WinScribe for BlackBerry Smartphones

Frequently Asked Questions

Which models are supported?

WinScribe supports BlackBerrys running V4.2.1 and above of the operating system including: 8800 range series, 8300 Curve, 8100 Pearl, 8700 range series, and new models that support V4.2.1 and above.

What happens if a call comes in while dictating?

When a call arrives, it displays on top of the WinScribe application and you can choose to answer it or not.

- If you choose to not answer it, then you are returned to WinScribe. If you are recording at the time, then the call ring tones and anything else you said at that time will be recorded.

- If you answer the call, the current recording is immediately stopped and the job is saved as a draft job. When you have finished the call, WinScribe is displayed and you can go into the drafts folder and choose to edit the job to carry on with your recording.

How are jobs sent to the server?

WinScribe for BlackBerry Smartphones communicates with the WinScribe server via HTTP or HTTPS. Connection options include through WinScribe Web Services, ASP and SMTP.

What if the connection on my Blackberry is lost or unavailable?

You can still use WinScribe to dictate. The voice files will be stored on the local device until a connection becomes available. At that time, WinScribe will synch with the server and transmit any sent jobs to the WinScribe Server.

Can I pause WinScribe and then toggle between it and other applications?

No. You must close WinScribe to use other applications.

What happens if I accidentally end a job half way through it?

If you accidentally close the application while recording (by choosing Close from the Recording menu or pressing the red telephone button, for example), the job is saved as a draft job which you can then edit when you restart WinScribe.

Can you partially delete, insert or overwrite in a dictation?

Yes, this functionality is available in WinScribe Version 1.4.2 and above.

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How much space is available to store dictations on the local device?

Files can be stored in the flash memory (1-2 hours) and the SD Card (20+ hours), if available.

How do I install the application on a Blackberry device?

You can download it from a WinScribe web address (http://www.winscribedictation.com/blackberry) using your Blackberry web browser or you may be able to push it out using the Blackberry Server.

Can I utilize your dictation product in the Interwoven BlackBerry solution?

No, it is only available through our PC integration with WorkSite and FileSite, however once the document is transcribed it would be available in Interwoven WorkSite for BlackBerry.

Can I use speech recognition with WinScribe for BlackBerry Smartphones?

Yes. WinScribe records on the BlackBerry using high quality audio that is suitable for use with WinScribe's server-based speech recognition solution.

Instead of the words 'job type' in the application can I change the words to 'folder' or whatever I might want them to say?

No, wording cannot be changed.

Can I use the arrow keys or alternate key methods for rewind, record, etc. or do I have to use the pearl?

Yes, keys 2, 4, 5, 6, and 8 can be used in all BlackBerry models.
(Note that in versions of WinScribe prior to Version 1.4.1 the use of these keys is not available on the BlackBerry Curve and BlackBerry 8800).

Can I receive a notification on the BlackBerry once the job has reached the server, or can I receive an email letting me know it was received successfully?

The job number is sent back from the WinScribe server to your BlackBerry. You can also view a list of all jobs on the server, with job status displayed.

Since files can be stored in the flash memory and the SD, how does WinScribe know which one to use? Does it default somehow or do I set it somewhere?

You can choose the storage method using the Application Settings menu.

What file format is the software download in?

The software is downloaded as a .jad file.

For more information, visit
www.winscribe.com
Alternatively contact us via email: sales@winscribe.com

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