outsec Dictate

User Manual

Android App version: 1.0

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About OutSec

OutSec is the UK's leading online transcription company established in 2002 with teams of highly experienced specialist typists covering all areas of transcription: Medical, Legal, Financial, Corporate, Interviews & Media, Surveying & Property, Universities, Inventories, Corporate, HR, Recruitment and Executive Search.

About OutSec Dictate

OutSec Díctate is an app which turns your smartphone or tablet into a digital dictation machine. The app is free for OutSec customers to enable clients to access the OutSec transcription service without incurring additional costs associated with purchasing digital dictation equipment.

Hardware and Software Required

To use the OutSec Dictate App you need a device capable of running a minimum of Android version 8 (Oreo) or higher. Your device must have a minimum of 1.5 GB of free storage space to be able to run the app. The app will warn you when you are running out of space or battery power.

In addition to the OutSec Dictate app, we recommend that you the following apps installed on your device:

1. **Microsoft Office 365 app.** This enables you to access your completed Microsoft Word, Excel and Powerpoint documents on device. You can download this app for:

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iOS & iPadOS: Microsoft 365 (Office) - App Store
Android: Microsoft 365 (Office) - Google Play

2. **A Zip extraction app**. As OutSec send files back via .zip file where there is more than one document, we recommend you have a zip extractor app to access completed documents on your device. Your files app on device might have this functionality. This just depends on your version of Android, iOS and iPadOS you are running.

   iOS and iPadOS: WinZip - App Store
   Android: WinZip - Google Play

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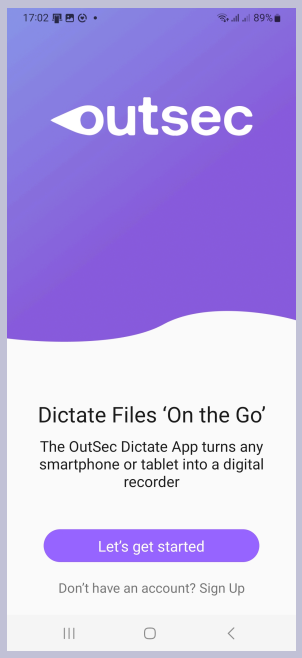
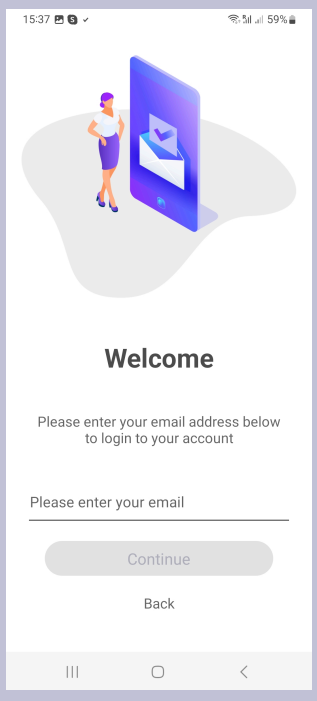
Setting Up The OutSec App for First Use



To start, press 'Let's get started'.

Enter your OutSec registered email address (the email address which you used to open your OutSec account).

Press "Continue".



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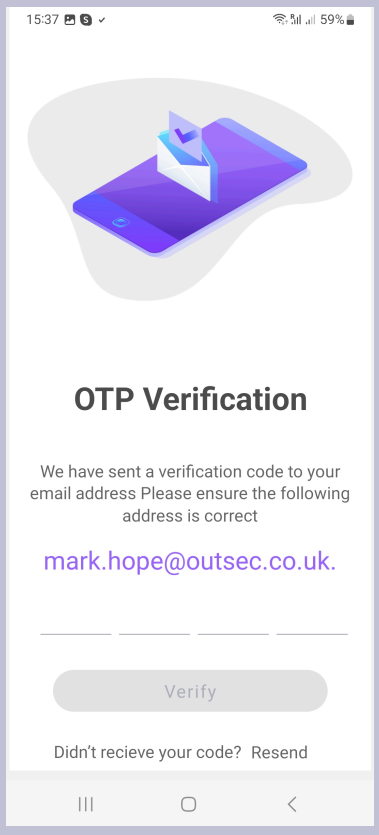


You will have been sent a 'One Time Passcode' (known as an 'OTP') to your OutSec registered email address. If you have not received this, please check that your email address is correct.

Enter the code into the boxes.

Then press "Verify".

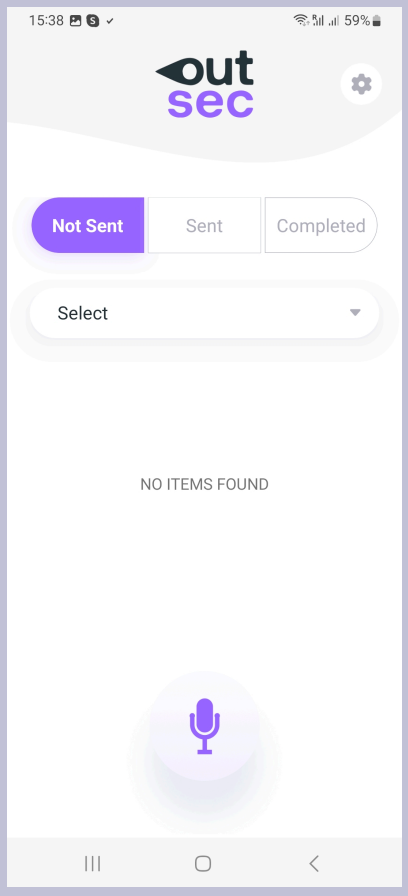
You will then be presented with the dashboard. From this dsahboard you are able to see recordings which are:

- **Not Sent;**
- **Sent; and**
- **Completed.**

Obviously, recordings you send to OutSec will be transferred to "Sent". Once they have been transcribed by us, these recordings will appear in "Completed". You can also sort your recordings in these three sections by:

- **Name;**
- **Date;**
- **Cost Amount; and**
- **Time.**

To start recording press the microphone symbol.



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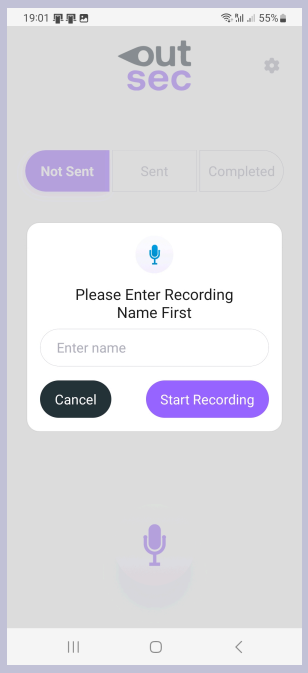
Recording Your First Sound File



Once you press the record button, you will then be prompted to name the file at this point.

Enter your file name.

To start the recording process, press "Start Recording".

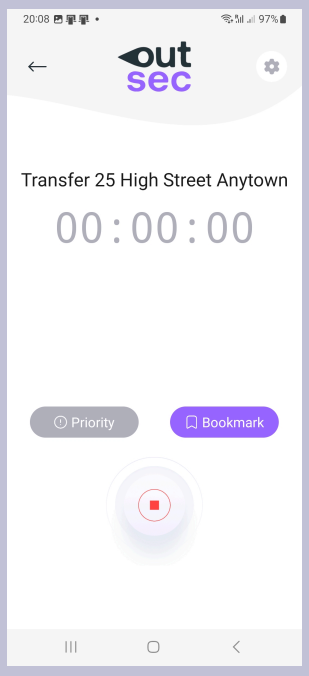
This will take you to the recording screen.

In this example, we have named the recording "Transfer 25 High Street Anytown".

To start the recording process, press the record button.

Please Note:

If you leave the app or if you receive a phone call whilst the app is recording, the app will automatically save the recording. You are able to add onto your recording should this happen.



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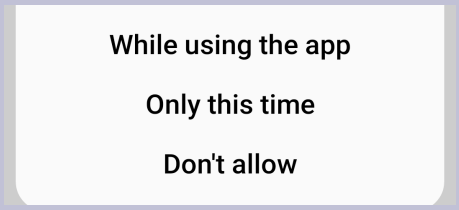


If this is the first time using the app you will be asked for permission to allow it to record.

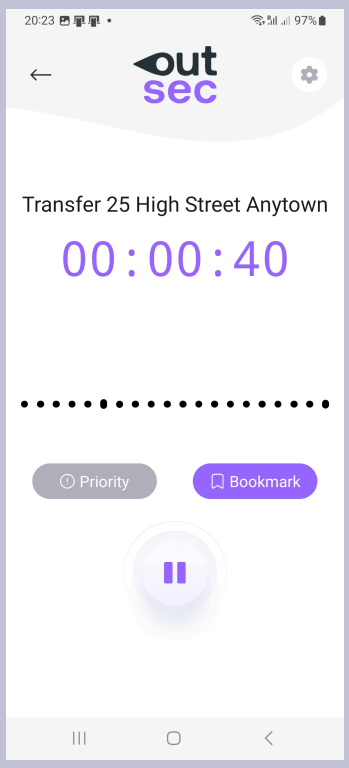
Please press "Whilst Using This App".

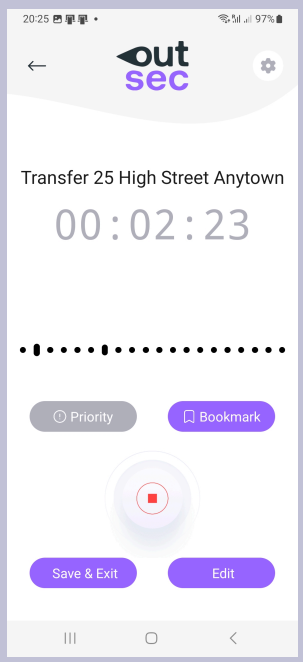
You will now see that the app shows a waveform. This enables you to see that your voice is being picked up by the microphone, how loud you are speaking and that the app is recording.

To pause the recording process press the pause button.

Please note:

You can mark the recording as a "priority" before recording, whilst recording or after recording. You can also change the priority status to normal status at these times too by unchecking the priority box. You can also create a bookmark. For more information see Bookmarking later on in this manual.





This will show that the recording has been stopped.

If you have not finished recording press the record button again to continue recording your file.

If you want to edit the file (for example, if you wnted to overwrite part of the file), press "Edit".

To save the recording press "Save & Exit".

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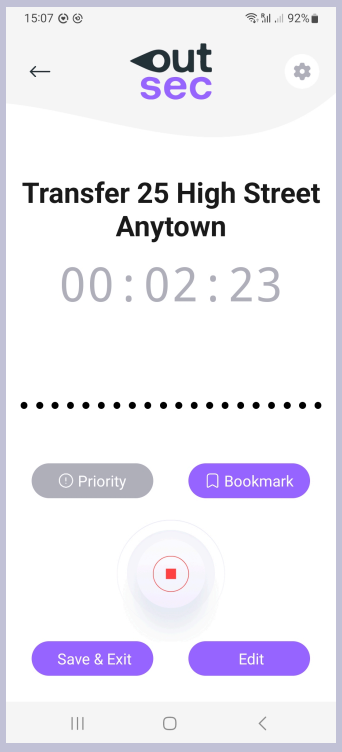
Editing Your File: Inserting New Audio

The insert functionality effectively allows a section of dictation to be added into the beginning or end of the dictation or indeed within the dictation itself. You can insert a new audio when:

1. You are still within the recording; or
2. When a file has a “Not Sent” status and by going to the edit screen, by pressing the play button near the soundfile name.

Inserting at the Beginning



You can insert a new section of audio at the beginning whilst in the recording screen. To do so, you need to stop recording. This will show this screen.

To access the edit screen, press “Edit”.

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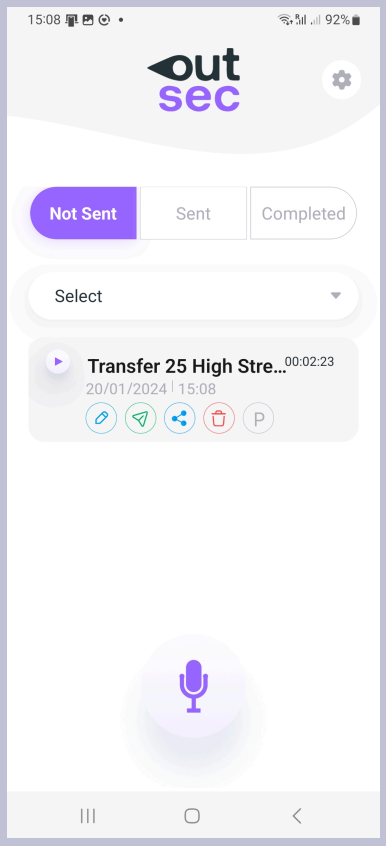
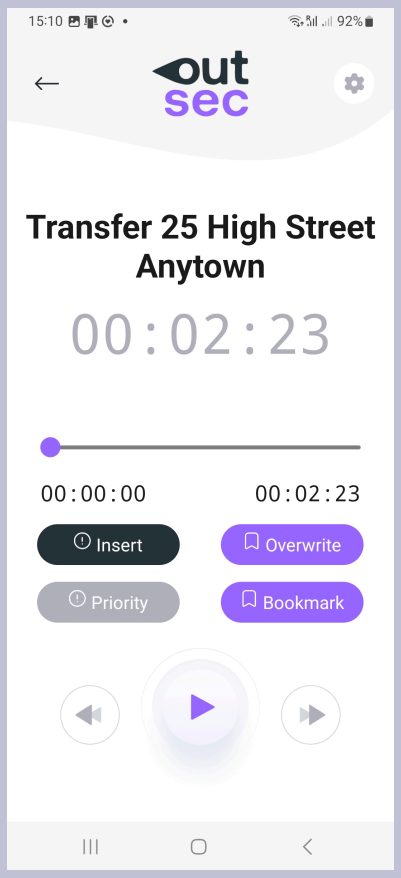
Alternatively, if you have left the recording screen and provided the recording is still in "Not Sent", you can edit the recording by pressing on the play icon near the filename.

By pressing the play button you will gain access to the "Edit" screen below.





You are now presented with the Edit screen.

Here you are able to insert a section of dictation at the beginning of the soundfile.

To do so, press "Insert".

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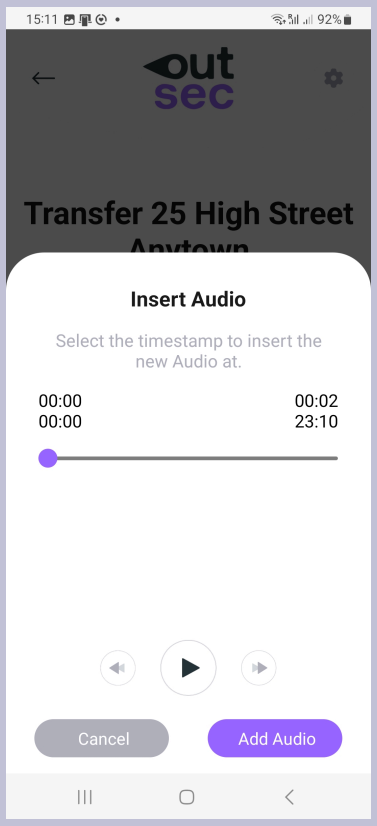
On this screen you can play the audio file to enable you to locate where you should insert your additional section of audio. The timings here are shown in hours, minutes, seconds and miliseconds and displayed as:

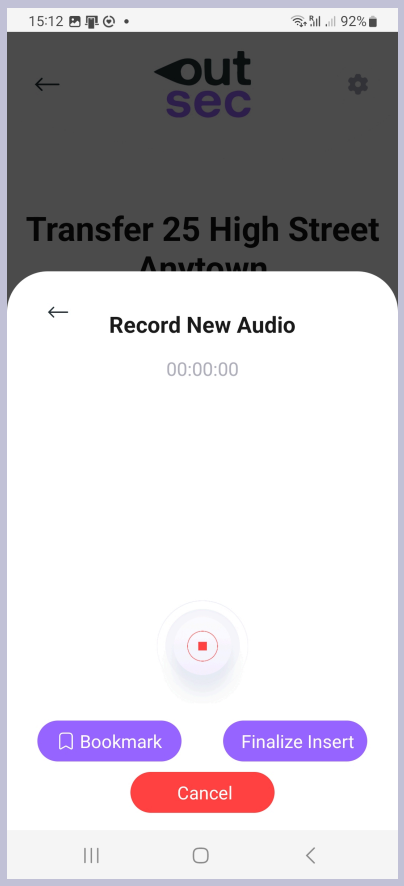
hh:mm
ss:ms

This is here to ensure that any insertion is accurately placed within the recording to avoid "clipping" as much as possible.

As you are recording at the beginning of the recording, there is no need to touch anything on this screen.

All you need to do is press "Add Audio" and this will add a new section of audio at the start of the recording.





You will be presented with a record screen.

Press the record button. This will start the recording process.

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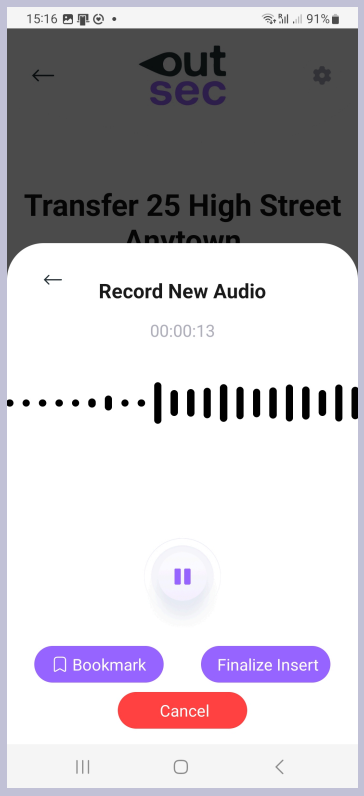
You will see that the app is recording.

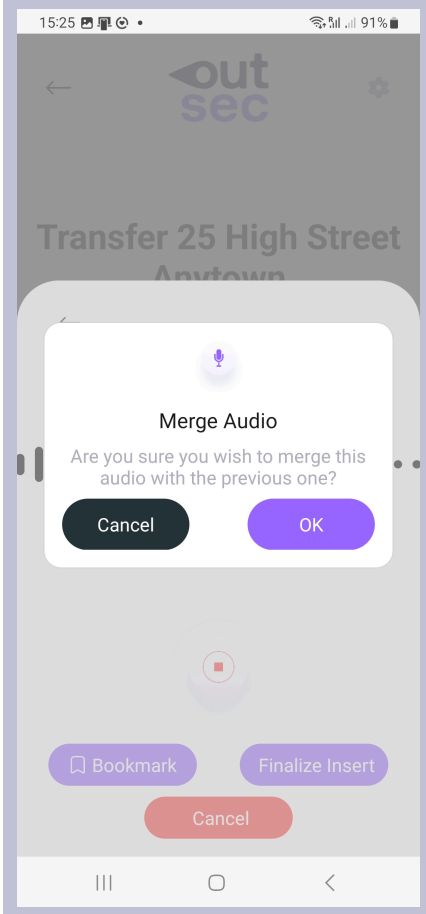
To pause the recording press the pause button. This will change to a record button. Press the record button to restart the recording.

If you wish to abandon your changes altogether press "Cancel".

You are able to add bookmarks into audio too by pressing the "bookmark" button.

Once you have finished adding in your additional audio press "Finalise insert".





Once you press "Finalise Insert" you will be asked if you are sure you wish to merge the audio with the existing audio. Press "OK" to continue.

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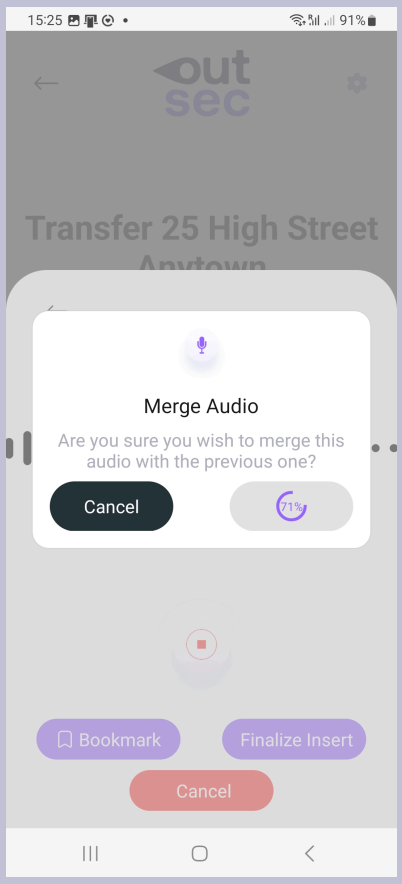
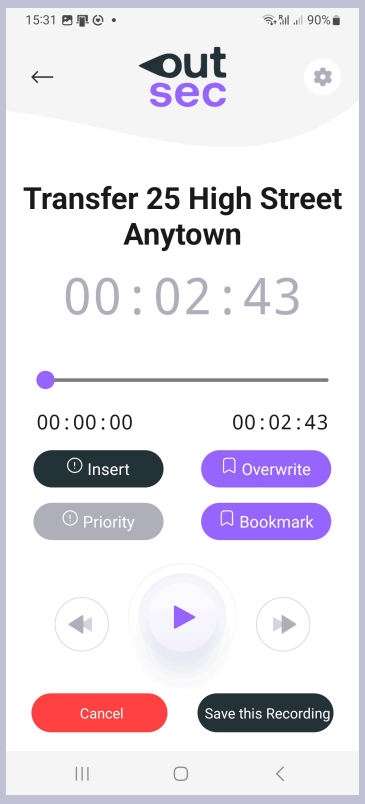
You will see that the audio starts to merge. Do not leave this page whilst the audio is merging.

There is a visual counter which indicates how long this process will take.





Once the counter reaches 100% you will be presented with this screen.

If you press "cancel" you will delete any amendments you made to the audio.

To save, press "Save this recording". This will take you back to the "Not Sent" listing screen. For further information see: "File Status: Not Sent".

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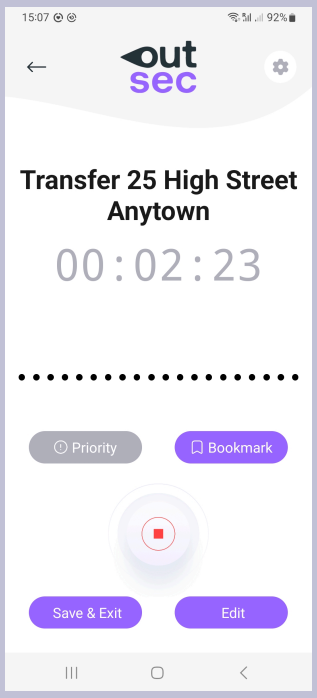
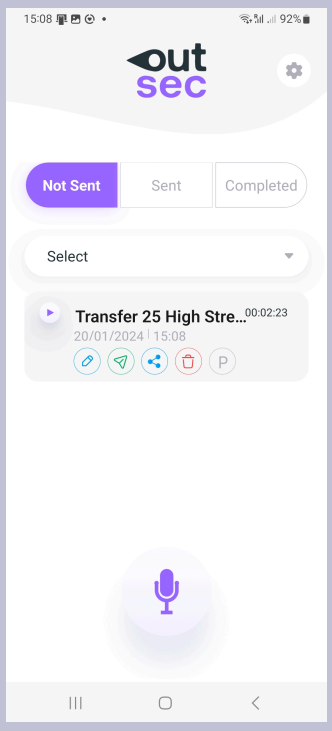
Inserting at the End



To insert a new section of audio at the end of your recording, if you are still on the recording screen, you just need to press the record/stop button. This enables you to continue on with your dictation.

If you have left the recording screen and wish to add some additional content at the end of the recording, provided you have not sent the recording to OutSec, you can edit the recording by pressing the play icon near the filename in "Not Sent". This takes you to the Edit screen.



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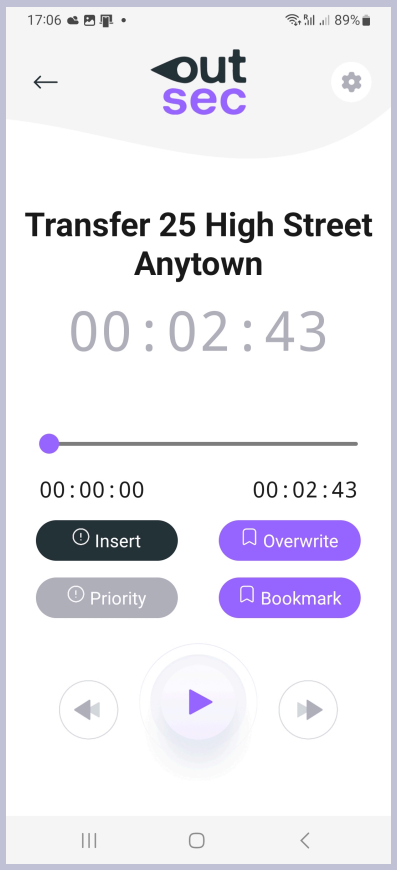


You are now at the Edit Screen.

Here you are able to insert a section of dictation at the end of your soundfile.

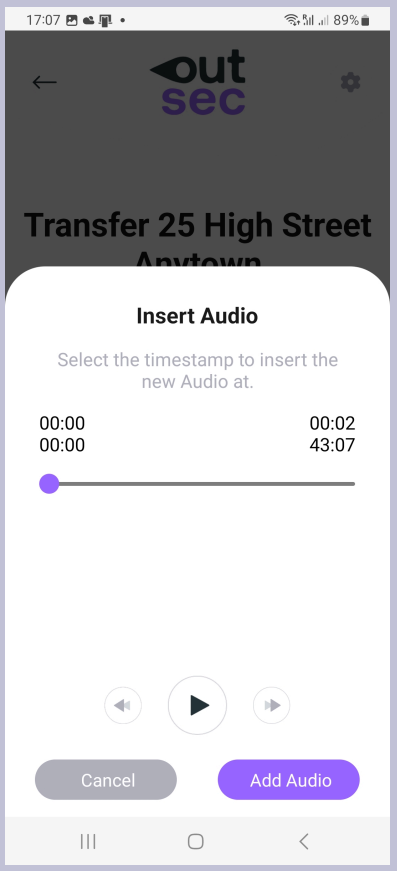
To do so, press "Insert".

On this screen you are able to play the audio file and locate where within the recording you need to add additional audio. The timings here are shown in hours, minutes, seconds and miliseconds and displayed as:

hh:mm
ss:ms

This is here to ensure that any insertion is accurately placed in the recording to avoid "clipping".

As you are recording at the end of the recording all you need to do is move the slider from the left to the right. See below.



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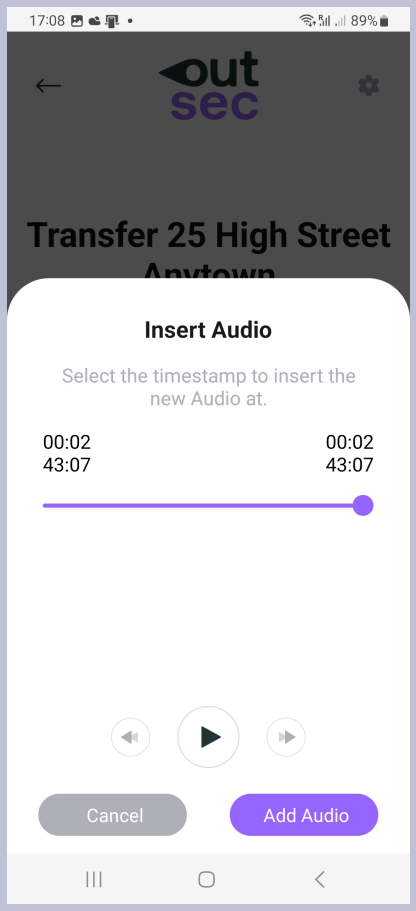
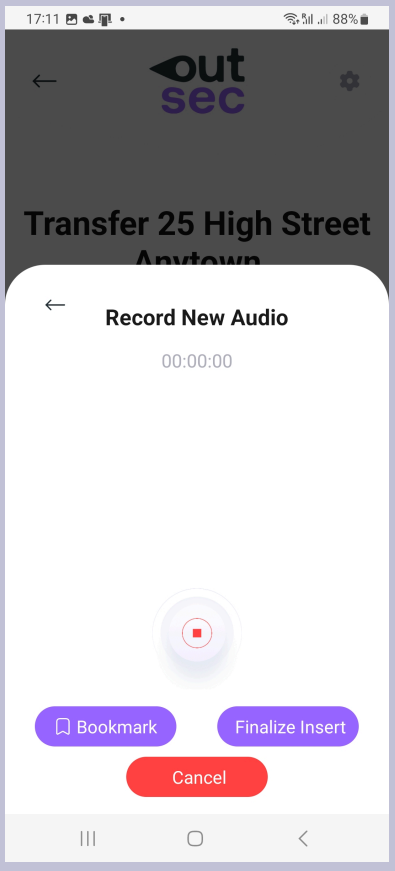


Then you just need to press "Add Audio".

Then press the record button to start recording.



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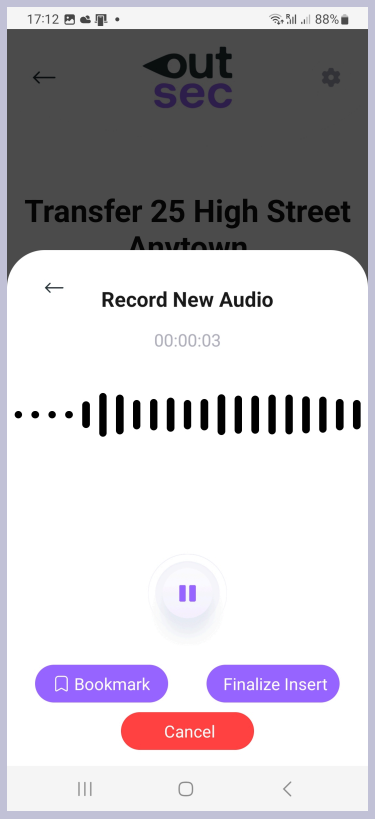


Then you will see that the recording has started.

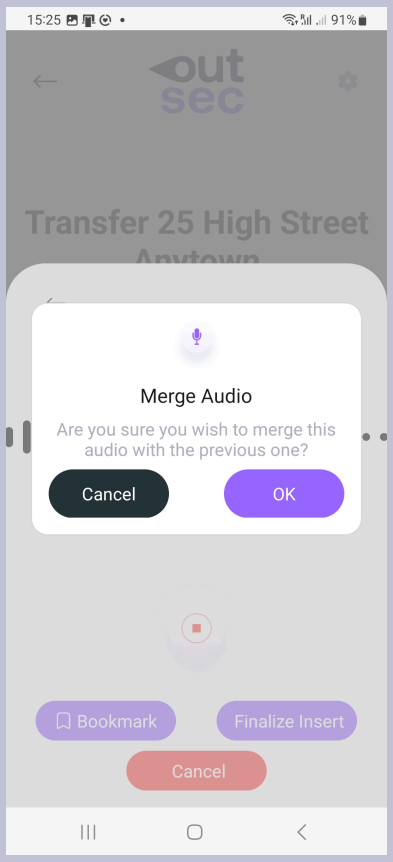
If you need to pause the recording whilst recording, press the record button. When paused this will turn into a record button. Press record when you wish to continue.

If you wish to bookmark your recording, you can do so by pressing the "Bookmark" button.

If you wish to abandon the recording, press "Cancel".

When you have finished your recording, press "Finalise Insert".

Once you press "Finalise Insert" you will be asked if you are sure you wish to merge the audio with the existing audio. Press "OK" to continue.



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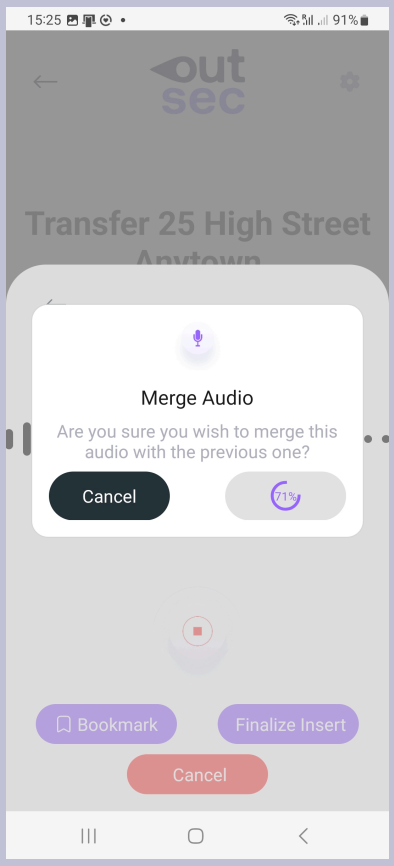


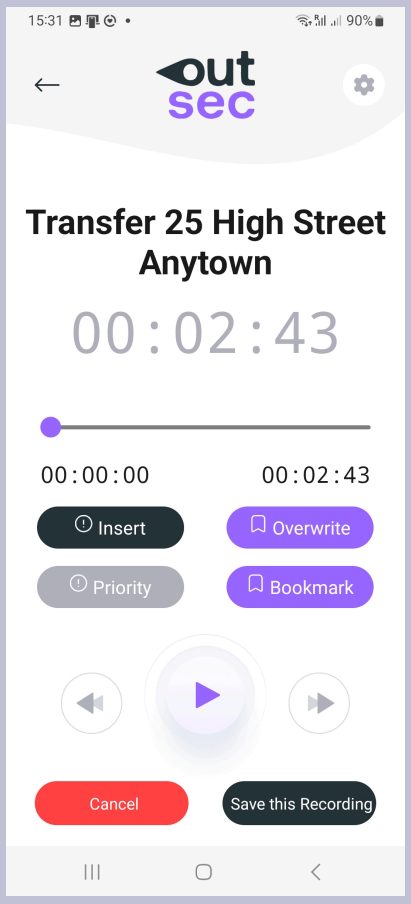
You will see that the audio starts to merge. Do not leave this page whilst the audio is merging.

There is a visual counter to give you an idea how long this process will take.

Once the counter reaches 100% you will be presented with this screen.

If you press cancel you will delete any amendments you made to the audio.

To save, press "Save this recording". This will take you back to the "Not Sent" listing screen. For further information see: "File Status: Not Sent".



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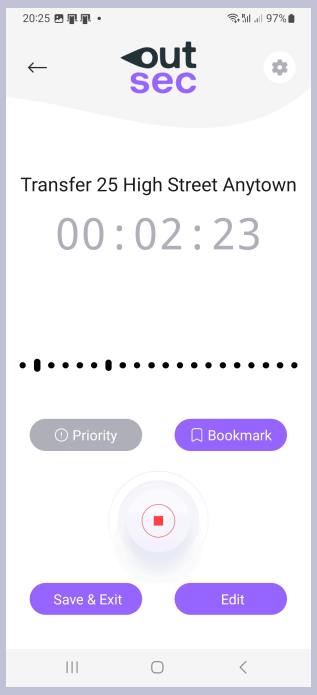
Inserting within the Recording



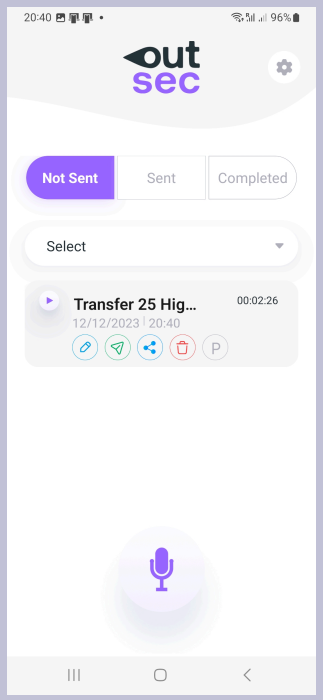
If you are still at the recording screen and wish to insert a section of audio within your recording, all you need to do is press stop.

This will then give you access to be able to Edit the file.

To insert a new section of audio, simply press "Edit".

If you have left the recording screen and provided you have not sent the recording to us, you can edit the recording by pressing on the play icon near the filename, whilst the file is in "Not Sent".

This will take you to the edit screen (see below).



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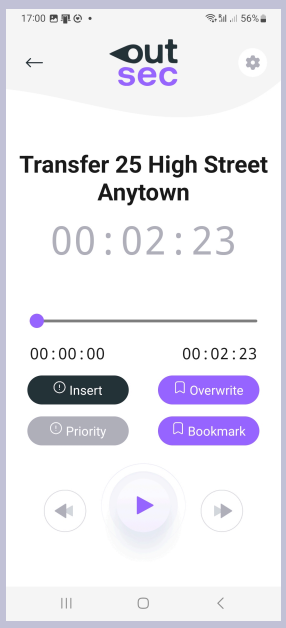


You will then be presented with the Edit screen.

Here you are able to insert a new section of audio at any point within the existing soundfile.

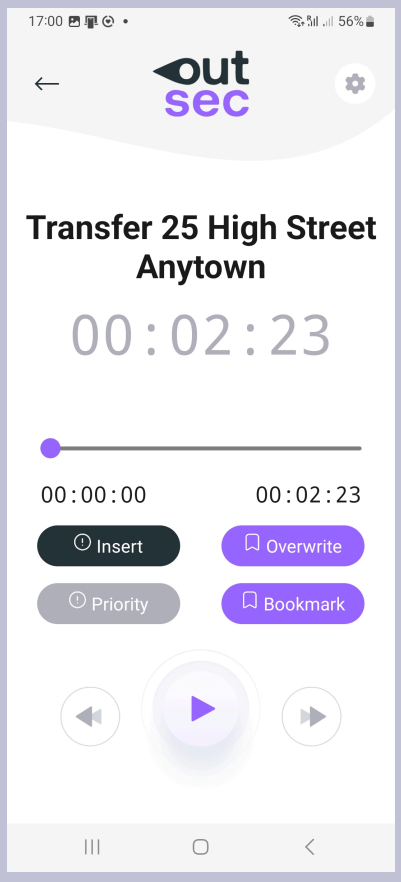
To do so, press “Insert”.

You will be presented with this screen. This screen is here so you can play the audio file and locate where you should add additional audio. The timings here are shown in hours, minutes, seconds and miliseconds and displayed as:

hh:mm
ss:ms

This is here to ensure that any insertion is accurately placed in the recording to avoid “clipping”.

As you are recording somewhere within the recording you will need to find the correct place to record. You may need to listen to the recording by pressing the play button to locate the appropriate place. If you have an idea as to the approximate location you may use the slider, to move the audio forward and then press play until you locate the correct location. The rewind and fast forward buttons may also be of assistance in this regard.



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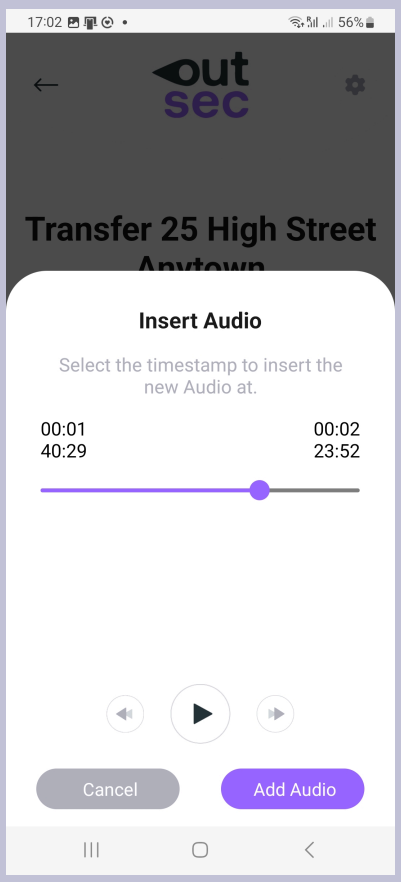
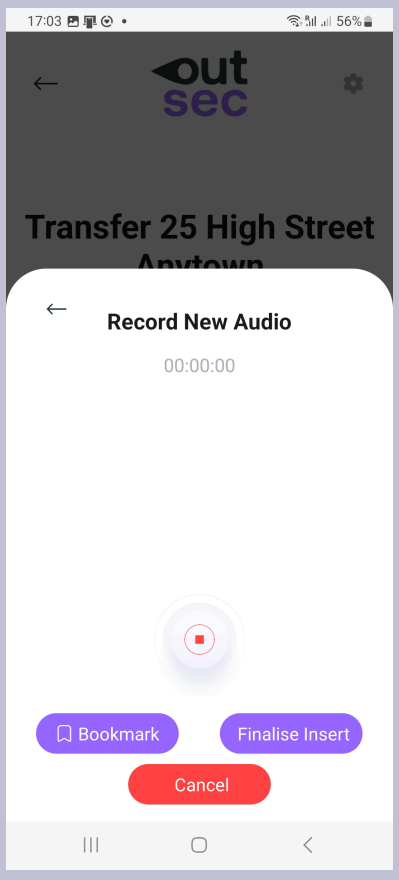


In this example, we have located the position where we wish to insert a new section of audio. As you can see this is at 1 minute, 40 seconds and 29 miliseconds.

To insert audio in at this position we would simply press "Add Audio" to start recording a new section at this point in the recording.

Once you press "Add Audio". You will arrive at this screen. Press the record button to start the recording.



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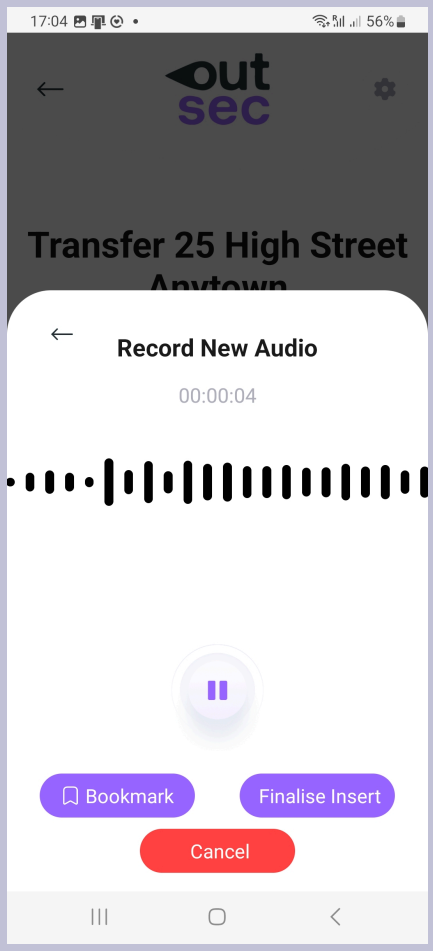


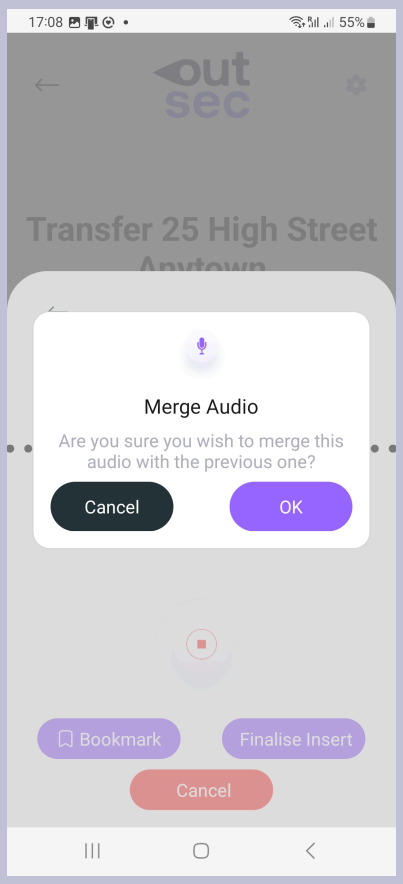
Once you press record you will see that recording is taking place. To pause the recording at any point press the pause button. To resume recording press the record button.

To add a bookmark into the recording, press the "bookmark" button.

If you wish to abandon your changes press "cancel".

If you have finished recording press, "Finalise insert".

Once you press "Finalise Insert" you will see you get a pop up asking you whether you wish to merge your audio. Press "OK".



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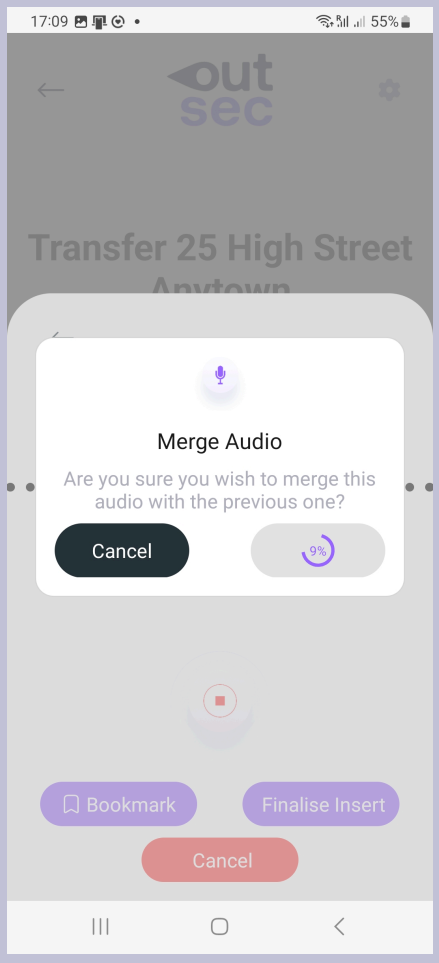
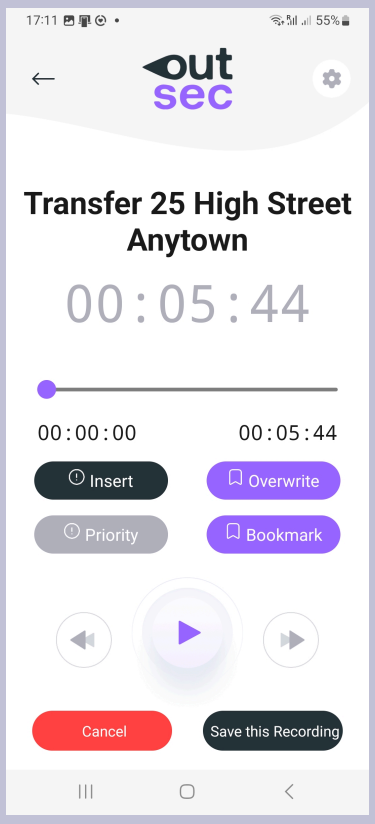


You will see that a counter appears. This is to inform you of the progress of the merge process. Please do not close the app at this point.

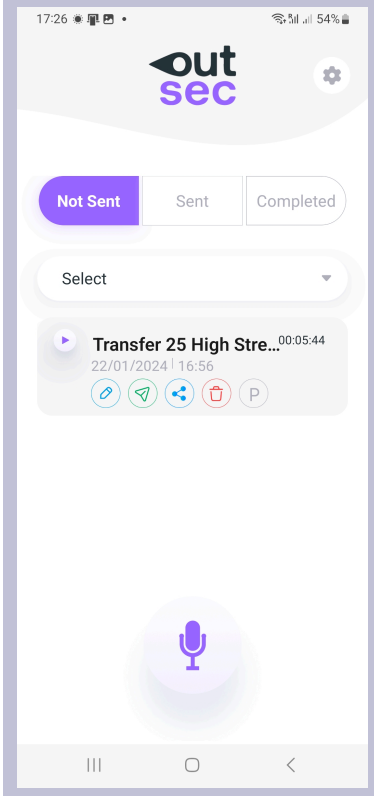
Once the counter reaches 100% you will be presented with this screen.

If you press cancel you will delete any amendments you made to the audio.

To save, press "Save this recording". This will take you back to the "Not Sent" listing screen (see below).



© 2024 OutSec Services Limited



You are now back at the listing screen. For further information see: "File Status: Not Sent" below.

Editing Your File: Overwriting

The overwrite functionality effectively allows a section of dictation to be deleted from the point at which overwriting occurs. The app then adds in a new section of dictation. It therefore can be used to correct dictation on the go, should you wish to remove for example, the last word, the last sentence, or last paragraph dictated.

This may require you to play the sound file and find where you wish to begin overwriting from.

You may then need to make minor adjustments using the waveform, to ensure you record where there has been a natural pause in speech to avoid "clipping" where possible.

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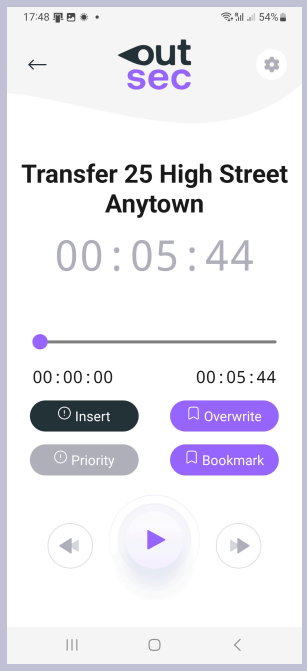
Overwriting: At the End of the Recording



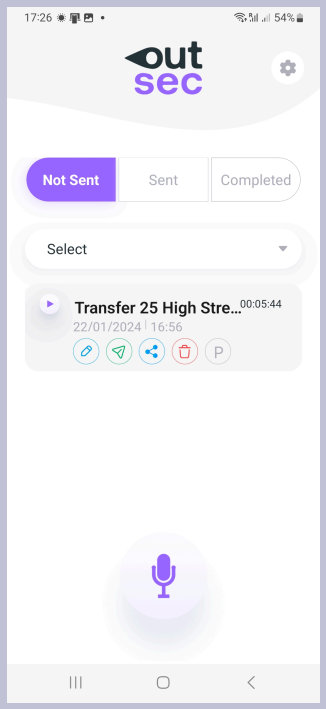
If you are still at the recording screen and wish to overwrite, say as you made a mistake at the end of a sentence, all you need to do is press stop.

This will then give you access to be able to Edit the file.

To insert a new section of audio, simply press "Edit".

If you have left the recording screen and provided you have not sent the recording to us, you can edit the recording by pressing on the play icon near the filename, whilst the file is in "Not Sent".

This will take you to the edit screen (see below).



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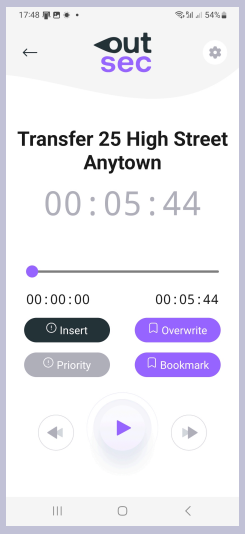


You will then be presented with the Edit screen.

Here you are able to insert a new section of audio at any point within the existing soundfile.

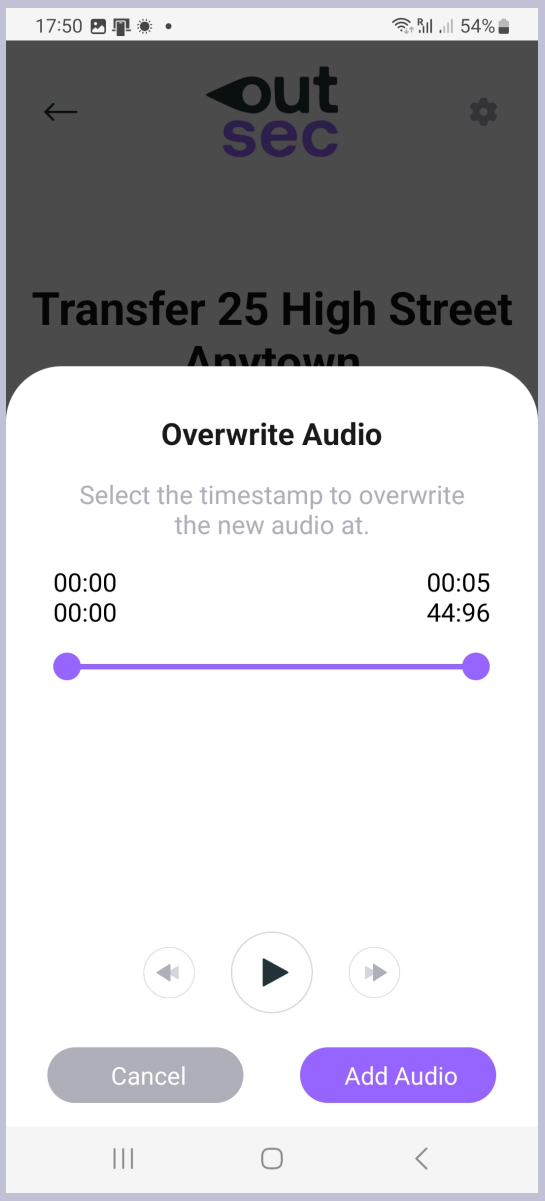
To do so, press "Overwrite".

You will be presented with this screen. This screen is here so you can play the audio file and locate where you should add additional audio. The timings here are shown in hours, minutes, seconds and miliseconds and displayed as:

hh:mm
ss:ms

This is here to ensure that any insertion is accurately placed in the recording to avoid "clipping". The overwrite functionality effectively allows a section of dictation to be deleted from the point that overwriting occurs, deleting everything from that point until the end, and then adding in a new section of audio in its place.

You will need to listen to the recording by pressing the play button to locate the appropriate place in the recording you wish to restart your dictation from. If you have an idea as to the approximate location you may use the slider, to move the audio forward and then press play until you locate the correct location. The rewind and fast forward buttons may also be of assistance in this regard.



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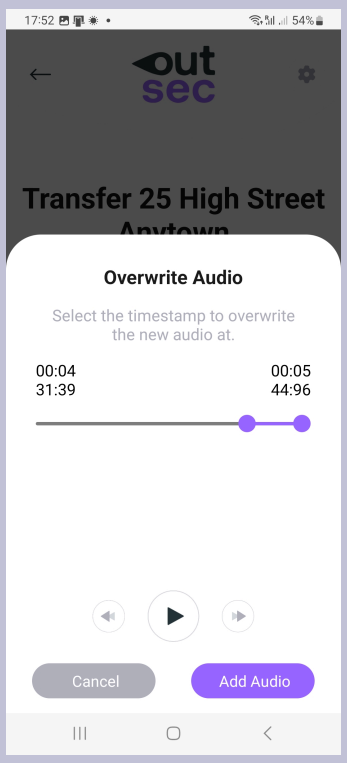
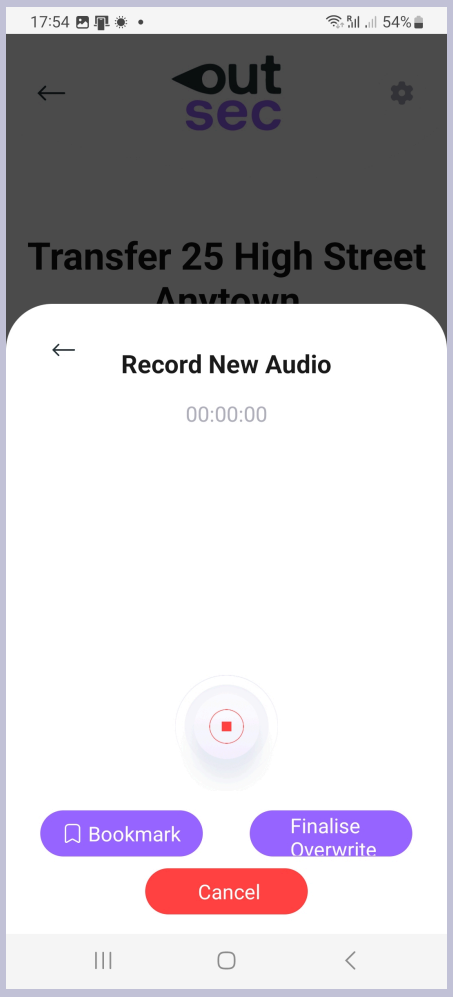


In the example here, we have moved the slider to 4 minutes, 31 seconds and 39 miliseconds. So it will delete all audio to the end of the recording which is shown by the two dots on the slide and the purple bar. Then it will allow you to add in some new audio.

Press "Add Audio".

This will take you to the record new audio screen. Press record.



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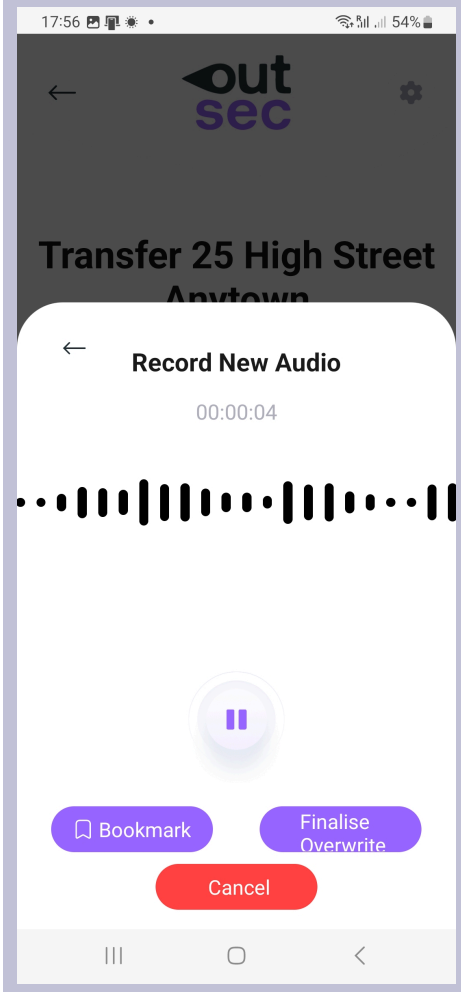


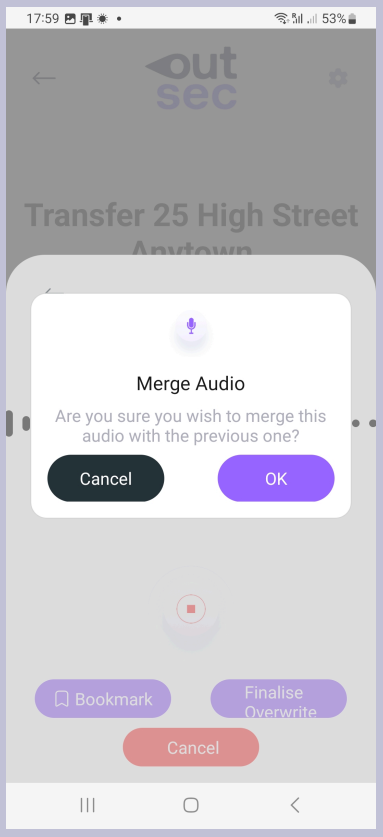
Once you press the record button the recording process will start. To pause the recording process, press pause. To continue recording again, press the record button.

If you wish to add in any bookmarks during this process, you can do so by pressing the "Bookmark" button.

If you wish to abandon your changes, press "Cancel".

Once you have finished your recording press "Finalise overwrite".

You will then see a pop up asking you whether you wish to merge the audio. Press "OK".



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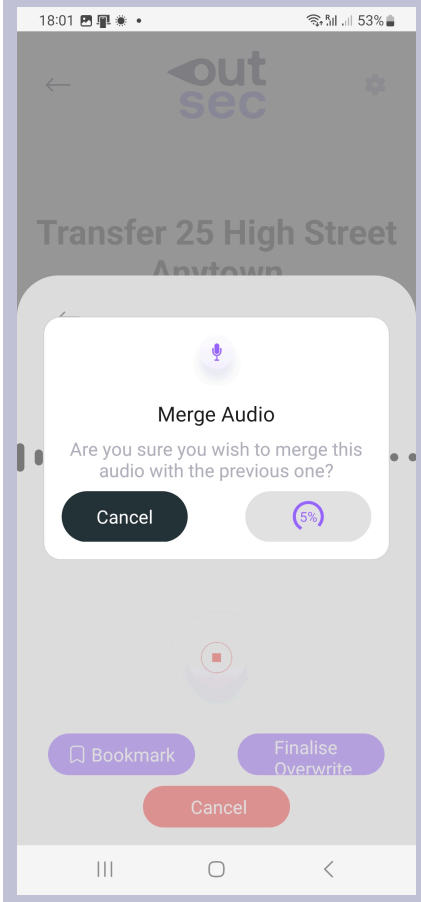
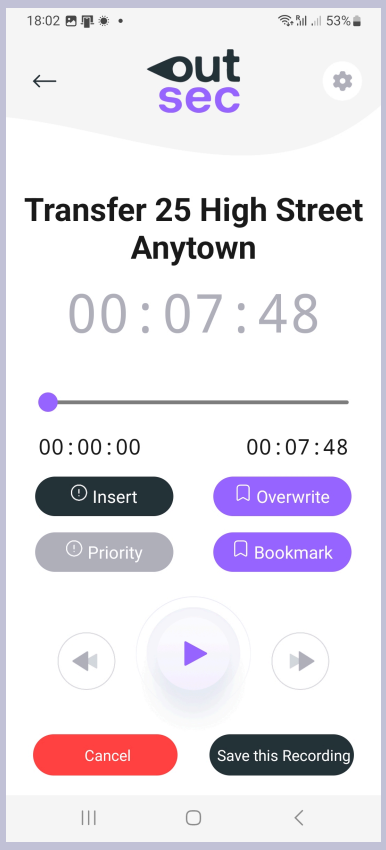


You will see that a counter appears to inform you at what percentage the merge is at. Please do not close the app at this point.

If you are happy with the changes you have made press "Save this recording". Otherwise press cancel.



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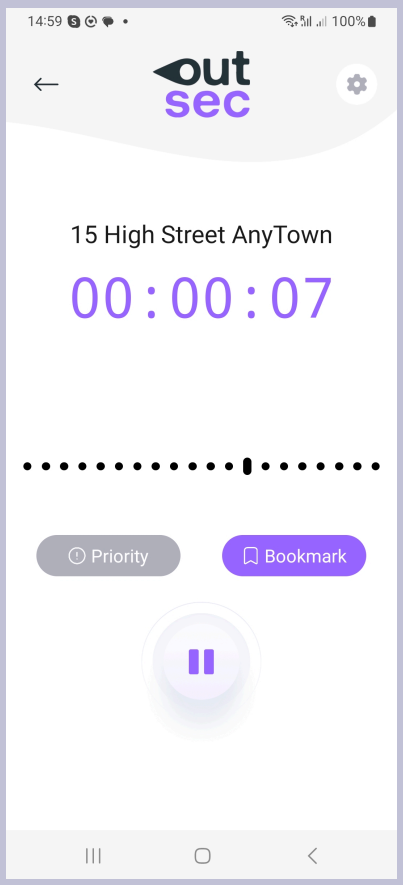
Bookmarking

You can use bookmarking when recording your audio or when editing your file.

The purpose of bookmarks is allow you to return to a specific point in your recording, perhaps to add in some additional audio.

Bookmarking Whilst Recording

To add a bookmark press the "Bookmark" button.



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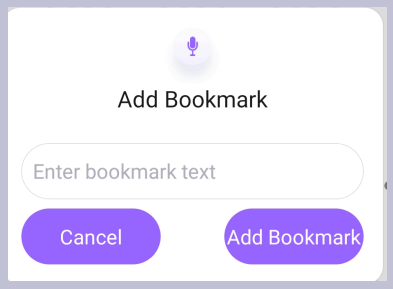


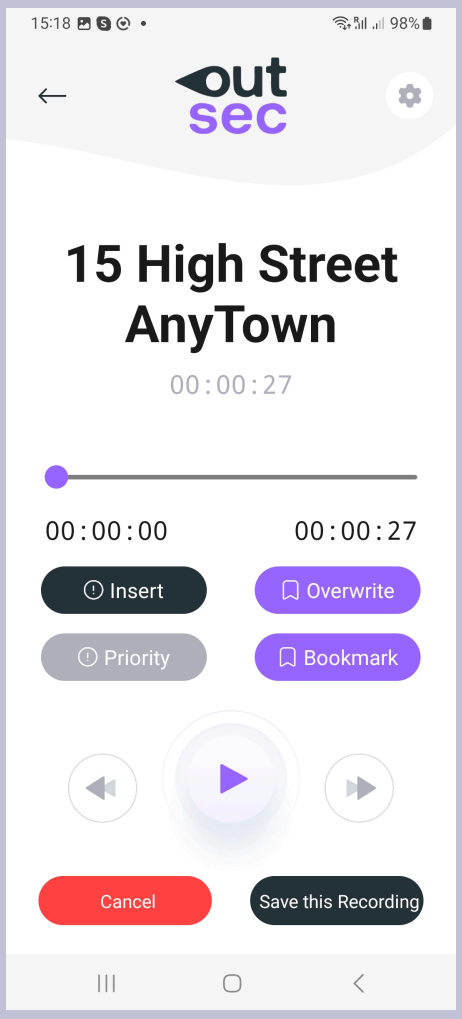
You will then be prompted with an option to name the bookmark, so you can find it easily at a later date. This is optional.

Once you have finished press "Add Bookmark".

Bookmarking: Whilst Inserting

To add a bookmark from the edit screen whilst inserting new audio.

Press "Insert".



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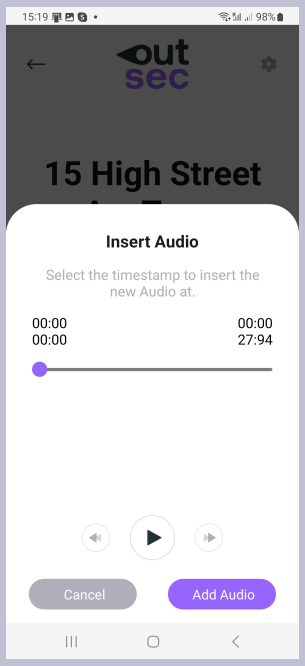
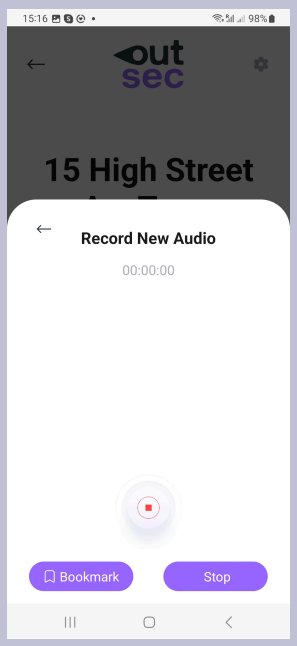
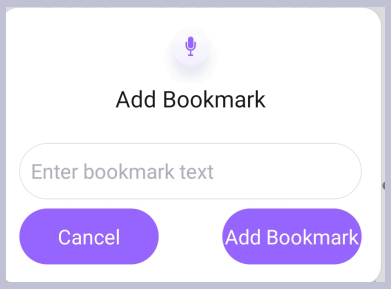


Move the slider to where you wish to add the new audio.

Press "Add Audio".

You are now able to add in your new section of audio into your recording. When you need to add a bookmark, press the Bookmark button.





You will then be prompted with an option to name the bookmark, so you can find it easily at a later date. This is optional.

Once you have finished press "Add Bookmark".

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Bookmarking: Accessing Bookmarks

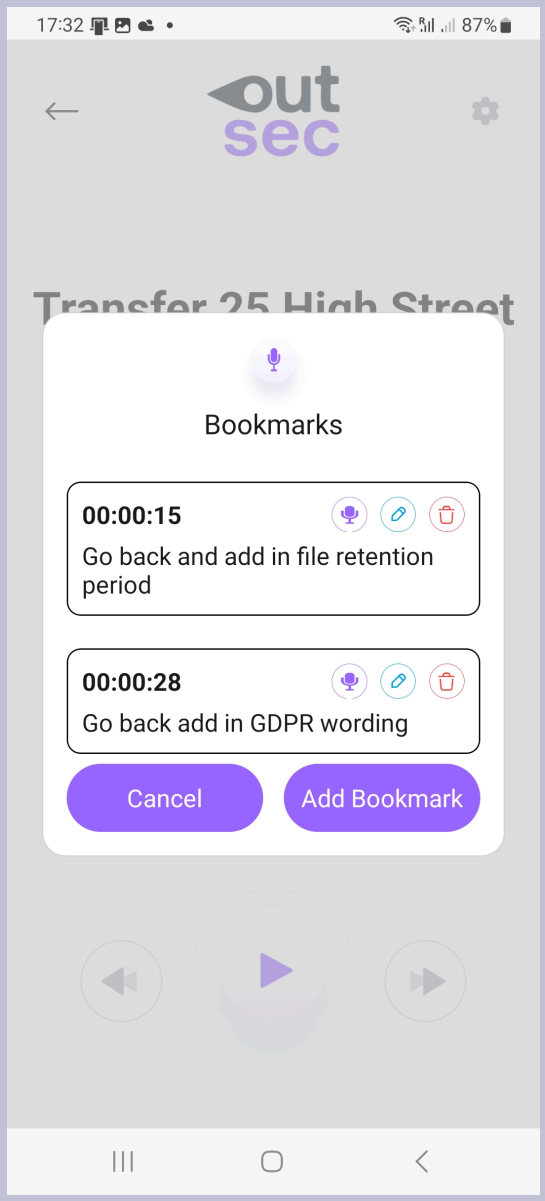
You can access bookmarks from the edit screen. If you have left the edit screen you can return to it by pressing the play button on the file card in Not Sent.

Here you will see there are two bookmarks one at 15s and one at 28s this is so I know at which points I need to dictate some additional wording into the original dictation.

I am able to edit the name of my bookmark by pressing the "pencil" icon.

I am able to delete the bookmark if it was no longer needed by pressing the "bin" icon.

From this screen I am able to go directly to places in my recording to dictate additional wording. So if I went to the bookmark at 15s and press the microphone button it would take me directly to that part of the recording to recording additional audio (see below).



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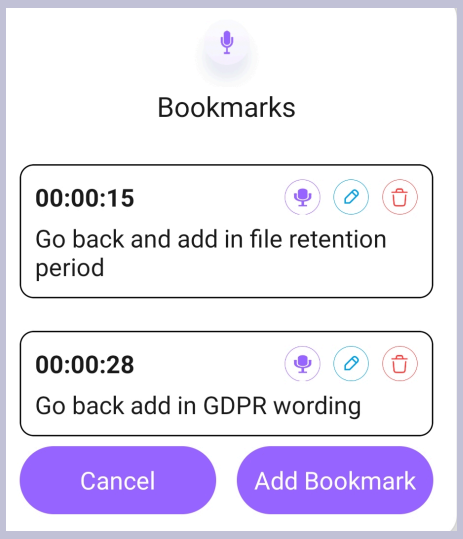
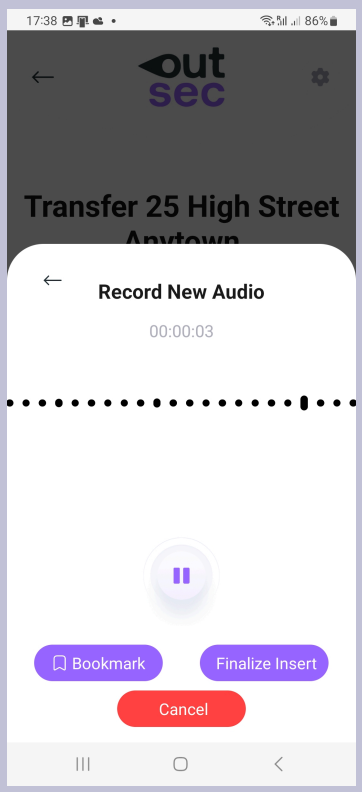
Bookmarking: Recording directly from a Bookmark

From this screen you are able to navigate to record directly from a bookmark.

So if you were to go press the microphone button for the bookmark at 15 seconds, the app would start recording at 15 seconds so you could add in your additional dictation.

Once you press the recording icon on the bookmark the recording starts immediately.





This would take you to the recording screen.

Once you have finished recording press "Finalise insert".

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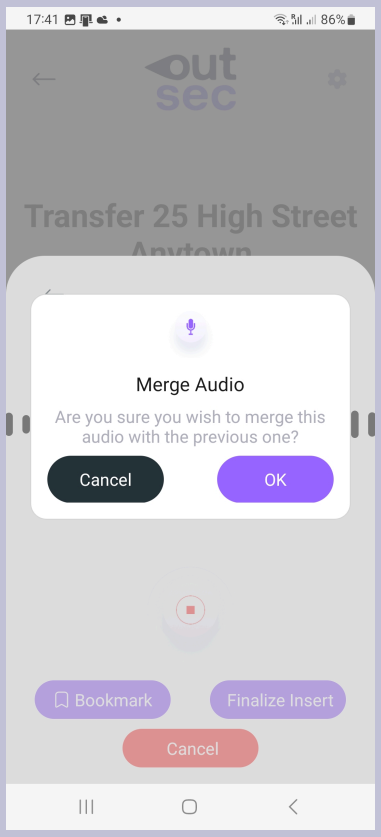
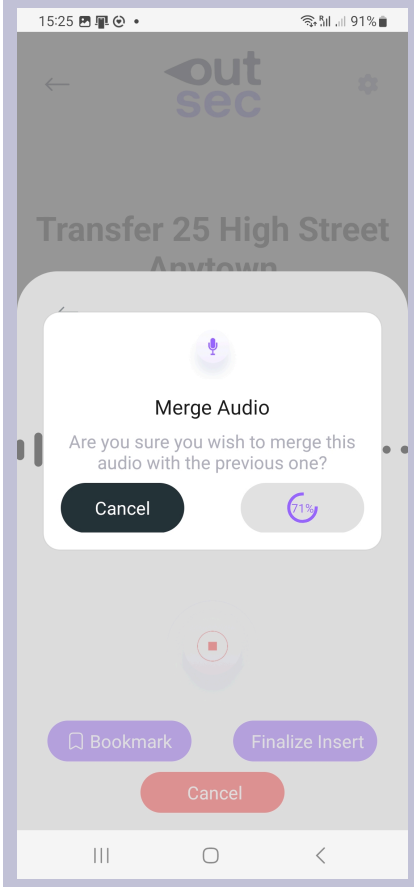
You are then asked when you wish to merge the audio. Press "OK".





You will see that the audio starts to merge. Do not leave this page whilst the audio is merging.

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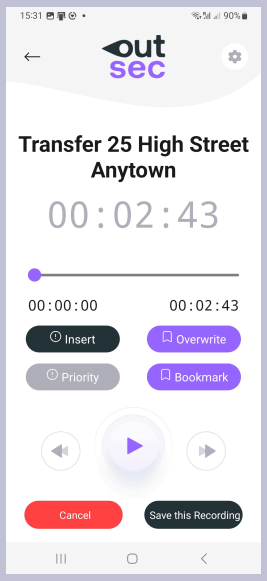
Once the counter reaches 100% you will be presented with this screen.

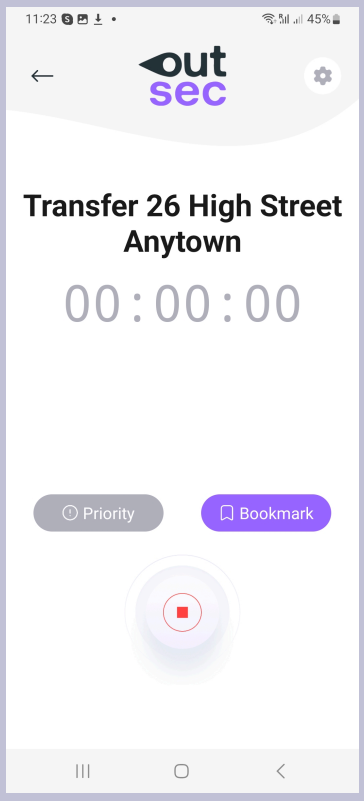
If you press cancel you will delete any amendments you made to the audio.

To save, press “Save this recording”. This will take you back to the “Not Sent” listing screen. For further information see: “File Status: Not Sent” (below).



Priority Files

From the recording screen you can mark the file as urgent by pressing the “Priority” button.



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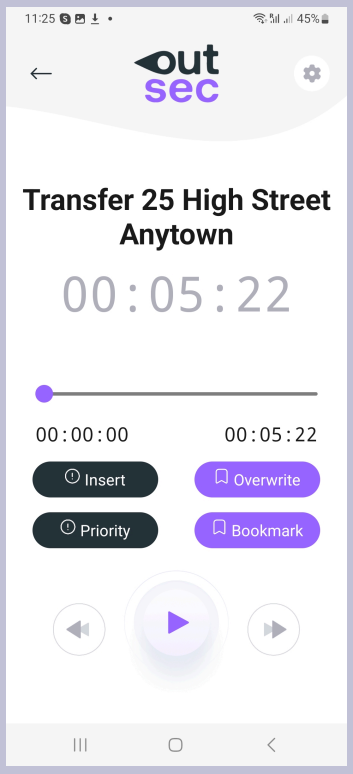
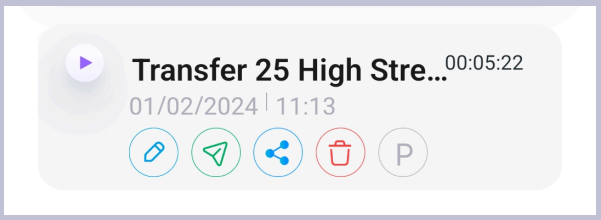
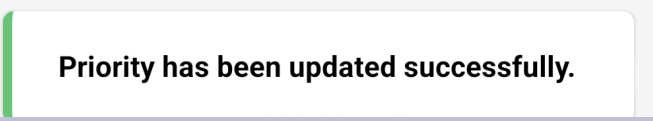


You can also mark a file as priority for the edit screen by pressing the priority button.

Furthermore, you can also mark the file as priority from the card listing by pressing the button that is marked "P" in a circle.

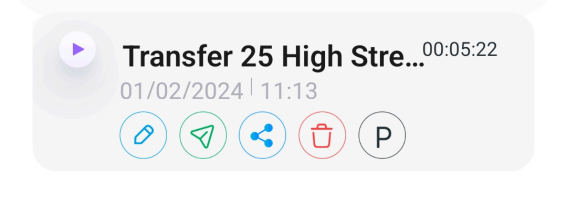
If the file is showing light grey, the file is not urgent.





You will then receive a notification to say that the priority status has been updated successfully.

You will see that on the card, the file is showing as priority. The P in a circle has changed from light grey to dark grey.



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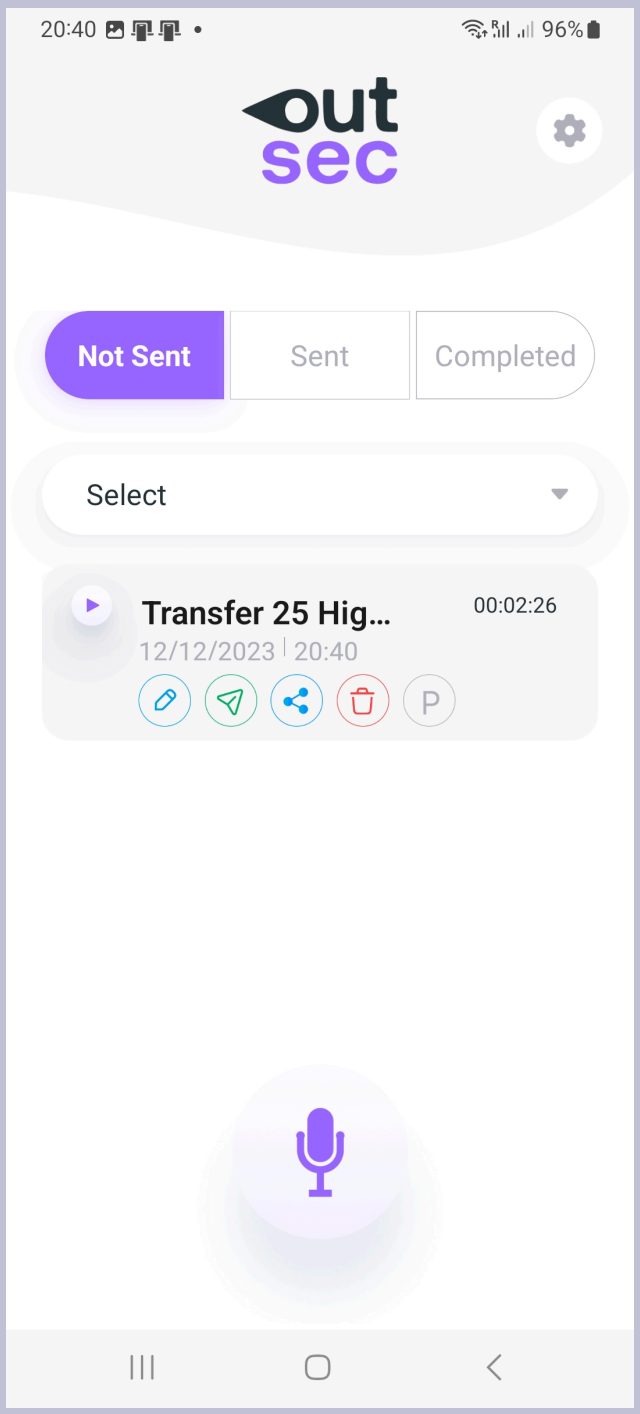
File Status: Not Sent



When you have finished recording a file, the file appears in "Not Sent".

From the card listing you are able to:

- **Play or Edit the file (by pressing the play button).**
- **Edit the filename (by pressing the pencil icon).**
- **Share the sound file (by pressing the share icon).**
- **Delete the soundfile (by pressing the bin icon).**
- **Make a file urgent (by pressing the priority button which is represented by a 'P' in a circle). When it is showing dark grey priority has been selected. If it is showing in light grey, the file will be conducted on a standard turnaround basis.**

You can also see the date and time the recording was made and the length of the file in hh:mm:ss.

You can also sort your recordings by: name, date, cost amount and time.

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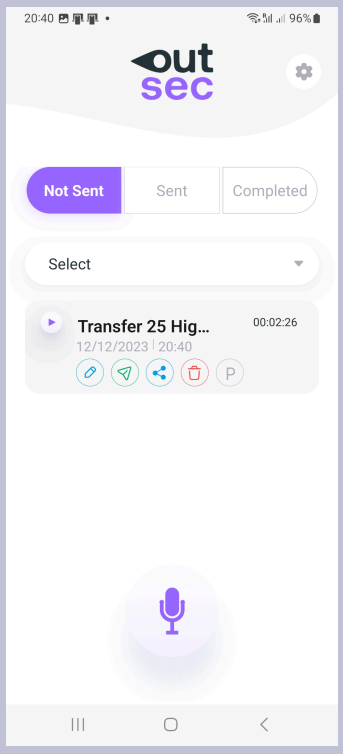
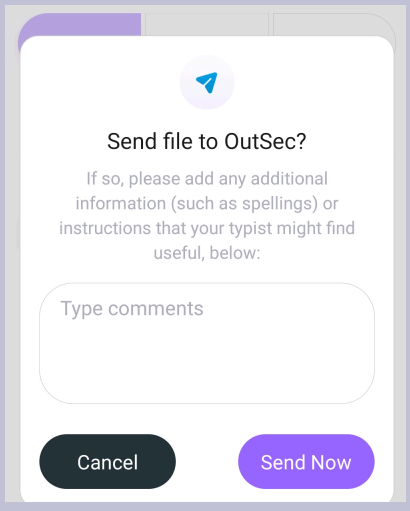
Sending Your Recorded File

To send your recording press the send button (paper aeroplane icon).





You will then be presented with a pop up.

This pop up allows you to send a comment with any file you send to OutSec, such as additional information (such as spellings) or instructions that your typist might find useful.

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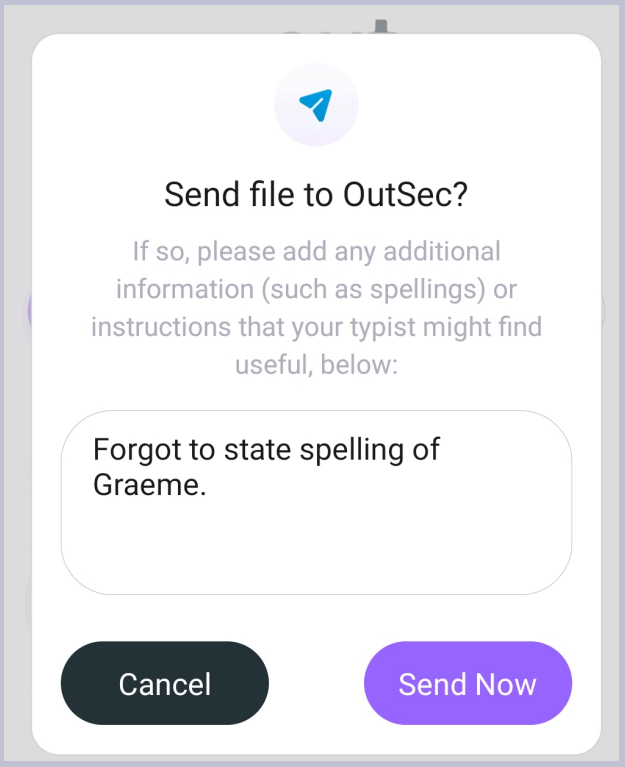
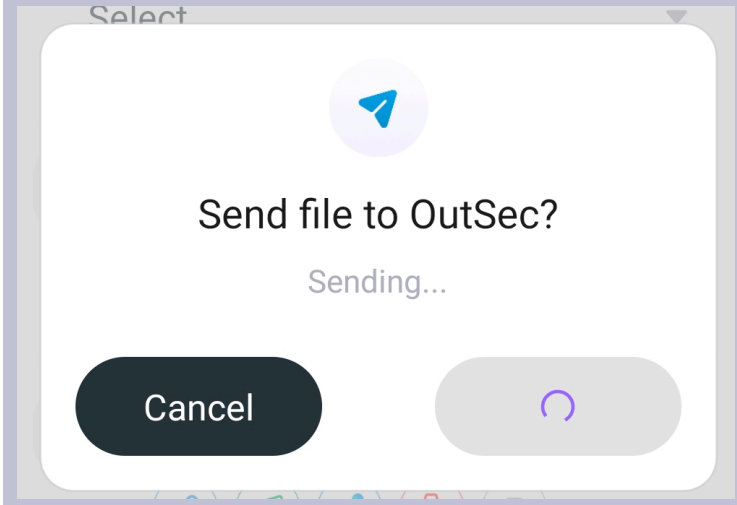
In the example here the dictator has forgotten to provide the spelling of the name Graeme (which has more than one spelling), so he has inserted a comment here which will go to his typist together with his recording.

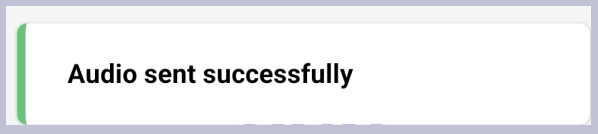
To "Send" the file press "Send Now".





You will then see that the file is being sent.

You will then get a notification confirming that the file has been sent successfully. You should also receive an email notification from OutSec confirming safe receipt.



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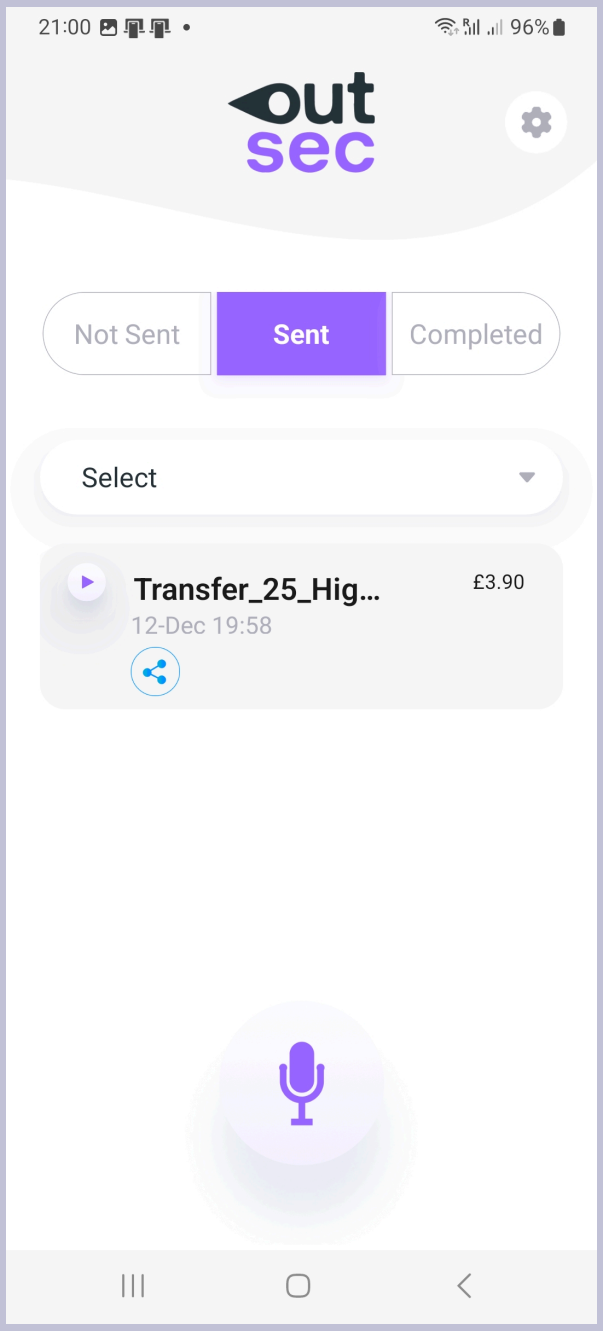
File Status: Sent



When you have sent a file to OutSec, your file will appear in "Sent"

From the card listing you are able to:

- **Play the file (by pressing the play button).**
- **Share the sound file (by pressing the share icon).**

You can also see the date and time the recording was sent and the cost of the file.

You can also sort your recordings by:

- **Name;**
- **Date;**
- **Cost Amount; and**
- **Time.**

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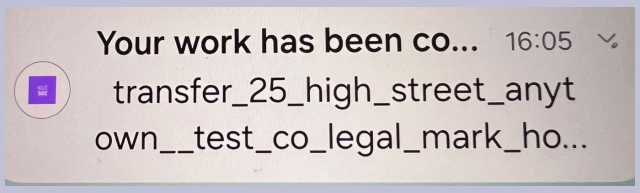
Completed File Notifications

When a file has been completed you will get an app notification to say that the file has been completed and is ready for completion from your FileManager page or from the app.

For more information on how to access your files from Completed, see: File Status: Completed below.

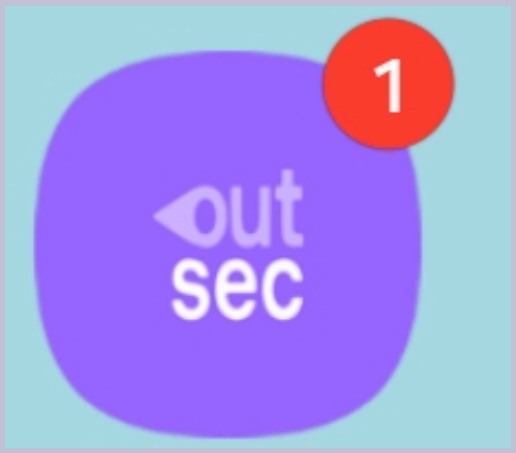
In this instance it lets me know that the file Transfer 25 High Street, Anytown is ready for collection



Completed On App Notifications

When a file has been compelted you will also get an app notifications to say that files have been completed and are ready for collection from your FileManager page or from the app. For more information on how to access your files from Completed, see: "File Status: Completed" below.

The number of files that have been returned is displayed by way of a number which appears on the app icon.



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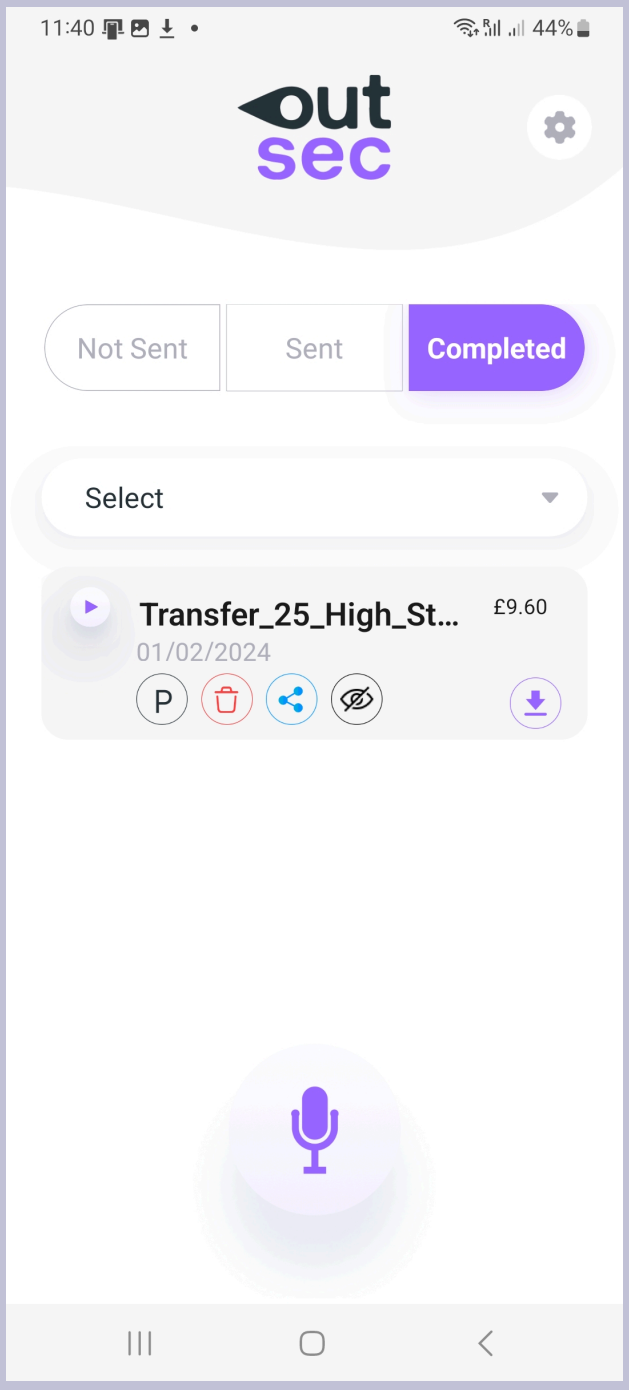
File Status: Completed



When your file has been completed, the file appears in the Completed tab of the app.

From the card listing you are able to:

- **Play the file (by pressing the play button).**
- **Delete the soundfile and any completed documents you have downloaded to your device (by pressing the dustbin icon).**
- **Share the sound file or completed documents (by pressing the share icon).**
- **Download your completed documents (by pressing the download icon).**
- **Hide your files from view (by pressing the eye icon). However, please ensure you have deleted any soundfiles before doing hiding the file to ensure these are removed from your device.**

You can also see the date and time the recording was sent and the cost of the file.

You can also sort your recordings by: name, date, cost amount and time.

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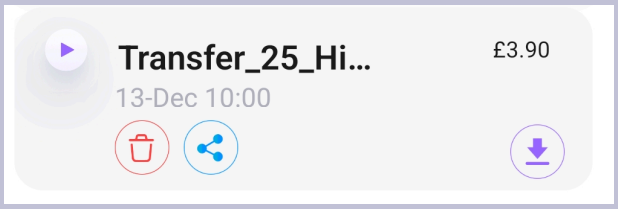
Downloading Your Documents

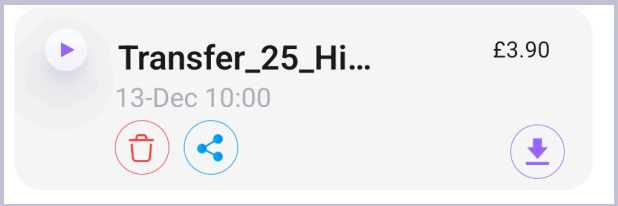
You can download your completed documents at any time (provided you have not hidden the listing) by clicking on the download arrow which is listed on each file's card in the completed tab of your app.

If you wish to open files on your device it is recommended that you install Microsoft 365 and a zip extractor as stated in the section "Hardware and Software" above.



Sharing Your Completed Document(s)

You can share your completed document(s) (provided you have not hidden the listing) by clicking on the download share icon in the completed tab. This enables you to add the files to a cloud service provider if your organisation uses one or enables you to email documents directly from your device or via other apps you may regularly use.



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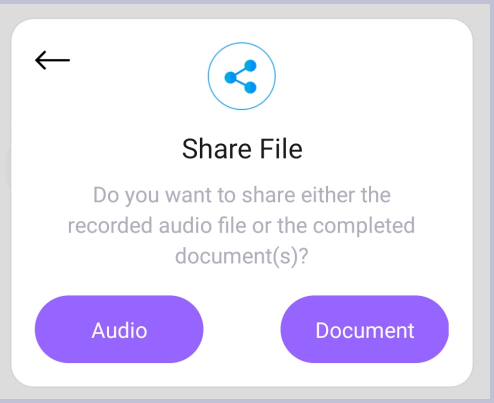
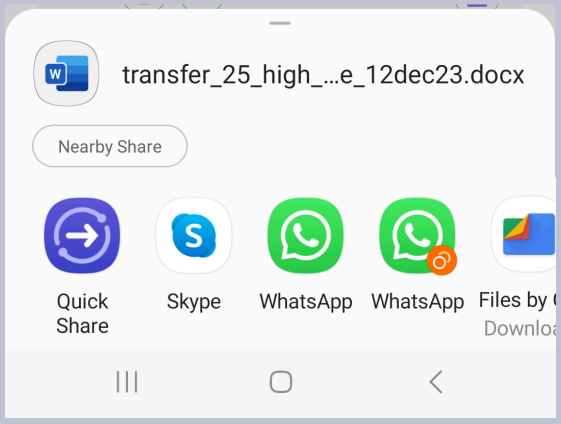


You will be asked whether you wish to share the audio file or document.

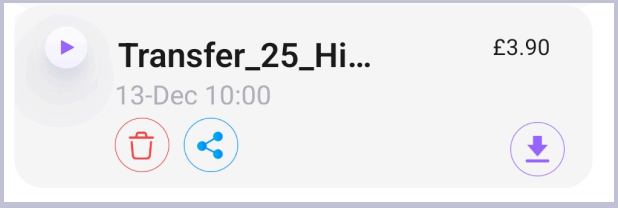
Click on "Document".

This will then bring up the share menu to enable you to share the document via which app you choose that is on device whether it is email, Dropbox, OneDrive, Teams, WhatsApp etc.



Housekeeping: Deleting Files in Completed

It is useful to keep on top of deleting soundfiles that have been completed and returned to you as well as any documents you download to your device. On the card for each file, you will find the bin icon, which allows you to do just that.



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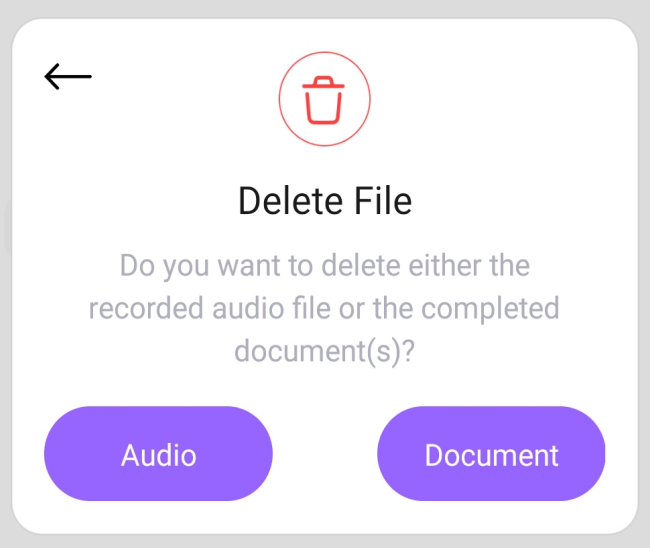
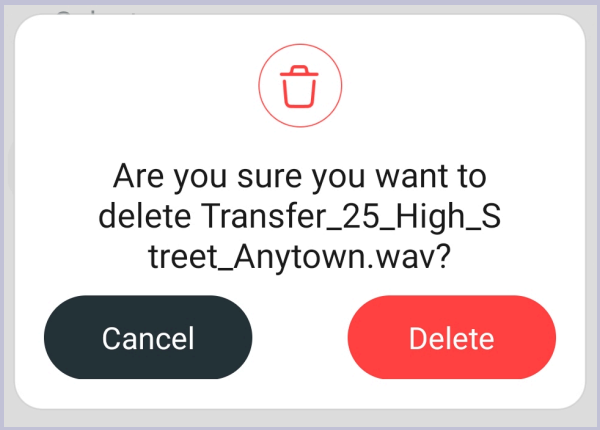


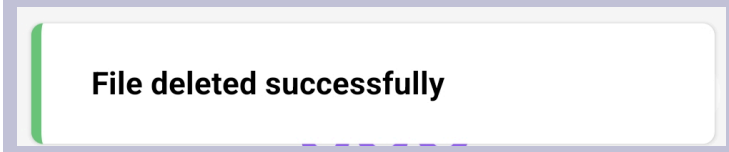
When you press the bin icon, you are presented with the ability to delete either the audio file and or document(s) (if these are on device). In this case both the audio file and the documents are on device so you have the option of deleting both here.

To delete the document you would press the "Document" button. To delete the audio you would press the "Audio" button.

In this instance we want to delete the Audio.

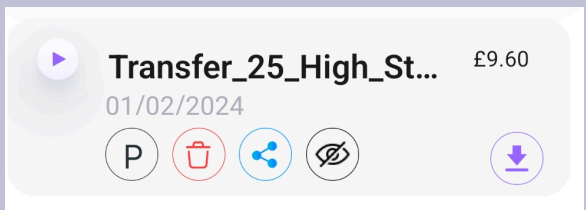
You are then presented with a pop up box which enables you to delete the soundfile. To delete, press the "Delete" button. If you wish to cancel you can press the "Cancel" button".





The app will then confirm that the file has been deleted successfully by way of a notification.

When there are no audio files or completed documents on device, the bin option will not appear on the information card, like in this example.



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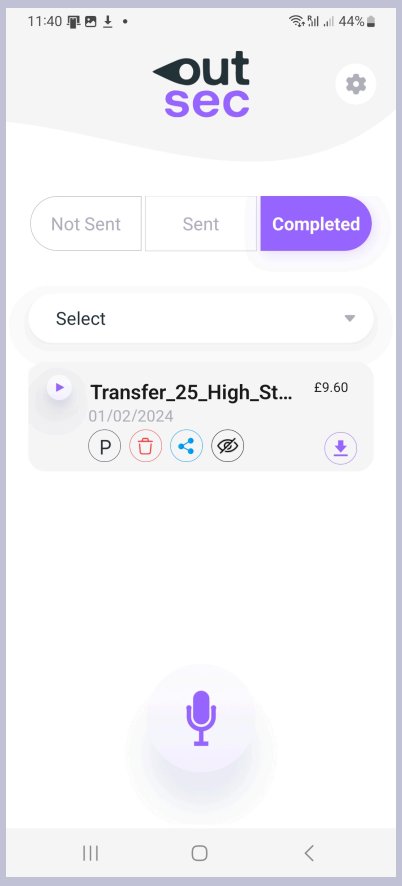
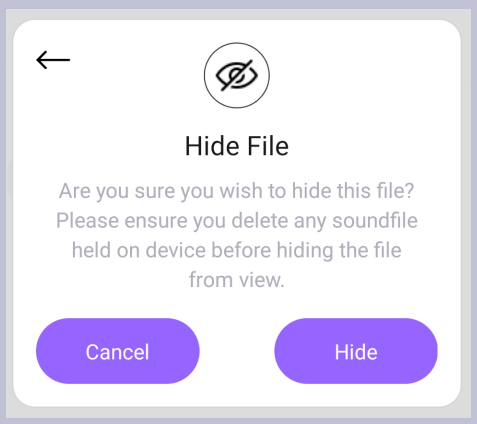
Housekeeping: Hiding Files from View

Once you have downloaded your documents from the app and deleted any soundfiles (see above), you can hide the listing from view.

This is a good way of keeping track of the files you have dealt with, and those you have not.

To hide a file press the icon with the eye with a line through it in a circle.





You will be then asked whether you wish to hide the file.

To hide the file, press "Hide".

To cancel, press "Cancel".

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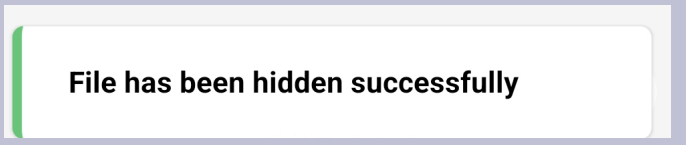
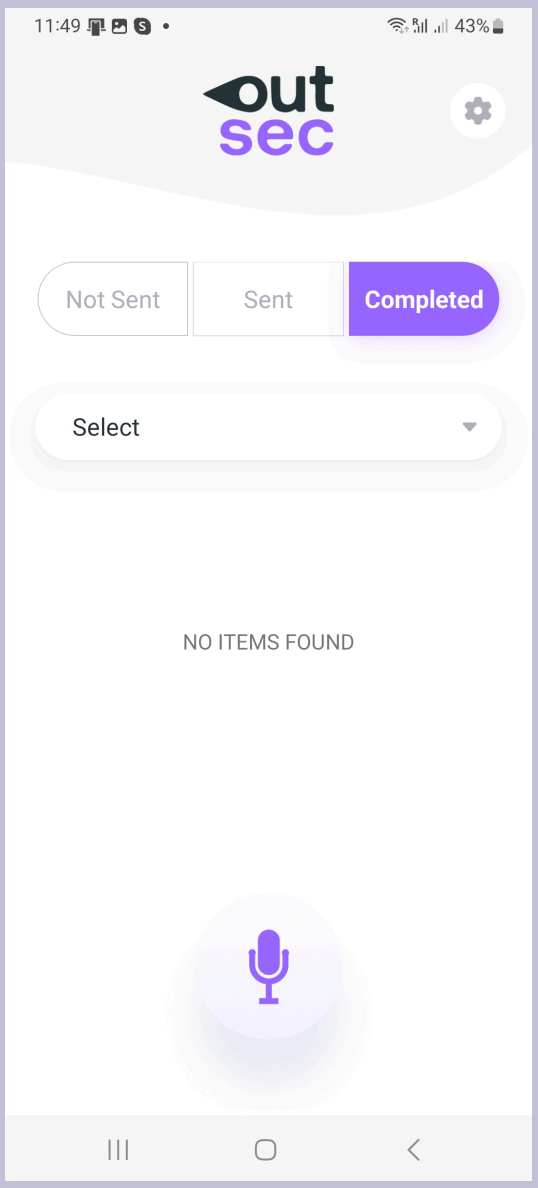
You will then get a notification that the file has been hidden successfully.





The file then no longer appears in the completed listing as you can see from the screenshot.

If you accidentally hide a file and need to retrieve it, you can ask your Senior Manager to restore the file for you. Your Senior Manager will need to know approximately when the file was sent to us and the soundfile name to be able to locate it.

Please note: OutSec only retains files for a maximum of 40 days. Although clients can ask for this period to be shorter, so rention periods could well depend on what your organisation has requested in this regard.

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Troubleshooting

Unable to Send Files?

If you are experiencing issues sending files, it is more than likely down to a connection issue.

If you are unable to send files to us via the app, please follow these troubleshooting steps before contacting your Senior Manager:

1. **Check your wifi internet connection.** Do you have a good WiFi signal? A good signal is one thing but generally the signal just means you are connected to the router, it does not necessarily mean that your router has an internet connection.

   Are you able to open a webpage on your device? Generally it should be one you have not opened before (to avoid your device bringing up a cached page).

2. **Location.** Is your WiFi normally stable in your location? Have you tried moving to a different location e.g. closer to the router you are connected to?

3. **Try mobile networks.** If you are having issues sending the files via WiFi try 4G/5G to see whether that works.

   Usually 4G/5G networks are more stable than WiFi networks. This will give you an idea if the issue lies with your internet or WiFI connection.

If you are still having Issues, please contact your OutSec Senior Manager, so they can check with IT to see whether there are any issues with your OutSec account.

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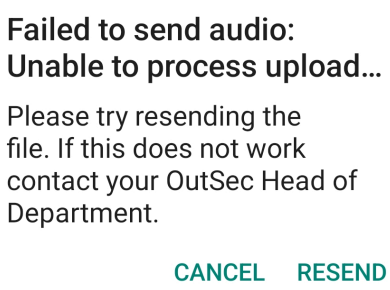
I have received a failed to send audio pop up. What do I do?



If you receive this pop up, try and resend the file.

If it does not send, please contact your Senior Manager and explain to them that you have received this pop up. This is so your Senior Manager can inform IT as there could be an issue with your account which needs fixing.

Low on storage space?

If your device has run out of storage space, try deleting any unwanted files or apps.
Try deleting any audio files or documents (see 'Housekeeping: Deleting Files').

Also try deleting the app and reinstalling. This will remove any files or documents which you have not deleted or any that remain on device.

I have accidentally hidden a file in completed. How can I retrieve it?

Do not worry, if you accidentally hide a file and need to retrieve it, you can ask your Senior Manager to restore the file for you. Your Senior Manager will need to know approximately when the file was sent to us and the soundfile name to be able to locate it.

Please note: OutSec only retains files for a maximum of 40 days. This retention period might be shorter, depending on your organisation's requirements.

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Where are documents stored on my device?

Documents are downloaded to the OutSec folder on your device when you use the download icon or when sharing the completed documents direct from your device.

To access the folder, you should use your device's default files app. When you open the app, use its search facility to locate the OutSec folder. This will then display any downloaded files.

The app should allow you to access any document or .zip files downloaded from OutSec directly. However, this depends on your device having access to a zip extractor and Microsoft 365 on your device and whether it recognises the file formats when you try to open files.

The app does have functionality to enable you to delete any downloaded files. Please see: "Housekeeping: Deleting Files in Completed" above.

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