

Spring 2004

Volume 2, Issue 4

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Help On Help

The most overlooked feature in any software is the 'HELP' button. Perhaps it is because during the early days some software vendors were notorious for the poor quality of their 'Help' files.

We here at AristoCAT have put a great deal of effort into the online files available within each and every program. Simply clicking on the 'HELP' button or going to the heading 'HELP' will give you the latest information on new features. Each time you download an update from our website the most up to date help file information is downloaded as well and is there at the click of button or menu item.

**1-800-727-4786 or
e-mail:
support@aristocat.com**

Updates at your fingertips...

Whether we're talking about giant software vendor Microsoft or little old AristoCAT, every computer software manufacturer now posts updates on their web site. Though we try very hard to test our latest programs under a variety of conditions there's nothing like having it out there in the user population to highlight issues.

In the old days we would have to wait a certain length of time after introducing a new version of the AristoCAT software for reports to come in, tests to be carried out and

finally solutions crafted before sending out, by mail, updates to all our customers. A very time consuming process to be sure.

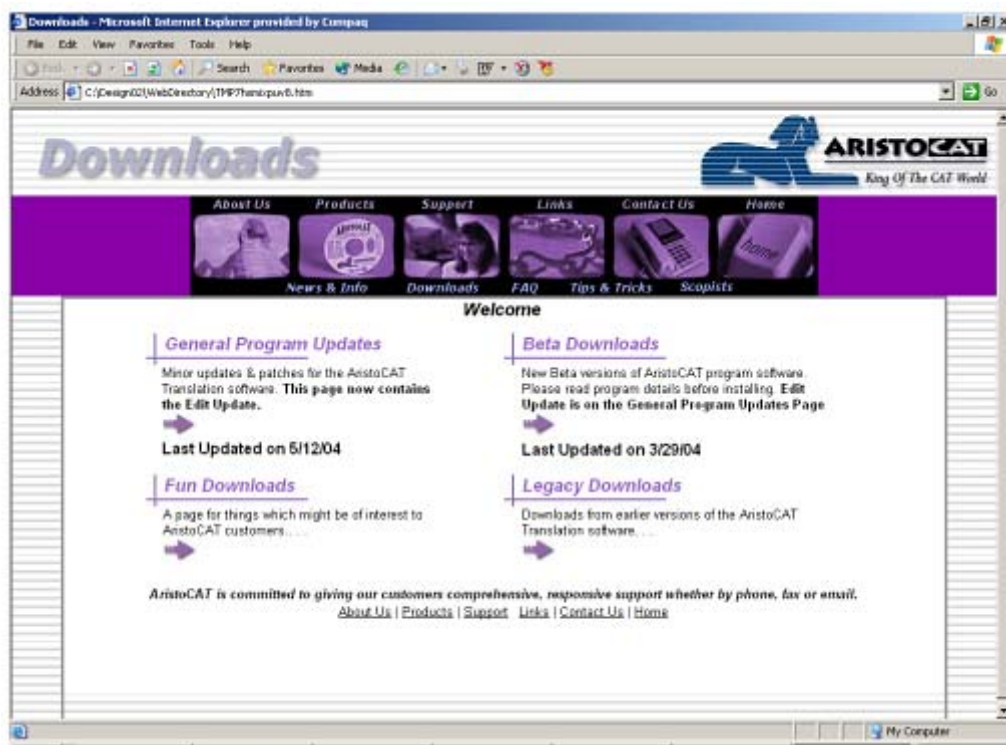
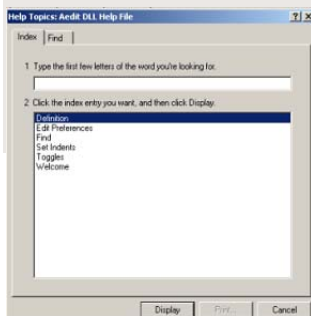
Now, with the vast majority of our customers connected to the internet, we are able to offer solutions sometimes within days of a report as well as offering newly developed features as soon as they are ready for use. We have also worked very hard to make sure downloading updates from our website is a simple, straightforward process. We will, once or twice a

year, continue to send updates on CD, but to get the latest updates as quickly as they become available, you will need to download them from our web site.

The Process

You access the download section of our website by first going to www.aristocat.com. At the top of the page is a link labeled 'SUPPORT'. Clicking this link will take you to the Support page. Here you will want to click on 'DOWNLOADS'. This link will take you to a page of

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I Have Options?

One of the many original design goals of Microsoft Windows was to provide a common user interface. Programs from different software vendors would look and act similar to each other, thus making it easier for the user to learn new software. Well as time has gone on, software vendors have strayed from the common user interface and AristoCAT is no different.

When you go into many programs, such as Microsoft Word, the first thing you see is a blank screen with a menu. When you want to work on a file, you must first click File, then click Open and you will then be presented an Open dialog box from which you choose the file you want to work on. Since 99 percent of the time when you go into an AristoCAT program you want to work on a file, we automatically show the Open dialog box. And we put the name of the last file you worked on in the Filename box, so that

most of the time, all you have to do is click the **'Open'** button or press the ENTER key, saving you several mouse clicks. The disadvantage of automatically showing the Open dialog box, is that many customers don't realize that there is a menu available and on this menu are program options.

So how do I access this menu? Whenever you first start an AristoCAT program and you are presented with the Open dialog box, click the **'Cancel'** button instead of the **'Open'** button.

Let's use the Edit program as a classic example of menu items and the options available to help increase your productivity. First start the Edit program and then click the **'Cancel'** button. As you can see you now have a blank Edit screen with menu items and from the menus, you have the ability to:

- Change Function Keys

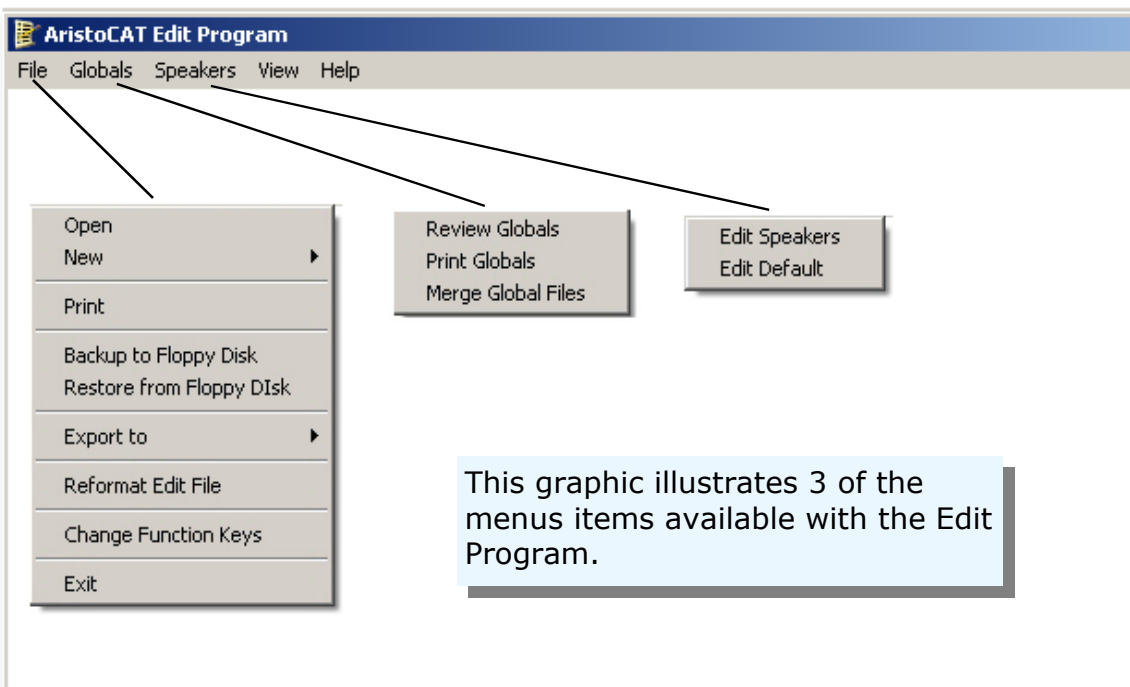
- Create new include/.WRK file
- Backup to/from Floppy
- Export a .WRK file
- Reformat Edit File
- Review Globals
- Print Globals
- Merge Global Files
- Edit Speakers
- Edit the default Speakers list

If you have not used any of these features before you'll find the added control over such things as globals and speaker lists will increase your efficiency and allow you to use AristoCAT to its' full potential.

As mentioned before, Edit is not the only AristoCAT program with menu items offering control over both settings and features:

- Print Program
- Multipage Program
- ASCII Program
- Real-Time and Translation Programs
- Proofreader Program

You access the menu items in the same way for each of the above programs. When prompted for a file to open click on the **'Cancel'** button. You are left with a blank screen with several menu headings across the top. And on these menu items, you will find many useful options.



Using AVSync. . .

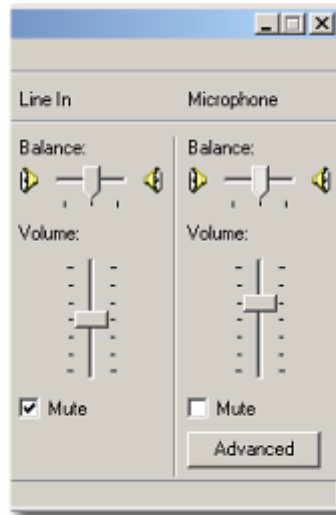
Not surprisingly in the last couple of years we've heard from many of our customers who want to start using AVSync. Expert testimony is often a minefield of polysyllabic terminology. Having an audio recording of proceedings made during a real-time session can often be the difference between a difficult and an impossibly difficult transcript.

What can make use of AVSync daunting is that it is more than just your software at work. It's a blend of AristoCAT, your computer hardware/software and an external microphone. All these pieces have to be working in concert.

When you plug a microphone into a computer you're actually plugging directly into the sound card. This is a piece of hardware that converts the analog microphone signal into digital information saved as a file. All computers have a mixing board interface where you can control the playback volume and recording volume. If the recording volume (microphone) is turned down or off (mute) then everything else might be working great but the resulting audio file will have no sound. A muted microphone input is the #1 reason for an AVSync related tech support call to AristoCAT. The solution is simple:

1. Click on the START button at the lower left corner of your computer screen.
2. Go to PROGRAMS and from the resulting menu bring your cursor over ACCESSORIES.
3. Another menu appears. Bring your cursor over

ENTERTAINMENT and from the resulting menu select VOLUME CONTROL. The volume control mixing board will open (partial image below).



As you can see there is a slide control for MICROPHONE and below the slide a check box for MUTE. If there is a check mark in mute or the slide is at the bottom then the computer will not record any sound. Conversely if the slide for the VOLUME CONTROL is muted or the slide is at the bottom then you will not be able to hear a successfully recorded sound file.



AristoCAT AVSync

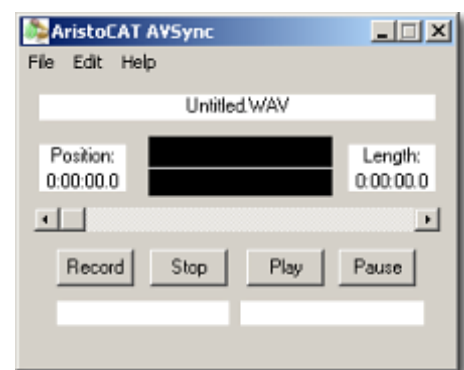
As is mentioned in the manual we suggest you take the time to test your sound recorder before you start a real-time session. Simply double-click on the AVSYNC icon which appears in the AristoCAT folder. The AristoCAT AVSync recorder will open (image at right). With your microphone plugged in and having checked the Volume Control you can click on the RECORD button

and do a test of 10 or 15 seconds of any sound. When finished click on the STOP button then click on the PLAY button. If everything is working you should hear the recording through the speakers of your computer.

Another AVSync issue which comes up is the seemingly successful recording of a sound file but when in Edit keying in Ctrl+KM doesn't cause the recording to start playing. At this point let's review how this process works. When you make a recording during a real-time session there needs to be a link between the audio file and the .WRK file. That linkage is the time stamp file.



When choosing real-time options (image below) you must make sure the 'NO TIME STAMP FILE' check box is unchecked. If it is checked on then no time stamp file is created and there is no linkage between the audio file and the wrk file.



Updates At Your Fingertips. . . (continued from page 1)

download instructions. Please take the time to read this information. Once you have read the instructions there is a link to 'continue on to download page'. Once you have reached the download section you can bookmark this page for easy access in the future. The Download page is the starting point for all the downloadable material on our website.

The section you will most often use is 'General Program Updates'. Each of the downloads come in 2 forms along with a PDF file containing important program notes. If you click on the link for a PDF file the file will open in a new browser window. As mentioned the updates come in 2 forms with the only difference being the file extension; one is named with the full *.EXE and the other has a *.E extension. This is the only difference. Unless you are part of a network or protected by an aggressive firewall you only need download the file with the *.EXE. If are prevented from downloading the *.EXE file then try the *.E file and simply rename the update with the full *.EXE extension once it has been

downloaded. All of this information can be found on the Download Instructions page.

Each of the updates for AristoCAT's software are packaged using a program called InstallShield®. This program contains our updates as well as information about where and how the updates are to be loaded into your computer. InstallShield® is now the industry standard for installing software and we think you'll be pleasantly surprised at how quick and easy the whole process works.

AristoCAT Support Staff

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Coming Soon! Updates on CD.

In the next few weeks we will start shipping an update on CD. This update will be a supplement to the December '03 Update and will have fixes to problems found as well as additional enhancements. This CD will contain the updates found on our website plus additional programs.

AristoCAT R&D Team

Support Calls

In our last newsletter, we discussed the procedure for sending support e-mails to help ensure that we can distinguish your e-mails from Spam (they should be sent to support@aristocat.com with a meaningful subject.)

While we strive to answer every support call with a live person, there will be times when you reach voice mail instead. There are a couple of things which will help us to get back to you quicker.

1. Because voice mail calls can be cut off at the end of a message, leave your name & phone number **first** in a clear and slow manner. This will help us to make sure we can get back to you and help you.
2. After your name and phone number, if applicable, leave a brief description of your question or problem. Sometimes when we call back, we get your voice mail and oftentimes we can leave an answer or solution.

It is our goal to respond to every call and e-mail as quickly as possible and with your cooperation, we can achieve this goal.

www.aristocat.com The Place to Be

It is recommended you visit our web site regularly. Our web site will be our primary method of communicating with you. On our web site you will find:

- Program updates
- Tutorials
- Manual Updates
- Seminar and Training Schedules
- Tips and FAQs
- Tips on Buying Hardware

We have tried to supply clear, concise instructions on the website for downloading any of the material offered. It is strongly recommended that you print out the instructions to have in hand when you are ready to download.