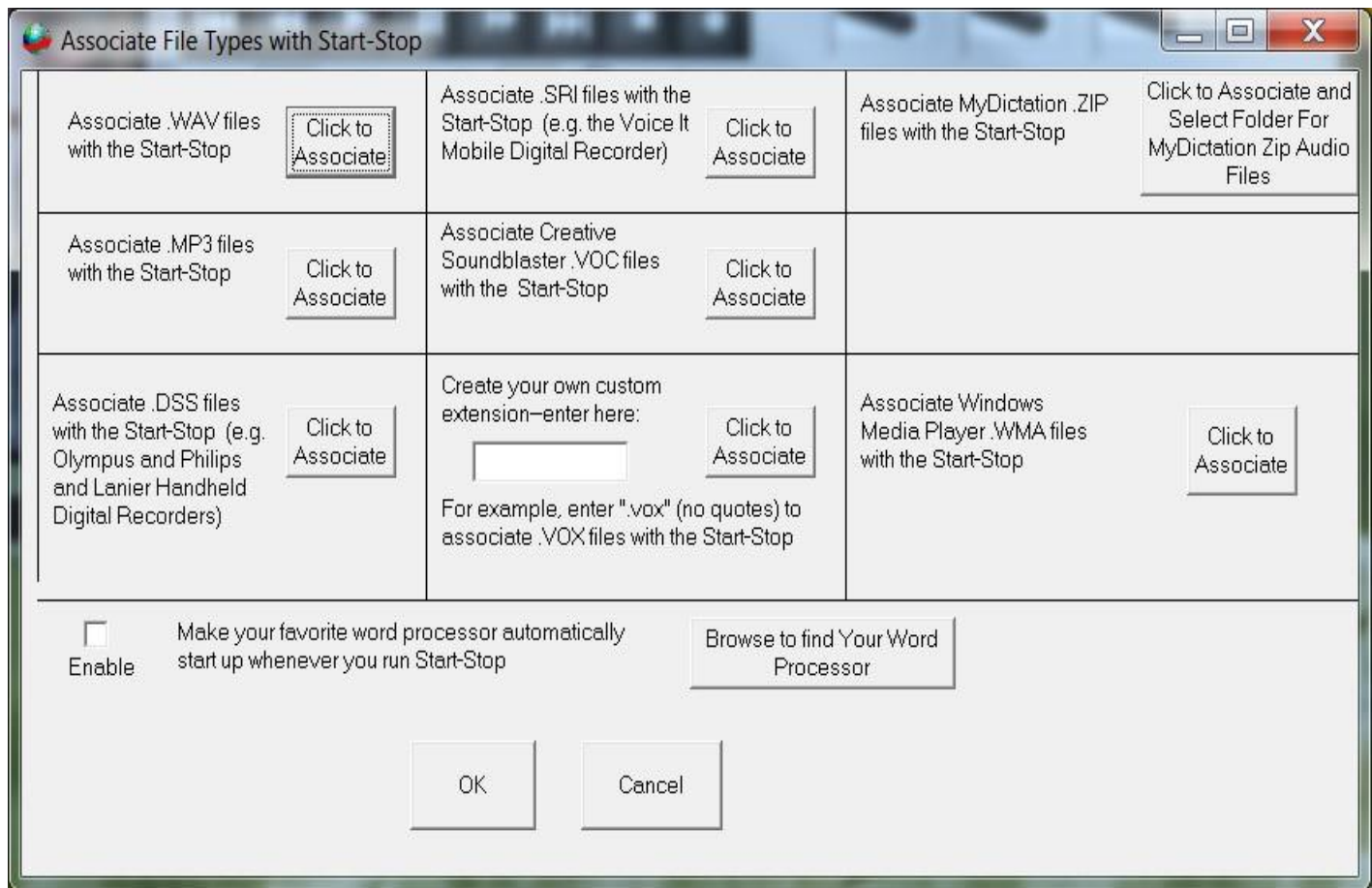


Auto Time Stamp

☒ Enable Auto Time Stamp

Enter number of seconds between 5 - 3600

Associate File Types with *Start-Stop OmniVersal*



Associating File Types by extension

By clicking on the button(s) shown above, you can automatically associate your desired file types with the *Start-Stop OmniVersal* application. This is an advanced user feature, and is **OPTIONAL**.

The normal method of playing files with the *Start-Stop OmniVersal* to click on File Open and select your file.

However, if you want the *Start-Stop OmniVersal* automatically to launch, load, and optionally play a given file type (e.g., you click on a .WAV file from My Computer or the Windows File Explorer), then you can perform a file association by clicking on the appropriate button above.

You can also change Default Associations in Control Panel.

Encryption/Decryption Password

Encryption/Decryption Password Function

This function is for secure files sent from Dictation origin, encrypted using the **Start-Stop™ Encryption Transporter**.



Once the file is received, the Start Stop OmniVersal software must be set to decrypt the incoming files.

To set this up, click on the Encryption/Decryption Password and the following screen is revealed:

Password	Active
1234	True
a1234	False

The password given by the sender of the files is entered in "Enter Password Here" text box, the "Active" checkbox must be checked then the password is added to the password list.

Multiple Passwords may be entered but only one password can be active at a time. Selecting a password from the list and clicking "EDIT" allows changing the active password.

Old passwords can also be deleted from this screen.

Once the correct password is entered, the Start Stop OmniVersal software will automatically decrypt and files are opened within the software.

Yodal Passwords

Yodal adds professional-quality digital dictation to BlackBerry® smartphones!

Yodal's unique data streaming technology puts the file in the transcribers inbox faster than any other product available.

Yodal has all the functionality of a dedicated recorder, and has a superbly designed user interface for easy use.

Yodal uses a secure connection to the Yodal server cloud. If you set a password for your recording, the audio is AES-256 encrypted to prevent unauthorized playback.

Initials	Password

The first two characters of a Start-Stop OmniVersal's name will be unique to that person, e.g., recordings made by John Smith will start with "JS" for example. Enter the first two characters into the password manager, then enter the password in the box below, and click the "Add" button to add it to the list.

Any further Yodal dictations received from that person, for example, will be automatically decrypted using the password you've entered.

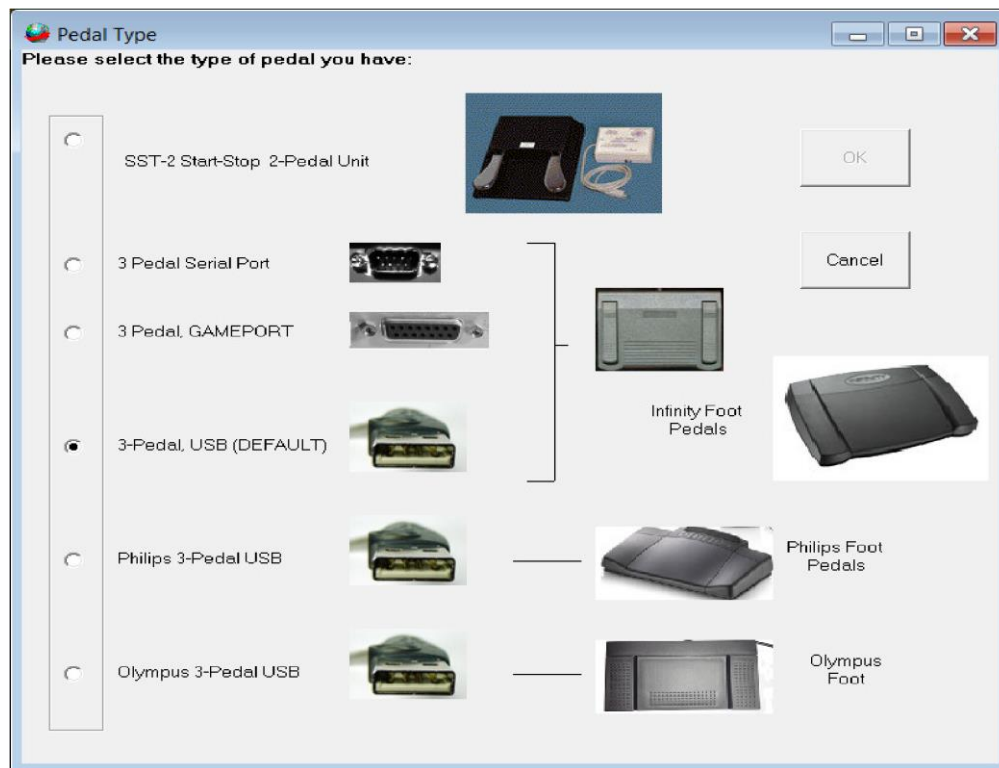
You can also access the Yodal password manager from the main [Start-Stop OmniVersal](#) screen, under Configure." Yodal File Passwords."

If your Start-Stop OmniVersal dictators are using Blackberry® cell phones in conjunction with Start-Stop Yodal for Blackberry® HIPAA-compliant dictation software, you can enable demographic data for these types of files (Author, Priority, Reference Information, Comments, Task ID). If the dictator has sent you an encrypted YODAL file (HIPAA-compliant), when you first open the recording, it will prompt you for a password in the Yodal Password Manager.

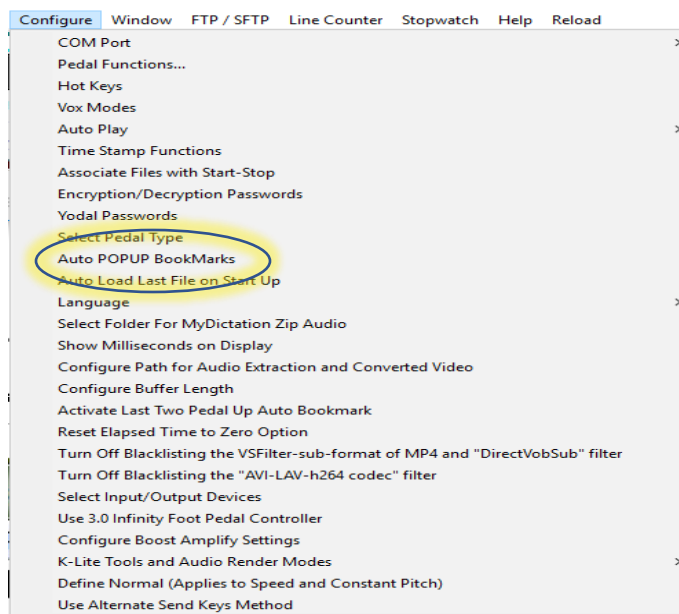
Configuring Pedal Type

Pedals are configured at the end of the install but can be changed using the Pedal Type function.

Select Pedal Type: If you need to change the pedal type Select Pedal type as in the example below.

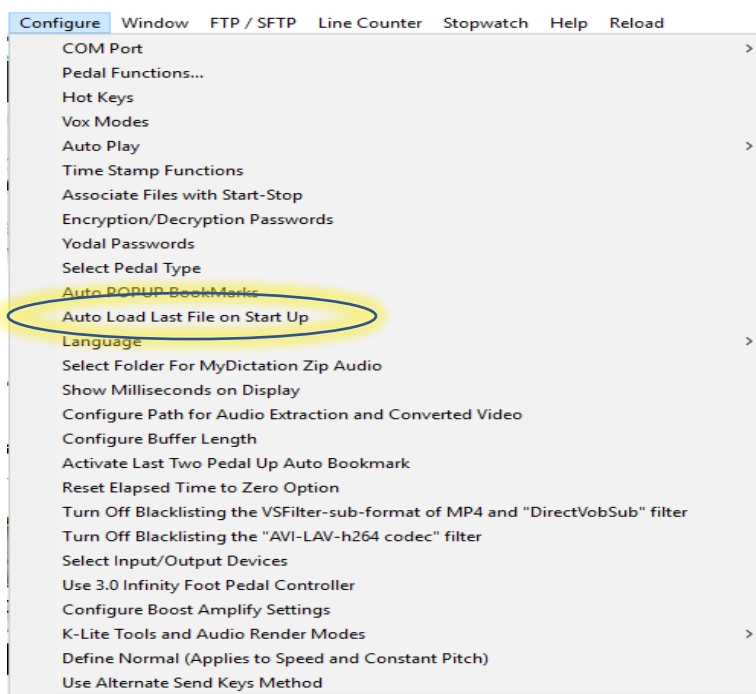


Auto POPUP Book Marks



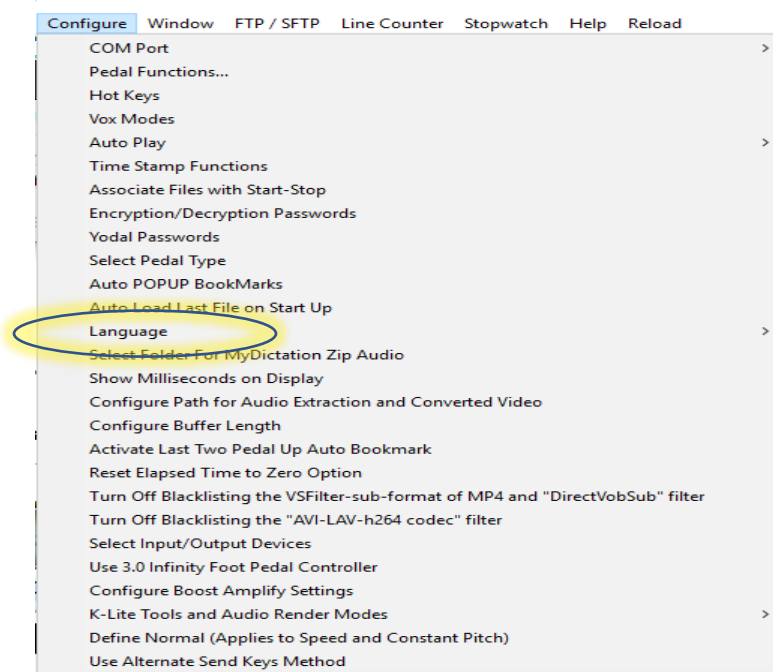
Auto POPUP BookMarks: If clicked from the Configure menu, a checkmark will appear. Clicking again will toggle it off. This allows automatic pop up of any bookmarks you have associated with a previously opened file.

Auto Load Last File on Start Up



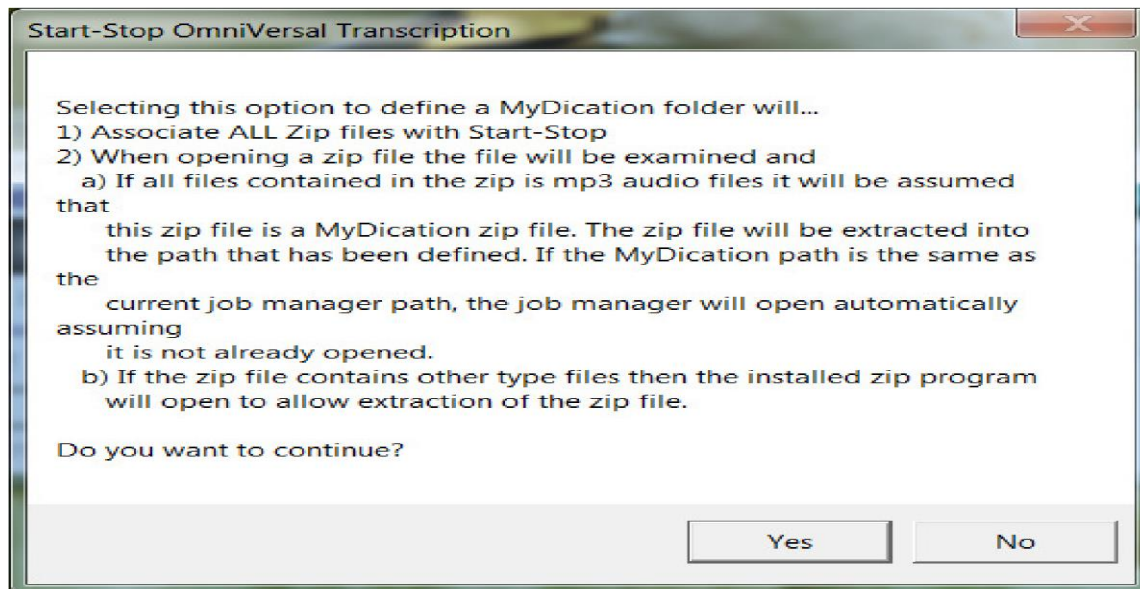
If you have Auto Load Last file checked, it will display the last file you loaded.

Language Settings



Default language is “English” but by selecting Spanish/French you can change the language of the software requested language.

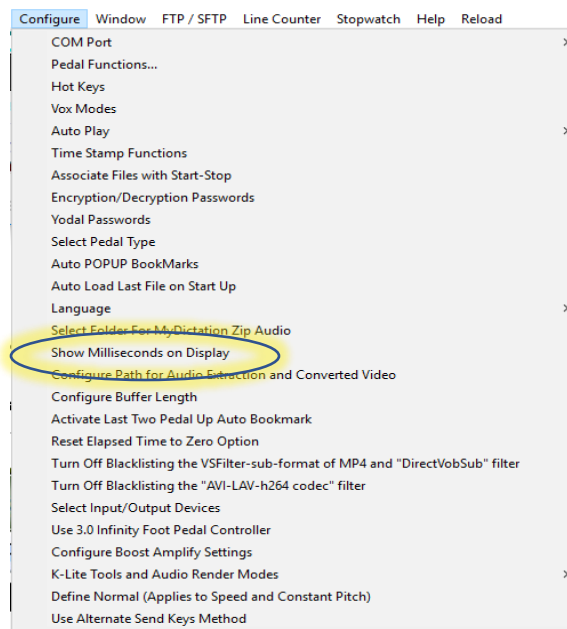
Select Folder for MyDictation Zip Audio Files



Select 'Yes' to browse to a zip Folder located on your computer or network. Select 'No' to cancel.

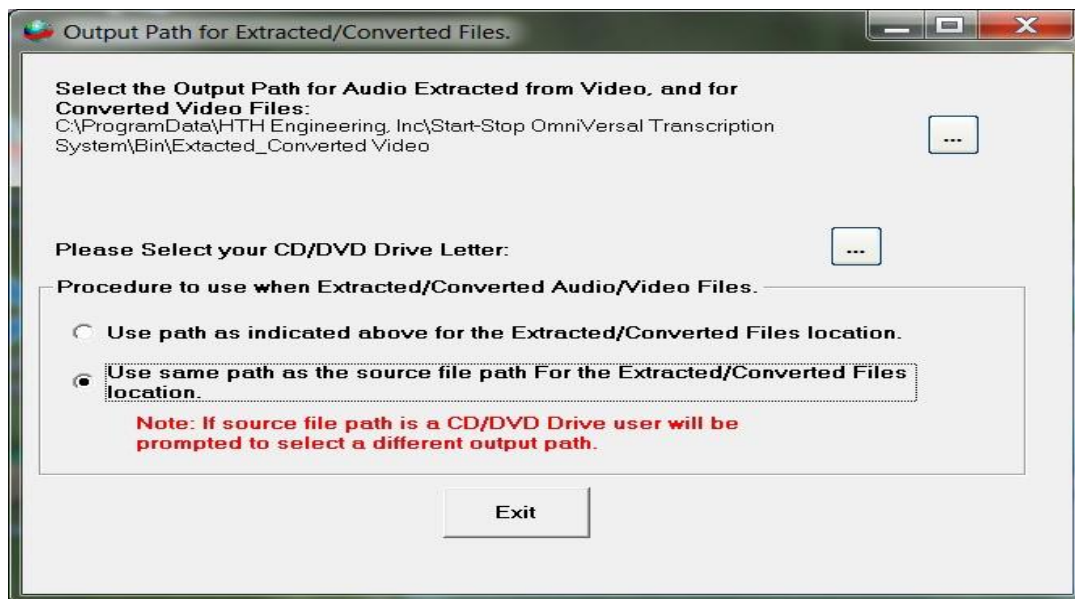
MyDictation for iPhone® HIPAA-Compliant Dictation If you have an iPhone® and your dictator/author is using MyDictation (www.mydictation.com) HIPAA-compliant dictation Software, **Start-Stop OmniVersal** can automatically decrypt Zip-encrypted MP3 clusters whenever you double click on a hyperlink from your MyDictation account webpage. A folder can be set for where you want the MyDictation audio files to be stored on your PC or network drive.

Show Milliseconds on Display



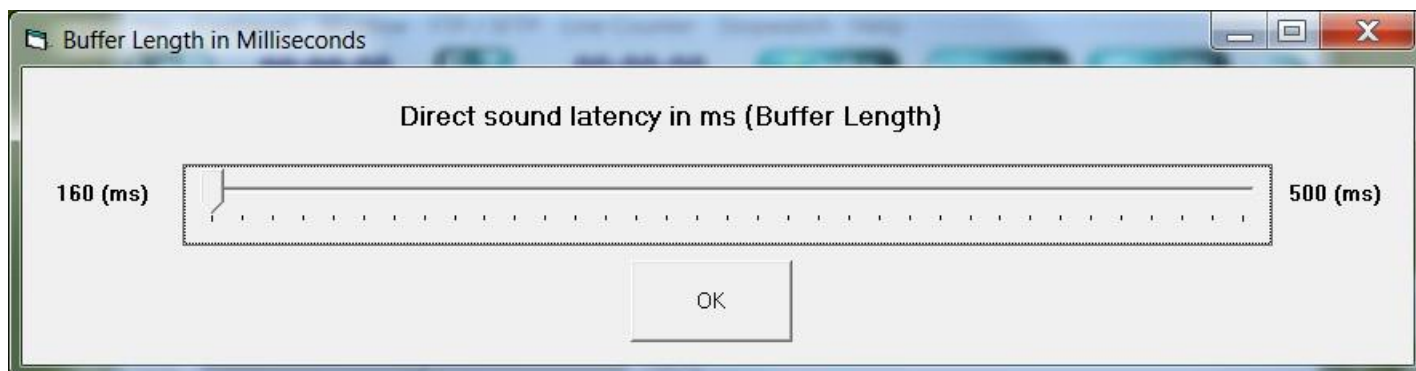
Optional Milliseconds Display of Elapsed Time and Time Remaining: Used for high-accuracy audio files where fractions of a second count, the **Start-Stop OmniVersal** is capable of displaying them. Click on Configure menu to access this feature.

Configure Path for Audio Extraction and Converted Videos



Choose output path for extracted audio and converted video and browse to location. Drive selection for CD/DVD drive and source paths can also be enabled.

Configure Buffer Length



A Buffer stores your audio/video information to aid in accessing multiple processes and preventing latency on the system. At times the Buffer is not large enough and an adjustment must be made to close the gap. Adjusting the 'Direct sound latency' slider can close this gap allowing seamless operation. These settings are represented in microseconds.

Activate Last Two pedal up Auto Pop Up Bookmarks

Checking this function sets a bookmark based on the last 2 Pause (As in play/pause with middle foot pedal) pedal movements. Putting a yellow triangle in the bookmark function.

Reset Elapsed time to Zero Options



Checking this function allows you to reset the elapsed time indicator to zero and displays the "Elapsed Time Icon" on the main window.

Turn Off Blacklisting the VSFilter-sub-format of MP4 and “DirectVobSub”filter

When you install audio/video software CODECs are installed with them.

A codec is a application (but can also be a device) that encodes and decodes digital audio and video. There are codecs written specifically for different types of audio and video files to compress them then use the same application to decompress to play in the audio video player. These are necessary as most digital files are very large and would use up all your storage on your computer quickly if not manipulated by the codec.

Some of these codecs don't work well together and can cause issues when playing certain type of audio video files. BLACKLISTING is a term used to shut these specific codecs off for playback purposes.

Turning these off, allows you to play that specific type file.

This checkbox turns on the specific codec to play Direct VOBSub type files.

Direct VOBSub is a Direct Show Filter that reads external subtitle files from a DVD.

Turn Off Blacklisting the “AVI-LAV-h264 codec” filter

When you install audio/video software CODECs are installed with them.

A codec is a application (but can also be a device) that encodes and decodes digital audio and video. There are codecs written specifically for different types of audio and video files to compress them then use the same application to decompress to play in the audio video player. These are necessary as most digital files are very large and would use up all your storage on your computer quickly if not manipulated by the codec.

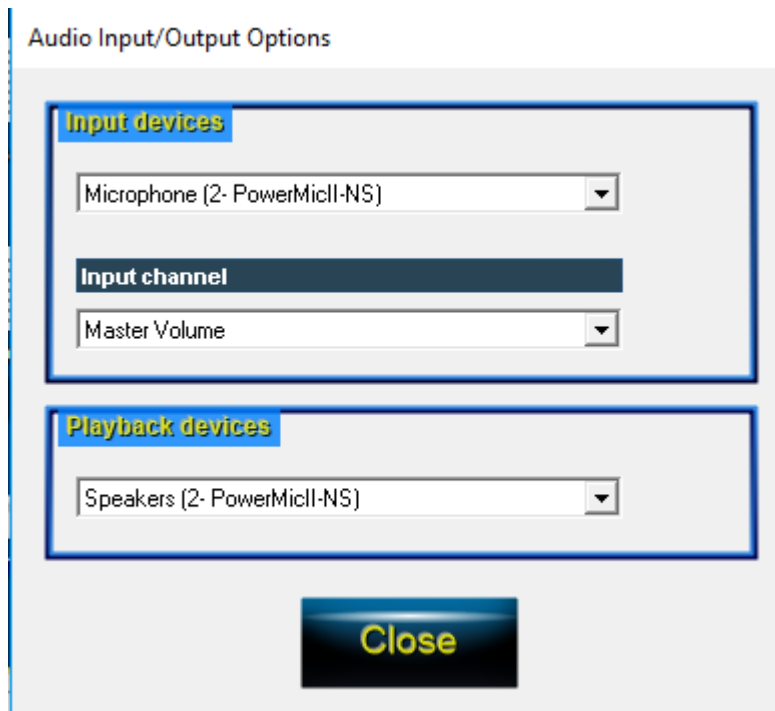
Some of these codecs don't work well together and can cause issues when playing certain type of audio video files. BLACKLISTING is a term used to shut these specific codecs off for playback purposes.

Turning these off, allows you to play that specific type file.

Checking this option enables the LAV codec to be used to help your computer play AVI container type files.

Audio Input/Output Options

This option is one of the newer features of the Start Stop OmniVersal software and allows you to direct what input and output device is used.



The screenshot shows a dialog box titled "Audio Input/Output Options". It contains two main sections: "Input devices" and "Playback devices". The "Input devices" section has a dropdown menu showing "Microphone (2- PowerMicII-NS)" and a label "Input channel" above another dropdown menu showing "Master Volume". The "Playback devices" section has a dropdown menu showing "Speakers (2- PowerMicII-NS)". At the bottom of the dialog is a "Close" button.

USB 3.0 is the 3rd version of USB interface used in Electronic devices. This technology improved transfer rates (speed of upload/download of digital data) - 10 times faster than USB 2.0.

Most new computers contain both USB 2 & 3 technology but default to USB 3.0.

To provide access to this technology, the Start Stop OmniVersal allows switching between the 2 technologies.

Checking this option enables USB 3.0.

See Troubleshooting for information on errors generated by this technology and how to resolve.

Configure Boost Amplify Settings

Boost Amplify increases the volume of recordings up to 1000%. Used in audio/video where recordings were made with very low volumes.



Main Window Icon to engage Boost Amplify

BOOST AMPLIFY gives you the ability to digitally boost the volume of recordings by up to 1000% when transcribing any audio or video file. Perfect for situations where the original recording was made at a very low level, or audio or voices were very faint.

-If you've already turned up your normal PC volume and other settings to "maximum", Boost Amplify will allow you to go up to 10 times further, boosting your PC's playback volume level while transcribing under foot pedal control.

-USE THIS FEATURE WITH CARE when using levels higher than 100%, since boosting up to 1000% can make the sound levels quite high, and could potentially damage your hearing if you weren't expecting it to be that loud.

☐ Enable Boost Amplify

OK

Checking Boost Amplify function in Configuration or by clicking Boost Amplify on Main windows bring the above window up. Enabling Boost Amplify brings up the Advanced Settings. (see below)

BOOST AMPLIFY gives you the ability to digitally boost the volume of recordings by up to 1000% when transcribing any audio or video file. Perfect for situations where the original recording was made at a very low level, or audio or voices were very faint.

-If you've already turned up your normal PC volume and other settings to "maximum", Boost Amplify will allow you to go up to 10 times further, boosting your PC's playback volume level while transcribing under foot pedal control.

-USE THIS FEATURE WITH CARE when using levels higher than 100%, since boosting up to 1000% can make the sound levels quite high, and could potentially damage your hearing if you weren't expecting it to be that loud.

☒ Enable Boost Amplify

Check if you want to retain and [memorize] your last Boost Amplify Setting.

☒ Leave un-checked to have Boost Amplify return automatically to 100% after each file is loaded (recommended)

OK

Manually set Boost Amplify Level (1-1000) here (instead of using slider -- optional)

100

Advanced settings include: **Save Settings for future files** and **Manually set Boost Level**



Once completing this window, clicking on the Boost Amplify Icon:

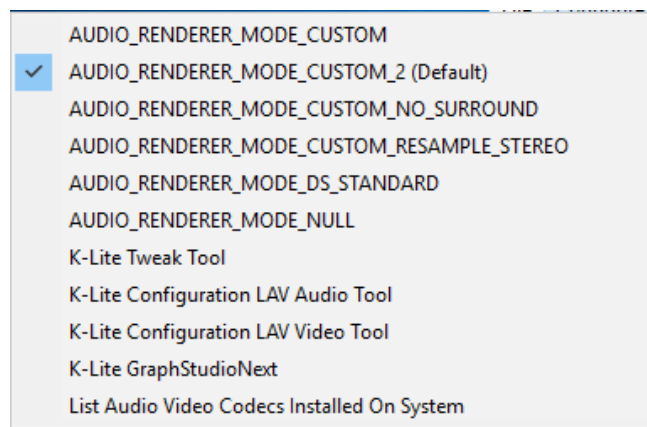
The following volume control window will appear:



CAUTION!!! Be very careful when adjusting the volume within the **Boost Amplify Volume Control** as increased volumes can damage speakers as well as your hearing.

K-lite Tools and Audio Render Mode

This function creates temporary audio and video files that have issues playing in Real time. This temporary file allows the Start Stop OmniVersal to play very large audio and video files that normally would not load or play correctly.

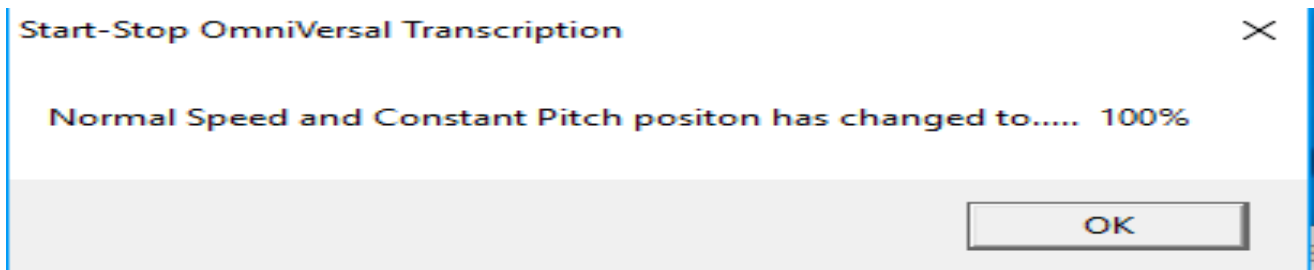


The K-Lite tools perform the following:

- Scan the registry to detect and remove broken references to codecs and filters.
- Generate a detailed log of all installed codecs and DirectShow filters.
- Enable/disable more than 250 popular codecs and filters (if they are installed).
- Manage preferred source filters (a.k.a. splitters).
- Reset settings.
- Backup and restore settings.
- Adjust preferred decoders on Windows
- Various tweaks for disabling MS codecs on Windows 7/8/10

Audio rendering creates temporary audio and video files that have issues playing in Real time. This temporary file allows the Start Stop OmniVersal to play very large audio and video files that normally would not load or play correctly.

Define Normal (Applies to speed and constant pitch)

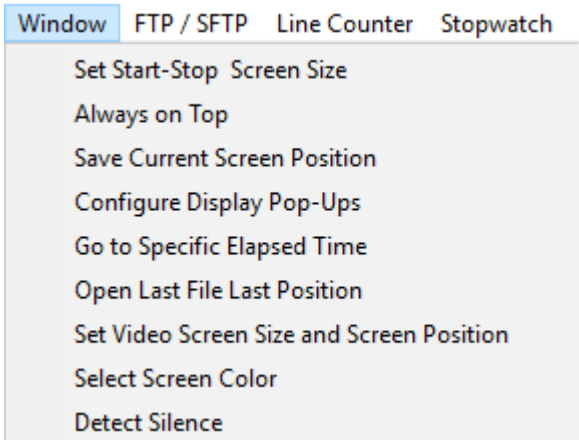


Define Normal will set the 'Normal' speed and pitch in each corresponding future file. Example: If you change speed to 80% each file you load from that point forward will playback at 80% speed.

Use Alternate Send Keys Method

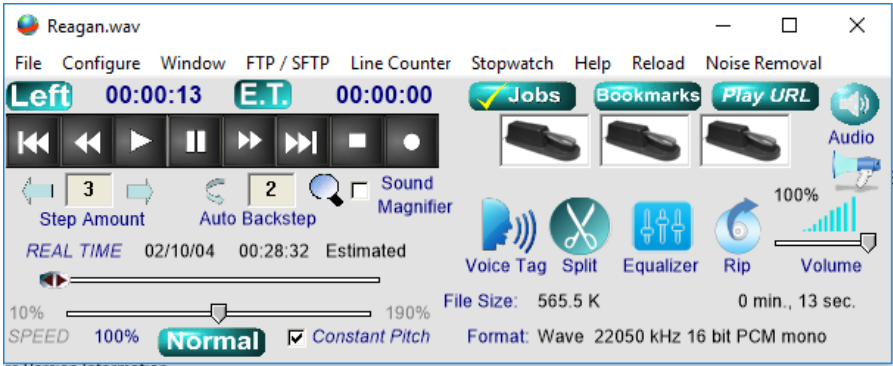
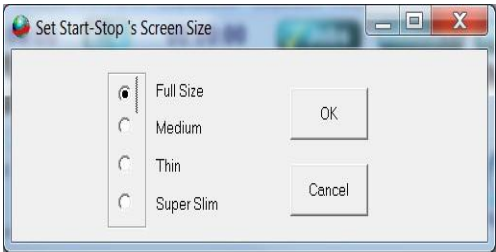
This function was designed for Dragon Naturally Speaking and TME users. Please consult technical support for clarification.

Window Menu

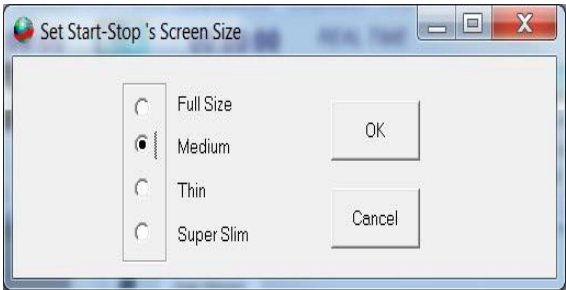


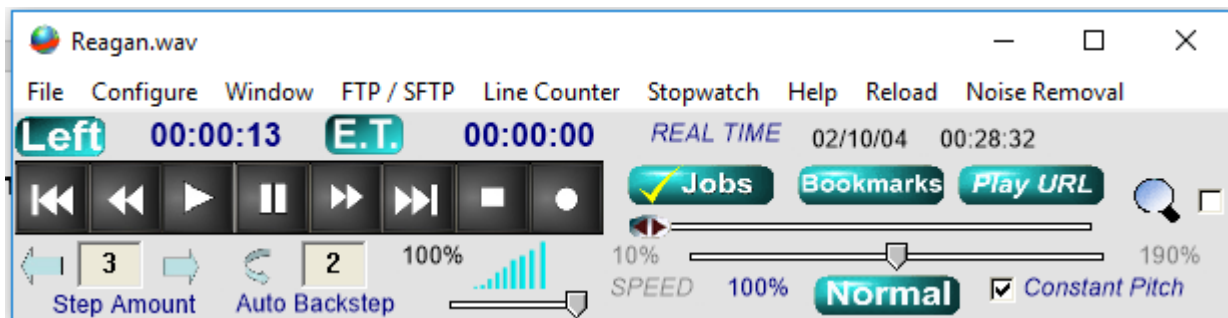
Set Start-Stop Screen Size: Multiple Size Start-Stop Screen Sizes--Now select from 4 different screen sizes, to suit your taste. Operates in the foreground (always on top) or in the background.

Full Size:

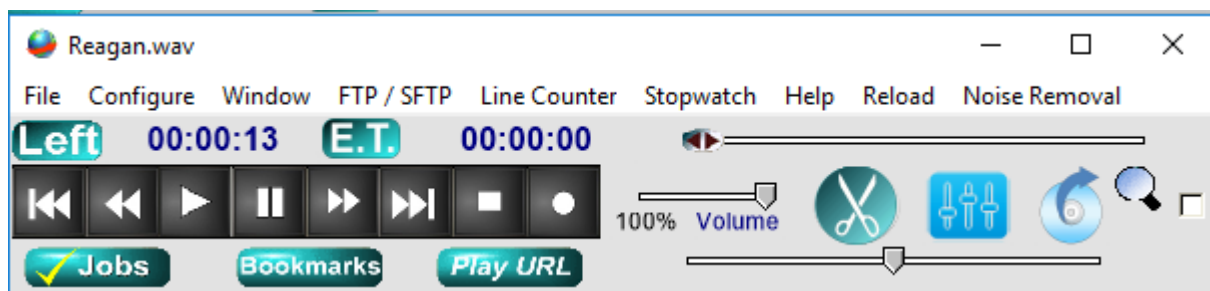


Medium:

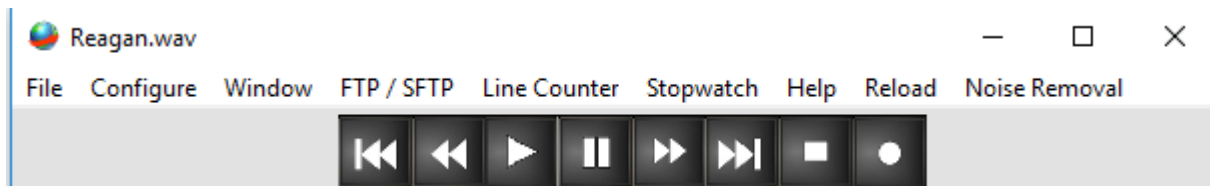




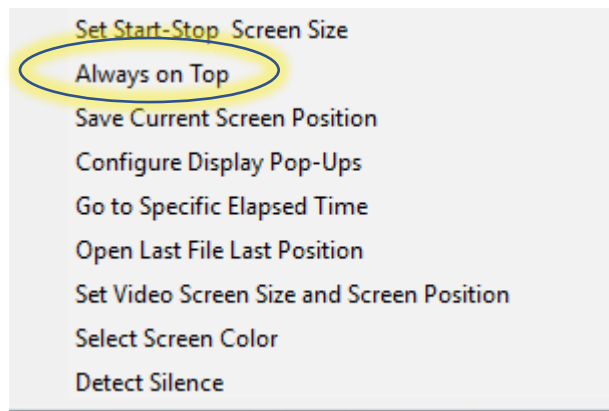
Thin:



Super Slim:



Always on Top



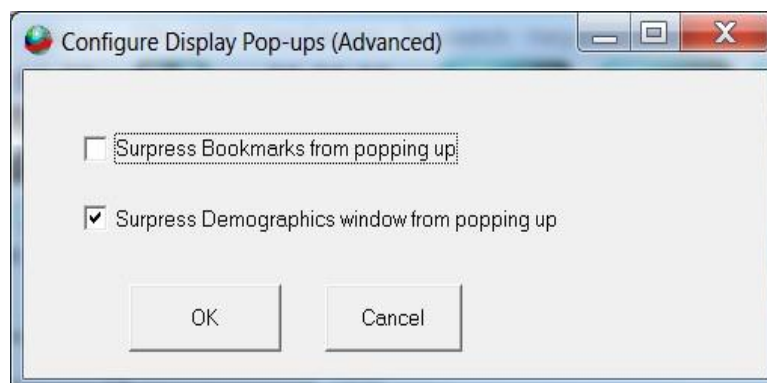
Checking Always on Top keeps the main **Start-Stop OmniVersal** on top of all other windows.

Save Current Screen Position



Use to save the current screen position so that each time you start the software it appears in the same position as the last time.

Configure Display Pop-Ups



Instantly Go to a Specific Elapsed Time



Instantly go to specific time as set.

Open Last File Position

Open last file loaded and advance to last time position when file was closed.

Set Video Screen Size and Screen Position

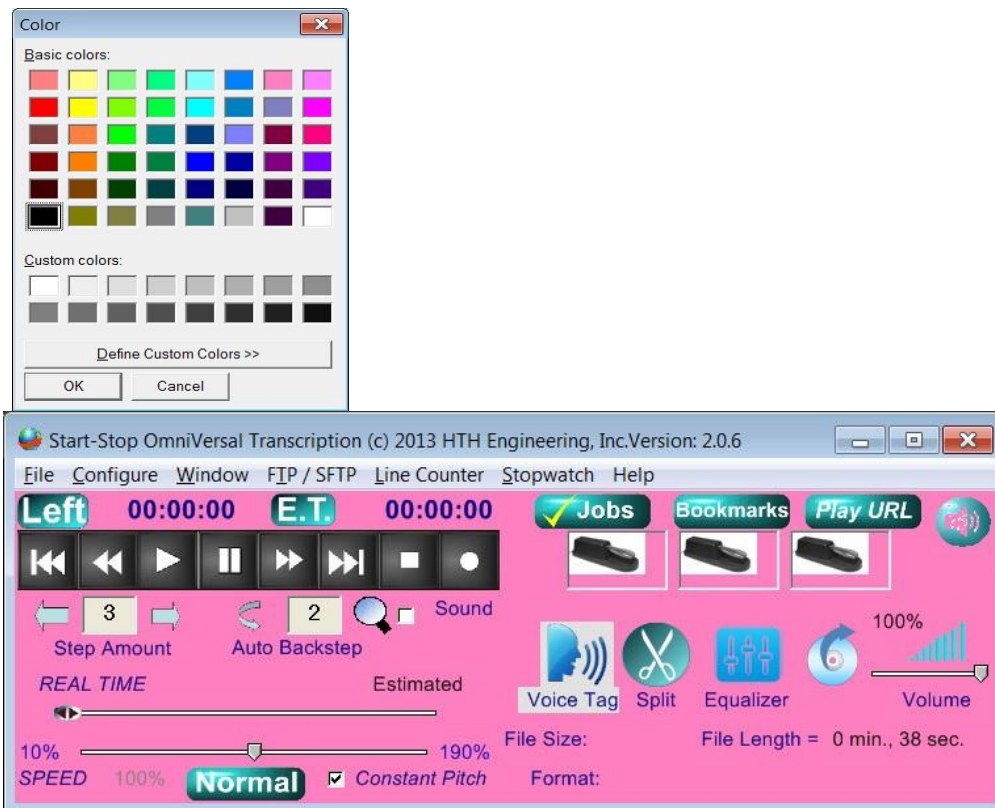


For Video window - saves video window size and screen position or restores to default settings.

Select Screen Color



Select Color:



Select your own color background to suit your style preference, by clicking Select Color and clicking on a color or choose a **Color Preset**:

Example: BLENDED GREEN

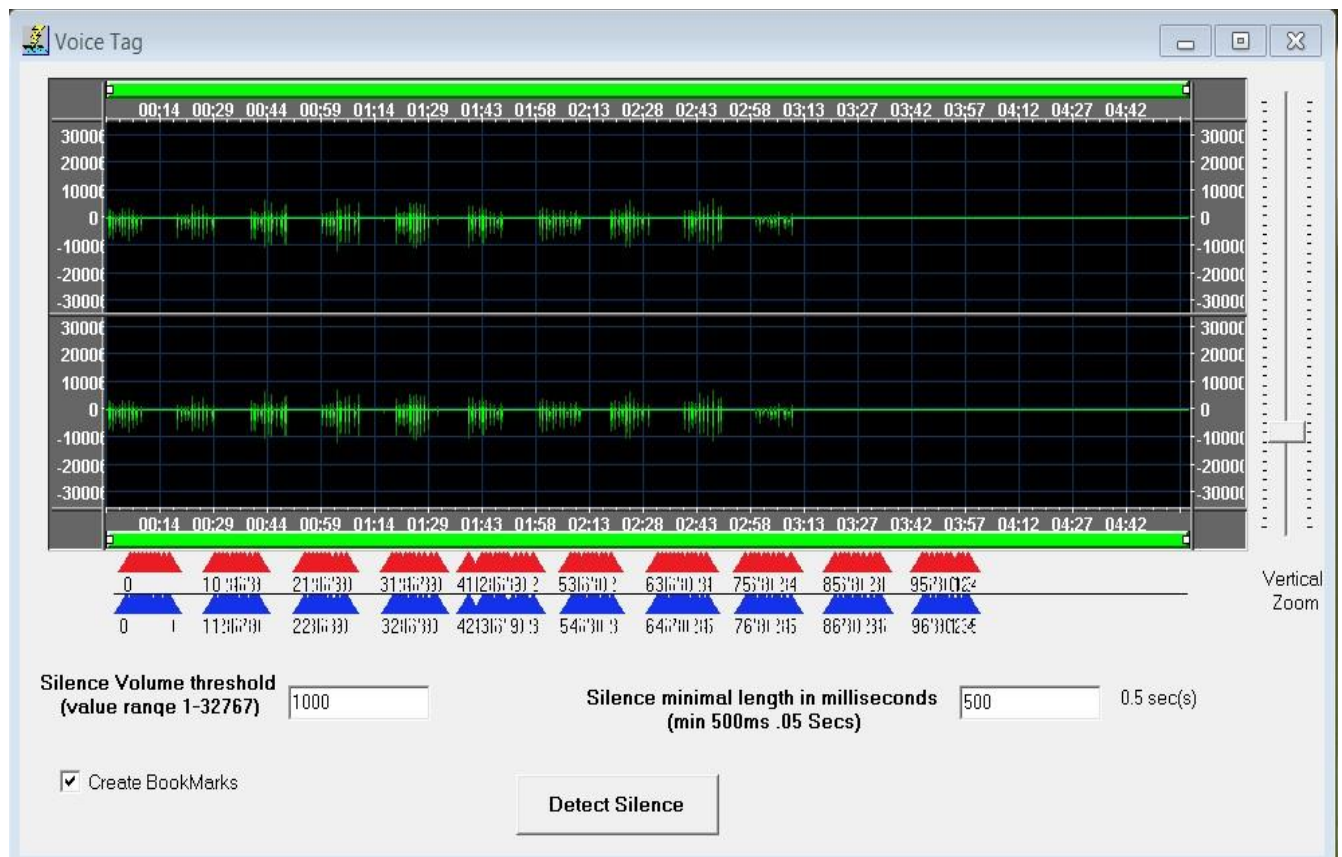
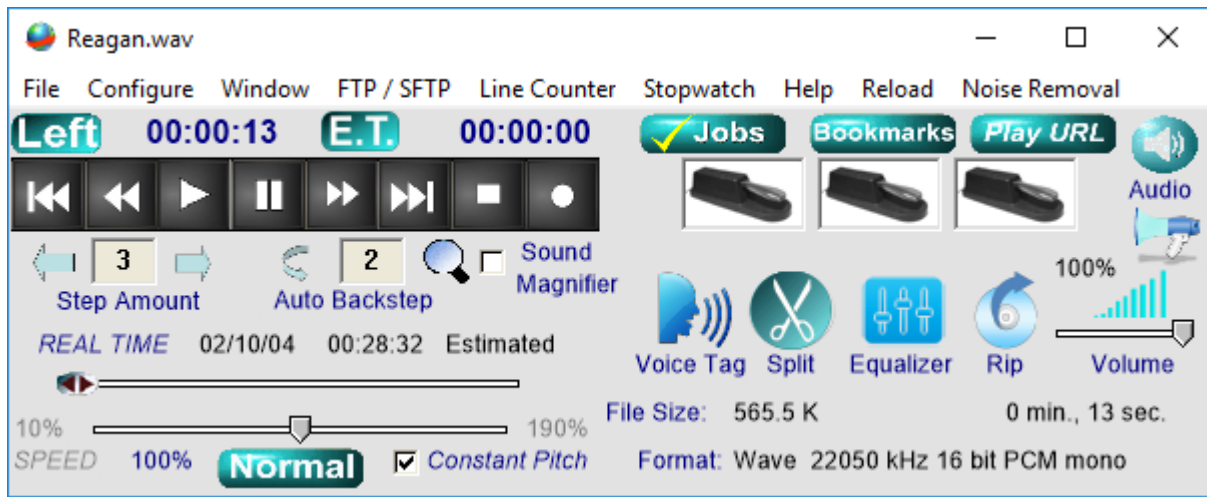


Presets Include:

- Blended Green
- Pro Blue-Gray (Default)
- Business Gray
- Gray Mist
- Tweedy Bird Yellow
- Mint Julip Green
- Titanium White

Detect Silence - Silence Detection for Audio and Video ("Voice Tag")

With Silence Detection (Voice Tagging) you may quickly go to the sections where persons are speaking. This saves time: you don't have to wait during silent portions until they begin speaking again. Silence detection allows you to advance quickly past silent sections.



Clicking on the Silent Detection under the menu Window Detect Silence function or through the Main Window Voice Tag launches the window above. The example voice tag file will mark the silent portions based on the default settings.

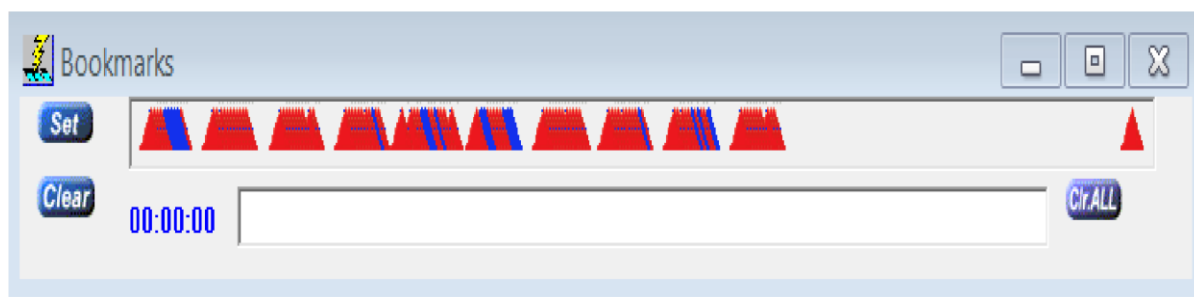
In the example above, the speaking parts are marked (red and blue markers) with duration and time being noted. Range markers are on the left and right hand sides with time markers on the top and bottom representing input settings.

These setting can be manipulated for more accuracy using:

Silence Volume threshold: Sets the mark to determine that noise below the set threshold will be considered silence.

Silence minimal length in milliseconds: Sets the minimum length to determine periods of silence within the file. Anything below this mark will be ignored.

Create Bookmarks: Set Bookmarks to advance to speaking parts using hot key or pedal. (See Bookmarks section for more information.)



File Transfer Protocol (FTP) / Secure File Transfer Protocol

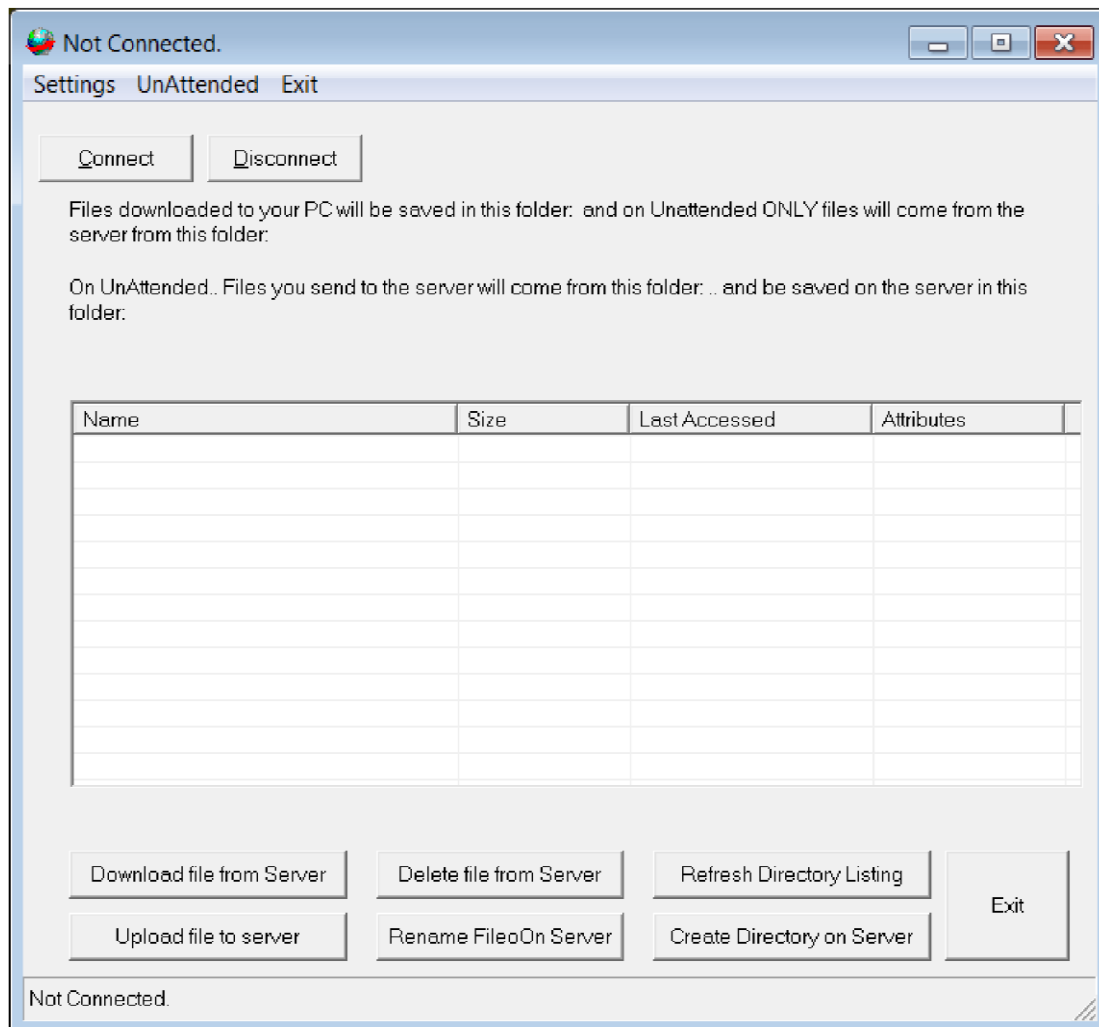
The **Start-Stop OmniVersal** has an advanced FTP/SFTP Client built-in. An FTP/SFTP Client allows you to download and upload files to a company FTP or SFTP server. These servers are in common use in dictation and transcription for transfer of digital voice recordings to transcriptionists, and uploading completed documents back to the server or to the end customer.

Automatic Upload/Download: Your downloaded dictation work, plus documents you're creating, can automatically be sent to and from your computer.

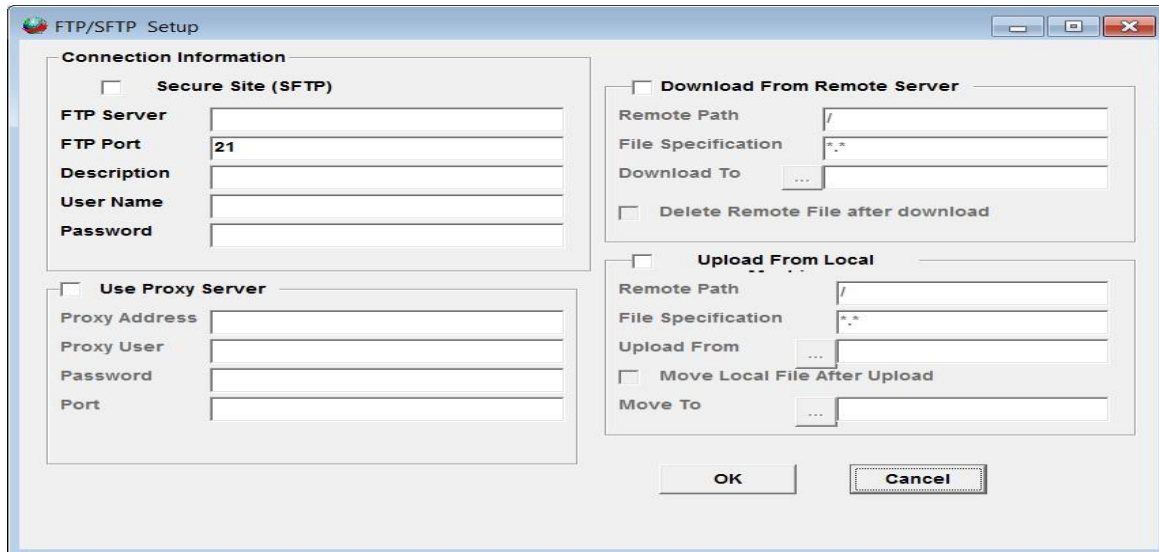
FTP allows you to transfer files between two computers on the internet. FTP is a simple network protocol based on internet access.

SFTP is a method of transferring files between computers over a secure internet connection.

When selected, the following window appears:

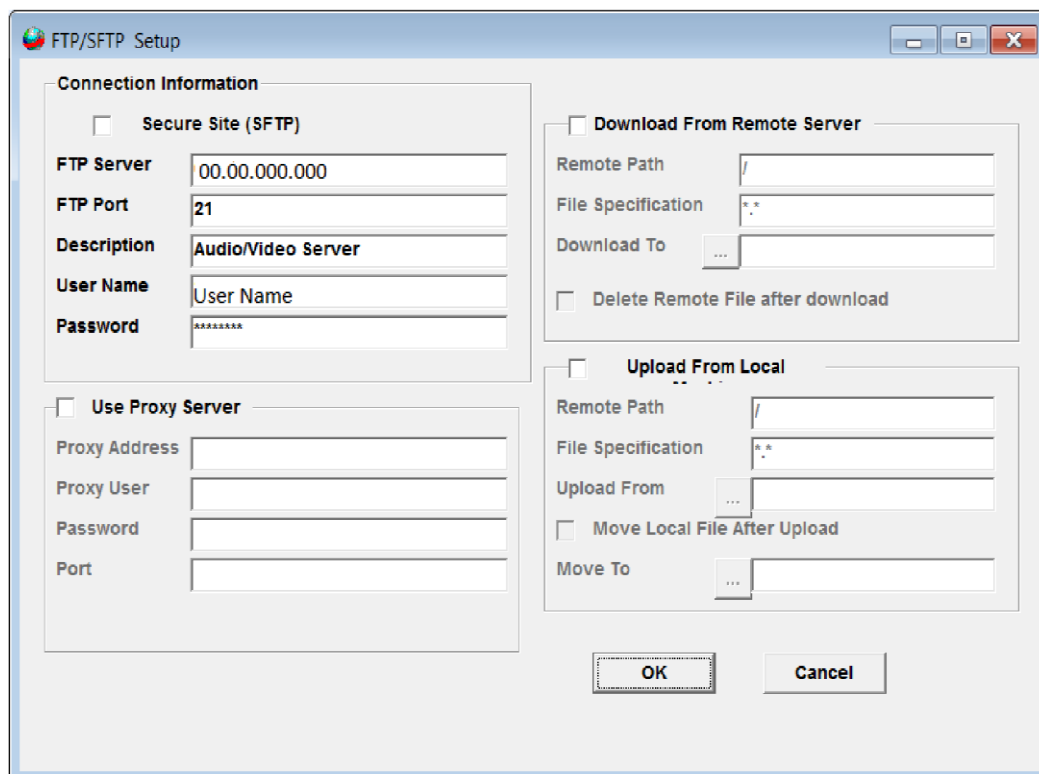


To use FTP/SFTP you will need to configure these settings first. Click on the **SETTINGS** tab to bring up the following set up screen:



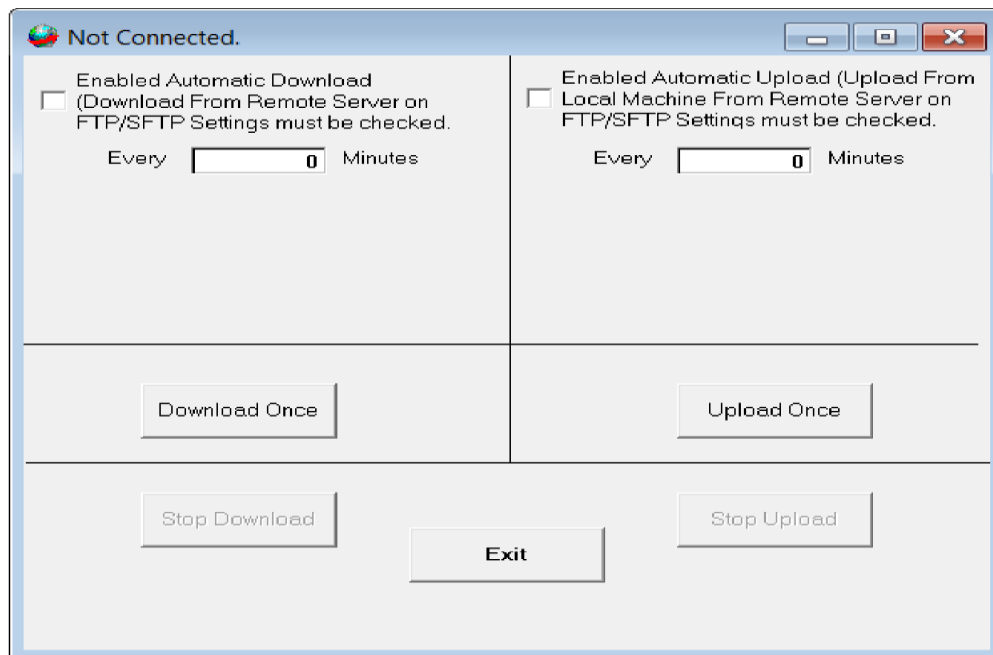
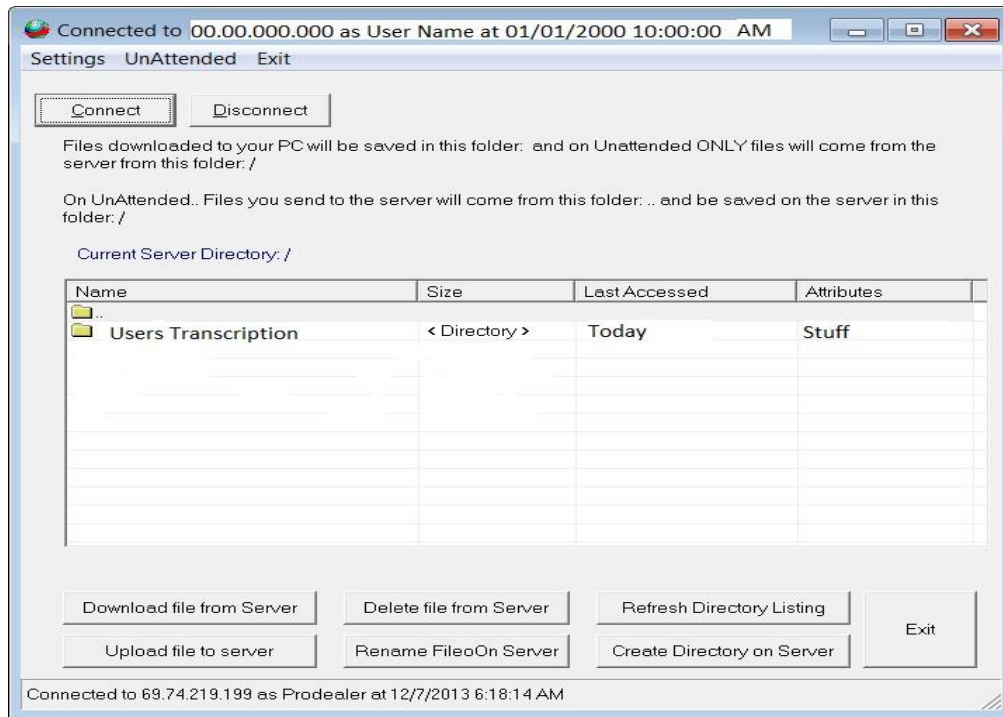
The image shows the 'FTP/SFTP Setup' dialog box. It has a title bar with a standard Windows icon and window controls. The dialog is divided into several sections. On the left, under 'Connection Information', there is a checkbox for 'Secure Site (SFTP)'. Below it are fields for 'FTP Server', 'FTP Port' (containing '21'), 'Description', 'User Name', and 'Password'. Further down is a checkbox for 'Use Proxy Server', followed by fields for 'Proxy Address', 'Proxy User', 'Password', and 'Port'. On the right, there are two main sections. The top one is 'Download From Remote Server', which includes a checkbox, fields for 'Remote Path', 'File Specification' (containing '*. *'), 'Download To' (with a browse button), and a checkbox for 'Delete Remote File after download'. The bottom section is 'Upload From Local', which includes a checkbox, fields for 'Remote Path', 'File Specification' (containing '*. *'), 'Upload From' (with a browse button), a checkbox for 'Move Local File After Upload', and a 'Move To' field (with a browse button). At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Full control of upload and download directories and file types are provided as shown. You can have the files automatically “archive” to another location after you’ve uploaded your typed documents, for example.



This image shows the same 'FTP/SFTP Setup' dialog box, but with some fields filled in. In the 'Connection Information' section, 'Secure Site (SFTP)' is unchecked. 'FTP Server' is '00.00.000.000', 'FTP Port' is '21', 'Description' is 'Audio/Video Server', 'User Name' is 'User Name', and 'Password' is masked with asterisks. In the 'Use Proxy Server' section, the checkbox is unchecked and all fields are empty. In the 'Download From Remote Server' section, the checkbox is unchecked, 'Remote Path' is '/', 'File Specification' is '*. *', 'Download To' has a browse button, and the checkbox for 'Delete Remote File after download' is unchecked. In the 'Upload From Local' section, the checkbox is unchecked, 'Remote Path' is '/', 'File Specification' is '*. *', 'Upload From' has a browse button, the checkbox for 'Move Local File After Upload' is unchecked, and 'Move To' has a browse button. 'OK' and 'Cancel' buttons are at the bottom.

Click **OK**, and then click **Connect** to access the FTP/SFTP server as in the example below:



Automatic Unattended Operation Screen: Automatic Unattended Operation Screen
 As shown above, you can easily enter the number of minutes, and set desired operation for uploading and downloading files automatically in the background.

Smart Word Line Count Function: The Smart Line Counter lets you keep track of how many characters and lines you've typed for a client or customer. Line Counter is initiated by clicking on "Line Counter" from the top of the main screen of the **Start-Stop OmniVersal** program.

Check to Enable Line Count – Checking this box enables Line Counting to take place, in accordance with the features you've checked on the form.

“Check what you want Line Count to Trigger on”

You can define what a “line” of typewritten text is in the Trigger area:

1. If you check the first box, “Check this box and enter how many keystrokes is equal to one line,” when it reaches the Xth character as you type, it will increment the Line Count by 1.
2. If you check the second box, “Count a Carriage Return as a Line,” then the Carriage Return will be counted as a line.

Both types of lines can be counted at once, if you have both checkboxes marked at the same time.

Counting Attributes

Here you can decide the criteria that cause a character that you type to be “counted” or ignored.

1. “Count All VALID Key Strokes on SYSTEM” – This will count normal keystrokes, regardless of whether you’re typing into your word processor, email, or instant messaging program. The software will ignore backspaces and control characters like Shift, Alt, etc.
2. “Select Microsoft Word Program” – Start-Stop’s “Smart” technology will only count characters that are typed in Microsoft Word™.
3. “Select a Word Processor” – the software will present a list of running applications, and you choose the one for which you want the keystrokes to be counted. Example: You run a medical records software form, or WordPerfect™, or other unique application. Simply make sure the application is running before selecting this item, and the software will present a list of the open (Active) applications. Choose the one that corresponds to your application, and it’s done!

“Count” Checkboxes:

1. “Reset Counters when new Audio File is opened” – If checked, every time you open a new audio file, the Current Line Count will be reset to zero lines.
2. “Reset Counters every time Program is Opened” – If checked, the Current Line Count will only be reset when you’ve closed and reopened the application.
3. If you check neither box 1. nor 2. above, then the Current Line Count and Current Total Character Count will be recorded and grow over time, until such time as you reset it with the Reset Counters button. The count is “remembered” even if you close the application, or shut down your computer for the day.

Current Line Count – Shows the current line count for billing or productivity monitoring purposes.

Current Total Character Count – Shows how many valid total characters have been typed.

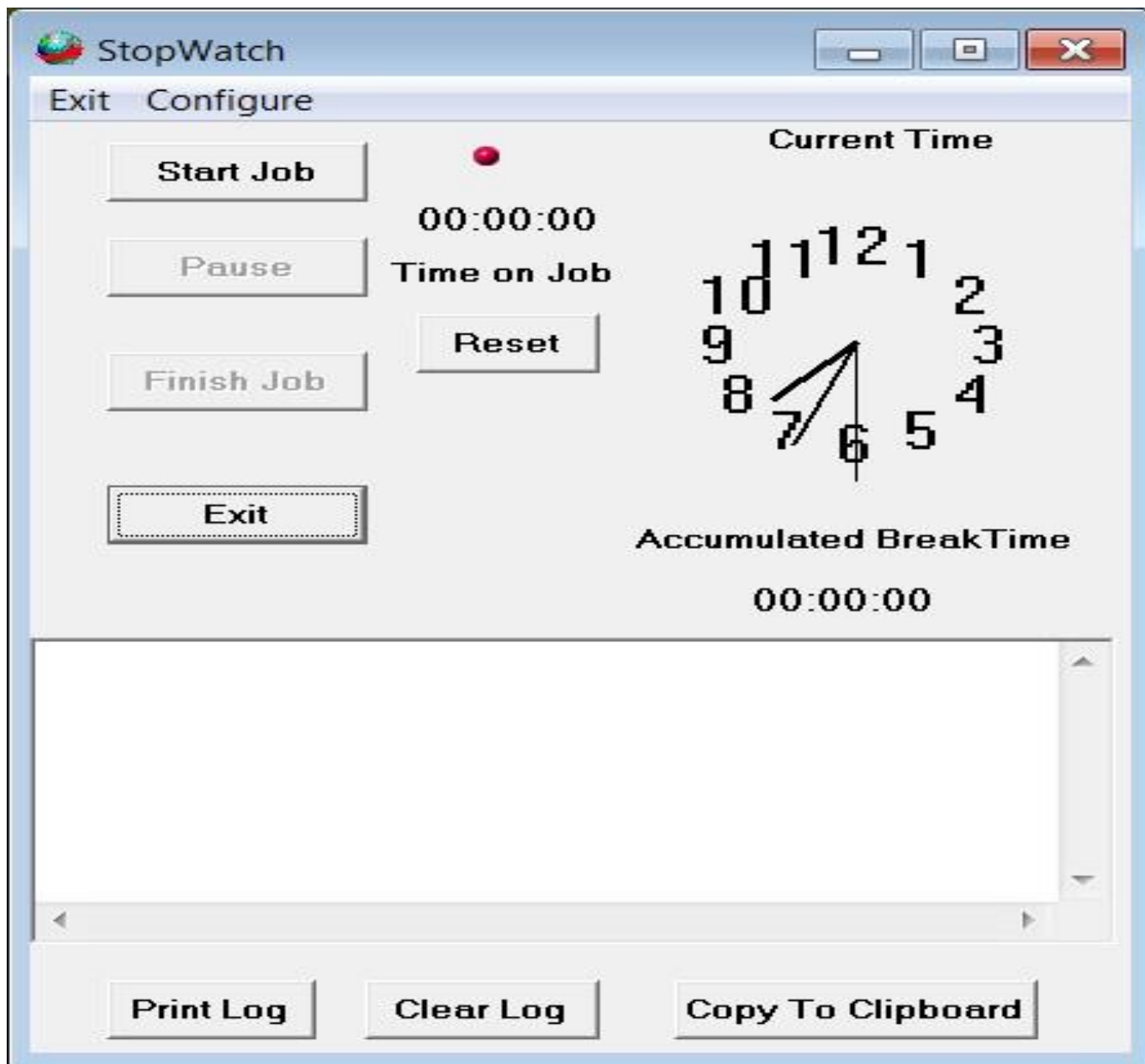
Check to Automatically Open this Form – If checked, the Line Count Function Window will stay “up” visible, and will automatically pop up when you start the application.

Logging Functions

You can view, log, and print your line count information by clicking on the three buttons on the right-hand side. To enable logging, check the box that says, “View Line Count Log.”

Stop Watch Menu

Stop Watch Feature: Allows you to keep track of your work, either by total time, or elapsed time on a particular job. This is helpful for billing clients by the hour, or just keeping track of how much time you've been working.



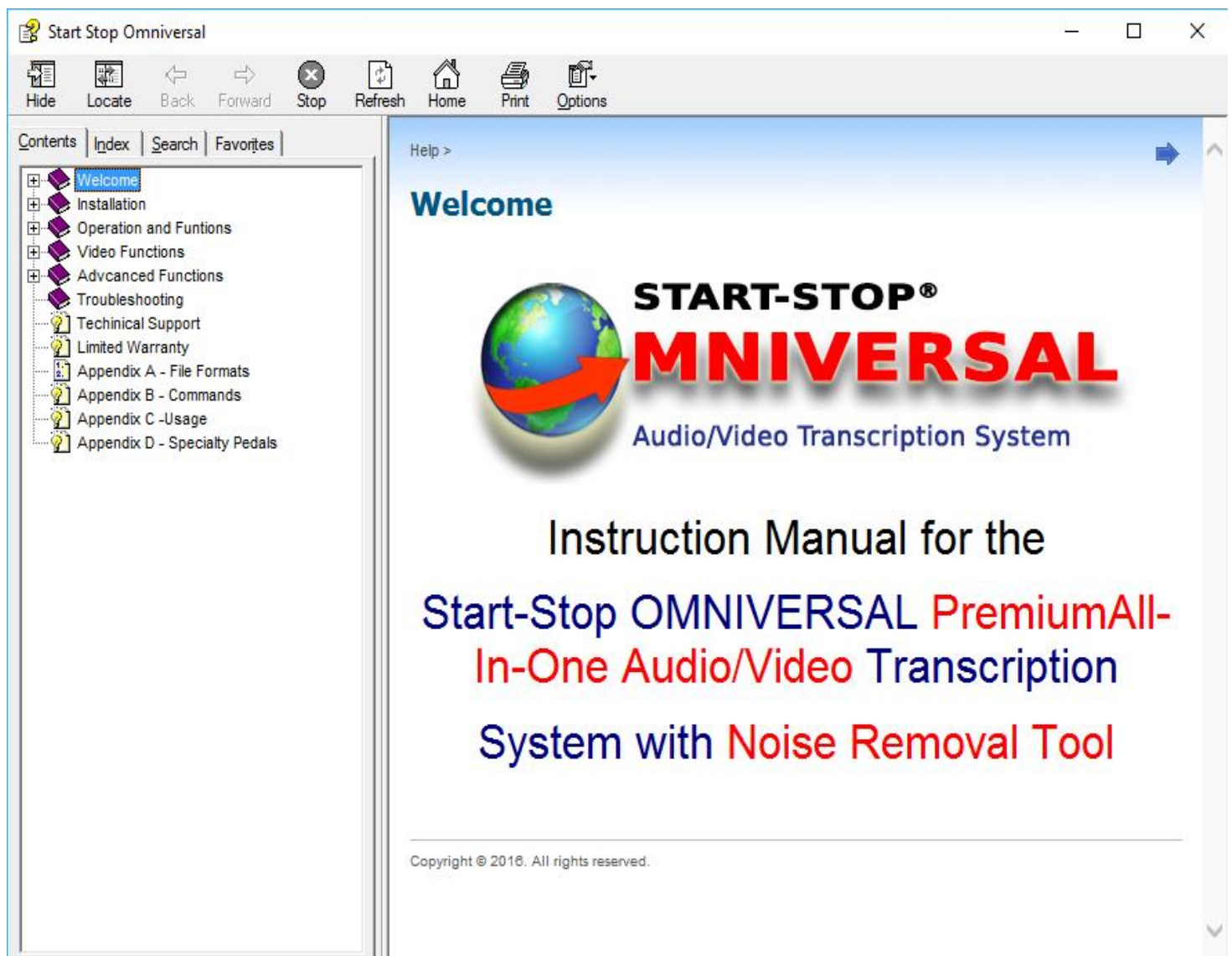
The stopwatch feature lets you create a log of time spent on each job you transcribed.

This can be printed out or copied to the clipboard.

Help Menu



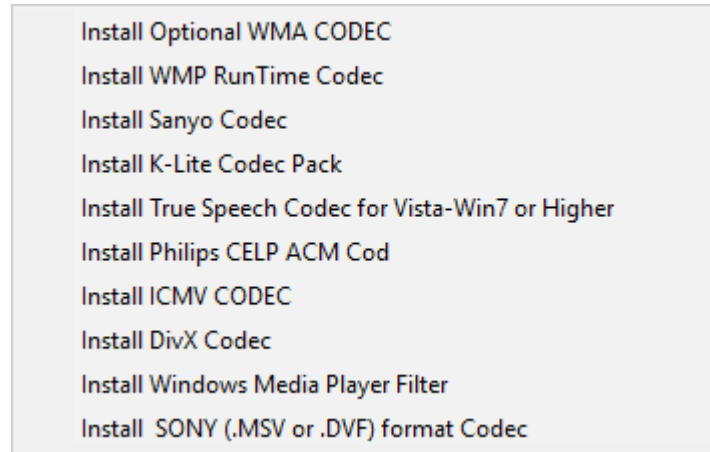
Selecting Help brings the following window into view and lets you SEARCH for specific help/



You can access the Instruction Manual and Technical Support Website to obtain answers to your questions and valuable information pertaining to the **Start-Stop OmniVersal**.

This is accessible online by clicking on **USER MANUAL**.

Selecting Installed Components enables you to view additional applications to aid you in playing files.



When the **Start-Stop OmniVersal** is first loaded on your computer, basic codecs are installed along with it. In most cases, you may never need to run additional codec files but because of technology and formatting changes we include advanced codecs to assist your transcription experience. The following are the advanced codecs:

Install OPTIONAL WMA CODEC/Windows Media Audio Codec: Most Windows based computers have the Windows Media Player (WMP) installed. This codec boosts the internal codecs already installed on the WMP. These codecs are OPTIONAL.

Install WMP Runtime Codec: This codec is designed to decode/encode Windows Media Video (WMV), and Windows Media Audio (WMA) files. This codec is required if you don't have Windows Media Player installed.

Install Sanyo Codec: This codec is designed for Sanyo audio/video recorders and contains the codec, "Sanyo ADPCM."

Install K-Lite Codec Pack: This codec is a collection of audio and video codecs for Microsoft Windows that enables the operating system and its software to play various audio and video formats generally not supported by the operating system itself. K-Lite Codec Pack also includes several related tools, including Media Player Classic Home Cinema, Media Info Lite, and Codec Tweak Tool.

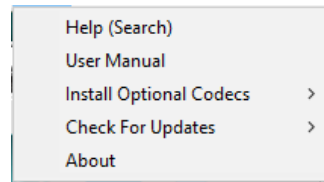
Install True Speech Codec: **True Speech**™ is a proprietary audio codec produced by the DSP Group. It is designed for encoding voice data at low bitrates, and to be embedded into DSP chips. True Speech has been integrated into Windows Media Player in older versions of Windows but not in later. Typically these are Wave type formatted files.

Install Windows Media Player Filter: This is a plug-in called HIK_DSFilter and is a COM component developed for the Direct Show Technology. It's commonly used to extract, analyze and decode digital video/audio signals from Hik Devices. The Basic plug-in is initially loaded when installing the **Start-Stop OmniVersal**.

Install Philips CELP ACM Codec: This proprietary audio codec is produced by Philips for their audio devices.

Check for Updates:

You can manually update the **Start-Stop OmniVersal** when new updates are ready.



Updates will start by clicking on the 'Manually Check for Updates' selection. If your software is up-to-date, the following window will appear:



About Selection:

This information is provided and should be included whenever requesting Technical Support or any general questions you may have. This window gives name of software, version, executable date/time, website access, sales and software key information as in the example below:

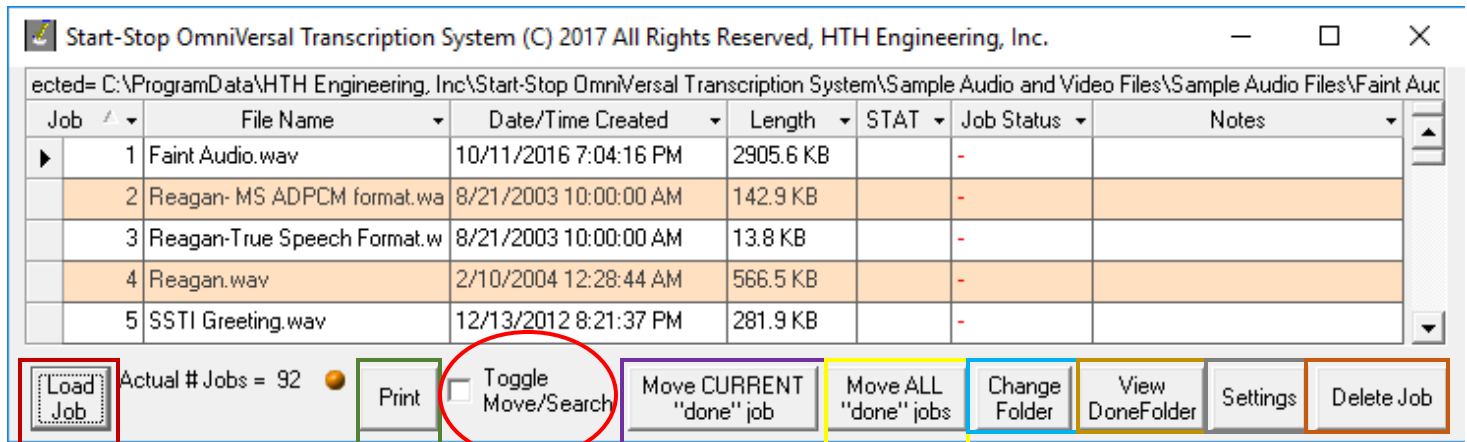


Also, to aid Technical Support in resolving issues, system info can also be obtained through this screen.

Job Manager Function:

The Job Manager is a multi-function database representation of all your audio and video files and may be used to load files; mark files as DONE and move to a separated DONE folder; and enable you to monitor usage of files using the NETWORK PRO feature.

The Job Manager may be initiated by clicking on the Jobs button on the main screen, or by tapping the “hot-key” that you have assigned to make the Job Manager pop up. (See section “Setting Up



On the bottom of the Job Manager are some quick and “on the fly” settings.

- 1) **Load Job** – clicking this button loads the selected file (normally highlighted in blue) into the application.
- 2) **Print** – allows you to print a paper copy of the Job Manager files.
- 3) **Move CURRENT “done” job** – moves the selected done file to the done folder.
- 4) **Move ALL “done” jobs** – moves all files with a “Done” status to the done
- 5) **Change Folder** – allows you to change the Jobs Path location, “On the Fly”!
- 6) **View Done Folder** – view completed files
- 7) **Settings** – set up the Job Manager on a permanent configuration (See below for options)
- 8) **Delete Job** - completely remove/delete files from the Job Manager path.

You may adjust column width and screen size/position with your mouse. The Job Manager will remember your settings for the next time. You may swap column positions and the entire column heading by dragging your mouse or click on the small down arrow that appears to reposition it within the column headers.

Next to the Print button is the Toggle Move/Search checkbox. This allows you to search through your files for a particular file. Successive clicks of the “Search” button will continue to display highlighted results until you get to the last item found.

At that point, if you want to search again, move the cursor on the left side up to the beginning of the list, and then repeat the search procedure to perform a new search, or to repeat a search.

Job Manager Setup

1.

3.

5.

7.

2.

4.

6.

Job Manager Settings

Appearance

Save Position, Size, and Column Spacing of Job Manager

If you want the Start-Stop Job Manager screen to be positioned and sized at its current position the next time you use it, click Save; otherwise click Cancel or Restore.

☒ Check here to make Job Manager always stay on top

Job Manager Path - Standard Version

Current Folder where Job Manager "looks" for files:

C:\ProgramData\HTH Engineering, Inc\Start-Stop Omniversal Transcription System\Sample Audio and Video Files\

☒ Check here if you want Job Manager to monitor all Subfolders as well, below the Current Folder

"Move to Done Folder" Path

Current Folder where files are moved that are marked "Done" on the Job Manager:

C:\Users\PCCS\\Desktop\Done Dictation\

☒ Check here if you would like to be prompted for a NEW FILE NAME for each file when the file is moved to the "Done" folder

☒ Automatically Mark each file as "Done" when it's played through to the end.

Auto Refresh

☒ Check Here if you would like the Job Manager to automatically refresh its listings.

Enter a number between 60 (1 minute) and 18001 (Five Hours): seconds

☒ In addition to Auto Refresh you can elect to automatically have a "Pop-Up" in the lower right hand corner notify you when new dictation arrives.

Folder Mole

☐ If Folder Mole is Installed and you no longer want to use Folder Mole with Start Stop then Check here to DISABLE Folder Mole functions inside the Start Stop Program.

Job Manager Columns - Standard Version

Yodal Files

☐ Would you like to include Yodal Demographics in the Job manager grid?

File Duration All Files

☒ Check if you would like the Job manager to display file duration and total the duration of all files in the Job manager. (Note: This may slow down opening and refreshing the Job Manager). This option not available here if using shared Job manager.

Activate NetWork Data Base - NetWork Version

☐ Check here if you will share "ONE" Job Manager (e.g., on a shared NetWork Folder)

Note: To change to a different shared Job Manager Un-Check then Re-Check this option to bring up Folder Dialog Box!

Miscellaneous

☐ Check here if you want to have the ability to select multiple files within the Job Manager at once (advanced feature - e.g. multiple delete)

☐ Check here if you would like to be prompted when you try to play a file that has a DONE status.

Enter your User Name. If you would like the user name to default to the logged on user please leave blank.

Note: For Net Work Pro Uses Only!

MyDictation

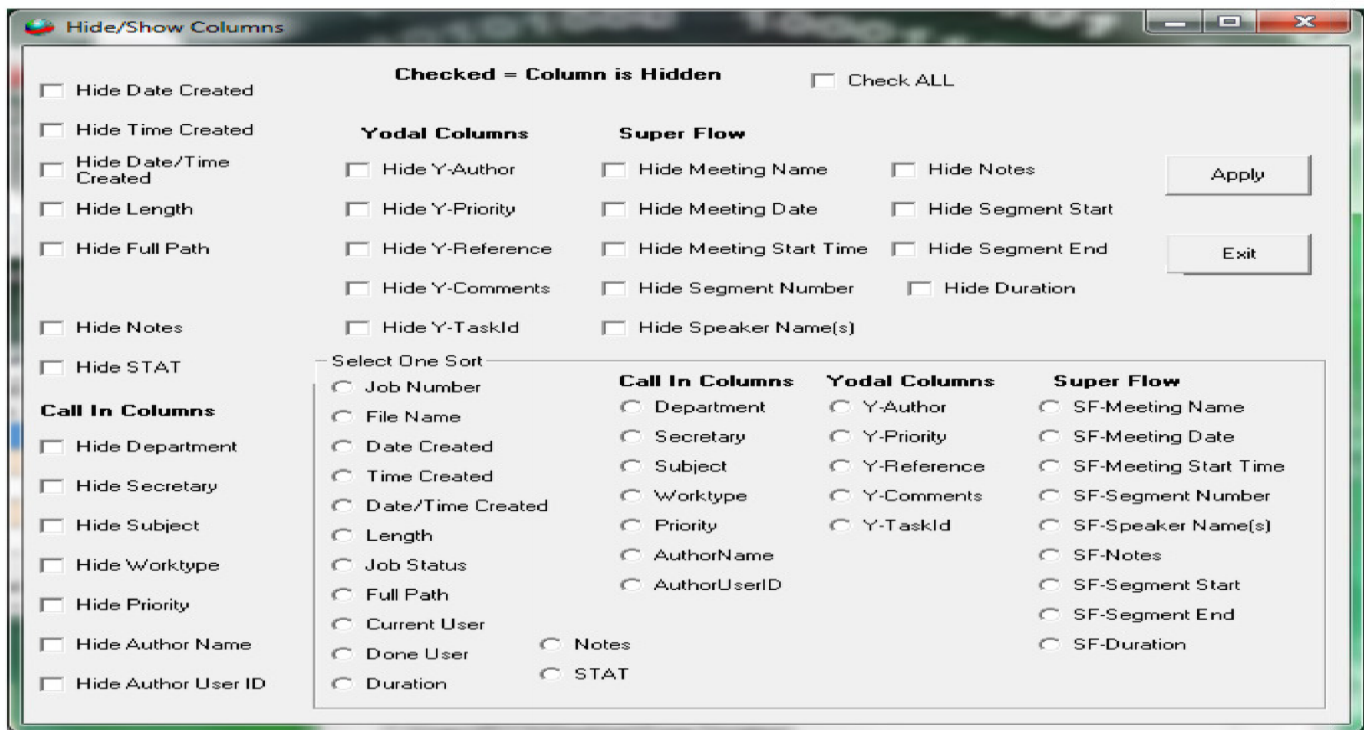
☐ Show / Hide More Options Menu Item.

☐ Check to enable password required to change job manager settings

1. Appearance

In the appearance block you can set the following changes:

- a. Save Position, Size, and Column Spacing of Job Manager – If you're happy with the appearance of the Job Manager, click on this button to save the changes.
- b. Restore All Formatting to Factory Default – This will reset all changes made to original install defaults.
- c. Select Show/Hide/Sort Columns – Bringing up this window (shown below) allows you to change what is shown in the Job Manager.

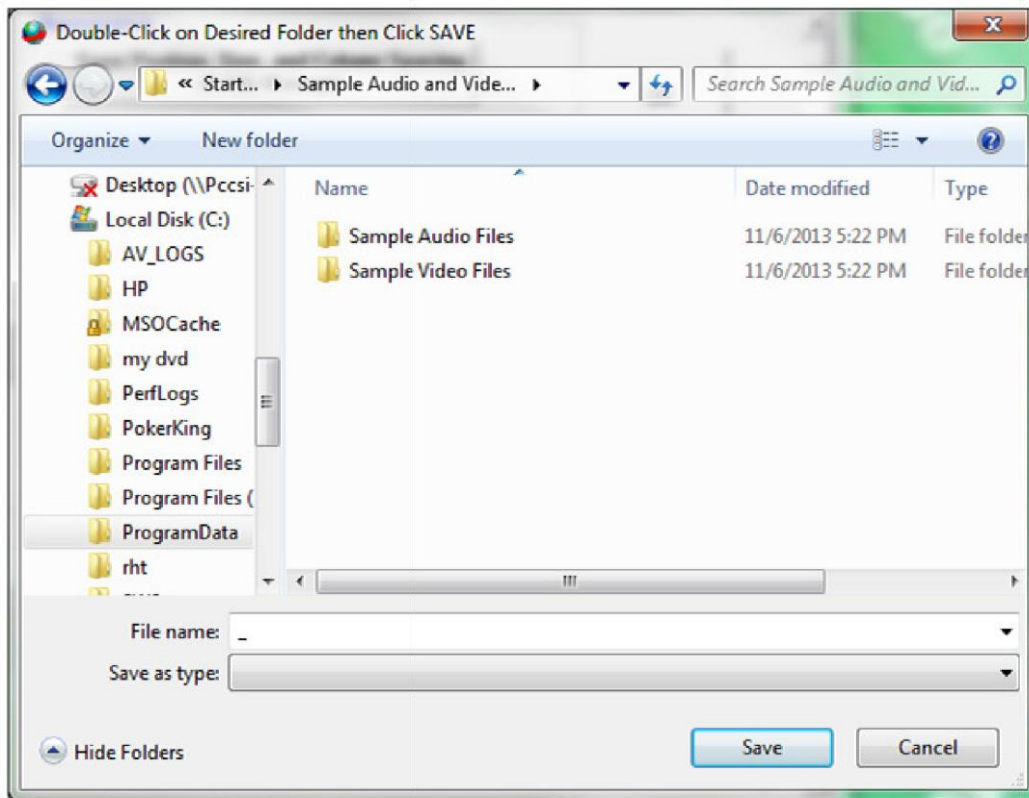


- d. Check here to make Job Manager always stay on top – This allows you always to view the Job Manager while working and keeps this window on top of all other windows.

2. Job Manager Path - Standard Version

The Job Manager Path allows you to point the Job Manager toward your audio/video folder. Clicking the Change button will allow you to browse to your transcription folder.

Although you can only point to ONE folder at a time, it will monitor Sub-Folders. The Path section allows monitoring of Sub-Folders if you check the box at the bottom.



3. Move to Done Folder Path

A powerful feature of the **Start-Stop OmniVersal Job Manager** is its ability to remember which recordings or jobs you’ve transcribed, and which ones remain to be done.

Selecting Change with in this section will allow you to browse and select a DONE file path.

There are two (2) other options available in this section:

- a. Check here if you would like to be prompted for a “New File Name” for each file when the file is moved to the DONE folder.
- b. Automatically Mark each file as “DONE” when it’s played through to the end. If you have enabled this feature from the Hotkeys setup menu, the Job Manager will automatically mark each job as “done” when you have played the file long enough to reach the 1 or 2 seconds remaining point in the transcription.

Checking the corresponding box activates these options.

You may also “Manually” Mark the Job as “DONE”

You may select a row (using the up and down arrow keys on your keyboard, or by single-left clicking on a row with your mouse), and then click the DONE job hot-key (default is CTRL + F10) to mark it as “done.” If you click on the DONE hot-key again, it will mark and display that job as “-“which means “not done.”

4. Auto Refresh

You may set the Job Manager to be refreshed automatically every X number of seconds, or you may leave that option un-checked, in which case you won't see new jobs appear until you close and re-open the Job Manager. If you just have 2 -4 transcriptionists, you may set the Refresh period to 60 or 120 seconds. The more transcriptionists using the Network Pro at once, the less frequently you need to refresh. The Pop-Up control allows you to decide if you want the Job Manager to notify you of new incoming Jobs. It can pop up a message in the lower right corner of your screen automatically whenever new work comes in, if you enable this function.

User Name Control

If the "Enter your User Name" field is left blank, the login name that your Windows PC uses (the name you see if you click the Start button on your PC) will be used in the Job Manager. But, let's say that in your organization, that PC name is LAB3391, but you'd rather have it display Debbie as the user. Simply type Debbie into the text box, and the Job Manager will display Debbie instead of LAB3391 (the PC's name).

5. Folder Mole

If Folder Mole is installed and you no longer want to use Folder Mole with the Start Stop System then check here to DISABLE Folder Mole Functions inside the application.

6. Yodal Files

This setting is to include Yodal Demographics in the Job Manager grid. If your dictaters are using Blackberry® cell phones in conjunction with Start-Stop Yodal for Blackberry® HIPAAcompliant dictation software, you may enable demographic data for these types of files (Author, Priority, Reference Information, Comments, and Task ID)

7. Activate NetWork Data Base - NetWork Version

This function allows you to share jobs with other transcribers across your Network.

Important Note:

When setting up Network Pro, all transcribers that will be connected MUST NOT have their Start-Stop OmniVersal open with the exception of the computer that is being set up. For example: If you are installing NetWork Pro on PC1, PC2 and PC3 and you currently are working with PC1...PC2 and PC3 Start-Stop MUST BE closed to set up correctly. The same goes for PC2 and PC3: when working on PC2, PC1 and PC3 Start-Stop software must be closed, etc.

Multiple transcribers can see whether a given file on a shared network drive has been "checked out" for transcribing by another person, and by whom. Only the person who is working on the file can mark it "Done," and then everyone's Job Manager will show it as "Done" and who completed the work.

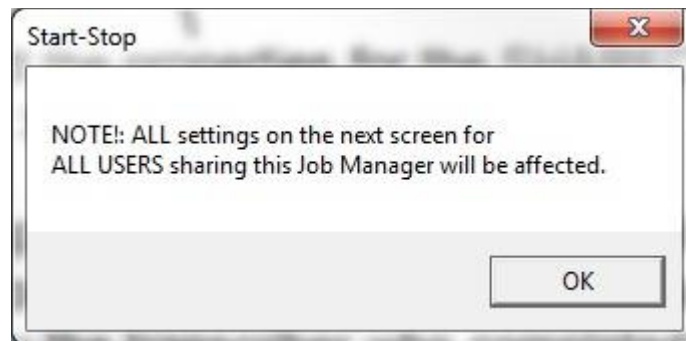
When a transcriptionist moves the Job to the "Done" folder, all shared Job Managers update automatically to reflect the new status.

A pool of transcriptionists can work-share their Job Managers on any folder, or any group of sub-folders.

Transcriptionists can point their Job Managers to different folders or drives; an unlimited number of "shared" folders can be created.

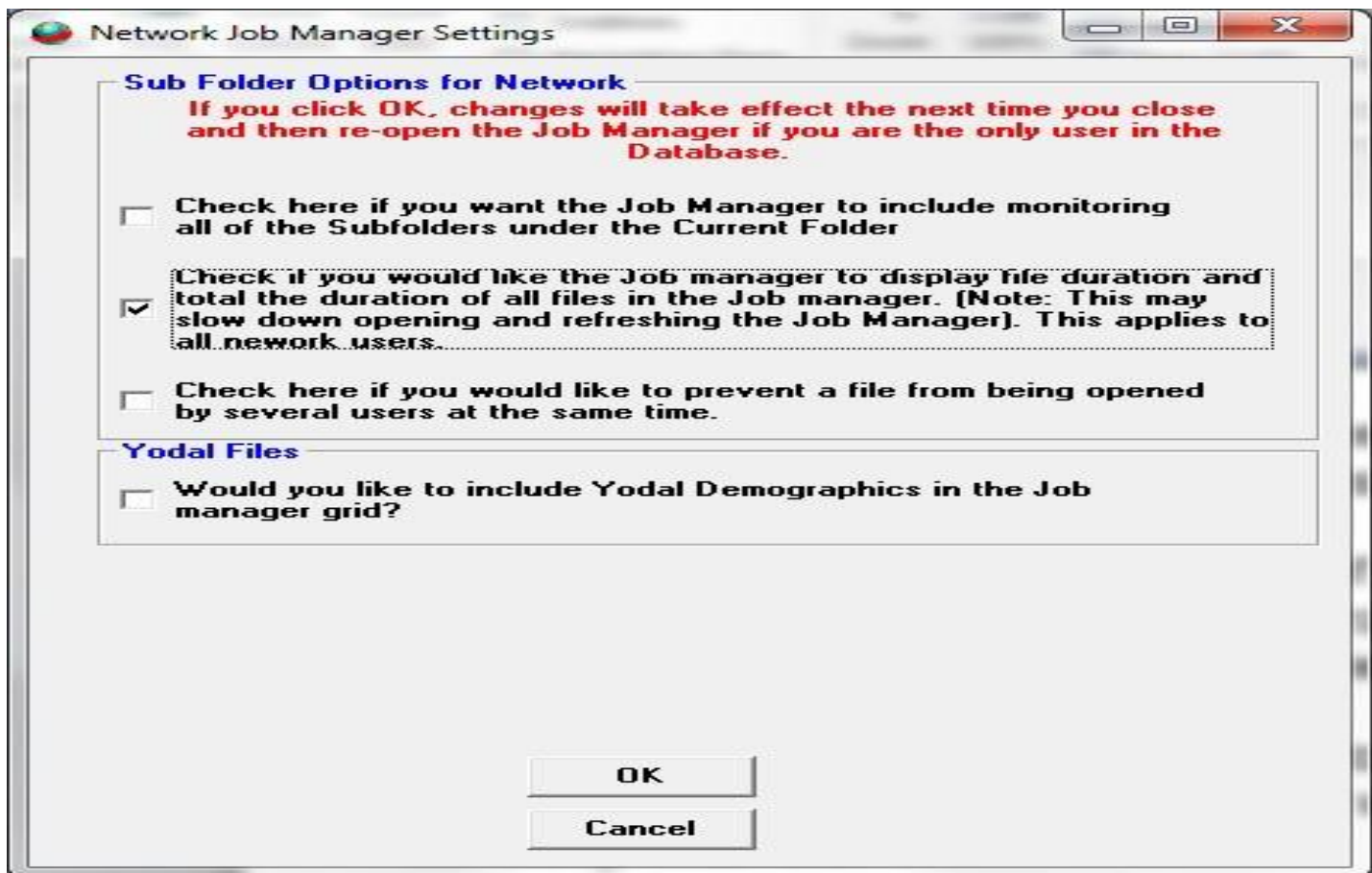
This does not require running a "server" application on a "server" PC; merely select the folder(s) you want to share and Start-Stop units communicate via their shared LAN. System creates a shared Microsoft Access .MDB file in the root of each folder that's being shared for transcription.

- 1) Click the checkbox to begin setting up NetWork Pro.
- 2) Browse to the Network folder, click on it. This can be local, or on any shared network drive. (NOTE: If folder of incoming dictation or audio files is located on a network drive, all mapped drive letters must be the same. For example, if drive "S:\Sample Audio Files" is the shared drive, then transcriptionists on your network who want to share this work must all have their PCs mapped as drive "S:\Sample Audio Files").
- 3) Click OK. Another menu will appear.



- 4) On this menu, you can select the properties for the SHARED Job folder, and designate whether you want to share sub-folders or not.

During operation with a group of transcriptionists, they will all instantly see each file that has been checked out for transcribing ("Current User") as well as any Jobs that have been marked "Done" by the transcriber who completed those particular jobs. When transcribers click "Move to Done" on their screen, all of the other transcriptionists' Job Managers will show "Moved to Done" for the item(s) actually moved.



- 5) Jobs can be loaded by either double-clicking on the line containing the recording you want, or by highlighting that line with a single click then clicking Load Job button. The actual # of total jobs is dynamically indicated to the right of the Job Button.
- 6) High Priority jobs can be marked with the "Stat" column and they'll appear in bright green, and are sortable by priority. -New Notes Column allows you to enter any special notations or comments about each recording (click on the cell; an arrow will appear, then you may begin typing) -Sortable duration column shows length in hours, minutes and seconds
- 7) Miscellaneous checkboxes - Ability to delete multiple jobs at once in the Job Manager is not recommended, but allowed, if you check the box to enable that feature. Transcriptionists may also be automatically notified with a warning that the job they are opening and playing has already been marked "Done."
- 8) Duration Option - The duration option allows viewing file lengths of audio dictations made in WAV, MP3, and WMA formats to be displayed in terms of minutes and seconds as an additional column on the Job Manager.

Book Marks

The Start-Stop will let you save up to 16 bookmarks for each transcription or recording. The bookmarks are saved with respect to Elapsed Time. You can type in a separate text label for each of the bookmarks to help you remember what they're for.



To Set Bookmark

Position your audio file to the point in time where you want the bookmark to be set, and then click on the **SET** pushbutton.

OR....

Go to Configure... Pedal Configuration from the Start-Stop's main menu screen, and set up a pedal for Bookmarking operation by checking ***"Check here if you want a pedal to be used for bookmarking instead."*** Every time you tap that pedal, a bookmark will be inserted.

OR....

Use a keyboard "Hot Key" to create bookmarks instantly. You can change the hotkey assignment by clicking on Configure....and Hotkeys from the **Start-Stop OmniVersal** main menu screen.

To clear a bookmark: Click on the triangle of the bookmark you want to clear. It will turn green. Now click on the CLEAR pushbutton to clear out the bookmark.

To go back to a bookmark: To go instantly to a bookmarked position (the audio clip will go to the bookmarked position), just double-click on the triangle with your mouse.

To save your bookmarks: Bookmarks are automatically saved as you create them.

To delete bookmarks for the current audio file or for all audio files: Clearing the bookmarks can be done by clicking on the "Clr ALL" button. It will ask you if you want to delete all bookmarks for the current audio file. Answer Yes or No.

Automatic display of bookmarks previously saved: The **Start-Stop Omniversal** program is “smart” and will automatically bring up the bookmark menu, if you had created or saved bookmarks in a previous session.

Recording Mode Bookmarks

You can perform “live” bookmarking or annotation during a recording session. The procedure for setting and labeling bookmarks is similar to the above description. A red background will indicate that your bookmarks are being created while recording: This is especially useful for courtroom or deposition recording.



The Bookmark function maintains an audio-file/bookmark association list under a folder called “Bookmarks” located in your PC’s Windows folder.

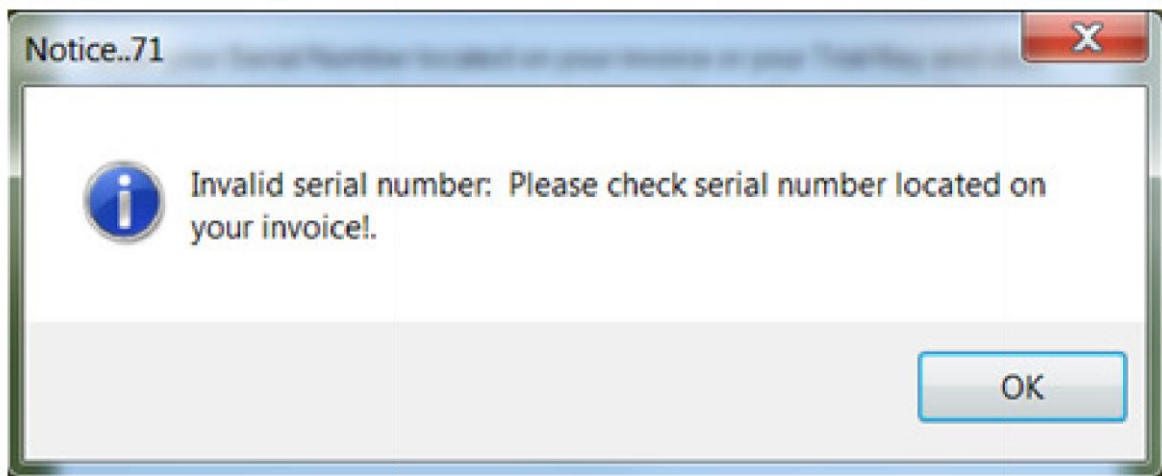
APPENDIX A – Time Stamp Control Codes (optional)

(Capitalization, brackets and spelling are very important!)

Key:	Code:
BACKSPACE	{BACKSPACE} or {BS} or {BKSP}
BREAK	{BREAK}
CAPS LOCK	{CAPSLOCK}
DELETE	{DELETE} or {DEL}
DOWN ARROW	{DOWN}
END	{END}
ENTER	{ENTER}
ESC	{ESC}
HELP	{HELP}
HOME	{HOME}
INSERT	{INSERT}
LEFT ARROW	{LEFT}
NUM LOCK	{NUMLOCK}
PAGE DOWN	{PGDN}
PAGE UP	{PGUP}
PRINT SCREEN	{PRTSC}
RIGHT ARROW	{RIGHT}
SCROLL LOCK	{SCROLLLOCK}
TAB	{TAB}
UP ARROW	{UP}
F1	{F1}
F2	{F2}
F3	{F3}
F4	{F4}
F5	{F5}
F6	{F6}
F7	{F7}
F8	{F8}
F9	{F9}

APPENDIX B – Common Error Screens

(Note: These errors are advanced messages and may require you to contact [Technical Support](#).)



Solution 1: Retype in the serial code number. Because of the size and multiple letters and number combinations, a mistyped code could cause this issue.

Solution 2: If this is your first time installing, make sure your Anti-Virus software and any malware software is turned off. The authorization connects via the internet and it may be blocked due to security restrictions on your computer.

Solution 3: Please contact [Technical Support](#) as there may be an activation issue.



Solution 1: The above error may occur if the file format is unrecognized or the proper codecs have not yet been loaded. This commonly refers to ZIP type files which are compressed files, and are normal type download files from internet sources. You will need to extract the file before playing or set up using MyDictation function.

Solution 2: Contact [Technical Support](#).

APPENDIX C – Troubleshooting

Issue:	Resolution:
Pedal Doesn't Work	<ul style="list-style-type: none"> • Close application, unplug pedal, plug in pedal, restart computer, restart application • Download USB Tester – pedal needs to be replaced if any of the pedals do not turn red when pressed.
Application doesn't start	<ul style="list-style-type: none"> • Restart computer • Reinstall software
File Loads but won't play	<ul style="list-style-type: none"> • Restart computer • Is the file an approved format? File Formats • If the file is on a CD/DVD, try copying to your computer and load from this location.
No Sound from Head Phones	<ul style="list-style-type: none"> • Close application, unplug headphones, insert headphones, restart computer • Try a different USB port or audio plug, restart application • Test sound with other software/ try headphones on different computer if available. <p>Unplug Head Phones; do you have sound from speakers? Then Unplug speakers (if possible) and just plug in Head Phones.</p>

TECH SUPPORT: Please visit [Technical Support](#) and click on Email Tech Support. You will be given a short form to complete which will assist us in helping you as quickly as possible.

Toll-Free Tech Support

Call us toll-free (USA 48 States) 1 (866) 254-0714 x1 Monday - Friday 9:00 AM - 6:00 PM, Saturday 11:00 AM-1:00 PM Eastern Time (Florida) - within the USA.

If you're outside the USA, call (727) 939-8853. We want you to be completely happy with your purchase. We will be glad to answer any questions you have about setup, installation or use.

FAX Tech Support

FAX us at (810) 821-6940. Please include the following information: Your Name, Company Name, Address, Telephone Number, Date Purchased, Type of Product(s) purchased from HTH Engineering, Detailed information on the type of computer you are using, detailed description of your problem or question.

High Speed Internet Users

For those customers who are using high speed internet connections, we can assist through web conferencing with GoToMeeting™ or GotoAssist™. These products allow the support technicians to view your computer remotely and assist you just like they were sitting right in front of your computer.

LIMITED WARRANTY

This unit is guaranteed against defects in material or manufacture for a period of 1 year from the date of original purchase. Please call (727) 939-8853 or (866) 254-0714 (Toll-Free USA & Canada) to initiate repair procedures and be given the address for returns (RMA# required). Headsets have a 90-day warranty.

The unit will be repaired or replaced, at seller's discretion. Shipping costs cannot be refunded. No other warranties are expressed or implied. Seller accepts no liability for fitness for use in intended application. Liability is limited strictly to the purchase price of the unit.

HTH Engineering, Inc.,
Tarpon Springs, Florida
Phone: (727) 939-8853 FAX (810) 821-6940
Website: <http://www.startstop.com>



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