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## Sending E-mails

Our AristoCAT mail server monitors several e-mail accounts and with the volume of spam and viruses being sent over the Internet, we are very careful about opening e-mails. Even though our ISP filters both spam and viruses, we still get a tremendous volume of junk e-mail (more than a 1000 a day). There are a number of things you can do to help ensure that we get and respond to your e-mail:

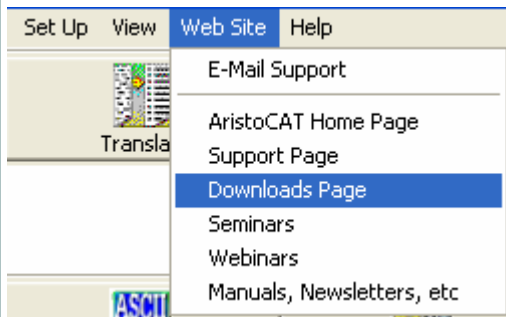
1. Send the e-mail to support@aristocat.com
2. Use a meaningful subject. When appropriate, use a program name such as Multipag, Real-Time, etc. in the subject line: something we can use to identify you as an AristoCAT customer.
3. Do not send an attachment unless we ask you to. If we get an e-mail with an unexpected attachment, we almost always delete the e-mail without opening it.
4. If you do not get a timely response, please e-mail us again or call us. Sometimes a customer e-mail ends up in the junk folder.

Most of the features described below require the latest version of the AristoCAT software, the September 2009 Update.

## The ACAT Menu:

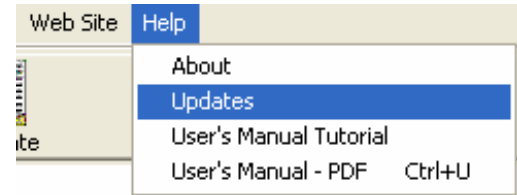
If you have installed the September Master Load, then you know that the Shortcut to the AristoCAT icon on your desktop now points to the ACAT Menu, rather than the individual program icons. We made this change for many reasons, some of which are outlined below and some that will appear in future updates.

There is a Web Site menu item. Clicking on this menu allows you to quickly go to specific pages on the AristoCAT web site.

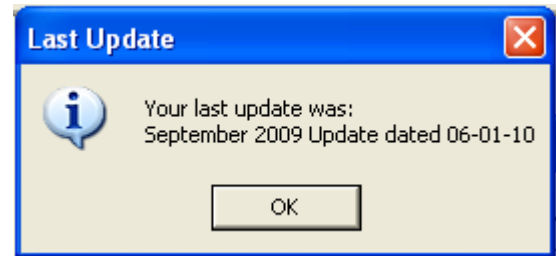


In the example above, you can quickly get to the Downloads page.

Do you want to know what the last update you installed was and when you installed it? Click on the Help menu, then click on Updates.

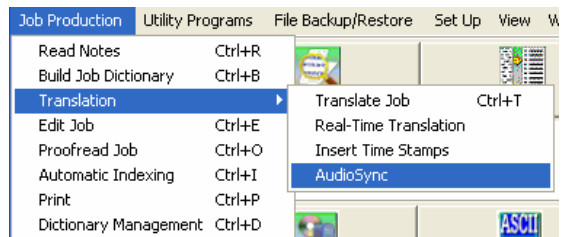


You should see something like the following:



## Audio Sync:

We have updated the AVSync (audio synchronization) program to make it easier to test the quality of the audio on your computer. To start the AVSync program, in the ACAT menu program click on the Job Production menu, then click Translation, then click AudioSync:

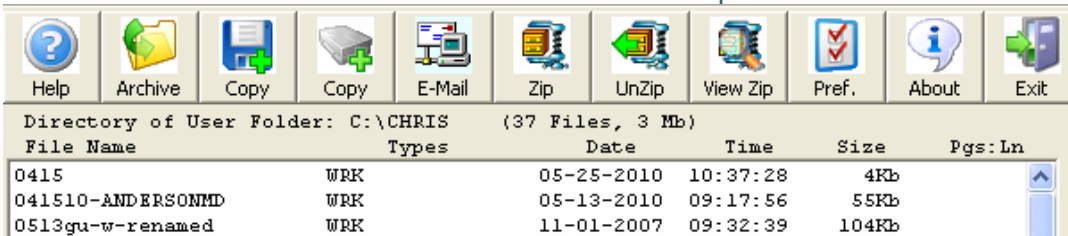


**Important Note:** Do not use this audio sync program for real-time. This program is just to make it easier to test your recording quality without having to set up for real-time.

## Organizing Your Files:

If you want to organize your files, say by year, here are the steps to do that.

Let's assume that your reporter code is Chris and that your files are stored in the C:\Chris folder. How do you find out where your files are stored? In the File Management program right above the window that shows all of the files on your hard drive you will see 'Directory of User Folder: C:\CHRIS':



And let's also assume that you want to store your files by year. And we want to store these files on a removable hard drive (or USB thumb drives) in folders named Chris2008, Chris2009, etc.

First we need to create these folders on the removable media. We will need to do this outside of AristoCAT using Windows. To do this:

1. Close out AristoCAT and any other open programs.
2. Plug in the removable hard drive or USB thumb drive.
3. Click on the 'My Computer' or 'Computer' icon.
4. Look for your removable hard drive or USB drive and double left-click on it.
5. Using your mouse, right-click once in the white area (not on a file or folder). Now single left-click on 'New ...', then left-click on 'New Folder'.
6. A new folder will be created with the name

'New Folder' and it will be highlighted. Press the Backspace key to get rid of 'New Folder' and then type in what you want to name the folder (in this example it will be Chris2008) and then press the ENTER key.

7. Repeat steps 5 and 6 to create any additional folders. When you are done, close out all of the windows and go back to AristoCAT.

Now start the File Management program and do the following:

1. Under View Files of Type choose 'Job Files (job.\*)'.
2. In the upper right corner click on "Sort by: Oldest Date First".
3. Now highlight all job files with the year 2008.
4. Next we need to Browse to the Chris2008 folder on the removable media. To do this click on the Browse button near the bottom right side of the File Management window. If you don't have a Browse button, you will need to install the September 2009 Update.
5. Look for your removable media drive and click on the plus [+] sign to the left of the drive (on Windows Vista or Windows 7 it will be an arrow pointing to the right.)
6. Now you should see the folders on the removable drive including Chris2008. Single left-click once on the Chris2008 folder so that it is highlighted and click the OK button.
7. Now right above the bottom window it should say 'Directory of Removable Media: E:\Chris2008\\*.\*' (note that your drive letter

may be different.)

8. Now click on the Copy menu and click on 'Copy to Removable Media' or click the 'Copy from Hard Disk to Removable Media' toolbar.

### Important Notes:

1. After you have copied the files to the removable media, you can then highlight the files again and erase them from your user folder. However, IT IS highly recommended that you copy the files to at least two different locations before erasing them. Removable media is cheap. Your time is not. A 2 Gb thumb drive can be purchased for less than \$10 and you can store several years on one drive. Store one of the drives off premise (to avoid loss because of fire, theft, etc.)
2. One of the locations you may want to store the files on is the C: drive, which is the same drive as your other files. This makes it easy to copy files back to your user folder so that you can edit, print or otherwise use the files.
3. After you copy the files to the moveable drive, click on the Backup menu, then click on 'Backup User Files'. This will back up all of your user files and put them in the same folder as the job files. Do this for each year. It never hurts to have multiple backups.

### Recovering your Editing Changes:

Eventually it will happen to you. You edit into a file that you have been editing for a while, save out and when you go back into the file, none or few of your editing changes are there. What should you do? First of all, if you can't remember what to do, call AristoCAT before doing anything. Your edit changes are saved automatically every five minutes. Virtually every time a customer who has called before they fooled around trying to recover the file, we have been able to save their editing.

If you edit into a job and you are presented with the message box that a temporary file has been found, do the following:

1. Click the 'No' button and exit the Edit program.
2. Copy all of the files for that job to your backup media (floppy diskette or USB Flash Drive). You do not need to back up the sound file (WAV).
3. Now go back into Edit and click the 'Yes' button to temporary file message.

If you edit into a job and you are not presented with the message box that a temporary file has been found, but your editing changes are gone, do the following:

1. **DO NOT** save out (F10 or Alt+X). If you do, you will lose one of your backup files. Instead abandon using the Ctrl+KQ command or click on the File menu heading, then click 'Abandon'. If you are asked "Do you really wish to Abandon your Changes" choose Yes.
2. Back up all of the files for this job to a floppy diskette or USB flash drive before you do anything else. Note that you do not have to back up the .WAV file. Do this **before** you look at or open the other files for this job.
3. Start the Edit program. When asked for the name of the file to edit, at the bottom of the dialog box, click on the 'Files of Type' and choose 'Temporary Files. See below:
4. If you have a .TMP file, open it first. If you don't have a .TMP file, but have a .STM file, open it.
5. If you don't like what you see after opening the .TMP or .STM, be sure to 'Abandon' (Ctrl+KQ) instead of saving out. Then look at the .BCK (first backup file), then the .BK2 (the second backup file.)
6. Once you have found the file that has the most editing changes, save out of Edit. After saving out, that temporary or backup file will become your new .WRK file. So the next time you edit into the file, you would edit into the .WRK file like normal.

**The worst thing** you can do is keep opening the file in Edit and then saving out. Each time you do that, you wipe out a backup file. If you open the file in Edit and don't like what you see, press Ctrl+KQ and abandon out.

If you still can't find your file with the editing changes, call AristoCAT tech support to see what we can do. We will try to use the files you backed

up to see if we can recover your editing.

If you want to read the sequence about how the back up files are made, read the section on Edit Backup Files in the Edit chapter of the AristoCAT User's manual.

## Renaming a File

There may be an occasion where you need to rename a transcript or job. If you do need to rename a transcript, remember there are many files (.wrk, .not, .wav, etc) associated with that transcript that also need to be renamed or you will be unable to recall steno, play the sound file etc. Using the File Management program, it is easy to rename all of the files of a transcript to the same name, so that everything will be in sync.

Follow these steps:

1. Start the File Management program.
2. Under 'View Files of Type', choose 'Job Files (job.\*)'.
3. Now look at the job files and make sure that there are no files with the same name as you want the new name to be. For example, if the name of the transcript is 060110A and you want to rename it to 'Smith vs Jones', make sure you do not have any files named 'Smith vs Jones'. If you do have files with the name 'Smith vs Jones', you will either have to choose a different name or erase those files.
4. Click on the job you wish to rename to highlight it.
5. Click on the Rename menu item, then click 'Rename on Hard Disk'.
6. Now type in the new name and click the OK button. Do not type in an extension.

All of the files for that transcript (.wrk, .not, .wav, etc) will be renamed to the new name.

There may be times where you send a file to a client, such as an ASCII or PDF, and you want to rename the file so that the file name is more meaningful to your client. This is very easy to do as the ASCII, Print and Multipag programs allow you to make an ASCII or PDF file and name that file something different than the job name without having to rename the job.

## 2010 Seminar Schedule:

Listed below is our current seminar schedule. Additional seminars are being planned around the country. As each seminar is scheduled, we will post the information on our web site and mail letters to those customers in the vicinity of where the seminar will be held. To register for a seminar, visit the web site listed for that seminar. Be sure to register as early as possible.

### NCRA Midyear Conference

March 12-14, 2010  
San Francisco, CA  
[www.ncraonline.org](http://www.ncraonline.org)

### NCRA Annual Expo

August 4-8, 2010  
Chicago, IL

[www.ncraonline.org](http://www.ncraonline.org)

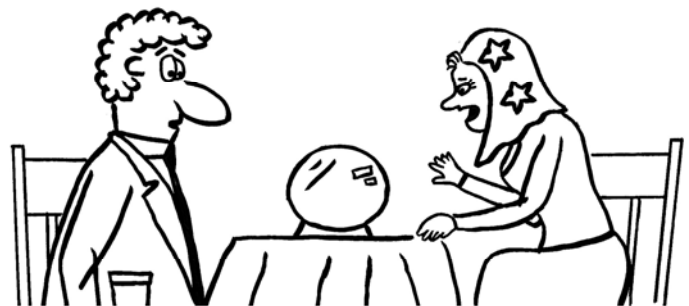
Usually there is a full day of vendor specific training that AristoCAT participates in. We will not be participating this year, but please come by the booth and we will be happy to answer any questions.

[www.aristocat.com](http://www.aristocat.com)

For all the latest information about AristoCAT software and support services please visit our website. Details about upcoming events, Tips & Tricks to improve your performance and advice on what to look for when buying hardware all in an easy to use format.

Stu's Views

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"You'll do GREAT on the bar exam,  
just not the first five times."