Office of State Courts Administrator
P.O. Box 104480
2112 Industrial Drive
Jefferson City, Missouri 65110

RFP NO. OSCA-05-011-01
TITLE: Digital Sound Recording Systems
ISSUE DATE: 10/29/2004

CONTACT: Lisa Meyer
PHONE NO.: (573)522-6766
E-MAIL: lisa.meyer@courts.mo.gov

RETURN PROPOSAL NO LATER THAN: 12/8/2004 AT 2:00 PM

MAILING INSTRUCTIONS: Print or type **RFP Number** and **Return Due Date** on the lower left hand corner of the envelope or package.

RETURN PROPOSAL TO:

OFFICE OF STATE COURTS ADMINISTRATOR
2112 INDUSTRIAL DRIVE
PO BOX 104480
JEFFERSON CITY MO 65110

CONTRACT PERIOD: Date of Award through One Year

DELIVER SUPPLIES/SERVICES FOB DESTINATION TO THE FOLLOWING ADDRESS:
Various Locations Throughout the State of Missouri

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal. The offeror further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order or when this RFP is countersigned by an authorized official of the Office of State Courts Administrator, a binding contract shall exist between the offeror and the Office of State Courts Administrator.

SIGNATURE REQUIRED

AUTHORIZED SIGNATURE: John Moldthon		DATE: 12·6·04
PRINTED NAME: John Moldthon		TITLE: President
COMPANY NAME: BusComm Incorporated		
MAILING ADDRESS: 11696 Lilburn Park		
CITY, STATE, ZIP: St. Louis, MO 63146		
VENDOR NO. (IF KNOWN):		FEDERAL EMPLOYER ID NO.: 43-1304929
PHONE NO.: 314·567·7755	FAX NO.: 314·567·0863	E-MAIL ADDRESS: Sheilastein@buscomminc.com

NOTICE OF AWARD (STATE USE ONLY)

ACCEPTED BY OFFICE OF STATE COURTS ADMINISTRATOR AS FOLLOWS: Accepted in its' entirety, including responses to clarification request from Sheila Stein of Buscomm dated Jan. 11, 2005.		
CONTRACT NO.: OSCA 05-011-01	CONTRACT PERIOD: 4-1-05 thru 3-31-06	
CONTRACT AND GRANT COORDINATOR: Lisa Meyer	DATE: 3-31-05	COURTS ADMINISTRATOR: Michael A. Roberson

"Sheila M. Stein" <sheilastein@buscomminc.com>
01/11/2005 04:23 PM

To <Lisa.Meyer@courts.mo.gov>
cc
bcc
Subject Responses to RFP OSCA 5-11-01 Clarification Request

History: This message has been replied to and forwarded.

Ms. Meyer,

Attached are the responses to your questions. Should you have any further questions, please let us know.

BusComm Incorporated would very much like to continue the relationship we have with OSCA.

Best Regards,

Sheila Stein

BusComm Incorporated OSCA Clarification Request 1-10-051.doc

Subject: Fw: RFP OSCA 05-011-01 Clarification Request

The evaluation committee of OSCA 05-011-01 for Digital Sound Recording Systems has the following questions regarding your proposal. Please respond to the questions by either e-mail or fax by January 14, 2005. If you have any questions regarding this request, please contact me only.

1. Please clarify if the training fee of $500.00 per training class is for all training or only for additional training after initial installation and training.
The $500.00 training fee applies to both an original install and additional training classes after initial installation and training.
2. Please clarify on page 33 of the proposal what the term CPI-U means.
Consumer Price Index – Urban (As of September, 2004 it was 2.5%)
3. Please clarify whether the warranty is 90 days or 1 year for all products. Software License indicates 90 day warranty period only and the pricing page indicates a 1 year warranty period.
The warranty period is for 90 days on all hardware and software.
4. What is included in software maintenance, does this include software upgrades if new versions?
Software maintenance includes all same version updates but not updates to a new version.
5. Is there any discount for changing an existing court from an older version of FTR Gold to the current version?
OSCA will only need to purchase an upgrade to the software rather than purchase the entire new version of software.
6. Please clarify whether proposed system requires Windows XP for audio and video, or only video.
FTR The Record Reporter V3.2 requires Windows XP Professional SP1 and SP2 for Audio and Video. For Audio only, Windows XP SP1 is required.

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BusComm Incorporated

Executive Summary

Since March 1972, BusComm Incorporated's expertise in business communication applications has grown and evolved as we have provided unique solutions to match our customer's needs. During the past 32 years, not only has technology changed dramatically, our customer's needs have changed as well. At BusComm, Innovators in Business Communications, we maximize our customer's potential by matching emerging technology, reliable systems and responsive service to their changing needs.

Today we are providing digital voice technology solutions for customers with various needs, such as: court recording, call and voice processing, dictation, medical transcription, voice recognition, voice logging and general business communication. Our clientele has grown in the thousands as we continue to provide you, our customer, with state-of-the-art business communication solutions and support.

BusComm Incorporated is the certified dealer for FTR-Gold Digital Recording Systems in Missouri and Illinois. We have the capability of delivering upgrades and enhancements, as they become available or as your further needs require them. We store a complete line of spare parts in St. Louis. BusComm provides full service and support – to include sale, installation, training and 24-hour service.

Our Mission:

BusComm's mission is to enhance our customer's ability to communicate by providing leading edge information management solutions and high quality technical support. We accomplish this through a team of skilled and motivated employees that are committed to satisfying the needs of our customers – ensuring a sustainable and profitable organization.

We Provide Customer Support:

- Sales professionals who understand the challenges you experience and can recommend solutions, not just hardware.
- Dedicated training and support professionals who provide thorough training for your staff and are available 24 hours a day, seven days a week. "We're there when you need us."

We Provide Responsive Service:

Experienced professionals including Certified Network Engineers, Programmers, Field Engineers and Factory Trained Service Technicians. Service is offered 24 hours a day, 7 days a week and 365 days a year

Any additional training materials required to allow you to gain the most effective use of your Court Recording Solution is included during warranty and under subsequent service contracts. On-going training or training of additional staff after the initial training included in the purchase is available upon request at a rate of $125.00 per hour with the one-year warranty.

1. INTRODUCTION AND GENERAL INFORMATION

1.1 Introduction:

1.1.1 This document constitutes a request for competitive, sealed proposals for the acquisition of digital sound recording systems as set forth herein.

1.2 Pre-Proposal Conference:

1.2.1 A pre-proposal conference regarding this Request for Proposal will be held on **Tuesday, November, 16, 2004, at 1:15 p.m.**, in Room B of the Alameda Building, 121 Alameda Street, Jefferson City, Missouri.

1.2.2 All potential offerors are encouraged to attend this conference in order to ask questions and provide comments on the RFP. Attendance is not required in order to submit a response; however, offerors are encouraged to attend since information relating to this RFP will be discussed in detail. Offerors should bring a copy of the RFP since it will be used as the agenda for the pre-proposal conference.

1.2.3 Offerors are strongly encouraged to advise the Office of State Courts Administrator within five (5) working days of the scheduled pre-proposal conference of any special accommodations needed for disabled personnel who will be attending the conference so that these accommodations can be made.

1.3 Background Information:

1.3.1 The Office of State Courts Administrator (OSCA), the administrative component of the Missouri Supreme Court, is seeking to establish a contract for the acquisition and on-going maintenance of digital sound recording systems. Individual courts and OSCA must be able to purchase off the established contract for a period of three (3) years following award of contract.

1.3.2 Divisions of the Circuit Court are located in all 114 counties of the state and in the independent City of St. Louis. A circuit or associate circuit judge presides over each division of the Circuit Court; there is at least one associate circuit judge in each county. Commissioners may also hear certain types of proceedings. There are now approximately 136 circuit judges, 186 associate circuit judges and 33 commissioners in the Circuit Court.

1.3.3 Section 485.040, RSMo provides for circuit judges to appoint court reporters to preserve the record. It also provides for a circuit judge who serves as the judge of the probate division to use a court reporter or to preserve the record with approved electronic, magnetic or mechanical devices. There are nine circuit judges who have probate jurisdiction.

1.3.4 Section 478.072, RSMo, provides that in any case assigned to an associate circuit judge to be heard on the record, "the associate circuit judge shall utilize electronic, magnetic or mechanical sound or video recording devices, or a court reporter, or a stenographer for purposes of preserving the record... Electronic, magnetic, or mechanical recording devices shall be approved by the Office of State Courts Administrator prior to their utilization by any associate circuit judge."

1.3.5 Proceedings heard by commissioners are also recorded by "electronic, magnetic, and mechanical devices."

1.3.6 While the state pays the salaries of judges and other court staff, court operating expenses are the responsibility of the local jurisdictions. As a consequence, there are considerable variations in facilities and equipment. Some court functions are performed in new or remodeled buildings, where the electrical systems meet current standards, sound recording equipment has recently been purchased, and courtroom acoustics are good. In other situations, the buildings are old, wiring is inadequate, the sound recording equipment is not fully functional, and the courtroom acoustics are poor.

1.3.7 Primary court operations are housed in the courthouse, which is located in the county seat of each county. A few counties maintain courthouses in more than one city in the county, e.g., Jasper County with courthouses in Joplin and Carthage and Jackson County with courthouses in Kansas City and Independence. It is not uncommon for the county to maintain court facilities in the courthouse as well as in a separate facility or annex nearby.

1.3.8 The number of judges and court staff working in each county varies considerably. There are more than 30 judges and 200+ court personnel in each of the three metropolitan courts (Jackson County, St. Louis County, and St. Louis City). Judges and staff in these locations typically specialize, i.e., the judges handle certain types of cases and the staff have a limited range of duties, which may include, for example, running the sound recording equipment and producing the log. Some of the smaller counties have only one judge who hears a wide variety of cases; these counties may have no more than 3-4 clerical staff working in the court, all of whom have a wide range of responsibilities, only one aspect of which may be running the sound recording equipment.

1.3.9 Most courts, even in the smallest counties, have at least two courtrooms, one for an associate circuit judge and one for a circuit judge. While the services of a court reporter are generally available to the circuit judge, equipping the circuit judge's courtroom with a sound recording system allows cases to be heard on the record when a reporter is not available.

1.3.10 Transcription of the recording is required on appealed cases, guilty pleas, parole revocations, preliminary hearings involving homicide, and on proceedings where a judge has requested a transcript to be used as an aid in rendering a decision. Preparation of the transcripts must be both timely and accurate. Most appellate transcripts are due within 90 days of the filing of the notice of appeal. Appellate cases involving the custody of a juvenile are due within 30 days from the filing of the notice of appeal. Transcripts must be certified by either an official court reporter or by OSCA. While some transcripts are prepared locally, most are produced either by the Central Transcription Service (CTS) at OSCA in Jefferson City or independent contractors. In FY01, CTS began contracting with independent agents to meet the demands for timely and accurate transcripts.

3.11 Missouri's judiciary is currently utilizing an automated case management system (JIS), which should be operational in all divisions of the Circuit Court in 2004. The system is a product of ACS Government Services. An interface between JIS and the digital sound recording system is desirable.

1.3.12 Although an attempt has been made to provide accurate and up-to-date information, the Office of State Courts Administrator does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

2. PRODUCTS AND SERVICES

2.1 System Functionality:

2.1.1 The recording system must record the court's proceedings and store the recording in a digital format.

2.1.2 The recording must be time-stamped by the system in increments no greater than one second.

2.1.3 The recording system must record on at least four channels.

2.1.4 The recording system must provide for input from a minimum of four microphones, positioned to capture a high quality of sound from the judge's bench, the witness stand, the counsel table for the plaintiff/petitioner and the counsel table for the defendant/respondent.

2.1.5 The recording system must be installed and configured to allow immediate playback of a selected portion of the recording while continuing to record on a minimum of four channels.

2.1.6 The recording system must record within a minimum bandwidth of 150 Hz to 7.5 kHz.

2.1.7 The recording system must be capable of storing a minimum of 12 hours worth of audio recording on four channels without changing storage medium.

2.1.8 The recording system must contain radio frequency suppression circuits and/or shielding guaranteed to prevent pickup of radio frequency interference.

2.1.9 The recording system should be capable of recording video and audio input simultaneously.

2.2 Annotations/Session Setup:

2.2.1 The recording system must include an integrated note-taking utility, which allows the operator to take notes that are tied to time-stamps marking particular sections of the audio recording.

a. The time-stamp must be entered when the note is begun, rather than when it is completed.

2.2.2 The recording system must allow notes to be added or changed during and after the court proceeding without the necessity of exporting, editing in a different program, and re-importing to the system.

2.2.3 The recording system should provide a utility that allows users other than the operator to take notes and link them by time-stamp to the recording.

2.2.4 The recording system should permit users to add private notes.

a. Private notes shall only be accessible to the author or to designated personnel.

2.2.5 The recording system must incorporate user-defined "hot keys" which assign specific text to function keys and "pick lists" which permit the operator to designate selections from a pull-down menu.

2.2.6 The recording system must allow annotations associated with specific audio files to be printed.

2.2.7 The recording system must be to permit a search through the annotations to find specific material for playback.

a. The annotation corresponding to the audio segment being played back must be visually identifiable.

2.2.8 The recording system must permit entry of session set-up information, e.g., date and time, judge, case number, style of case, etc. at any time prior to commencement of the proceeding.

a. This information must be stored with the digital audio file.

b. Text fields for session set-up information and annotations must be a minimum of 2,000 characters in size.

2.2.9 The recording system must allow the operator to modify font, font size, window size, and spacing of text for the session set-up information and annotations.

2.3 Playback/Transcription:

2.3.1 Transcription software must be available free of charge to download from the internet.

2.3.2 The recording system must allow simultaneous playback of the audio and video recording, if video recording is a component of the system.

2.3.3 The recording system must permit playback of the same recording from multiple networked locations simultaneously.

3.4 The recording system must provide, at a minimum, for the recording captured by the system to be searchable by the system, through any combination of case name, case number, parties, attorneys, judges, time-stamp, keyword, date, or session notes.

2.3.5 The recording system should allow the recording captured by the system to be searchable by the system by Soundex.

2.3.6 The recording system must provide playback of the recording within a minimum bandwidth of 150 Hz to 7.5 kHz.

2.3.7 The recording system must provide a recording that allows transcribers to be able to isolate and playback at least four discrete channels, adjust volume on each channel, and view any related annotations.

2.3.8 The recording system must support standard peripheral devices used in transcription including foot controls designed to start, stop, rewind or advance the recording, and headphones.

2.3.9 The recording system should allow a specific case or segment of a recording within two time/date stamps to be copied to a storage medium or transferred electronically.

2.4 Interface:

2.4.1 The recording system should allow individuals to enter commands or data using a mouse, function keys, touch screen, and/or bar code scanner.

2.5 Duplication:

.5.1 The recording system must be able to convert the digital recording to an analog recording device in both two-channel and four-channel formats at a speed faster than real time.

2.5.2 The recording system must allow for duplication of four channels of digital recording onto a designated network storage device.

2.6 Integration:

2.6.1 The recording system should select case information, e.g., style of case, case number, parties, etc., from the ACS Justice Information System and copy it into the session set-up, avoiding the need for manual entry of information.

2.7 Backup/Recovery:

2.7.1 The recording system must create a backup (i.e. complete copy) of all files related to the recording including, but not limited to audio files and annotations database.

2.7.2 The recording system must be able to restore files based on the backup created.

2.8 Archive:

2.8.1 The recording system must retain files for variable periods of time depending on case type and other criteria established by the court. The recording system must allow specified cases to be retained for longer periods.

2.9 Reliability/ Security:

2.9.1 The recording system must be configurable to allow for a minimum of three user account access levels.

a. Listener- A user account that has access to listen only to recordings authorized by the Operator or Administrator.
b. Operator- A user account that may listen, create, annotate and manage access to recordings.
c. Administrator- A user account that can perform all system activities. This account must include user account management, the establishment of user group(s) where similar accounts can be managed by group.

2.9.2 The recording system must segregate recordings and backups for access by individual user accounts.

2.9.3 The recording system must require the entry of a user ID and password allowing access to recordings.

2.9.4 The recording system must provide facilities to restrict a user's account access to specific functions within the application by defined user groups.

2.9.5 The recording system must allow the administrator for each location, the capability to define and manage minimum password length for user accounts and to set an interval each user account will expire.

a. Modifications to security settings must be able to be invoked immediately without the requirement for restarting the system.

2.9.6 The recording system must provide the same user restriction levels to back-up or copies of recordings that are maintained by the system as for the original recording.

2.9.7 The recording system must store the signal to two or more designated network storage devices simultaneously to ensure that the recording is captured in the event of failure of a storage device.

2.9.8 The recording system must continuously monitor all microphones and provide visual indication that each is picking up a signal.

2.9.9 The recording system must continuously monitor the storage medium and provide visual indication to the operator that the signal is being recorded. The operator must be able to monitor the stored audio through headphones.

2.9.10 The recording system must include microphones with sound muting capability.

2.9.11 The recording system must produce an audible alarm, which sounds at site defined intervals, when the system has been put in "pause" or "mute" mode, such as during a bench conference, to alert the operator to resume normal operation.

2.9.12 The recording system must produce both visual and audible warning signals that the storage device is approaching capacity and that the storage device is full.

a. Signals indicating that the system is approaching capacity must be initiated so as to give the operator sufficient time to switch to another storage device.

2.9.13 The recording system must prevent recordings from being over-written or altered.

2.9.14 The recording system must be able to indicate whether copies of files are identical to original files created by the recording system.

2.10 Administration:

10.1 The recording system must provide utilities that generate basic reports on the status and contents of the system files, e.g., active users, number of cases, storage utilization, elapsed time, system configurations, etc. The recording system must be able to direct reports to a printer.

2.11 Technical Specifications:

2.11.1 The recording system must be compatible with Missouri court infrastructure standards (see Attachment 1).

2.11.2 The recording system must be configurable for client server, stand alone and portable installations.

2.11.3 The recording system must have the capacity to direct output to the computer's hard drive and to any widely available network storage device specified by the system administrator.

2.11.4 The recording system should utilize the PC system clock to maintain the time-stamp.

3. PERFORMANCE REQUIREMENTS

3.1 Site Survey and Report:

3.1.1 The contractor must visit each courtroom and identify the audio requirements of each courtroom where an installation is to occur and propose suitable equipment, including microphones, wiring, and mixers, for the recording of a minimum of four channels.

3.1.2 The contractor must evaluate existing microphones and wiring for use in the digital sound recording system.

.1.3 The contractor must provide a report to the court which contains at least the following:

a. a list of all required equipment giving make, model, description, part number, and cost;
b. a list of all existing equipment in the court that may be reused;
c. a drawing of the courtroom showing wiring and equipment locations. An electronic format (either Visio or PowerPoint) is preferred;
d. any recommendations for physical change, e.g., installation of sound absorbing material, which would enhance the audio recording; and
e. information on computer hardware and software requirements of the recording system including any proprietary hardware.

3.1.4 The contractor may propose alternative implementations of the system.

3.2 Installation/Testing:

3.2.1 The contractor must coordinate with court personnel and OSCA Information Technology division to coordinate and schedule installation prior to commencement of any work.

a. The OSCA Help Desk must be notified whenever an installation is scheduled.

3.2.2 The contractor must agree and understand that any individual participating in on-site installation, testing or training may be required to successfully complete a criminal background check conducted by OSCA.

3.2.3 The contractor must install and test the recording system at the site(s) designated by the court. The courts will furnish no material, labor or facilities unless otherwise indicated herein.

3.2.4 The contractor must provide and install electrical and/or microphone wiring for the recording system.

a. Wiring must be done so as to minimize any visual disturbance to the aesthetics of the courtroom.

b. Electrical and/or microphone wires should be hidden and must either be encased in conduit or otherwise properly protected to prevent equipment damage or personal injury.

3.2.5 The contractor should provide a mixer capable of mounting under a desk surface and should provide mounting hardware or bracket.

a. If an audio amplification system has been installed in the courtroom, the recording system must record from a mixer.

3.2.6 The contractor must perform all testing, adjustments and equalizations prior to system acceptance. Testing must insure an acceptable quality of signal in general trial, voir dire and bench conference situations.

a. Determination of whether the signal is of acceptable quality shall be by the administrator and the manager of CTS. Their decision shall be final and without recourse.

3.3 Training:

3.3.1 The contractor must provide on-site, hands-on training to a minimum of two persons per courthouse, following installation and testing of the system.

3.3.2 The contractor must include a training plan in the installation plan. This plan must include a written description of the training approach, suggested court personnel to be trained, and the duration of the training.

3.3.3 The contractor must provide training on the transcription software to local court staff responsible for preparing transcripts and a training session for a maximum of 10 staff in the CTS at the OSCA.

3.3.4 The contractor must provide training materials and reference manuals at the time the on-site training is conducted.

a. Materials are to be provided electronically in a mutually agreed upon format.

b. At least one printed copy of the materials is to be provided for each person receiving training.

c. Court personnel as well as OSCA staff shall have the authority to copy, re-use or repackage any or all materials that are provided.

3.3.5 The contractor must provide reference materials which incorporate procedures for running reports.

3.3.6 The contractor must describe the options for training staff who did not participate in the training at time of installation and for training on system upgrades.

3.3.7 The contractor should provide trainers with education and experience in teaching operators to use the recording system.

3.3.8 The contractor should provide trainers who have an understanding of court proceedings, preferably the proceedings of Missouri trial courts.

3.3.9 The contractor should solicit regular input into the efficacy of its training programs from individuals in the Missouri judiciary that have received training and adjust these programs as needed.

3.4 Warranty / Support / Maintenance:

3.4.1 The contractor must coordinate the installation of all support services and/or upgrade activities with the OSCA Information Technology division in advance.

a. The OSCA Help Desk must be notified whenever the vendor receives a request for support service from the courts.

3.4.2 The contractor must provide updated training materials and reference manuals with each upgrade.

a. Materials are to be provided electronically in a mutually agreed upon format.

b. Court personnel, as well as OSCA staff shall have the authority to copy, reuse or repackage any or all materials that are provided.

3.4.3 The contractor must offer technical and functional support programs which are capable of effective and timely problem evaluation and resolution.

a. The contractor must provide technical reference manuals in electronic format in a mutually agreed upon format.

b. The contractor must provide technical training for up to (10) OSCA technical support staff.

3.4.4 The contractor must provide a toll-free telephone number for support.

a. Court personnel will be directed to first contact the OSCA Help Desk. If Help Desk staff determine that the problem is with the contractor's service or product, court personnel will be directed to contact the contractor's support team.

b. Assistance through the toll-free number must be accessible from at least 8 a.m. to 5 p.m. central time on regular business days. The contractor must guarantee a call back within two hours on the same business day if the call is received by 3 p.m. central time. If the call is received after 3 p.m., the contractor must guarantee a call-back by 10 a.m. central time, the following business day.

3.4.5 The contractor should provide the option for courts to obtain responses to their questions and comments via e-mail.

3.4.6 The contractor must have the capability to provide on-site support in any county in the state of Missouri and should have support staff who reside and work in various regions within the state to minimize response time.

3.4.7 The contractor must guarantee parts replacement and/or completion of service for the contractor's equipment/product by 5 p.m. on the next business day, following notification, unless the court agrees to an extension.

3.5 Other:

3.5.1 The contractor must function as the single point of responsibility for the state, regardless of any subcontract arrangements for products and services provided. This includes assuming responsibilities and liabilities for all problems related to all hardware, software, and services provided. In all cases, the contractor is responsible for maintenance, etc. Should the contractor decide to subcontract such responsibilities, the contractor shall retain complete responsibility.

3.5.2 The contractor shall agree and understand that the State of Missouri reserves the right to bid out any future upgrades and/or replacements.

4. CONTRACTUAL REQUIREMENTS

4.1 Contract Period:

4.1.1 The original contract period shall be as stated in the Request for Proposal (RFP). The contract shall not bind, nor purport to bind, the state for any contractual commitment in excess of the original contract period. The Office of State Courts Administrator shall have the right, at its sole option, to renew the contract for three (3) additional one-year periods, or any portion thereof. In the event the Office of State Courts Administrator exercises such right, all terms and conditions, requirements and specifications of the contract shall remain the same and apply during the renewal period, pursuant to applicable option clauses of this document.

4.2 Price:

4.2.1 All prices shall be as indicated on the Pricing Page. The state shall not pay nor be liable for any other additional costs including but not limited to taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc. The contractor shall be paid installation costs and/or maintenance/repair costs provided that such costs are firm, fixed and specifically proposed in response to the Request for Proposal. Failure to propose costs for installation and maintenance/repair shall not relieve the contractor from his/her responsibility to maintain, install and/or repair all items, and any related costs for the service shall be considered by both the contractor and the state to be included within the price stated in the contract.

4.3 Contractor Liability:

4.3.1 The contractor shall be responsible for any and all injury or damage as a result of the contractor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of the contract. In addition to the liability imposed upon the contractor on account of personal injury, bodily injury (including death), or property damage suffered as a result of the contractor's negligence, the contractor assumes the obligation to save the State of Missouri, including its agencies, employees, and assigns, from every expense, liability, or payment arising out of such negligent act. The contractor also agrees to hold the State of Missouri, including its agencies, employees, and assigns, harmless for any negligent act or omission committed by any subcontractor or other person employed by or under the supervision of the contractor under the terms of the contract.

4.3.2 However, the contractor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by the State of Missouri, including its agencies, employees, and assigns.

4.4 Limitations of Contractor Liability:

4.4.1 Under no circumstances shall the contractor be liable for any of the following: (1) third-party claims against the state for losses or damages (other than those listed above); (2) loss of, or damage to, the state's records or data; or (3) consequential damages (including lost profits or savings) or incidental damages, even if the contractor is informed of their possibility.

4.5 Contractor Liability for Patent/Copyright Infringement:

4.5.1 The contractor shall report to the state promptly and in reasonable written detail, each notice or claim of patent or copyright infringement based on the performance of the contract of which the contractor has knowledge.

4.5.2 The state agrees that the contractor has the right to defend or at its option to settle, and the contractor agrees to defend at its own expense or at its option to settle, any claim, suit or proceeding brought against the state on the issue of infringement of any United States patent or copyright by any product, or any part thereof, supplied by the contractor to the state under this agreement. The contractor agrees to pay, subject to the limitations hereinafter set forth in this paragraph, any final judgment entered against the state on such issue in any suit or proceeding defended by the contractor. The state agrees that the contractor at its sole option shall be relieved of the foregoing obligations unless the state notifies the contractor promptly in writing of any such claim, suit, or proceeding, and at the contractor's expense, gives the contractor proper and full information needed to settle and/or to defend any such claim, suit, or proceeding. If the product, or any part thereof, furnished by the contractor to the state becomes, or in the opinion of the contractor may become, the subject of any claim, suit, or proceeding for infringement of any United States patent or copyright, or in the event of any adjudication that such product or part infringes any United States patent or copyright, or if the use, lease, or sale of such product or part is enjoined, the contractor may, at its option and its expense: (1) procure for the state the right under such patent or copyright to use, lease, or sell as appropriate such product or part, or (2) replace such product or part with other product or part suitable to the state, or (3) suitably modify such product or part, or (4) discontinue the use of such product or part and refund the aggregated payments and transportation costs paid therefore by the state, less a reasonable sum for use and damage. The contractor shall have no liability for any infringement based upon: (1) the combination of such product or part with any other product or part not furnished to the state by the contractor, or (2) the modification of such product or part unless such modification was made by the contractor, or (3) the use of such product or part in manner for which it was not designed.

4.5.3 The contractor shall not be liable for any cost, expense, or compromise, incurred or made by the state in conjunction with any issue of infringement without the contractor's prior written authorization. The foregoing defines the entire warranty by the contractor and the exclusive remedy of the state with respect to any alleged patent infringement by such product or part.

4.6 Contractor Status:

4.6.1 The contractor represents himself or herself to be an independent contractor offering such services to the general public and shall not represent himself/herself or his/her employees to be an employee of the State of Missouri. Therefore, the contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc., and agrees to indemnify, save, and hold the State of Missouri, its officers, agents, and employees, harmless from and against, any and all loss; cost (including attorney fees); and damage of any kind related to such matters

4.7 Subcontractors:

4.7.1 Any subcontracts for the products/services described herein must include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by the contractor and the Office of State Courts Administrator and to ensure that the Office of State Courts Administrator is indemnified, saved, and held harmless from and against any and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontract in those matters described in the contract between the Office of State Courts Administrator and the contractor. The contractor shall expressly understand and agree that he/she shall assume and be solely responsible for all legal and financial responsibilities related to the execution of a subcontract. The contractor shall agree and understand that utilization of a subcontractor to provide any of the products/services in the contract shall in no way relieve the contractor of the responsibility for providing the products/services as described and set forth herein.

4.8 Assignment:

4.8.1 The contractor shall agree and understand that, in the event the Office of State Courts Administrator consents to a financial assignment of the contract in whole or in part to a third party, any payments made by the State of Missouri pursuant to the contract, including all of those payments assigned to the third party, shall be contingent upon the performance of the prime contractor in accordance with all terms and conditions, requirements and specifications of the contract.

4.9 Insurance:

4.9.1 The contractor shall understand and agree that the State of Missouri cannot save and hold harmless and/or indemnify the contractor or employees against any liability incurred or arising as a result of any activity of the contractor or any activity of the contractor's employees related to the contractor's performance under the contract. Therefore, the contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the State of Missouri, its agencies, its employees, its clients, and the general public against any such loss, damage and/or expense related to his/her performance under the contract.

4.10 Property of State:

4.10.1 All reports, documentation, and material developed or acquired by the contractor as a direct requirement specified in the contract shall become the property of the State of Missouri. The contractor shall agree and understand that all discussions with the contractor and all information gained by the contractor as a result of the contractor's performance under the contract shall be confidential and that no reports, documentation, or material prepared as required by the contract shall be released to the public without the prior written consent of the Office of State Courts Administrator.

4.11 Termination:

4.11.1 The Office of State Courts Administrator reserves the right to terminate the contract at any time, for the convenience of the State of Missouri, without penalty or recourse, by giving written notice to the contractor at least thirty (30) calendar days prior to the effective date of such termination. The contractor shall be entitled to receive just and equitable compensation for services and/or supplies delivered to and accepted by the State of Missouri pursuant to the contract prior to the effective date of termination.

4.12 Confidentiality:

4.12.1 To the extent the contractor may have access to any confidential information maintained by the state agency, or to any report, return or other information received by the state agency in connection with the administration of the tax laws of this state, the contractor shall comply with all applicable laws and regulations and, in particular, with Missouri Revised Statutes, Section 32.057. Any person making unlawful disclosure of information in violation of such Section shall, upon conviction, be guilty of a Class D Felony.

4.13 Substitution of Personnel:

4.13.1 The contractor agrees and understands that the State of Missouri's agreement to the contract is predicated in part on the utilization of the specific individual(s) identified in the implementation. Therefore, the contractor agrees that no substitution of such specific individual(s) and/or personnel qualifications shall be made without the prior written approval of the state agency. The contractor further agrees that any substitution made pursuant to this paragraph must be equal or better than originally proposed and that the state agency's approval of a substitution shall not be construed as an acceptance of the substitution's performance potential. The State of Missouri agrees that an approval of a substitution will not be unreasonably withheld.

4.14 Payment in Advance:

14.1 The State of Missouri may make advance deposits/payment for software maintenance (upgrades/new releases/technical support-type agreements) only.

4.15 Software Licensing:

4.15.1 Perpetual Licensing

a. The contractor shall grant a perpetual, permanent, user-based software license, in which no other fees beyond this single payment are required in order to use the proposed software indefinitely. It is highly desirable that the contractor grants a perpetual, permanent non-cpu specific site license.

b. The State of Missouri understands that maintenance and/or technical support fees may be required monthly, quarterly, or annually, in order to receive software updates (which include enhancements, corrections, modifications, additions and later versions of the licensed product) and/or technical support. However, it remains the sole option of the state to purchase maintenance or to decline this service. If the state chooses to discontinue maintenance, the software would continue to be legally licensed for use.

c. Any language or provisions contained in any "shrinkwrap" or "clickwrap" agreement shall be of no force or effect if such provisions conflict with the terms of the contract.

d. The state shall not permit the licensed products, pursuant to this contract, to be used by any other person, except for employees, agents, consultants of the State of Missouri ("Authorized Agency"), who need to use the licensed products in the performance of their duties for the state and who are authorized and enabled by the State of Missouri to access and utilize the licensed products. The state acknowledges that the licensed products are proprietary and the intellectual property of the contractor and shall not be distributed or used by any agency other than the authorized agency.

e. It is also understood that the following conditions may result in an additional one-time license fee being required:

1) If the license is a CPU license, and the state upgrades the cpu; or

2) If there is a "major update" to the software, **ONLY IF** the circumstances defining "major update" are detailed in the original proposal response, and it is clearly stated in the original proposal response that this will result in an additional license fee; or

3) If the license is based on the number of users and that number changes.

4.16 Intellectual Property Rights:

4.16.1 The contractor hereby warrants that it has and will continue to have free and clear title (including all proprietary rights) to any Products delivered to the State of Missouri or the right to license, transfer or assign any and all products that are licensed, transferred, or otherwise provided to the State by the contractor pursuant to this contract. Upon request of the State of Missouri, the contractor shall demonstrate that all aspects of the Licensed Software are its original work or that the contractor is authorized to sublicense on the terms stated herein. The State of Missouri shall not be liable in the event of loss, incident, destruction, theft, damage, etc., for the licensed software. It shall be the contractor's sole responsibility to obtain insurance coverage for such loss in an amount that the contractor deems appropriate.

4.17 Governing Law:

4.17.1 The contract shall be construed according to the laws of the State of Missouri. **NOTE:** The Uniform Computer Information Transactions Act (UCITA) or any substantially similar law, shall not govern any aspect of this contract or any license granted hereunder.

4.18 Project Assessment Quotations

4.18.1 In the event the state agency desires additional services, within the scope of this agreement, the Project Assessment Quotation (PAQ) process shall be used. The PAQ process shall be as follows.

STEP 1: PAQ REQUEST
The agency's designated Project Director will present a written request for each PAQ to the contractor, in a standard format, Request for Project Assessment Quotation. The agency's request must explain in detail the scope of the project and the tasks the agency desires the contractor to perform, including applicable business and technical specifications.

STEP 2: DRAFT PAQ
The contractor must respond (within a prescribed number of days mutually agreed upon by the state agency and the contractor) to each such PAQ request from the agency's designated Project Director with a draft PAQ which provides a statement of cost and time, technical and strategic alternatives, and solution recommendations.

STEP 3: APPROVAL OF DRAFT PAQ
If the draft PAQ is approved by the agency's designated Project Director, the contractor must then prepare a final PAQ for resubmission to the agency's designated Project Director for final approval.

STEP 4: FINAL PAQ
The contractor's final PAQ must include:

a. contractor contact name and phone number;
b. brief title of specific PAQ;
c. final PAQ issue date;
d. a detailed itemization and description of all of the project tasks which shall be completed by the contractor;
e. a firm, fixed cost;
f. detailed completion schedule for each task/component of the project work;
g. mutually agreed upon turnaround times for the agency's designated Project Director to review, approve and formally accept or reject the components of the contractor's project work in accordance with the approved final PAQ;
h. mutually agreed upon milestones for compensation of project costs for the contractor's project work, including any mutually agreed upon holdbacks for specified deliverables and holdback release time frames for specified deliverable completion;
i. identification of the specific tasks within each component of the PAQ which must be completed by state agency personnel;
j. all travel-related expenses; however, travel time from the contractor's office or residence to the state agency facility and travel time from the state agency facility to the contractor's office or residence shall not be considered billable time and shall not be included in the contractor's firm, fixed total number of project hours for contractor personnel stated in the contractor's final PAQ. The agency's acceptance of the travel-related expenses stated in the final PAQ shall be contingent upon the travel expenses being based on Office of Administration Travel Policy.

STEP 5: APPROVAL OF FINAL PAQ
The contractor and the agency's designated Project Director must indicate mutual acceptance of the final PAQ by signing and dating the final PAQ.

STEP 6: AUTHORIZATION TO PROCEED/ PAQ PROJECT WORK
An approved final PAQ alone does not constitute an authorization to proceed with project work. Before proceeding with project work, the contractor must receive a properly authorized Contract Release Order. Project work shall include the contractor's completion of the tasks identified in the final PAQ.

STEP 7: FORMAL ACCEPTANCE OF PAQ PROJECT WORK
Upon the completion of all project work of a given PAQ, the contractor must notify the agency's designated Project Director in writing and shall submit an invoice in accordance with the PAQ approved by the agency's designated Project Director. The agency's designated Project Director shall review, approve and formally accept or reject the components of the PAQ project work in accordance with the turnaround time outlined in the PAQ. Formal acceptance shall not be unreasonably delayed or withheld by the state.

STEP 8: PAQ COST RECOVERY FOR CONTRACTOR
Project costs for the PAQ project work shall be reimbursable upon formal acceptance by the agency's designated Project Director in accordance with the milestones for compensation outlined in the PAQ.

4.19 Entire Agreement:

4.19.1 A binding contract shall consist of: (1) the RFP, amendments thereto, and/or Best and Final Offer (BAFO) request(s) with RFP changes/additions, (2) the contractor's proposal including the contractor's BAFO, and (3) OSCA's acceptance of the proposal by "notice of award" or by "purchase order."

19.2 The contract expresses the complete agreement of the parties and performance shall be governed solely by the specifications and requirements contained therein. Any change, whether by modification and/or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representative of the contractor and the OSCA or by a modified purchase order prior to the effective date of such modification. The contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment or modification.

5. OFFEROR'S INSTRUCTIONS AND REQUIREMENTS

5.1 Submission of Proposal:

5.1.1 The offeror's proposal should include an original document, plus six (6) copies.

a. The offeror should also provide two (2) copies of their entire proposal on 3.5" disk or CD in either Microsoft Word 97 (or compatible) or PDF format.

5.1.2 Offeror is cautioned when submitting pre-printed terms and conditions regarding proprietary information, copyright, usage restrictions, etc., to make sure such documents do not contain other terms and conditions which conflict with those of the RFP and its contractual requirements.

a. The offeror shall agree that in the event of conflict between any of the offeror's terms and conditions and those contained in the RFP, the RFP shall govern.

NOTE: Taking exception to the State's Terms and Conditions may render an offeror's proposal unacceptable and remove it from consideration for award.

5.2 Competitive Negotiation of Proposals:

5.2.1 The offeror is advised that under the provisions of this Request for Proposal, the Office of State Courts Administrator reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

a. Negotiations may be conducted in person, in writing, or by telephone.

b. Negotiations will only be conducted with potentially acceptable proposals. The Office of State Courts Administrator reserves the right to limit negotiations to those proposals which received the highest rankings during the initial evaluation phase. All offerors involved in the negotiation process will be invited to submit a best and final offer.

c. Terms, conditions, prices, methodology, or other features of the offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.

d. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the Office of State Courts Administrator determines that a change in such requirements is in the best interest of the State of Missouri.

5.3 Proposal Evaluation/Contract Award:

5.3.1 After determining that a proposal satisfies the mandatory requirements, the evaluator(s) shall use both objective and subjective judgement in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

Cost 40%
System Functionality 30%
Contractor Support 30%

5.3.2 The evaluation shall cover the original contract period plus renewal periods. The cost evaluation shall include all mandatory requirements, including installation and maintenance. However, the State of Missouri reserves the right to evaluate optional items, if deemed necessary.

5.3.3 After an initial screening process, a question and answer conference may be conducted with the offeror, if deemed necessary. In addition, the offeror may be asked to make an oral presentation of their proposal during the conference. Attendance cost at the conference shall be at the offeror's own expense. All arrangements and scheduling shall be coordinated by the Office of State Courts Administrator.

5.3.4 The offeror may be required to provide a demonstration of his/her system's capabilities at a site he/she deems appropriate and that is reasonably accessible to the evaluators. The demonstration should be constructed to both clarify and verify the offeror's response. Travel expenses incurred by evaluation team members will be the responsibility of the State of Missouri.

5.3.5 On Exhibit A the offeror should provide a list of at least three (3) current customers who have acquired and installed the proposed item/service from the offeror. The list should include the following:

Company name
Contact name
Contact's title
City and state
Telephone number and area code
Description of items/services
Availability status if contact is requested by the evaluation team.

5.3.6 The offeror may submit preprinted marketing materials with the proposal. However, the offeror is advised that such brochures normally do not address the needs of the evaluators with respect to the technical evaluation process and the specific responses which have been requested of the offeror. The offeror is strongly discouraged from relying on such materials in presenting products and services for consideration by the state.

5.3.7 The offeror should present a detailed description of all products and services proposed in the response to this Request for Proposal. It is the offeror's responsibility to make sure all products proposed are adequately described. It should not be assumed that the evaluator has specific knowledge of the products proposed; however, the evaluator does have sufficient technical background to conduct an evaluation when presented complete information.

5.4 **Offeror's Response to Evaluative Criteria:** At a minimum, the offeror should provide responses to questions outlined in Sections 5.4.2 and 5.4.3. If the offeror does **not** provide specific detailed information the proposal may not be considered for award.

5.4.1 Cost:

a. Offeror must state on the pricing pages, the firm, fixed price for all hardware, software and services.

1) The offeror must state, on the pricing pages, the firm, fixed price, if any, for training, installing and testing the recording system(s).

b. If the offeror can provide different levels of maintenance service, those prices should also be stated, firm and fixed on the Other Costs pricing page.

c. Renewal Option: The offeror must complete the Renewal Option Page for price changes applicable to the renewal periods.

1) For the renewal options, all percentages stated must be firm, fixed and based against the offerors original prices stated herein. No percentages of then-current license fees or any other non-firm, fixed future price shall be acceptable.

5.4.2 System Functionality:

a. Audio Recording

1) Does the product record and store the court's proceedings in a digital format?

2) Does the system time-stamp the recording in increments no greater than one second?

3) What is the microphone input capacity of the recording system?

4) Can the recording system play back a selected portion of the recording while continuing to record on a minimum of four channels?

5) What is the operational bandwidth of the recording system? Attach verification by an audio engineer of the reported bandwidth. Attach professional credentials of engineer.

6) Describe the mechanism(s) contained in the recording system that will prevent pickup of radio frequencies in the recording.

7) Describe what, if any, capabilities the recording system has for linking the recording with exhibits and other documents that are presented during court hearings.

8) Describe what, if any, capabilities the recording system has for linking the system with any video conferencing equipment the court may have.

b. Annotations / Session Setup:

1) Does the recording system have an integrated note-taking utility which allows the system operator to take notes that are tied to time-stamps marking particular sections of the audio recording?

2) Is the time-stamp entered when the annotation is begun or when it has been completed?

3) Can notes be added or changed during and after the court proceeding without the necessity of exporting, editing in a different program, and re-importing to the system?

4) Can notes be added and changed from the operator's workstation and from other locations on the network?

5) Can users other than the court recorder take notes and link them by time-stamp to the recording? If yes, describe this capability.

6) Can users add private notes- notes that are accessible only to the author or to designated personnel? If yes, describe this capability.

7) Does the recording system incorporate user-defined "hot keys" which assign specific text to function keys? If yes, what is the maximum number of "hot keys" that can be established?

8) Does the recording system incorporate "pick lists" which permit the user to designate selections from pull-down menus?

9) Is there a limit to the number of items that can be entered in a "pick list"? If there is a limit to the number of items that can be entered in the "pick list", what is that limit?

10) Can the annotations associated with specific audio files be printed? If yes, describe the procedures necessary to obtain a printed copy of the annotations.

11) Describe the procedure for searching annotations to find specific material for playback.

12) Does the system highlight the annotations corresponding to the audio as it is played back?

13) Does the recording system permit entry of session set-up information that is stored with the audio file?

14) Is the set-up customized by courtroom/courthouse?

15) What are the limitations of the customization in terms of number and size of text fields, positioning of fields, data entry requirements?

16) How far in advance of the session can the set-up information be entered?

17) Can the session set-up information be saved from one session to another (e.g., for a trial lasting more than one day)?

18) Describe the procedure for retrieving the set-up information from a previous session.

19) What, if any, restrictions are there to the length of the text fields used for session set-up information and annotations modifiable by the user?

20) Are the font, window size, and spacing of text for the session set-up information and annotations modifiable by the user? If yes, what, if any, restrictions exist for the modifications?

21) Does the recording system provide for split screen capability to enable viewing of case documents and audio record annotations simultaneously? If yes, describe the split screen.

c. Playback / Transcription:

1) Is proprietary software required for two-channel playback of the recording? If yes, how is the software accessed? If yes, what, if any, cost is incurred?

2) Is proprietary software required for four-channel playback of the recording? If yes, how is the software accessed? If yes, what, if any, cost is incurred?

3) Does the recording system permit playback from the operator's workstation, from any networked location, and from separate PC's and portable applications?

4) Will the recording system permit simultaneous playback of the same recording from multiple networked locations? If yes, what, if any, restrictions are there to the simultaneous playback?

5) List the types of information on which users can search for desired audio segments.

6) Can a single search incorporate multiple cases and sessions? If yes, describe what, if any, restrictions apply.

7) Describe what measures the offeror has taken to insure that a high quality audio record is captured and available for playback:

7).1 In the selection / design of the hardware and software, including mechanisms to boost or clarify the signal.
7).2 In the installation / testing and training process.

8) Does the recording system permit the isolation and playback of at least four discrete channels?

9) Does the recording system permit the volume of each channel to be adjusted separately? If yes, describe.

10) Can software be included as an executable program that accompanies the audio file?

11) Does the recording system produce digital files in an industry standard format, such as ".WAV" for audio or ASCII for text?

12) Does the recording system support standard foot controls for transcription?

13) Does the recording system support standard headphones for transcription?

14) Does the recording system allow a designated segment or multiple segments of a recording to be copied to a storage medium or transferred electronically? If yes, describe the procedure for designating and coping or transferring the segment(s).

d. Interface:

1) Can the operator enter commands using either a mouse or function keys, whichever is most comfortable? If no, by what method must commands be entered?

e. Analog Duplication:

1) Is the system capable of converting the digital recording to an analog recording and transferring it to a standard cassette tape? If yes, what are the hardware and software requirements?

2) Will the recording system allow for the conversion of a 4-track digital recording to 4-track analog recording? If yes, what are the hardware and software requirements?

f. Integration:

1) Can the recording system integrate non-system audio recordings and other files into the system? If yes, what types of files can be integrated?

2) Will the recording system allow the user to import case information from a case management system into the recording system, avoiding the need for manual entry of information? If yes, what are the requirements of the case management system? If yes, describe the offeror's experience / expertise in writing the required interface. If yes, describe the customer's role in developing the interface.

g. Backup / Recovery:

1) Provide a detailed description of the backup and recovery methods for the proposed digital court recording, archiving, and transcription solution. This description should encompass the entire span of hardware, software, accessories and procedures that will be necessary for the court to experience minimal downtime and to maintain adequate backup and recovery capabilities for this system.

h. Archive:

1) Is the recording format open and publicly available? If no, describe how the court can be assured that access will be available in the future.

2) Is a proprietary archiving format proposed? If yes, provide a detailed analysis of the benefits of the proposed format. If yes, submit statement that the offeror will provide unlimited, non-lapsing license to use the proprietary technology. This license must include all hardware, software and file formats that may be necessary to archive, access and reproduce the court's audio records.

3) Does the recording system permit automatic archiving of the audio and text files to one or more standard medium? List the medium to which the audio and text files can be automatically archived.

4) Does each location have the capability to determine the frequency with which files are automatically archived? What, if any, restrictions apply?

5) Does the recording system provide an optional automatic purge function? If the purge function is enabled, can an operator override the function to insure that the recording of a specific case or session is not purged? Can separate parameters be set for different types of cases? What, if any, restrictions apply to these parameters?

i. Reliability / Security:

1) How many access levels can be established for the recording system?

2) Can the recording system be configured to require the entry of a user ID and password for security and access to unique settings for each individual user?

3) Can the recording system be configured to allow the system administrator for each location to determine at what interval(s) user ID's and passwords will expire?

4) Can the recording system be configured to restrict a user's access to specific functions within the application?

5) Can the recording system be configured to restrict user access to specific types of data?

6) Can the recording system be configured to restrict user access to specific functions with specific types of data?

7) Can the recording system be configured to permit the definition of effective beginning and end dates for all defined security restrictions?

8) Can the recording system be configured to allow security requirements for all areas to be changed on-line? Can the recording system be configured to allow changes to be invoked immediately without the requirement for restarting the system?

9) Can the recording system store the signal to two separate storage devices simultaneously? If yes, define these storage devices.

10) Describe the visual and audio indicators / devices that the user can rely on to insure that all microphones are picking up a signal.

11) Describe the visual and audio indicators / devices that the user can rely on to insure that the signal is being recorded to the storage medium.

12) Describe how sound can be muted with each type of microphone that the offeror proposes to install. Indicate what type(s) of microphone are being considered for the judge, witness, and attorneys.

13) Can the recording system produce an audible alarm, which sounds at site-defined intervals, when the system has been put in "pause" or "mute" mode? If yes, where does the alarm sound? Can the volume of the alarm be adjusted?

14) Describe the visual and audio indicators/ devices that the user can rely on to warn that the storage medium is reaching capacity. Can the administrator or individual users at each site adjust the timing of these alarms so that more or less time is available for switching to alternate storage device? If yes, what are the restrictions for adjusting the timing?

15) Describe the method for determining whether audio or text files have been edited or otherwise changed since they were created.

16) Describe the method for determining whether copies of files are identical to original files created by the recording system.

j. Administration:

1) Describe the utilities provided that generate basic reports on the status and contents of the system files.

2) Specify existing report layouts and report options, including available queries and ad hoc reports that may be run by each site. Are procedures for generating reports currently described in the user's manual?

5.4.3 Contractor Support:

a. Installation / Testing

1) Provide the specifications for microphones and wiring.

2) Can the mixer be mounted under a desk surface? What hardware is provided with the mixer to permit its mounting under a desk surface?

3) Describe the restrictions, if any, for integrating the recording system into an exiting sound reinforcement system in the courtroom.

4) What criteria will used to determine that the quality of the signal is acceptable in general trial, voir dire, and bench conference situations? Include a detailed description of the test plan.

5) Indicate the method used to inform clients of implemented and future enhancements, upgrades.

b. Training

1) Provide one copy of the current training and reference materials that are distributed to system users.

2) Describe the options for training staff who did not participate in the training at time of installation and for training on system upgrades.

3) Provide resumes for current training staff. Include educational transcripts and a description of experience, including length of time, with teaching the recording system.

4) Describe what education or experience training staff has that would provide an understanding of court proceedings, preferably the proceedings of Missouri trial courts.

5) Describe what, if any, measures the offeror takes to insure that the training provided to users meets their needs.

c. Warranty / Support / Maintenance

1) Provide a copy and description of all warranties associated with the proposed system.

2) Describe currently available or proposed technical and functional support programs. Include hours of operation, location of support, and type of support.

3) Describe software problem resolution and escalation procedures and standard time frames.

4) Describe current methods for accessing software problem information and downloading fixes.

5) List the hours and days during which support is available through a toll-free number. What is the response time in minutes or hours for calls made to this toll-free number?

6) Does the offeror provide the option for courts to obtain responses to their questions and comments via e-mail? If yes, what is the response time in minutes or hours for questions/ comments communicated by e-mail?

7) List the work address(es)-city(ies) and state(s)- of support staff who will be dispatched, if needed, to resolve system problems/ install upgrades in Missouri's courts.

8) Attach copies of the annual maintenance agreements that cover the recording system. These documents must clearly delineate the products and services that are included and excluded from the agreement.

9) Indicate the policy regarding support for court-developed customizations and enhancements, if any.

10) If the offeror's maintenance and support proposal assumes that court personnel will be responsible for any preliminary system diagnostics, include a detailed description of those expectations along with the offeror's proposed plan for transferring this knowledge to court personnel.

11) The offeror must provide a written guarantee that parts or complete malfunctioning units, such as microphones, mixers, or speakers will be replaced within 24 hours of receipt of a service call.

12) The offeror must state the warranty periods for all software and hardware provided by the contractor.

13) The offeror must provide copy(ies) of its maintenance agreement(s), which clearly delineate the products and services that are included and excluded from the agreement.

Date of Award thru One Year
FIRM FIXED PURCHASE PRICING
FOR
REQUIRED HARDWARE, SOFTWARE AND SERVICES

ITEM NO.	ITEM DESCRIPTION	QTY.	PURCHASE PRICE		ADDITIONAL MONTHLY MAINTENANCE PRICE, AFTER WARRANTY		ADDITIONAL INSTALLATION CHARGE, IF ANY	
			UNIT PRICE	TOTAL	UNIT PRICE	TOTAL	UNIT PRICE	TOTAL
			GRAND TOTALS:	$		$		$

Pursuant to the terms, conditions and specifications set forth in this Request for Proposal, I hereby quote the price(s) for items and services indicated above at a firm, fixed purchase price for the contract period and hereby grant the State of Missouri the right to add or delete the quoted items and services at the same price(s) indicated above at any time during the contract period. In the event that the State of Missouri exercises its options to extend the contract period, the prices for such extension period shall be determined pursuant to Renewal Option Tables. Unless quoted above, the contractor agrees that the State of Missouri shall not pay for any maintenance or installation costs. Such cost shall be considered to be included in the firm, fixed purchase price.

Date of Award thru One Year
FIRM FIXED PURCHASE PRICING
FOR
OPTIONAL HARDWARE, SOFTWARE AND SERVICES

ITEM NO.	ITEM DESCRIPTION	PURCHASE PRICE, PER UNIT	ADDITIONAL MONTHLY MAINTENANCE PRICE, PER UNIT, AFTER WARRANTY	ADDITIONAL INSTALLATION CHARGE, PER UNIT, IF ANY

Pursuant to the terms, conditions and specifications set forth in this Request for Proposal, I hereby quote the price(s) for items and services indicated above at a firm, fixed purchase price for the contract period and hereby grant the State of Missouri the right to add or delete the quoted items and services at the same price(s) indicated above at any time during the contract period. In the event that the State of Missouri exercises its options to extend the contract period, the prices for such extension period shall be determined pursuant to Renewal Option Tables. Unless quoted above, the contractor agrees that the State of Missouri shall not pay for any maintenance or installation costs. Such cost shall be considered to be included in the firm, fixed purchase price.

OTHER COSTS

The offeror must state below under Required Other Costs any costs, in addition to those quoted on the Pricing Pages contained herein, for any additional materials, services, supplies, and/or other one time costs that are necessary to satisfy the requirements of the Request for Proposal and shall, therefore, be furnished by the offeror if awarded a contract, at no more than the cost indicated. The offeror may list any related optional other costs where indicated below.

ITEM NO.	DESCRIPTION	COST	UNIT OF MEASURE	COMMENTS
REQUIRED OTHER COSTS:				
OPTIONAL OTHER COSTS:				

RENEWAL OPTION
FOR
ALL PRICES

ıe Office of State Courts Administrator shall have the sole option to renew the contract in one (1) year increments, or a portion thereof, for a maximum total of three (3) additional years.

The offeror must indicate below the maximum allowable percentage of price increase or guaranteed minimum percentage of price decrease applicable to the renewal option periods. The stated percentage(s) shall apply to each itemized component on the applicable pricing page(s). If a percentage is not quoted (i.e. left blank), the state shall have the right to execute the option at the same price(s) quoted for the original contract period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE.

All increases or decreases shall be calculated against the ORIGINAL contract price, NOT against the previous year's price. A CUMULATIVE CALCULATION SHALL NOT BE UTILIZED.

The percentages indicated below will be used in the cost evaluation to determine the potential maximum financial liability to the State of Missouri.

NOTICE: DO NOT COMPLETE BOTH A MAXIMUM INCREASE AND A MINIMUM DECREASE FOR THE SAME RENEWAL PERIOD.

1. Additional Acquisitions

	Maximum Increase	OR	Minimum Decrease
1st Renewal Period:	original price +_____%	OR	original price -_____%
2nd Renewal Period:	original price +_____%	OR	original price -_____%
3rd Renewal Period:	original price +_____%	OR	original price -_____%

2. Maintenance

	Maximum Increase	OR	Minimum Decrease
1st Renewal Period:	original price +_____%	OR	original price -_____%
2nd Renewal Period:	original price +_____%	OR	original price -_____%
3rd Renewal Period:	original price +_____%	OR	original price -_____%

3. Installation of Additional Acquisitions

	Maximum Increase	OR	Minimum Decrease
1st Renewal Period:	original price +_____%	OR	original price -_____%
2nd Renewal Period:	original price +_____%	OR	original price -_____%
3rd Renewal Period:	original price +_____%	OR	original price -_____%

EXHIBIT A

OFFEROR'S REFERENCES

1. Company Name:_____
2. Contact Name:_____
3. Contact's Title:_____
4. City:_____ State:_____
5. Telephone Number and Area Code:_____
6. Description of Hardware/Software Furnished:_____
7. Availability status if contact is requested by the evaluation team:_____

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1. Company Name:_____
2. Contact Name:_____
3. Contact's Title:_____
4. City:_____ State:_____
5. Telephone Number and Area Code:_____
6. Description of Hardware/Software Furnished:_____
7. Availability status if contact is requested by the evaluation team:_____

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1. Company Name:_____
2. Contact Name:_____
3. Contact's Title:_____
4. City:_____ State:_____
5. Telephone Number and Area Code:_____
6. Description of Hardware/Software Furnished:_____
7. Availability status if contact is requested by the evaluation team:_____

Missouri Court Automation

Hardware and Software Standards
November 2004

INTRODUCTION

The attached table is a compilation of the court automation infrastructure standards adopted by the Missouri Court Automation Committee. Note that the standards specify minimum configurations and also the configuration most commonly purchased now. These are for new purchases and do not impact current equipment and software, which work successfully with Court Automation solutions.

Because of Judicial Information System (JIS) requirements, the Standards have been expanded to include more specific language relating particularly to server and printer specifications.

- The Applications Server provided for each court is reserved for JIS and other system applications. It is configured by technical staff for the optimal configuration. No modifications to the server are allowed without specific approval, in writing, by the Project Director.

- Print requirements for JIS dictate the use of networked printers. Printers shared from workstations and local printers are not acceptable for JIS.

Software versions have generally been removed from the descriptions with the current released version of software accepted as standard. The significant exception to this is that the network operating system for the Application Server must be Microsoft Windows **2000 Advanced Server, Service Pack 4 and Windows Server 2003 Enterprise**. This version and service pack level is routinely installed on these servers and may not be changed.

For courts not purchasing from the competitively bid state contracts, specifications for court automation workstations are attached. These specifications must be used to guarantee compliance and compatibility.

OSCA Help Desk SERVERS, WORKSTATIONS AND PRINTERS	
Desktop Personal Computer (Minimum Configuration)	**For new computers:** ▪ Pentium processor (MHz based on current availability) ▪ 512 MB RAM ▪ 20 GB hard drive ▪ 17" SVGA color monitor ▪ 3COM or Integrated Intel 10/100/1000 or Integrated Broadcom 10/100/1000 Ethernet card ▪ CD-ROM drive ▪ Sound Card ▪ Floppy
Laptop Personal Computer (Minimum Configuration)	**For new computers:** ▪ Pentium processor (MHz based on current availability) ▪ 512 MB RAM ▪ 20 GB hard drive ▪ 14" or greater TFT XGA color screen ▪ 3COM 574 or Integrated Intel 10/100/1000 or Integrated Broadcom 10/100/1000 Ethernet card ▪ CD-ROM drive and Floppy Drive ▪ Sound Card (recommended, but optional) ▪ Modem (minimum speed of 56kbps support for the Hayes AT command set)(recommended but optional) ▪ Serial/Parallel Port Capability
Servers – LAN, Lotus Notes, Forms (Minimum Configuration)	**HP/Compaq Proliant** Pentium 1.5 – 2 GHz 1 GB RAM 3 – 36 GB hard drives Hot Swapable drive
Servers – Application (Minimum Configuration)	**HP/Compaq Proliant** Pentium 1.5 – 2 GHz, dual processor 1GB RAM 5-36 GB hard drives RAID-5 redundancy/RAID 0+1 Hot Swapable drive
Printers Most Common Now: HP LaserJet 2300DN or 2300DTN HP 4200N or 4200TN or 4300N HP 3000N (color printer) HP 1300N **Printable area must be at least a quarter inch each side of the page and support postscript printing.**	**Hewlett Packard LaserJet and DeskJet Series** For ALL Courts, printers <u>must</u> support PCL5, PCL6 and Postscript **Lexmark Optra S with MICR modules (may need to be customized)** For courts which elect to print magnetic coding on checks- Must contact OSCA technical staff before purchasing.

Missouri Court Automation

Hardware and Software Standards

November 2004

Hardware/Software Component	Standard
Multifunction Products With printer, copier, FAX, scanner capabilities	**Acceptable:** ▪ HP 4101 & HP 4100 ▪ Canon ImageRunner ▪ Lexmark X Series and OptraImage
Bar Code Printer (Label Printer)	**Acceptable:** Sato CX208TT or CX212 (Requires an external print server for networking)
Print Servers	**Hewlett Packard Jet Direct EX Plus** Required for network printers without an internal print server.
Bar Code Scanner	**Programmable Code Laser Scanner-Wasp or Pin Point** Handheld laser scanner with a PS/2 keyboard adapter, usable with Windows 95 or Windows NT application.
LOCAL AREA NETWORK (LAN) PERIPHERALS	
Tape Drives	**ADIC, HP LTO**
Uninterruptible Power Supply	**APC Smart UPS**
Modems	Minimum speed of 56kbps support for the Hayes AT command set (recommended but optional)
Optical Storage	**CD-ROM/CD/CD-RW/DVD-RW**
Networked CD-ROM Drive Option	**Standalone CD-ROM Miniserver**
LOCAL AREA NETWORK AND WORKSTATION SOFTWARE	
Network Operating System	**Windows 2000 Server w/Service Pack 4** for Domain Controllers and File Servers **Windows Server 2003 Enterprise Edition** or **Windows 2000 Advanced Server w/SP4** for Application Servers/Database Servers
Desktop Operating System	**Microsoft Windows 2000 Professional w/SP4**
Office Automation (Word processing, spreadsheet, presentation, and database)	**Microsoft Office 97** with scheduled replacement by **Microsoft Office XP** with implementation of JIS 4.1 Phase II JIS - Phase I currently requires Word 97 for its forms/merge functionality.
Help Desk	**ASG Impact**
Project Management Software	**Microsoft Project**
WEB Browser	**Microsoft Internet Explorer**
Groupware/Electronic Mail	**Lotus Notes**
Document Viewer	**Adobe Acrobat**
Anti-Virus Software	**InoculateIT, Webshield Appliance**
Workflow/Graphics	**Visio, Netviz**
Report Generator	**Crystal Reports, Cognos**

Remote Communications	PC Anywhere, SMS
File Compression	WinZip
Network Backup Software	ARCserve, HP Data Protector
Network Management Software	Microsoft System Management Server (SMS), Cisco Works, MS Software Update Services (SUS), HP Openview, MRTG
Defragmentation Software	Disk Keeper

WAN/LAN COMPONENTS	
Hubs and Switches	Cisco
Wireless Bridge	Cisco/Alvarion
Routers	Cisco
LAN Wiring	Category 5E UTP Wiring System
LAN Topology	10/100/1000 Base T or 10/100 Base T
Network Protocol	TCP/IP
Internet Access	IVDN Network (State of Missouri Network)
Remote Access/Security	Microsoft Remote Access Service (RAS) and RSA Secure ID tokens
VPN	Cisco VPN 3000 Cisco Pix Firewall
VPN Client	Cisco VPN Client

For Additional information,
contact OSCA at
(573) 522-5577
or via Lotus Notes at
OSCA Help Desk

Statewide Court Automation
Minimum Personal Computer Requirements
for Courts Conducting Competitive Bid Process

The following are the minimum requirements for personal computers for use with statewide court automation. If a court is not purchasing computers from the prime vendor contract, the following must be specified:

- Intel Pentium® processor
- Intel motherboard
- 512 MB RAM with 512K L2 Cache
- 3 Com 905C PCI or Integrated Intel 10/100/1000 or Integrated Broadcom 10/100/1000 NIC
- CD ROM drive
- 16 MB PCI or AGP Video card
- 17" SVGA Color Monitor, .28dot, 1024x768 resolution @ 75hz
- 20 GB Ultra ATA IDE hard drive
- 104 key keyboard
- Microsoft or Logitech PS/2 Mouse
- DMI 2.0 compliant desktop management software
- Desktop or Tower Case
- Windows 2000 Professional or Windows XP Professional (Note: XP will be downgraded to Win2K)
- InoculateIT anti-virus software
- 3 year warranty w/1 year on-site
- 7 x 24 toll free telephone support
- All components must be on the Windows Hardware Compatibility list

If a computer does not meet these minimum specifications, the Office of State Courts Administrator will not be able to ensure that court automation software will work correctly or that OSCA support will be available. Peripheral devices that have not been provided by OSCA such as wireless mice and/or keyboards, headsets, PDA's etc. will be removed if found to be contributing to the malfunctioning of a workstation or laptop.

STATE OF MISSOURI
OFFICE OF STATE COURTS ADMINISTRATOR

TERMS AND CONDITIONS -- REQUEST FOR PROPOSAL

1. TERMINOLOGY/DEFINITIONS

Whenever the following words and expressions appear in a Request for Proposal (RFP) document or any amendment thereto, the definition or meaning described below shall apply.

a. **Agency and/or State Agency** means the statutory unit of state government in the State of Missouri for which the equipment, supplies, and/or services are being purchased. The agency is also responsible for payment.
b. **Amendment** means a written, official modification to an RFP or to a contract.
c. **Attachment** applies to all forms which are included with an RFP to incorporate any informational data or requirements related to the performance requirements and/or specifications.
d. **Proposal Opening Date and Time** and similar expressions mean the exact deadline required by the RFP for the receipt of sealed proposals.
e. **Offeror** means the person or organization that responds to an RFP by submitting a proposal with prices to provide the equipment, supplies, and/or services as required in the RFP document.
f. **Contract** means a legal and binding agreement between two or more competent parties, for a consideration for the procurement of equipment, supplies, and/or services.
g. **Contractor** means a person or organization who is a successful offeror as a result of an RFP and who enters into a contract.
h. **Exhibit** applies to forms which are included with an RFP for the offeror to complete and submit with the sealed proposal prior to the specified opening date and time.
i. **Request for Proposal (RFP)** means the solicitation document issued to potential offerors for the purchase of equipment, supplies, and/or services as described in the document. The definition includes these Terms and Conditions as well as all Pricing Pages, Exhibits, Attachments, and Amendments thereto.
j. **May** means that a certain feature, component, or action is permissible, but not required.
k. **Must** means that a certain feature, component, or action is a mandatory condition. Failure to provide or comply will result in a proposal being considered non-responsive.
l. **Pricing Page(s)** applies to the form(s) on which the offeror must state the price(s) applicable for the equipment, supplies, and/or services required in the RFP. The pricing pages must be completed and submitted by the offeror with the sealed proposal prior to the specified proposal opening date and time.
m. **Shall** has the same meaning as the word must.
n. **Should** means that a certain feature, component and/or action is desirable but not mandatory.

2. APPLICABLE LAWS AND REGULATIONS

a. The contract shall be construed according to the laws of the State of Missouri. The contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
b. To the extent that a provision of the contract is contrary to the Constitution or laws of the State of Missouri or of the United States, the provisions shall be void and unenforceable. However, the balance of the contract shall remain in force between the parties unless terminated by consent of both the contractor and the Office of State Courts Administrator.
c. The contractor must be registered and maintain good standing with the Secretary of State of the State of Missouri and other regulatory agencies, as may be required by law or regulations.
d. The contractor must timely file and pay all Missouri sales, withholding, corporate and any other required Missouri tax returns and taxes, including interest and additions to tax.
e. The exclusive venue for any legal proceeding relating to or arising out of the RFP or resulting contract shall be in the Circuit Court of Cole County, Missouri.

3. OPEN COMPETITION/REQUEST FOR PROPOSAL DOCUMENT

a. It shall be the offeror's responsibility to ask questions, request changes or clarification, or otherwise advise the Office of State Courts Administrator if any language, specifications or requirements of an RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source. Any and all communication from offerors regarding specifications, requirements, competitive proposal process, etc., must be directed to the Contract and Grant Coordinator, unless the RFP specifically refers the offeror to another contact. Such communication should be received at least ten calendar days prior to the official proposal opening date.
b. Every attempt shall be made to ensure that the offeror receives an adequate and prompt response. However, in order to maintain a fair and equitable procurement process, all offerors will be advised, via the issuance of an amendment to the RFP, of any relevant or pertinent information related to the procurement. Therefore, offerors are advised that unless specified elsewhere in the RFP, any questions received less than ten calendar days prior to the RFP opening date may not be answered.
c. Offerors are cautioned that the only official position of the State of Missouri is that which is issued in the RFP or an amendment thereto. No other means of communication, whether oral or written, shall be construed as a formal or official response or statement.
d. The Office of State Courts Administrator monitors all procurement activities to detect any possibility of deliberate restraint of competition, collusion among offerors, price-fixing by offerors, or any other anticompetitive conduct by offerors which appears to violate state and federal antitrust laws. Any suspected violation shall be referred to the Missouri Attorney General's Office for appropriate action.
e. The Office of State Courts Administrator reserves the right to officially amend or cancel an RFP after issuance.

4. PREPARATION OF PROPOSALS

a. Offerors **must** examine the entire RFP carefully. Failure to do so shall be at offeror's risk.
b. Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All proposals must meet or exceed the stated specifications and requirements.
c. Unless otherwise specifically stated in the RFP, any manufacturer's names, trade names, brand names, information and/or catalog numbers listed in a specification and/or requirement are for informational purposes only and are not intended to limit competition. The offeror may offer any brand which meets or exceeds the

specification for any item, but must state the manufacturer's name and model number for any such brands in the proposal. In addition, the offeror shall explain, in detail, (1) the reasons why the proposed equivalent meets or exceeds the specifications and/or requirements and (2) why the proposed equivalent should not be considered an exception thereto. Proposals which do not comply with the requirements and specifications are subject to rejection without clarification.

d. Proposals lacking any indication of intent to offer an alternate brand or to take an exception shall be received and considered in complete compliance with the specifications and requirements as listed in the RFP.
In the event that the offeror is an agency of state government or other such political subdivision which is prohibited by law or court decision from complying with certain provisions of an RFP, such a offeror may submit a proposal which contains a list of statutory limitations and identification of those prohibitive clauses which will be modified via a clarification conference between the Office of State Courts Administrator and the offeror, if such offeror is selected for contract award. The clarification conference will be conducted in order to agree to language that reflects the intent and compliance of such law and/or court order and the RFP. Any such offeror needs to include in the proposal, a complete list of statutory references and citations for each provision of the RFP which is affected by this paragraph.

f. All equipment and supplies offered in a proposal must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered.

g. Prices shall include all packing, handling and shipping charges FOB destination, freight prepaid and allowed unless otherwise specified in the RFP.

h. Prices offered shall remain valid for 90 days from proposal opening unless otherwise indicated. If the proposal is accepted, prices shall be firm for the specified contract period.

5. SUBMISSION OF PROPOSALS

a. Proposals must be submitted hard copy, delivered to the Office of State Courts Administrator, Contract and Grant Coordinator. All proposals must (1) be submitted by a duly authorized representative of the offeror's organization, (2) contain all information required by the RFP, and (3) be priced as required. Delivered proposals must be sealed in an envelope or container, and received in the Office of State Courts Administrator no later than the exact opening time and date specified in the RFP.

b. The sealed envelope or container containing a proposal should be clearly marked on the outside with (1) the official RFP number and (2) the official opening date and time. Different proposals should not be placed in the same envelope, although copies of the same proposal may be placed in the same envelope.

c. A proposal which has been delivered to the Office of State Courts Administrator, may be modified by signed, written notice which has been received by the Contract and Grant Coordinator prior to the official opening date and time specified. A proposal may also be modified in person by the offeror or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone or telegraphic requests to modify a proposal shall not be honored.

d. A proposal which has been delivered to the Office of State Courts Administrator, may only be withdrawn by a signed, written notice or facsimile which has been received by the Contract and Grant Coordinator prior to the official opening date and time specified. A proposal may also be withdrawn in person by the offeror or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone or telegraphic requests to withdraw a proposal shall not be honored.

e. Offerors delivering a hard copy proposal to Office of State Courts Administrator must sign and return the RFP cover page or, if applicable, the cover page of the last amendment thereto in order to constitute acceptance by the offeror of all RFP terms and conditions. Failure to do so may result in rejection of the proposal unless the offeror's full compliance with those documents is indicated elsewhere within the offeror's response.

PROPOSAL OPENING

a. Proposal openings are public on the opening date and at the opening time specified on the RFP document. Only the names of the respondents shall be read at the proposal opening. The contents of the responses shall not be disclosed at this time.

b. It is the offeror's responsibility to ensure that the proposal is received by Office of State Courts Administrator by the official opening date and time.

c. Proposals which are not received by the Office of State Courts Administrator prior to the official opening date and time shall be considered late, regardless of the degree of lateness, and normally will not be opened. Late proposals may only be opened under extraordinary circumstances in accordance with 1 CSR 40-1.050.

7. PREFERENCES

a. By virtue of statutory authority, a preference will be given to materials, products, supplies, provisions and all other articles produced, manufactured, made or grown within the state of Missouri. Such preference shall be given when quality is equal or better and delivered price is the same or less.

b. In accordance with Executive Order 98-21, contractors are encouraged and may be required per the RFP to utilize certified minority and women-owned businesses in selecting subcontractors.

8. EVALUATION/AWARD

a. Any clerical error, apparent on its face, may be corrected by the Contract and Grant Coordinator before contract award. Upon discovering an apparent clerical error, the Contract and Grant Coordinator shall contact the offeror and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. Examples of apparent clerical errors are: 1) misplacement of a decimal point; and 2) obvious mistake in designation of unit.

b. Any pricing information submitted by a offeror shall be subject to evaluation if deemed by the Office of State Courts Administrator to be in the best interest of the State of Missouri.

c. Unless otherwise stated in the RFP, cash discounts for prompt payment of invoices shall not be considered in the evaluation of prices. However, such discounts are encouraged to motivate prompt payment.

d. Awards shall be made to the offeror whose proposal (1) complies with all mandatory specifications and requirements of the RFP and (2) is the lowest and best proposal, considering price, responsibility of the offeror, and all other evaluation criteria specified in the RFP and any subsequent negotiations.

e. In the event all offerors fail to meet the same mandatory requirement in an RFP, the Office of State Courts Administrator reserves the right, at its sole discretion, to waive that requirement for all offerors and to proceed with the evaluation. In addition, the Office of State Courts Administrator reserves the right to waive any minor irregularity or technicality found in any individual proposal.

f. The Office of State Courts Administrator reserves the right to reject any and all proposals.

g. When evaluating a proposal, the State of Missouri reserves the right to consider relevant information and fact, whether gained from a proposal, from a offeror, from offeror's references, or from any other source.

h. Any information submitted with the proposal, regardless of the format or placement of such information, may be considered in making decisions related to the responsiveness and merit of a proposal and the award of a contract.

i. Negotiations may be conducted with those offerors who submit potentially acceptable proposals. Proposal revisions may be permitted for the purpose of obtaining best and final offers. In conducting negotiations, there shall be no disclosure of any information submitted by competing offerors.
j. Any award of a contract shall be made by notification from the Office of State Courts Administrator to the successful offeror. The Office of State Courts Administrator reserves the right to make awards by item, group of items, or an all or none basis. The grouping of items awarded shall be determined by Office of State Courts Administrator based upon factors such as item similarity, location, administrative efficiency, or other considerations in the best interest of the State of Missouri.
k. Pursuant to Section 610.021 RSMo, proposals and related documents shall not be available for public review until after a contract is executed or all proposals are rejected.
l. The Office of State Courts Administrator reserves the right to request clarification of any portion of the offeror's response in order to verify the intent of the offeror. The offeror is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

9. CONTRACT/PURCHASE ORDER

a. By submitting a proposal, the offeror agrees to furnish any and all equipment, supplies and/or services specified in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein.
b. A binding contract shall consist of: (1) the RFP, amendments thereto, and/or Best and Final Offer (BAFO) request(s) with RFP changes/additions, (2) the contractor's proposal including the contractor's BAFO, and (4) Office of State Courts Administrator's acceptance of the proposal by "notice of award" or by "purchase order."
c. A notice of award does not constitute an authorization for shipment of equipment or supplies or a directive to proceed with services. Before providing equipment, supplies and/or services, the contractor must receive a properly authorized purchase order.
d. The contract expresses the complete agreement of the parties and performance shall be governed solely by the specifications and requirements contained therein. Any change, whether by modification and/or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representative of the contractor and the Contract and Grant Coordinator or by a modified purchase order prior to the effective date of such modification. The contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment or modification.

10. INVOICING AND PAYMENT

a. The State of Missouri does not pay state or federal taxes unless otherwise required under law or regulation.
b. The statewide financial management system has been designed to capture certain receipt and payment information. Therefore, each invoice submitted must reference the purchase order number and must be itemized in accordance with items listed on the purchase order. Failure to comply with this requirement may delay processing of invoices for payment.
c. The contractor shall not transfer any interest in the contract, whether by assignment or otherwise, without the prior written consent of the Office of State Courts Administrator.
d. Payment for all equipment, supplies, and/or services required herein shall be made in arrears. The State of Missouri shall not make any advance deposits.
e. The State of Missouri assumes no obligation for equipment, supplies, and/or services shipped or provided in excess of the quantity ordered. Any unauthorized quantity is subject to the State's rejection and shall be returned at the contractor's expense.
f. All invoices for equipment, supplies, and/or services purchased by the State of Missouri shall be subject to late payment charges as provided in Section 34.055 RSMo.

11. DELIVERY

Time is of the essence. Deliveries of equipment, supplies, and/or services must be made no later than the time stated in the contract or within a reasonable period of time, if a specific time is not stated.

12. INSPECTION AND ACCEPTANCE

a. No equipment, supplies, and/or services received pursuant to a contract shall be deemed accepted until the Office of State Courts Administrator has had reasonable opportunity to inspect said equipment, supplies, and/or services.
b. All equipment, supplies, and/or services which do not comply with the specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.
c. The State of Missouri reserves the right to return any such rejected shipment at the contractor's expense for full credit or replacement and to specify a reasonable date by which replacements must be received.
d. The State of Missouri's right to reject any unacceptable equipment, supplies, and/or services shall not exclude any other legal, equitable or contractual remedies the State may have.

13. WARRANTY

a. The contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished to or adopted by the Office of State Courts Administrator, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, and (5) be free from defect.
b. Such warranty shall survive delivery and shall not be deemed waived either by reason of the State's acceptance of or payment for said equipment, supplies, and/or services.

14. CONFLICT OF INTEREST

a. Officials and employees of the state agency, its governing body, or any other public officials of the State of Missouri must comply with Sections 105.452 and 105.454 RSMo regarding conflict of interest.
b. The contractor hereby covenants that at the time of the submission of the proposal the contractor has no other contractual relationships which would create any actual or perceived conflict of interest. The contractor further agrees that during the term of the contract neither the contractor nor any of its employees shall acquire any other contractual relationships which create such a conflict.

15. REMEDIES AND RIGHTS

a. No provision in the contract shall be construed, expressly or implied, as a waiver by the State of Missouri of any existing or future right and/or remedy available by law in the event of any claim by the State of Missouri of the contractor's default or breach of contract.
The contractor agrees and understands that the contract shall constitute an assignment by the contractor to the State of Missouri of all rights, title and interest in and to all causes of action that the contractor may have under the antitrust laws of the United States or the State of Missouri for which causes of action have accrued or will accrue as the result of or in relation to the particular equipment, supplies, and/or services purchased or procured by the contractor in the fulfillment of the contract with the State of Missouri.

16. CANCELLATION OF CONTRACT

a. In the event of material breach of the contractual obligations by the contractor, the Office of State Courts Administrator may cancel the contract. At its sole discretion, the Office of State Courts Administrator may give the contractor an opportunity to cure the breach or to explain how the breach will be cured. The actual cure must be completed within no more than 10 working days from notification, or at a minimum the contractor must provide the Office of State Courts Administrator within 10 working days from notification a written plan detailing how the contractor intends to cure the breach.
b. If the contractor fails to cure the breach or if circumstances demand immediate action, the Office of State Courts Administrator will issue a notice of cancellation terminating the contract immediately.
c. If the Office Of State Courts Administrator cancels the contract for breach, the Office of State Courts Administrator reserves the right to obtain the equipment, supplies, and/or services to be provided pursuant to the contract from other sources and upon such terms and in such manner as the Office of State Courts Administrator deems appropriate and charge the contractor for any additional costs incurred thereby.
d. The contractor understands and agrees that funds required to fund the contract must be appropriated by the General Assembly of the State of Missouri for each fiscal year included within the contract period. The contract shall not be binding upon the State for any period in which funds have not been appropriated, and the State shall not be liable for any costs associated with termination caused by lack of appropriations.

17. COMMUNICATIONS AND NOTICES

Any notice to the contractor shall be deemed sufficient when deposited in the United States mail postage prepaid, transmitted by facsimile, transmitted by e-mail or hand-carried and presented to an authorized employee of the contractor.

18. BANKRUPTCY OR INSOLVENCY

a. Upon filing for any bankruptcy or insolvency proceeding by or against the contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, the contractor must notify the Office of State Courts Administrator immediately.
b. Upon learning of any such actions, the Office of State Courts Administrator reserves the right, at its sole discretion, to either cancel the contract or affirm the contract and hold the contractor responsible for damages.

. INVENTIONS, PATENTS AND COPYRIGHTS

The contractor shall defend, protect, and hold harmless the State of Missouri, its officers, agents, and employees against all suits of law or in equity resulting from patent and copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

20. NON-DISCRIMINATION AND AFFIRMATIVE ACTION

In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against recipients of services or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. If the contractor or subcontractor employs at least 50 persons, they shall have and maintain an affirmative action program which shall include:

a. A written policy statement committing the organization to affirmative action and assigning management responsibilities and procedures for evaluation and dissemination;
b. The identification of a person designated to handle affirmative action;
c. The establishment of non-discriminatory selection standards, objective measures to analyze recruitment, an upward mobility system, a wage and salary structure, and standards applicable to layoff, recall, discharge, demotion, and discipline;
d. The exclusion of discrimination from all collective bargaining agreements; and
e. Performance of an internal audit of the reporting system to monitor execution and to provide for future planning.

If discrimination by a contractor is found to exist, the Office of State Courts Administrator shall take appropriate enforcement action which may include, but not necessarily be limited to, cancellation of the contract, suspension, or debarment by the Office of State Courts Administrator until corrective action by the contractor is made and ensured, and referral to the Attorney General's Office, whichever enforcement action may be deemed most appropriate.

21. AMERICANS WITH DISABILITIES ACT

In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA).

22. TITLES

Titles of paragraphs used herein are for the purpose of facilitating reference only and shall not be construed to infer a contractual construction of language.

EXHIBIT A

OFFEROR'S REFERENCES

1. Company Name: Administrative Office of Illinois Courts
2. Contact Name: Skip Robertson
3. Contact's Title: Assistant Director, JMIS
4. City: Springfield State: IL
5. Telephone Number and Area Code: 217-785-3906
6. Description of Hardware/Software Furnished: All Hardware & Software (Over 100 Systems)
7. Availability status if contact is requested by the evaluation team: 8a-5p Monday -Friday

---

1. Company Name: Illinois House of Representatives
2. Contact Name: Joan Daley
3. Contact's Title: Transcription Supervisor
4. City: Springfield State: IL
5. Telephone Number and Area Code: 217-782-1038
6. Description of Hardware/Software Furnished: One Complete System
7. Availability status if contact is requested by the evaluation team: 8a-5p Monday-Friday

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1. Company Name: State of Missouri Office of the State Courts Administrator
2. Contact Name: Lori Knollmeyer
3. Contact's Title: Central Transcription Supervisor
4. City: Jefferson City State: MO
5. Telephone Number and Area Code: 573-522-3362
6. Description of Hardware/Software Furnished: Over 50 Systems
7. Availability status if contact is requested by the evaluation team: 8a-5p Monday-Friday

FTR SAVE-TO-TAPE™

Optimal and Easy Cassette Conversion

While your court enjoys the superior performance of digital recording, you can continue to serve the needs of audio recipients requiring standard cassette tapes. FTR Save-To-Tape enables you to duplicate any range of digital audio onto tape. These cassettes can then be heard on any standard cassette player. As a result, FTR Save-To-Tape ensures that while your court recording is state-of-the-art, you can still provide courtroom audio to attorneys and others with less sophisticated systems.

With FTR Save-To-Tape You Can:

- Easily distribute testimony in standard analog cassette format.
- Instantly access the audio you want to duplicate.
- Customize the contents of each cassette.
- Transfer to cassette in a fully automated process.

Maintain Cassette Compatibility

Although only basic technology is required to access and review FTR Gold digital audio, some who need courtroom audio might not have the capability. In these instances, FTR Save-To-Tape is the ideal answer. FTR Save-To-Tape is a "plug-in" application that works seamlessly with FTR Reporter™ or FTR Player Plus™.

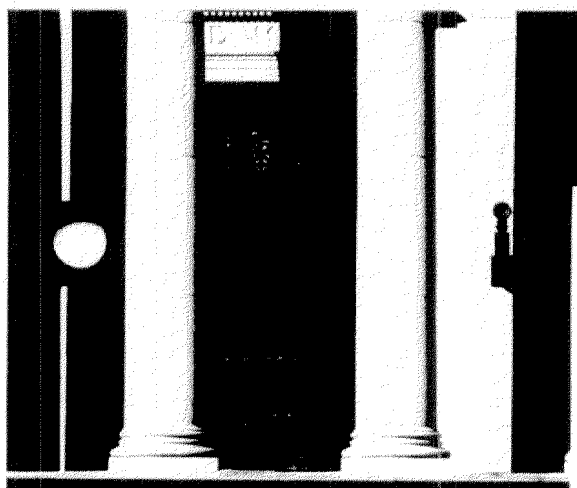
FTR Save-To-Tape offers:

- 1- and 2- channel cassette tape duplication from digital media.
- Tape duplication at 6X normal speed to maintain your current productivity.
- Hassle - free cassette duplication.

Minimum System Requirements

- FTR Reporter™ or FTR Player Plus™ software installed
- FTR cassette tape duplication hardware
- COM port for duplication hardware
- 300 MHz Intel® Pentium® II processor
- 64 Mb RAM
- Serial port
- Microsoft® Windows® 2000 or NT 4.0 (SP4 or better)
- Windows compatible stereo sound card
- 256-color, 800x600 display adapter and monitor

*As with any software, there are minimum hardware and software requirements, which need to be in place prior to installing and using FTR Gold software. While the attached list is minimum specification, it is important to be aware that using additional programs will require a higher specification.



FTR PORTABLE REPORTER™ 2.1

Premium Digital Audio Recording from Anywhere

Capture proceedings digitally wherever they may occur. Bring superior recording, storage, and distribution capabilities to any event in which a clear, reliable audio record is required. **FTR Portable Reporter** is a notebook computer-based solution,[1] replacing cumbersome cassette-based systems. It is the most complete and convenient mobile digital recording solution available. FTR Portable Reporter is offered in 4-channel and 2-channel versions. Travel light with all the benefits of industry-leading FTR Gold® digital recording solutions. These include:

- Unmatched sound quality.
- Unlimited digital access and distribution.
- Store up to 20 hours of proceedings on a single CD.
- Simple tape recorder - style controls.
- FTR Log Notes™ for instant access to any portion of the record. No more cassette rewinding or fast-forwarding.
- 4-channel and 2-channel versions available.

The All-In-One Answer for Portable Digital Audio Recording

The FTR Portable Reporter is uniquely designed for ease of use. When combined with a notebook computer and microphones,[2] it is a complete solution. All components are combined into a single travel case, making transport convenient. Operation is equally uncomplicated, with its familiar tape recorder-style controls. The 4-channel version is excellent for recording proceedings where there is a requirement for isolating three or more speakers. The 2-channel version is effective for all other proceedings. Whichever version you select, FTR Portable Reporter is ideal for any court, board, deposition or hearing room. FTR Portable Reporter is:

- Lightweight and compact for travel.
- Easy to setup and operate.
- Ideal for traveling judges, court reporters, and others.
- Provides a reliable record of hearings, depositions, meetings, conferences, and any official assembly.
- An effective backup solution for locations with existing audio recording systems.

[1] *Notebook computer not included.* [2] *Microphones not included.*

Minimum System Requirements

For 4-channel Version:

- Microsoft® Windows® 2000 SP3 or XP Professional SP1
- Recommended processor specification for the chosen operating system or 450MHz Intel® Pentium® II processor *(whichever is higher)*
- Recommended memory specification for the chosen operating system plus additional 48MB RAM
- Windows compatible stereo sound playback support
- Support for Type II PC Card (PCMCIA)

For 2-channel Version:

- Microsoft® Windows® 98SE, 2000 SP3 or XP Professional SP1
- Recommended processor specification for the chosen operating system or 333MHz Intel® Pentium® II processor (whichever is higher)
- Recommended memory specification for the chosen operating system plus additional 48MB RAM
- Windows compatible, full duplex stereo sound support with line-in port

For Both 2- and 4-channel Versions:

- 256 color, 800 x 600 video display
- Compatible high capacity removable media drive for archiving

Required for Optional FTR Devices:

- COM port for FTR External Courtroom Clock Display
- USB port for FTR USB Foot Pedal to control audio playback

Gold

Configurations

4-Channel Version

- FTR Reporter™ Software
- FTR Log Notes™ "Standard Edition" Software
- FTR 4-Channel PCMCIA Sound Card
- FTR MX4+ Mixer
- Mixer to Sound Card Connecting Cable
- FTR Headphones
- Professional Travel Case Including FTR Gold Embroidery

2-Channel Version

- FTR Reporter™ Software
- FTR Log Notes™ "Standard Edition" Software
- FTR MX4+ Mixer
- Mixer to Notebook Line-In Jack Connecting Cable
- FTR Headphones
- Professional Travel Case Including FTR Gold Embroidery

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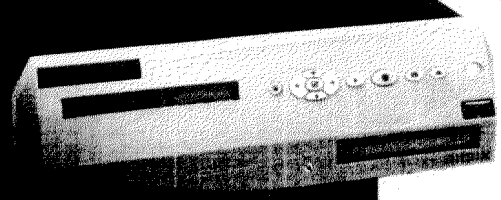
FTR REPORTERDECK™

FTR ReporterDeck includes:

- FTR Gold 4 channel digital recording technology
- Dedicated tape recorder style controls
- LCD display interface
- Eight (8) XLR microphone inputs
- Integrated 4 channel mixer circuitry
- Built in CD writer
- LAN connectivity
- External clock display connection
- Speaker/headphone connections for in court playback[6] and confidence monitoring
- Headphones
- Power Cord

FTR ReporterDeck Benefits:

- Turnkey standalone hardware solution
- Easy to set up and operate
- Provides a reliable recording solution and a permanent record
- Little or no impact on existing procedures



Standalone 4-channel Recording Unit

FTR ReporterDeck is a standalone 4-channel recording system incorporating the same patent pending FTR Gold digital recording technology found in FTR's popular recording software solutions. FTR ReporterDeck is the ideal "plug and play" solution for courts and hearing rooms wishing to replace their outdated and aging analog tape-based recording systems with virtually no impact on their existing operational procedures. It is also the perfect solution for courts and hearing rooms that need the quickest, simplest and most cost-effective way to implement an electronic method of recording proceedings. Like FTR's software products, FTR ReporterDeck features familiar tape recorder-style controls and readily available CD-R digital recording media, providing up to 20 hours of archival audio storage on each CD.

FTR ReporterDeck provides:

- Unmatched sound quality
- Archive on-the-fly to CD or network drive
- Up to 20 hours of proceedings stored on a single CD
- Up to 180 hours of online audio via internal storage
- Simple tape recorder-style controls
- Supports up to eight (8) connected microphones
- Built-in 4-channel mixer circuitry
  - Independent channel monitoring
    - Concurrent record and playback
    - In-court control or central control[6]
    - Compatible with FTR Log Notes™[7]
    - External FTR Clock compatibility

[6] Central control provided using optional FTR Monitor™ software running on separate compatible PC.
[7] FTR Log Notes requires a separate compatible PC.

ReporterDeck™

Specifications

Electrical, Environmental and Physical

Power Requirement	115/230 V AC, 60/50Hz, 10/5A
Power Consumption	Typical 60W, Maximum 150W
Weight	11kg / 24lbs
Dimensions	450 (W) x 135 (H) x 405 (D) mm [17 ¾ (W) x 5 ¼ (H) x 16 (D) in]
Operating Tempurature	10° to 35°C, 50° to 95°F

Control Interface

Keypad	"One Touch" Function Buttons: Record, Play, Archive, Eject, Power Other Buttons: Display, Select, Navigation
Display	40-character, 2-line backlit LCD

Archive System

Removable Media	CD-R via internal CD-R writer 650 MB CD-R capacity: Optimize for quality – up to 13.5 hours Optimize for storage – up to 20 hours
Computer Server	On-line via network

Other Connectors

Network	Protocol: TCP/IP Connector: RJ45 Ethernet 10/100 BaseT
FTR Clock Display *(optional)*	Serial: RS232 Connector: 9-Pin D-sub, Male
Service Port	Connector: 25-pin D-sub, Female

Placement

Tabletop	Four rubberized feet
Rack Mount	19" rack (4U shelf required)

Audio System

Independent Recording Channels	4
Internal Storage Hours	Optimize for quality – 120 hours Optimize for storage – 180 hours
Coding (compression)	MPEG-2 AAC
Sampling Frequency	22050 Hz

Inputs

Microphone / Line Inputs (switch selectable)	Eight (8) Balanced XLR
Dynamic Microphone Input Gain Adjustment	-70 dBV to -40 dBV
Condenser Microphone Input Gain Adjustment	-70 dBV to -40 dBV
Phantom power	+12VDC
Line Level Input Gain Adjustment	-25 dBV to +5 dBV

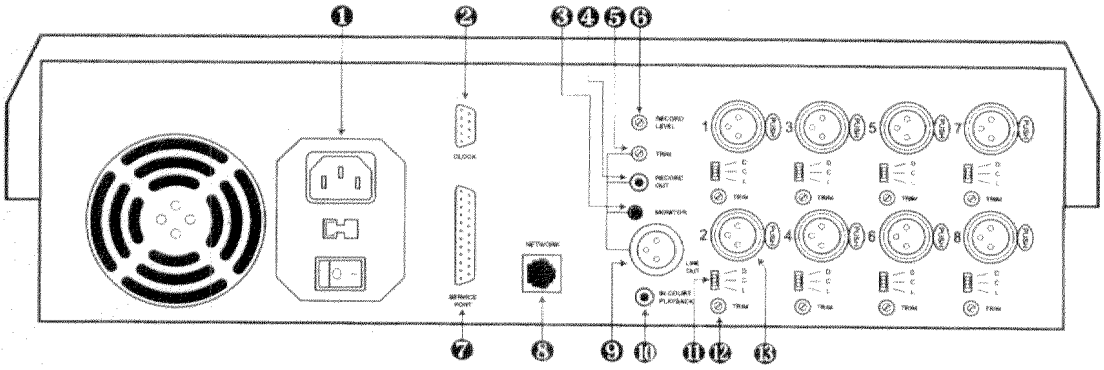
Outputs

Pre-Digitization Mono Mix Outputs (Line Out set to 0 dBm)

Line output XLR	-13dBm to +13 dBm (balanced 600 ohm) Frequency Response 60Hz to 10kHz S/N 70db 0.5% (1kHz @-70dBV)
Record Out RCA	-31dBV to –3dBV (unbalanced 600 ohm) Frequency Response 60 Hz to 10kHz S/N 70db Distortion 0.5% (1kHz @ -70dBV))
Monitor 1/8" (3.5mm) Jack (headphones)	1.4mV to 30mV (32 ohm)

Post-Digitization Mono Mix @ mid volume

In-court Playback (RCA)	40mV (unbalanced 600 ohm)
Headphones (front panel)	40mV (32 ohm)



1. Power (Actual configuration may vary)
2. Clock Connector (RS-232 Serial)
3. Monitor (Headphones - 1/ 8"(3. 5mm) jack)
4. Record Out (Unbalanced Out - RCA)
5. Output Trim
6. Record Level
7. Service Port
8. Network Connector (RJ45)
9. Line Out (Balanced Out - XLR)
10. In- Court Playback (Unbalanced Out - RCA)
11. Input Selector (Dynamic, Condenser, Line)
12. Input Trim
13. Audio Input (Balanced In - XLR)

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FTR 1035

FTR Log Notes™ 2.1

Minimum System Requirements

- Microsoft Windows 98SE, 2000 SP3 or XP Home SP1/Professional SP1
- Recommended processor specification for the chosen operating system or 166MHz Intel Pentium processor *(whichever is higher)*
- Recommended memory specification for the chosen operating system plus additional 16MB RAM
- 256-color, 800 x 600 display adapter and monitor

[illegible]

Gold

Dynamically Annotate Courtroom Audio

Inefficient paper log notes are now obsolete. With **FTR Log Notes 2.1** you can dynamically annotate your FTR Gold courtroom audio right on your PC. With this stand-alone, electronic note-taking software, courtroom personnel and others can create notes while listening to live proceedings or previously recorded audio. All notes are automatically time-stamped with a hyperlink to the associated audio for immediate playback. FTR Log Notes is now available in two versions for unmatched versatility. The *Standard Edition* includes new features such as enhanced glossaries and picklists, and merging and filtering of log sheets. The *Professional Edition* adds powerful program customization capabilities to allow Log Notes functionality to be modified and enhanced to meet the individual needs of courts and users.

FTR Log Notes Standard Edition Provides:

- Log sheet template for easy data entry
- Direct hyperlinks to associated audio segments from each note
- Notetaking before, during and after recording without being connected to the audio
- Text formatting within notes
- Powerful text search engine for finding specific words and phrases
- User-definable glossary hot-keys for rapid or repetitive text entry
- Merging of multiple log sheets
- Sharing of notes and linked audio across a network
- Audio post synchronization to adjust notes to correct time if needed

FTR Log Notes Professional Edition Provides:

- All the features of Standard Edition
- Microsoft Visual Basic for Applications (VBA) allowing robust program customization.

Featuring Microsoft® Visual Basic® for Applications

Visual Basic for Applications applies the full power of Visual Basic to packaged applications, enabling users to create customized, integrated solutions that meet specific business needs.

Gold

FTR Log Notes 2.1 speeds and simplifies the process of record annotation and review. FTR Log Notes enables everyone who captures and reviews the court record to be more efficient and productive.

Administrators Can:

- Search all log sheets to locate testimony by events, cases or speakers.
- Search specific log sheets for relevant occurrences, speakers and notes.
- Collect all log sheets and audio associated with a particular case.
- Customize FTR Log Notes to meet specific process and procedural needs.

Judges Can:

- Create truly personal and private notes linked to the audio.
- Store personal notes on laptop or disk for controlled access.
- Search public notes created by the court clerk or recording monitor.
- Merge copy of clerk's notes into personal notes.

Court Clerks and Recording Monitors Can:

- Easily create electronic notes during proceedings.
- Assign hot-keys to frequently used names and phrases.
- Use the Find Text function to quickly review log notes while still recording.
- Edit log sheet annotations after the recording process is completed.

Lawyers/Attorneys Can:

- Create personal and private notes via laptop computer, without access to court network or actual recorder.
- Receive recorded audio and hyperlink it to personal log notes for easy research and case preparation.

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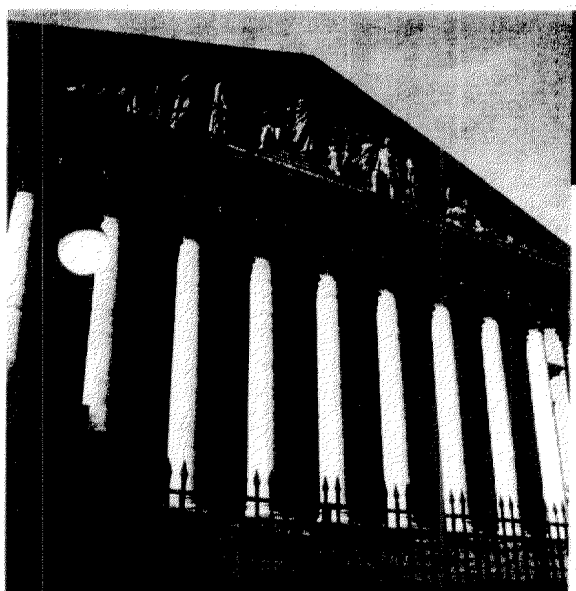
FTR 0982LN21

FTR PLAYER PLUS™ 2.1



Minimum System Requirements:

Microsoft Windows 98SE, 2000 SP3 or XP Home SP1/Professional SP1

Recommended processor specification for the chosen operating system or 166MHz Intel Pentium processor (whichever is higher)

Recommended memory specification for the chosen operating system plus additional 16MB RAM

Windows compatible stereo sound card

256 color, 800 x 600 display adapter and monitor

Required for Optional Hardware:

COM port for FTR External Courtroom Clock Display

Game port or USB port for compatible foot pedal to control audio playback

Gain Superior Playback Performance

FTR Player Plus delivers comprehensive audio playback capabilities throughout your court. Instantly retrieve and hear audio from any FTR Gold recording. Duplicate recorded audio to other digital media and network drives. Forever eliminate rewinding and fast-forwarding of cassettes. FTR Player Plus puts the record you need at your fingertips. While its powerful playback features are the most advanced available, FTR Player Plus is as simple to use as standard cassette systems.

With FTR Player Plus Version 2.1 You Can:

- Hear audio from any FTR Gold recording.
- Pinpoint the testimony relevant to your needs.
- Access testimony directly without rewinding or fast-forwarding.
- Duplicate testimony onto any high-capacity digital media.
- Quickly master the tape player-like controls.

Accelerate Your Retrieval and Transcription:

FTR Player Plus enables you to retrieve recorded testimony easily from anywhere within your FTR Gold network. Review an entire day of testimony, or pinpoint specific segments relevant to your needs. With FTR Player Plus, you can extend FTR Gold's leading recording functionality throughout your court in a highly cost effective manner.

FTR Player Plus Version 2.1 Offers:

- Real-time remote listening.
- Precise log note time referencing, eliminating innacurate tape index numbers.
- Point and click audio reproduction.
- Electronic audio delivery throughout your network.
- Use with any word processing program.
- Complete foot pedal control for hands-free navigation.*
- Internet audio access capability.**

*Optional compatible foot pedal required. **Requires optional ForTheRecord.com service and compatible high-speed Internet connection.

Gold

FTR Player Plus version 2.1 provides the most extensive playback capabilities available. This outstanding functionality supports improved productivity throughout the court.

Administrators Gain:

- Fast, easy access to any segment of testimony.
- Rapid duplication and distribution of audio.
- Audio duplication in either digital or standard analog cassette formats.*

Judges and Hearing Officers Gain:

- Quick convenient review of the record in court or chambers.
- Pinpoint access to any relevant segment of testimony.

Court Clerks and Recording Monitors Gain:

- Easy playback without interrupting recording.

Transcriptionists Gain:

- Fully interactive audio playback.
- Playback over a network.
- Freedom from laborious cassette fast-forwarding and rewinding.
- 4-channel isolation.
- Complete volume and speed control.
- Precise time referencing that eliminates inaccurate index numbers.

**Saving to analog cassette tapes requires optional FTR Save-To-Tape™ plug-in software.*

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FTR 0982PP21

FTR REPORTER™ 2.1

[illegible]

- Microsoft Windows 2000 SP3 or XP Professional SP1
- Recommended processor specification for the chosen operating system or 450MHz Intel Pentium II processor *(whichever is higher)*
- Recommended memory specification for the chosen operating system plus additional 32MB RAM
- Windows compatible stereo sound card
- FTR and Windows compatible 4-channel sound card *(in addition to stereo sound card)*
- 256-color, 800x600 display adapter and monitor
- High capacity removable media drive, or access to a shared network resource, for archiving

[illegible]

- Microsoft Windows 98SE, 2000 SP3 or XP Professional SP1
- Recommended processor specification for the chosen operating system or 333MHz Intel Pentium II processor *(whichever is higher)*
- Recommended memory specification for the chosen operating system plus additional 32MB RAM
- Windows compatible, full duplex stereo sound card
- 256-color, 800x600 display adapter and monitor
- High capacity removable media drive, or access to a shared network resource, for archiving

[illegible]

- COM port for FTR External Courtroom Clock Display
- Game port or USB port for compatible foot pedal to control audio playback

[illegible]

Gold

Enhance Your Digital Recording Capabilities

FTR Reporter functions as the core of the FTR Gold digital audio recording solution. Providing digital recording, archiving, playback and duplication, FTR Reporter is the foundation of the most efficient digital recording system available. Not only is FTR Reporter advanced; it's easy to use. Tape recorder style controls are readily familiar. And digital audio delivers instant record access and distribution.

With FTR Reporter Version 2.1 You Can:

- Record up to 20 hours on a single CD.
- Archive on the fly to digital media or a network drive.
- Instantly access the testimony you need.
- Automatically time-and-date stamp the record.
- Never rewind or fast-forward a cassette again.

Leading Features for Unmatched Productivity:

FTR Reporter's outstanding features are uniquely designed to work within your existing processes. This means that you gain advanced functionality without sacrificing ease of use. As a result, FTR Reporter effectively streamlines not only your administrative workload, but also the court proceedings themselves.

FTR Reporter Version 2.1 Offers:

- 4-channel recording with channel isolation and volume control.
- Concurrent record and playback, eliminating interruptions to court proceedings.
- "Off disk" confidence monitoring, assurring the record is being captured.
- External recording time display capability for consistent referencing by all courtroom participants.*
- External playback that all parties can hear.
- Electronic audio delivery throughout your network.
- Fast and accurate reproduction.
- Internet audio transport capability.**

**Requires optional FTR Courtroom Clock Display. **Requires optional ForTheRecord.com service and compatible high-speed Internet connection*

FTR Reporter version 2.1 is a comprehensive digital reporting tool offering benefits to virtually everyone involved in the proceeding and hearing process.

Administrators Gain:

- Enhanced management of recording.
- Reliable, secure digital storage with lower overhead.
- Greater workforce productivity.

Judges and Hearing Officers Gain:

- Immediate access to the proceeding records.
- Easy reference notation.
- Superior speed and performance.

Court Clerks and Recording Monitors Gain:

- The efficiency of up to 20 hours of audio stored on a single CD-ROM.
- "Confidence monitoring" to ensure proper recording throughout.
- The same ease-of-use as conventional tape recording.

Transcriptionists Gain:

- Superior sound quality.
- 4-channel isolation for playback.
- Complete volume and speed control.
- Foot pedal control for easy audio review.*
- Access to any segment of testimony at the push of a button.
- Precise time referencing to eliminate inaccurate index numbers.

*Optional compatible foot pedal required.

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FTR 0982R21

RECOMMENDED SYSTEM REQUIREMENTS:

For Audio & Video:

- Microsoft® Windows® XP Professional SP1
- 2.46 GHz Pentium 4 with hyper threading technology
- 256 MB memory
- Windows compatible stereo sound card
- FTR and Windows compatible 4-channel sound card *(in addition to stereo sound card)*[1]
- Compatible video capture card (refer to FTR web site for updated list)
- High color (16 bit), 800x600 display adapter and monitor
- High capacity removable media drive, or access to a shared network resource, for archiving

For Audio Only:

- Microsoft® Windows® XP Professional SP1
- Pentium II 450 Mhz
- 256 MB memory
- Windows compatible stereo sound card
- FTR and Windows compatible 4-channel sound card *(in addition to stereo sound card)*[1]
- High color (16 bit), 800x600 display adapter and monitor
- High capacity removable media drive, or access to a shared network resource, for archiving

[1] *Not required for 2-channel recording*

TheRecord Reporter is a total audio/video recording, review and annotation solution that consists of three programs that record, play back, archive and manage audio/video. With TheRecord Recorder™ users can capture the audio/video and then play it back with TheRecord Player™. With TheRecord Annotator™ they can dynamically annotate the record and automatically time-stamp each note with a hyperlink to the associated audio/video.

Reporter features familiar "tape recorder-style" controls that are easy to use and learn. Four-channel digital audio and video recording with individual channel isolation and volume control ensures users a complete and accurate record of superior quality. Managing records is easy because all files can be automatically copied to a network.

The simplicity of Reporter makes it an ideal choice for courts that need excellent audio/video performance and reliability in a variety of environments. Because it's so easy to use, you can be confident you'll produce a clear, reliable record whether you're recording in the same building, or in a courtroom located in a rural or outlying area.

Versatile Features That Help You Improve Productivity

Convenience

- Record, play back and annotate audio/video.
- Makes existing processes easier and less time consuming without requiring changes in court procedures.
- No more tape recorder maintenance problems.
- No more rewinding and fast forwarding cassettes.
- Automatically time-and-date stamps the record to allow instant access to specific portions of audio/video.
- "Confidence Monitoring" feature assures users that the record is being captured.
- Automatically copies audio/video to a network.
- Electronic delivery through a network.
- Four-channel audio/video recording with individual channel isolation and volume control ensures final record is complete, accurate and audible.

Ease of Use

- Minimal training required; can begin using immediately.
- Looks, works and acts like a tape recorder.
- Compliant with accessibility requirements for disabled users *(Section 508 in USA)*.
- Eliminates inconvenience of storing cassette tapes.
- No more lost records from broken or damaged tapes.
- No database or heavy IT support required.
- Review court testimony as required—even while recording.

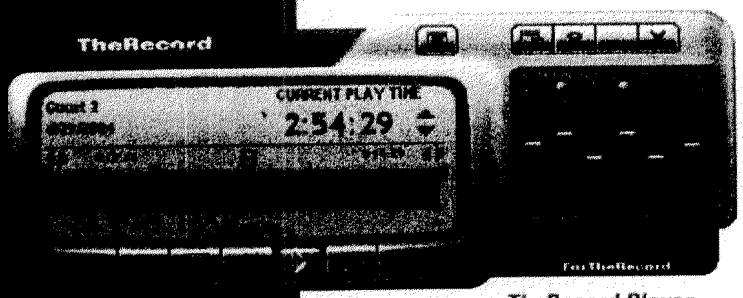
How TheRecord Reporter Helps You Function More Efficiently

ForTheRecord®

VERSATILE!

Court Administrators

- Improve productivity without changing court procedures.
- Take advantage of reliable, secure digital storage.
- Achieve quick return on investment (ROI).



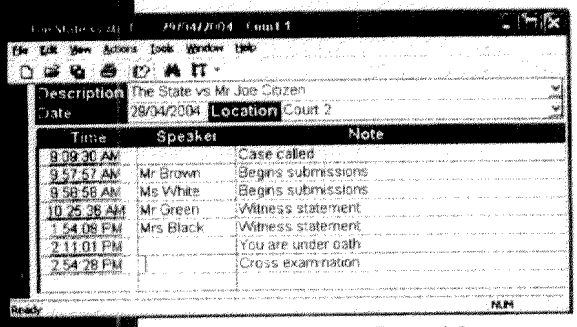
TheRecord Player

Judges and Hearing Officers

- Gain immediate access to court records.
- Make and review notes about trials.
- Gain access to any segment of testimony at the push of a button.

Court Clerks and Electronic Court Reporters (ECR)

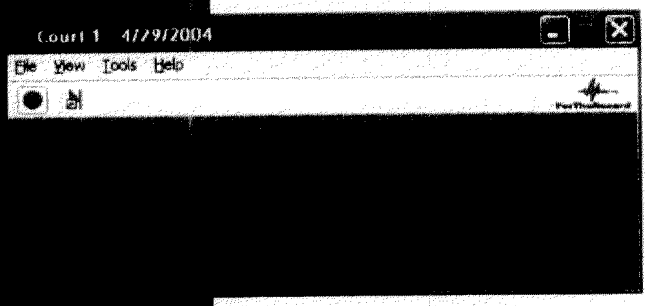
- Use "confidence monitoring" feature to ensure proper recording.
- Operate as easily as a conventional tape recorder.
- Take advantage of time-saving annotation features and tools.
- Search and retrieve all log sheets and audio/video associated with a particular case at the touch of a button.



TheRecord Annotator

Transcriptionists

- Enjoy complete control of audio play back volume and speed.
- Use 4-channel isolation feature to create more complete and accurate transcripts.
- Employ precise time referencing feature to eliminate inaccurate index numbers.



TheRecord Recorder

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AUTHORIZED RESELLER:

GSA Advantage!

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RECOMMENDED SYSTEM REQUIREMENTS:

For 4-channel Audio/Video Playback*:

- Microsoft® Windows® 2000 SP4 or XP Professional SP1/SP2
- 1 GHz Celeron with Hyper-Threading Technology**
- 256 MB memory
- Windows compatible stereo sound card
- High color (16 bit), 800x600 display adapter and monitor

**Specifications listed are for playing small video (i.e., 320x240). Playing larger video (i.e., 640x480) requires 2.8 GHz Celeron D 335 and 1024x768 High Color (16 bit)*

*** Pentium II 450Mhz for audio-only play back.*

NOTE: As with any software there are hardware and software requirements which need to be in place prior to installing and using TheRecord Player. While the list at left shows the recommended specifications, it's important to be aware that using additional programs may require a higher specification.

TheRecord Player is a ***FREE*** program available for download from the FTR web site that court administrators, judges, court monitors and clerks, and transcribers can use to review recorded proceedings. With TheRecord Player users can access, play back, duplicate and share audio/video recorded by an FTR recording system—all without fast forwarding or rewinding a single cassette.

Although its audio/video play back features are the most advanced available, TheRecord Player's "tape recorder-like" features and functions are easy to understand and learn. Users have complete control over the audio/video play back process. They can choose to review an entire audio/video proceeding, or select specific, relevant segments. They can also increase or decrease the master volume, or the volume of individual channels, as well as turn individual channels on or off as required.

TheRecord Player eliminates the need to rewind and fast-forward cassettes, and does away with tape recorder maintenance problems forever. Download TheRecord Player ***FREE*** from the FTR web site at www.fortherecord.com.

Versatile Features That Help You Improve Productivity

Convenience

- FREE download from FTR web site – www.fortherecord.com.
- Copy audio/video records onto any high-capacity digital media.
- Excellent play back sound quality.
- Electronic delivery and play back from anywhere within the court network.
- 4-channel isolation.
- Time-referencing feature eliminates inaccurate index numbers.
- Define and save a specific range of audio/video.
- Compliant with accessibility requirements for disabled users *(Section 508 in USA).*

Ease of Use

- Easy-to-use "tape recorder-like" interface.
- Direct access to audio/video without rewinding or fast forwarding cassettes.
- Complete audio play back volume and speed control.
- No more tape recorder maintenance problems.
- Complete foot pedal control for hands- free navigation.

How TheRecord Player Helps You Function More Efficiently

ForTheRecord®

VERSATILE!

Court Administrators

- Copy and distribute audio/video quickly and efficiently.
- Decrease storage media and storage space costs.
- Access relevant portions of testimony at the touch of a button.

Court Clerks and Electronic Court Reporters (ECR)

- Play back audio/video without interrupting recording.
- Use with TheRecord Annotator™ *(sold separately)* to facilitate the note-taking process.

Transcriptionists

- Play back audio/video over a network.
- Locate needed audio/video quickly without fast-forwarding and rewinding cassettes.
- Complete speed and audio play back volume control.
- 4-channel isolation.
- Employ precise time referencing feature and eliminate inaccurate index numbers.
- Use with TheRecord Annotator™ *(sold separately)* to reference the court's log notes and facilitate the transcription process.

Judges and Lawyers

- Review recorded proceedings and testimony in court or chambers.
- Quick access to relevant portions of testimony at the touch of a button.

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RECOMMENDED SYSTEM REQUIREMENTS*:

- Microsoft® Windows® XP Professional SP1/SP2
- 2.4 GHz Pentium 4 with Hyper-Threading Technology
- 256 MB memory
- High color (16 bit), 800x600 display adapter and monitor
- Windows compatible stereo sound card
- TheRecord Recorder™ *(component of TheRecord Reporter™)* installed on each recording station

**Specifications listed are for small video (i.e., 320x240). Large video (i.e., 640x480) requires 2.4 GHz Pentium 4 with Hyper-Threading Technology, 512 MB Memory and 1024x768 High Color (16 bit)*

NOTE: As with any software there are hardware and software requirements which need to be in place prior to installing and using TheRecord Director. While the above list shows the recommended specifications, it's important to be aware that using additional programs may require a higher specification.

TheRecord Director is a robust, remote, start/stop recording control and monitoring solution. It consists of three programs—TheRecord Monitor™, TheRecord Player™, and TheRecord Annotator™—that are used together to centrally control, play back and annotate audio/video being recorded by TheRecord Recorder™ in multiple court and hearing rooms. With TheRecord Director, users can monitor multiple venues simultaneously while using TheRecord Monitor to start and stop recording and dynamically select courts. They can also use TheRecord Player™ to play back audio/video from the selected court. With TheRecord Annotator, they can dynamically annotate the record from each room independently and automatically time-stamp each note with a hyperlink to the associated audio/video.

With TheRecord Director, courts gain the efficiency of a centralized control solution along with audio/video play back, note taking and management capabilities, making it the most complete and effective solution for central monitoring environments.

Versatile Features That Help You Improve Productivity

Convenience

- Centrally control audio/video recording in multiple court rooms and hearing rooms.
- Centralized administration; no in-room operator required.
- Flexibility of starting and stopping recording centrally or in each court room.
- Independent recording with centralized monitoring avoids system-wide failure.

Ease of Use

- Instantly access needed information. No more fast-forwarding or rewinding cassettes.
- Compliant with accessibility requirements for disabled users *(Section 508 in USA)*.
- Simple installation and configuration.
- Electronic delivery through your network.

How TheRecord Director Helps You Work More Efficiently

ForTheRecord®

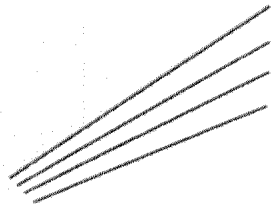
VERSATILE!

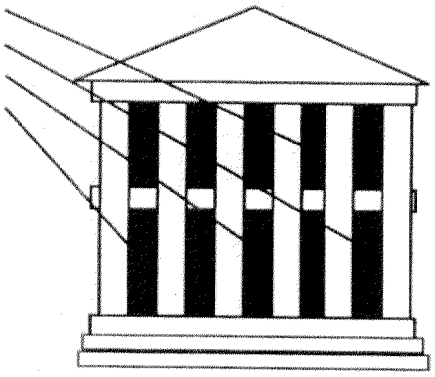
Court Administrators can:

- Improve productivity and minimize down time.
- Take advantage of simple installation and configuration.
- Lower operational costs by centralizing monitoring functions.

Court Clerks and Electronic Court Reporters (ECR) can:

- Monitor centrally or in courtroom.
- Use time-saving annotation features and tools.
- Gain instant access to information without rewinding and fast-forwarding cassette tapes.





TheRecord Player

TheRecord Annotator

TheRecord Monitor

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RECOMMENDED SYSTEM REQUIREMENTS:*

(When used with TheRecord Player™)

- Microsoft® Windows® 2000 SP3 or XP Professional SP1
- 1GHz Celeron**
- 256 MB memory**
- Windows compatible stereo sound card
- High color (16 bit) 800x600 display adaptor and monitor

**Specifications listed are for small video (i.e., 320x240). Large video (i.e., 640x480) requires 2.8 GHz Celeron D 335 and 1024x768 High Color (16 bit)*

***Pentium 300Mhz and 128MB Memory when used without TheRecord Player.*

NOTE: As with any software there are hardware and software requirements which need to be in place prior to installing and using TheRecord Annotator. While the above list shows the recommended specifications, it's important to be aware that using additional programs may require a higher specification.

TheRecord Annotator is designed for judges, court monitors and lawyers who want to annotate court proceedings and transcription firms that want to provide clients with transcripts they can see and hear as well as read. TheRecord Annotator includes an electronic note-taking application that's used to dynamically annotate the record of proceedings, and which automatically time-stamps each note with a hyperlink to the associated audio/video. Also included is TheRecord Player™, FTR's premier audio/video play back application, as well as WordLink™, a Microsoft® Word add-in that extends TheRecord Annotator's dynamic linking ability into Word.

Versatile Features That Help You Improve Productivity

Convenience

- Create notes within TheRecord Annotator or within a Microsoft Word document.
- Take notes before, during and after recording without being connected to the audio/video, and use notes to link to specific segments once you obtain a copy of the audio/video proceeding.
- Automatically inserts direct hyperlinks to associated audio/video segments at each note.
- Glossary hot-keys for rapid or repetitive text entry.
- Use WordLink to create interactive transcripts by automatically inserting hyperlinks to audio/video at each line or paragraph.

Ease of Use

- Format text within notes.
- Includes powerful text search engine.
- Excellent play back sound quality.
- Instantly access needed information. No more fast-forwarding or rewinding cassettes.
- Compliant with accessibility requirements for disabled users *(Section 508 in USA)*.
- Electronic delivery through your network.

How TheRecord Annotator Helps You Work More Efficiently

ForTheRecord®

VERSATILE!

Court Administrators

- Search and retrieve all log sheets and audio/video associated with a particular case.
- Search log sheets for specific occurrences, speakers and notes.
- Customize TheRecord Annotator to meet specific procedural needs.

Judges and Hearing Officers

- Create personal and private notes dynamically linked to the audio/video.
- Store personal notes on laptop or CD for controlled access.
- Search public notes created by the clerk.
- Merge copy of clerk's notes with personal notes to create a consolidated set of notes.

Court Clerks and Electronic Court Reporters (ECR)

- Create electronic log notes during proceedings.
- Assign hot-keys to frequently used names and phrases.
- Use the Find Text function to quickly review log notes while still recording.
- Edit log sheet annotations after the recording process is completed.

Lawyers and Paralegals

- Create notes during trials and proceedings without being connected to the recording system.
- Use a copy of the recorded audio/video to link to personal notes for easy research and closing argument preparation.

Transcriptionists

- Enjoy complete control of audio playback volume and speed.
- Use 4-channel audio isolation feature to produce more complete and accurate transcripts
- Employ precise time referencing feature to eliminate inaccurate index numbers.

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Product Descriptions

The FTR Reporter program consists of two main components. The Recording Panel contains the tools for recording and archiving proceedings. The Playback Panel contains the tools for playing back recordings as well as copying sections of the recordings to another location for review or transcription. See the respective sections entitled *The Recording Panel* and *The Playback Panel* for a thorough description of these components.

FTR Portable Reporter is a software/hardware solution for converting a notebook computer into a compact and convenient mobile digital recording system providing all of the benefits of the FTR Reporter software.

FTR ReporterDeck™ is a standalone hardware "appliance" that performs 4-channel digital audio recording, archiving, playback and duplication. It requires no additional hardware or software to operate. Up to eight microphones can be connected to the ReporterDeck and archiving is provided through the built-in CD-R writer. Up to 21 hours of 4-channel audio can be stored on a single CD. The system is designed as a direct "plug-n-play" replacement for analog tape recorders.

FTR Player Plus allows a user to play audio recorded with FTR Reporter during and after recording. Stand-alone or LAN-based users can retrieve and playback audio from any digital media that contains FTR recordings. Users can review an entire day of testimony or go to a specific moment in the recording by entering the desired time. Users can also specify any range of audio and save the selected audio to another digital media or network drive.

FTR Log Notes is a stand-alone, electronic note-taking software package that provides a comprehensive method of annotating the digital audio files. FTR Log Notes provides an advantage over the antiquated paper log note process by automatically adding a time-stamped audio link to each log note. Courtroom personnel and their customers can create log notes in a variety of ways, including listening to recording audio, playback audio, or listening to live proceedings without being connected to the recording system at all.

FTR Monitor controls recording, notation, and playback in multiple locations from a single site. Working in conjunction with FTR Reporter™, FTR Monitor streamlines the recording, archiving, and distribution process for greatly improved productivity. This makes FTR Monitor the most complete and effective solution for central recording environments.

The Save-To-Tape program is an optional feature that can be purchased separately from FTR Reporter and FTR Player Plus. This feature allows the digital audio to be reformatted and copied to standard audiocassette tapes that can be played on any tape player. Save-To-Tape requires the FTR high-speed tape duplicating machine.

The FTR External Clock Display is a two-sided digital clock for use with FTR Reporter. It produces a large, clearly-visible display of the current record time so court participants are aware that recording is in progress. The time display is also an invaluable tool for participants to note the time of specific events for case review at a later time. The 1.8-inch high digits are visible up to 50 feet away, making the clear hour/minute/second readout easily viewed from the smallest deposition room to the largest courtroom environment.

The MX-4 is a compact and lightweight audio mixer unit suited to applications where compactness, portability and rapid set-up are important.

The MX-3 has been designed and built specifically for use in courtroom type environments, and is capable of servicing the requirements of single or multi channel analog and/or digital recording. Additional facilities are also provided for multi-zoned sound reinforcing, voice masking (husher) systems, remote witness (CCTV) links, teleconferencing and other peripheral systems. It includes an advanced, dynamic signal processing system that automatically manages the wired dynamic range often encountered in courtrooms. It compresses a range of normal speech levels into a narrower and more workable spectrum, and reduces ambient and low level noise at times when normal speech levels are not present. Two models are available, accommodating either 8 or 16 microphones.

The Expansion Kit has been designed to expand the MX3 Mixer, allowing the addition of more microphones.

4-Channel Encoders Cards offering four analog inputs plus four outputs and can simultaneously mix four virtual devices to any output. 20 bit A/D and D/A converters are used for superior audio quality and signal resolution. Audio outputs can be configured in either balanced or unbalanced.

The USB Audio Mixer Using the USB Audio Mixer eliminates the need for an Encoder Card (Delta or Antex) as one is built in to the mixer. In addition, the USB Audio Mixer uses an available USB 2.0 port on the PC instead of a PCI Slot on the motherboard.

FTR Headphones are used to listen to playback of audio. This headset can either be plugged into the speaker port of the PC or into the external speakers.

FTR Foot Pedal is a transcription pedal that attaches to either the game port of the PC or the USB port of the PC. Left side of the pedal = rewind and the right side = forward.

MX393 Shure Microphone Microflex boundary microphones provide a low-profile solution for uses from altars to distance learning centers. Three models feature distinct characteristics, from internal preamplifiers and programmable silent membrane switches, to logic inputs for interface with automatic mixers or other auxiliary equipment.

MX412 Shure Microphone Microflex gooseneck microphones deliver premium quality audio for a wide variety of sound reproduction applications, including houses of worship, courtrooms, or conference centers.

R183 Shure Microphone Cartridge (Omnidirectional). Recommended for general purpose sound reinforcement, recording, or remote monitoring applications. Low handling noise. Pick-up angle = 360°.

R185 Shure Microphone Cartridge (Cardioid). Recommended for general purpose sound reinforcement applications required good rejection of ambient noise. Use of windscreen highly recommended. Pick-up angle (-3db) - 130°.

The SM 63 Shure Microphone is elegant, yet rugged. This high output series dynamic Omnidirectional microphone is designed for professional applications where performance and appearance are critical. Their smooth, wide-frequency response is tailored for optimum speech intelligibility, and includes a controlled low-frequency rolloff for reduced pick-up of stand and wind noise. A built-in humbucking coil makes this microphone virtually immune to strong hum fields, such as those produced by studio or office lighting.

The Microphone Control Unit is a customized compact device that allows the judge to have control of all the courtroom microphones from the bench. This unit allows for the muting of selected or all microphones at the judges discretion.

The Record Reporter is a total audio/video recording, review and annotation solution that consists of three programs that record, play back, archive and manage audio/video. With TheRecord Recorder™ users can capture the audio/video and then play it back with TheRecord Player™. With TheRecord Annotator™ they can dynamically annotate the record and automatically timestamp each note with a hyperlink to the associated audio/video. Reporter features familiar "tape recorder-style" controls that are easy to use and learn. Four-channel digital audio and video recording with individual channel isolation and volume control ensures users a complete and accurate record of superior quality.

The Record Director is a robust, remote, start/stop recording control and monitoring solution. It consists of three programs—TheRecord Monitor™, TheRecord Player™, and TheRecord Annotator™—that are used together to centrally control, play back and annotate audio/video being recorded by TheRecord Recorder™ in multiple court and hearing rooms.

TheRecord Player is a *FREE* program available for download from the FTR web site that court administrators, judges, court monitors and clerks and transcribers can use to review recorded proceedings. With TheRecord Player users can access, play back, duplicate and share audio/video recorded by an FTR recording system.

TheRecord Annotator is designed for judges, court monitors and lawyers who want to annotate court proceedings and transcription firms that want to provide clients with transcripts they can see and hear as well as read. Annotator includes an electronic note-taking application that's used to dynamically annotate the record of proceedings, and automatically time-stamps each note with a hyperlink to the associated audio/video.

5.4.2 System Functionality:

a.Audio Recording

1) Does the product record and store the court's proceedings in a digital format?
   Yes
2) Does the system time-stamp the recording in increments no greater than one second?
   Yes
3) What is the microphone input capacity of the recording system?
   The FTR system does not limit the number of microphones that can be used. The number of microphones that may be used is limited only by the selected mixer.
4) Can the recording system play back a selected portion of the recording while continuing to record on a minimum of four channels?
   Yes
5) What is the operational bandwidth of the recording system? Attach verification by an audio engineer of the reported bandwidth. Attach professional credentials of engineer.
   See Tab 10
   - **Reporter 2.x, or optimized for Quality MPEG-2 AAC, Quad = Sample Rate 22050Hz Bit Rate 48kbps**
   - **Reporter 2.x, optimized for Storage MPEG-2 AAC, Quad – Sample Rate 22050Hz Bit Rate 32 kbps**
   - **TheRecord Reporter 3.x optimized for Quality MPEG-2 AAC, 22050Hz Bit Rate 48kbps**
   - **TheRecord Reporter optimized for Storage MPEG-2 AAC 22050Hz Bit Rate 32kbps**
6) Describe the mechanism(s) contained in the recording system that will prevent pickup of radio frequencies in the recording.
   Shielded cable and the proper installation of the ground wires
7) Describe what, if any, capabilities the recording system has for linking the recording with exhibits and other documents that are presented during court hearings.
   ThinkLink allows the programmers of our software to develop special applications to integrate with third party software such as JIS.
8) Describe what, if any, capabilities the recording system has for linking the system with any video conferencing equipment the court may have.
   FTR can provide recording systems that will capture either the audio only, or the audio video that is delivered from a video conference system. Audio video capture would require Windows XP as a minimum specification.

b.Annotations / Session Setup:

1) Does the recording system have an integrated note-taking utility which allows the system operator to take notes that are tied to time-stamps marking particular sections of the audio recording?
   Yes – FTR Log Notes
2) Is the time-stamp entered when the annotation is begun or when it has been completed?
   The time-stamp is entered when the annotation is begun.
3) Can notes be added or changed during and after the court proceeding without the necessity of exporting, editing in a different program, and re-importing to the system?
   You may add or change any annotation before, during, or after any proceeding without having to export, edit in another program and then re-import the document from another application.

4) Can notes be added and changed from the operator's workstation and from other locations on the network?

Yes – notes can be added and changed from any Windows based PC Workstation.

5) Can users other than the court recorder take notes and link them by time-stamp to the recording? If yes, describe this capability.

Anyone that has the Log Notes application may take notes that can then be linked to the audio by time stamp. They may use their own individual notes to find particular sections of audio. That will allow the courts to hand out audio to someone without having to hand out the annotations.

6) Can users add private notes- notes that are accessible only to the author or to designated personnel? If yes, describe this capability.

Yes, the individual author can assign individual rights to their document that will allow only the author or anyone else given permission to view the document.

7) Does the recording system incorporate user-defined "hot keys" which assign specific text to function keys? If yes, what is the maximum number of "hot keys" that can be established?

Yes, the maximum number of "Hot Keys" is 196. These hot keys can be different per user.

8) Does the recording system incorporate "pick lists" which permit the user to designate selections from pull-down menus?

Yes, there are certain features that do have pull down menus.

9) Is there a limit to the number of items that can be entered in a "pick list"? If there is a limit to the number of items that can be entered in the "pick list", what is that limit?

FTR-Gold uses a glossary feature that will allow the user to create as many glossaries as they wish. At that point the user may pick which glossary to use. There is no limit to the number of items.

10) Can the annotations associated with specific audio files be printed? If yes, describe the procedures necessary to obtain a printed copy of the annotations.

Yes, there is a print icon on each annotation sheet. Press this icon and you may choose from any printer on your network.

11) Describe the procedure for searching annotations to find specific material for playback.

There are a number of ways that you may search annotations for specific material for playback. There is a search icon on each page. You may search by a particular note that was taken, a specific time a note was taken or by a certain word that was taken in the annotation.

12) Does the system highlight the annotations corresponding to the audio as it is played back?

Yes

13) Does the recording system permit entry of session set-up information that is stored with the audio file?

Yes

14) Is the set-up customized by courtroom/courthouse?

Yes, the system is customized per courtroom/courthouse and it is also customizable by user.

15) What are the limitations of the customization in terms of number and size of text fields, positioning of fields, data entry requirements?

The text fields utilize a text wrap feature that will allow the fields to be as large as the user would like. There are no limitations to the size of the text fields or the amount of data that can be entered.

16) How far in advance of the session can the set-up information be entered?

The session can be set up as far in advance as you would like. There are no restrictions to advance set up.

17) Can the session set-up information be saved from one session to another (e.g., for a trial lasting more than one day)?

Yes – a master template can be created and copied multiple times using standard Windows functions.

18) Describe the procedure for retrieving the set-up information from a previous session.

To get previous information for a set-up you would click on the "Properties" icon on the annotation sheet. In the "Properties" window you click on the "Glossary" tab. Inside the "Glossary" there is a pull down menu that will allow you to choose the glossary of your choice. Inside that glossary you would have the information that you need set up as "hot keys" to be put into your next annotation sheet.

19) What, if any, restrictions are there to the length of the text fields used for session set-up information and annotations modifiable by the user?

The text fields utilize a text wrap feature that will allow the fields to be as large as the user would like. There are no limitations to the size of the text fields or the amount of data that can be entered.

20) Are the font, window size, and spacing of text for the session set-up information and annotations modifiable by the user? If yes, what, if any, restrictions exist for the modifications?

In the standard package, the FTR Gold system will not allow for the modification of the fonts. It will allow for the spacing of the text and the window size.

21) Does the recording system provide for split screen capability to enable viewing of case documents and audio record annotations simultaneously? If yes, describe the split screen.

Yes, the Log Notes window can be sized to allow multiple applications to be viewed simultaneously.

c.Playback / Transcription:

1) Is proprietary software required for two-channel playback of the recording? If yes, how is the software accessed? If yes, what, if any, cost is incurred?

No, FTR offers a player application that can be downloaded for free off the Internet.

2) Is proprietary software required for four-channel playback of the recording? If yes, how is the software accessed? If yes, what, if any, cost is incurred?

Yes, you would need to have FTR PlayerPlus to playback the audio. You may also isolate certain channels with this software. It is available for free on the Internet at www.ftrgold.com.

3) Does the recording system permit playback from the operator's workstation, from any networked location, and from separate PC's and portable applications?

Yes

4) Will the recording system permit simultaneous playback of the same recording from multiple networked locations? If yes, what, if any, restrictions are there to the simultaneous playback?

Yes, there are no restrictions. Multiple people can listen to the same audio at the same time.

5) List the types of information on which users can search for desired audio segments.

Users may search for desired audio by date, time, case number, text in the annotations, description, location, date range or any word or phrase.

6) Can a single search incorporate multiple cases and sessions? If yes, describe what, if any, restrictions apply.

Yes, if you do a search by a date range it will bring up all of the Log Sheets that you created during those days. Also if you do a search by a particular word, anything

that was typed in the annotation document, it will bring up all of the Log Sheets created that have that word in it. You may also do a search by the location where the log sheet was created, such as a courtroom number..

7) Describe what measures the offeror has taken to insure that a high quality audio record is captured and available for playback:

There are multiple ways to ensure that high quality audio is being captured. First, the quality of the audio would be the highest in the industry because of our 22K sampling rate. Second, you may use Confidence Monitoring which will allow you to listed to the audio via headphones with a 1 second delay. The audio that you would be listening to would already have been recorded. Third, there is a clock in the recording software and an optional digital external clock that is connected to the PC. The clock will be running anytime you start recording and are capturing a record. If the clock is not running, then you are not getting a record.

7).1 In the selection / design of the hardware and software, including mechanisms to boost or clarify the signal.

The quality of the audio would be the highest in the industry because of our 22K sampling rate that is included in the software. The hardware needed would include a 4-channel Antex card. This award winning card utilizes 20bit A/D and D/A converters for superior audio quality and signal resolution. Another unit of hardware would be the MX-3 or MX-4 mixer. The MX3 and MX4 have been designed and built specifically for use in courtroom type environments, and is capable of servicing the requirements of single or multi channel analog and/or digital recording. Additional facilities are also provided for multi zoned sound reinforcing, voice masking (husher) systems, remote witness (CCTV) links, teleconferencing and other peripheral systems. It includes an advanced, dynamic signal processing system that automatically manages the wide dynamic range often encountered in courtrooms. It compresses a range of normal speech levels into a narrower and more workable spectrum, and reduces ambient and low level noise at times when normal speech levels are not present.

7).2 In the installation / testing and training process.

Before the equipment is brought to the installation location, BusComm Incorporated has already started the testing process at our office. After setting up at the installation location, BusComm Incorporated does more testing taking the surrounding environment into mind. Once that testing phase is completed then the actual install system will be used for training in the correct environment. This will ensure the training is geared towards that courts environment.

8) Does the recording system permit the isolation and playback of at least four discrete channels?

Yes

9) Does the recording system permit the volume of each channel to be adjusted separately? If yes, describe.

Yes, there is an independent volume scroll bar for each channel in the software.

10) Can software be included as an executable program that accompanies the audio file?

You may include the Player Plus software as an executable program with the audio. This will enable the person to listen to the audio without having to download the software.

11) Does the recording system produce digital files in an industry standard format, such as ".WAV" for audio or ASCII for text?

Yes, the audio is recorded in a standard ".wav" file and the text can be saved in an ASCII format.

12) Does the recording system support standard foot controls for transcription?

Since the system operates on a PC, it will support a standard foot control that attaches to a PC via the game port or through a USB connection.

13) Does the recording system support standard headphones for transcription?

Yes – standard stereo PC headphones.

14) Does the recording system allow a designated segment or multiple segments of a recording to be copied to a storage medium or transferred electronically? If yes, describe the procedure for designating and coping or transferring the segment(s).

Yes, within the "Log Notes" software (annotation software) you may choose a starting and stopping point. After you have chosen the segment of audio it is as simple as pressing the save icon and choose the media of your choice.

d.Interface:

1) Can the operator enter commands using either a mouse or function keys, whichever is most comfortable? If no, by what method must commands be entered?

Yes, however when using "Log Notes" software they will have to use the keyboard to type annotations.

e.Analog Duplication:

1) Is the system capable of converting the digital recording to an analog recording and transferring it to a standard cassette tape? If yes, what are the hardware and software requirements?

Yes, the hardware and software package called "Save to Tape" is required.

2) Will the recording system allow for the conversion of a 4-track digital recording to 4-track analog recording? If yes, what are the hardware and software requirements?

No however, Save-To-Tape will take 4-Channel digital audio to 2-Channel analog tape.

f.Integration:

1) Can the recording system integrate non-system audio recordings and other files into the system? If yes, what types of files can be integrated?

FTR can record any analog audio that is delivered to it in real-time playback. FTR's player can play most common audio/video file formats such as wav, mp3, avi, etc.

2) Will the recording system allow the user to import case information from a case management system into the recording system, avoiding the need for manual entry of information? If yes, what are the requirements of the case management system? If yes, describe the offeror's experience / expertise in writing the required interface. If yes, describe the customer's role in developing the interface.

ThinkLink and VBA allows the programmers of our software to develop special applications to integrate with third party software such as (Banner/ JIS)or any other application. FTR is a strategic partner of the SCT Corporation. FTR has programmers to work only with customers who are developing custom applications with the SDK software. The customer's role in this development would be to act as a facilitator between FTR and the SCT Corporation for (Banner/ JIS) or any other application manufacturer.

g.Backup / Recovery:

1) Provide a detailed description of the backup and recovery methods for the proposed digital court recording, archiving, and transcription solution. This description should encompass the entire span of hardware, software, accessories and procedures that will be necessary for the court to

experience minimal downtime and to maintain adequate backup and recovery capabilities for this system.

FTR writes is content to two locations at virtually the same time. Examples are to a CD and hard drive or to a network and local hard drive. Files are updated at each location every quarter second. The actual archive configuration is decided upon by the purchasing client depending on network availability, etc.

h.Archive:

1) Is the recording format open and publicly available? If no, describe how the court can be assured that access will be available in the future.

Yes

2) Is a proprietary archiving format proposed? If yes, provide a detailed analysis of the benefits of the proposed format. If yes, submit statement that the offeror will provide unlimited, non-lapsing license to use the proprietary technology. This license must include all hardware, software and file formats that may be necessary to archive, access and reproduce the court's audio records.

NO, the archiving format is the same format as the original recordings.

3) Does the recording system permit automatic archiving of the audio and text files to one or more standard medium? List the medium to which the audio and text files can be automatically archived.

Yes, the recording system will allow for automatic archiving of both audio and text files to any medium you wish. Examples would be a network drive, CD, Tape Magneto Optical, or even a ZIP disk.

4) Does each location have the capability to determine the frequency with which files are automatically archived? What, if any, restrictions apply?

Yes, the frequency may be chosen independently by each location.

5) Does the recording system provide an optional automatic purge function? If the purge function is enabled, can an operator override the function to insure that the recording of a specific case or session is not purged? Can separate parameters be set for different types of cases? What, if any, restrictions apply to these parameters?

FTR does not use a database at its core so no purging is necessary. FTR automatically overwrites the very oldest audio or audio/video content and replaces it with new content as soon as the drive or partition becomes full on the local hard drive. Archive audio is never overwritten and must be managed. Management is dependent on the media that is selected for long term archiving.

i.Reliability / Security:

1) How many access levels can be established for the recording system?

The access levels are established inside of the Windows software. The number of levels could be as many as 1,000.

2) Can the recording system be configured to require the entry of a user ID and password for security and access to unique settings for each individual user?

Yes – through the Operating System

3) Can the recording system be configured to allow the system administrator for each location to determine at what interval(s) user ID's and passwords will expire?

Yes – through the Operating System

4) Can the recording system be configured to restrict a user's access to specific functions within the application?

Yes – through the Operating System

5) Can the recording system be configured to restrict user access to specific types of data?

Yes – through the Operating System

6) Can the recording system be configured to restrict user access to specific functions with specific types of data?

Yes – through the Operating System

7) Can the recording system be configured to permit the definition of effective beginning and end dates for all defined security restrictions?

Yes – through the Operating System

8) Can the recording system be configured to allow security requirements for all areas to be changed on-line? Can the recording system be configured to allow changes to be invoked immediately without the requirement for restarting the system?

Yes – through the Operating System

9) Can the recording system store the signal to two separate storage devices simultaneously? If yes, define these storage devices.

Yes, FTR records to the hard drive of the main recording system and an archive location.

10) Describe the visual and audio indicators / devices that the user can rely on to insure that all microphones are picking up a signal.

There are a number of indicators to let you know that all microphones are picking up a signal. You can listen to the audio through the headphones. There are also lights in the software to indicate that the microphones are picking up audio. The light on the computer screen will shine green then they are picking up audio.

11) Describe the visual and audio indicators / devices that the user can rely on to insure that the signal is being recorded to the storage medium.

There is a "Record Media Status Display" which will allow the user to look at the indicator in 4 different ways. 1) The number of MB available; 2) The recording time in minutes & hours; 3) Percent of hard disk used; 4) A progress bar.

12) Describe how sound can be muted with each type of microphone that the offeror proposes to install. Indicate what type(s) of microphone are being considered for the judge, witness, and attorneys.

The microphones have a "mute" button that will allow the person to press the button when they want to mute the microphone and release the button when they no longer want the microphone muted. There is also an accessory called a Microphone Control Unit which will allow the Judge to mute from his bench all microphones, all microphones except the sidebar microphone or just the microphones at the counsel tables. The microphones being considered are in conjunction with the Missouri Sound Recording Manual which states the Judges microphone will be omnidirectional. The other microphones at the witness and attorney tables will be unidirectional.

13) Can the recording system produce an audible alarm, which sounds at site-defined intervals, when the system has been put in "pause" or "mute" mode? If yes, where does the alarm sound? Can the volume of the alarm be adjusted?

NO, there is no audible alarm in the FTR software. FTR recommends the use of Confidence Monitoring. BusComm Incorporated's programmers could work with OSCA to consider developing a software application to provide an audible alarm.

14) Describe the visual and audio indicators/ devices that the user can rely on to warn that the storage medium is reaching capacity. Can the administrator or individual users at each site adjust the timing of these alarms so that more or less time is available for switching to alternate storage device? If yes, what are the restrictions for adjusting the timing?

The display will flash a red "Low Capacity" warning when there is 20 minutes of recording time available on any storage device.

15) Describe the method for determining whether audio or text files have been edited or otherwise changed since they were created.

You can run a history on the file that was created.

16) Describe the method for determining whether copies of files are identical to original files created by the recording system.

The file size and the history will let you know if there were any file changes.

j.Administration:

1) Describe the utilities provided that generate basic reports on the status and contents of the system files.

Microsoft Windows provides "Event Viewer" software that will enable basic reports such as a Application Log, Security Log and a System Log.

2) Specify existing report layouts and report options, including available queries and ad hoc reports that may be run by each site. Are procedures for generating reports currently described in the user's manual?

The report Layouts consist of type of event, date, time, source category, user, and the computer that created the event. There are no available queries for the reports. Procedures will be provided during the training period.

5.4.3 Contractor Support:

a.Installation / Testing

1) Provide the specifications for microphones and wiring.

See Tab 11

2) Can the mixer be mounted under a desk surface? What hardware is provided with the mixer to permit its mounting under a desk surface?

Yes, the mixer may be mounted under a desk and there are brackets provided to mount this piece of equipment. It may also be mounted in a rack system.

3) Describe the restrictions, if any, for integrating the recording system into an exiting sound reinforcement system in the courtroom.

The recording system will work with any mixer that has audio out capabilities.

4) What criteria will used to determine that the quality of the signal is acceptable in general trial, voir dire, and bench conference situations? Include a detailed description of the test plan.

BusComm will work together with the individual courts and Central Transcription to ensure that the best possible record is kept and the recording quality is acceptable in each of these situations. See Tab 12

5) Indicate the method used to inform clients of implemented and future enhancements, upgrades.

Enhancements, upgrades and software patches will be brought to the attention of the central point of contact at each location. This will allow the courts to decide the time that would be best for the courts, and the technician to come to that location and install the upgrade.

b.Training

1) Provide one copy of the current training and reference materials that are distributed to system users.

See Tab 9

2) Describe the options for training staff who did not participate in the training at time of installation and for training on system upgrades.

Additional training classes are available for $500 each.

3) Provide resumes for current training staff. Include educational transcripts and a description of experience, including length of time, with teaching the recording system.

See Tab 13

4) Describe what education or experience training staff has that would provide an understanding of court proceedings, preferably the proceedings of Missouri trial courts.

BusComm Incorporated has been working with state of Missouri courts for over 25 years. BusComm assisted in the creation of the original specifications for electronic recording for the state. Our employees have not only been working with the state for installation and training of the digital recorders we have also been training state employees on an ongoing basis on how to use their current tape based systems, the Sony 4–channel standard cassette recorder.

5) Describe what, if any, measures the offeror takes to insure that the training provided to users meets their needs.

BusComm Incorporated has taken great measures to ensure that users are trained to the best of their ability. After training has been completed BusComm Incorporated will provide a questionnaire that we ask the users to fill out that will help us to make our training and installations better in the future.

c.Warranty / Support / Maintenance

1) Provide a copy and description of all warranties associated with the proposed system.

See Tab 13

2) Describe currently available or proposed technical and functional support programs. Include hours of operation, location of support, and type of support.

See copy of Guaranteed Maintenance Service Agreement in Tab 14

3) Describe software problem resolution and escalation procedures and standard time frames.

The user at a court location should call the Customer Support Help Desk at BusComm Incorporated. They may be asked to try a couple of preliminary diagnostics by the person at the Help Desk. This person will try to walk through the diagnostics with them over the phone. If this does not resolve the problem then a service person will be dispatched to their location.

4) Describe current methods for accessing software problem information and downloading fixes.

The current methods for accessing software problem information would be through our 800-283-7755 Help Desk. Software fixes and downloads can be located at www.ftrgold.com.

5) List the hours and days during which support is available through a toll-free number. What is the response time in minutes or hours for calls made to this toll-free number?

The response time is 30 minutes for a return call to the toll-free number.

6) Does the offeror provide the option for courts to obtain responses to their questions and comments via e-mail? If yes, what is the response time in minutes or hours for questions/ comments communicated by e-mail?

Yes, a 2-hour response is guaranteed between the hours of 8A.M. and 5 P.M.

7) List the work address(es)-city(ies) and state(s)- of support staff who will be dispatched, if needed, to resolve system problems/ install upgrades in Missouri's courts.

11696 Lilburn Park
St. Louis, MO 63146

8) Attach copies of the annual maintenance agreements that cover the recording system. These documents must clearly delineate the products and services that are included and excluded from the agreement.

See Tab 14

9) Indicate the policy regarding support for court-developed customizations and enhancements, if any.

Court developed applications do not void the warranty of the equipment.

10) If the offeror's maintenance and support proposal assumes that court personnel will be responsible for any preliminary system diagnostics, include a detailed description of those expectations along with the offeror's proposed plan for transferring this knowledge to court personnel.

When a person from the courts calls the Customer Support Help Desk at BusComm Incorporated, they may be asked to try a couple of preliminary diagnostics by the person at the Help Desk. This person will try to walk through the diagnostics with them over the phone. If these attempts are not successful, then a service technician will be dispatched to their location.

11) The offeror must provide a written guarantee that parts or complete malfunctioning units, such as microphones, mixers, or speakers will be replaced within 24 hours of receipt of a service call.

See Tab 14

12) The offeror must state the warranty periods for all software and hardware provided by the contractor.

90 Days from date of installation

13) The offeror must provide copy(ies) of its maintenance agreement(s), which clearly delineate the products and services that are included and excluded from the agreement.

See Tab 14

Date of Award thru One Year
FIRM FIXED PURCHASE PRICING
FOR
REQUIRED HARDWARE, SOFTWARE AND SERVICES

ITEM NO.	ITEM DESCRIPTION	QTY.	PURCHASE PRICE		ADDITIONAL MONTHLY MAINTENANCE PRICE, AFTER WARRANTY		ADDITIONAL INSTALLATION CHARGE, IF ANY	
			UNIT PRICE	TOTAL	UNIT PRICE	TOTAL	UNIT PRICE	TOTAL
PSP-00199-GR21-0E	FTR Reporter 2.1	1	2,845.25	2,845.25	23.71	23.71		
PSP-00299-GL21-0E	FTR Log Notes 2.1	1	280.25	280.25	2.34	2.34		
PHP-13599-HZ10-ZE	4-Channel Delta Encoder Card	1	331.55	331.55	2.76	2.76		
PHP-00399-HZ20-ZN	MX4 4-Channel Mixer	1	783.75	783.75	6.53	6.53		
PHP-02699-HZ10-ZE	External Clock Display	1	375.25	375.25	3.13	3.13		
PHP-01799-HZ10-ZE	USB Foot Control	1	71.25	71.25	0.59	0.59		
PHP-00199-HZ10-ZN	Headset	1	23.75	23.75	0.20	0.20		
	Installation of One Courtroom	1	1,000	1,000				
	Training of Court Staff	1	500	500				
			GRAND TOTALS:	$6,211.05		$39.26		$

Pursuant to the terms, conditions and specifications set forth in this Request for Proposal, I hereby quote the price(s) for items and services indicated above at a firm, fixed purchase price for the contract period and hereby grant the State of Missouri the right to add or delete the quoted items and services at the same price(s) indicated above at any time during the contract period. In the event that the State of Missouri exercises its options to extend the contract period, the prices for such extension period shall be determined pursuant to Renewal Option Tables. Unless quoted above, the contractor agrees that the State of Missouri shall not pay for any maintenance or installation costs. Such cost shall be considered to be included in the firm, fixed purchase price.

Date of Award thru One Year
FIRM FIXED PURCHASE PRICING
FOR
OPTIONAL HARDWARE, SOFTWARE AND SERVICES

ITEM NO.	ITEM DESCRIPTION	PURCHASE PRICE, PER UNIT	ADDITIONAL MONTHLY MAINTENANCE PRICE, PER UNIT, AFTER WARRANTY	ADDITIONAL INSTALLATION CHARGE, PER UNIT, IF ANY
PSP-00199-GR21-0E	FTR Reporter 2.1	2,845.25	23.71	426.79
PSP-00199-TR-32-0E	TheRecord Reporter	3,795.25	31.63	569.29
PSP-00199-TA10-0E	TheRecord Annotator	280.25	2.34	42.04
PSP-00299-GL21-0E	FTR Log Notes 2.1	280.25	2.34	42.04
PSP-00199-GM21-0E	FTR Monitor 2.1	3,795.25	31.63	569.29
PHP-90199-AZ20-ZU	FTR ReporterDeck	5,220.25	43.50	783.04
PYP-00699-GF21-0E	2-Channel Portable Reporter Kit (with MX4 Mixer)	3,510.25	29.25	526.54
PYP-01599-GF21-0E	4-Channel Portable Reporter Kit (with DMX8 Mixer)	4,270.25	35.59	640.54
PHP-00199-HZ10-ZE	4-Channel Antex Encoder Card	712.50	5.94	106.88
PHP-13599-HZ10-ZE	4-Channel Delta Encoder Card	331.55	2.76	49.73
PHP-00499-HZ20-ZE	MX3 Mixer, 8 Mic In	1,800.25	15.00	270.04
PHP-00999-HZ10-ZE	MX3 Mixer, 16 Mic In	2,370.25	19.75	355.54
PHA-00199-HZ10-ZN	2-Channel Mic In Expansion Kit	142.50	1.19	21.38
PHA-00299-HZ10-ZN	Aux-In Expansion Kit (RCA)	142.50	1.19	21.38
PHA-00399-HZ10-ZN	Aux-In Expansion Kit (XLR)	142.50	1.19	21.38
PHA-00499-HZ10-ZN	Aux-Out B Expansion Kit	142.50	1.19	21.38
PHA-00599-HZ10-ZN	Utility Card Expansion Kit	142.50	1.19	21.38

Date of Award thru One Year
FIRM FIXED PURCHASE PRICING
FOR
OPTIONAL HARDWARE, SOFTWARE AND SERVICES

ITEM NO.	ITEM DESCRIPTION	PURCHASE PRICE, PER UNIT	ADDITIONAL MONTHLY MAINTENANCE PRICE, PER UNIT, AFTER WARRANTY	ADDITIONAL INSTALLATION CHARGE, PER UNIT, IF ANY
PHP-00399-HZ20-ZN	MX4 4-Channel Mixer	783.75	6.53	117.56
PHP-20499-HZ20-ZE	DMX8 USB Mixer	2,180.25	18.17	327.04
DX810	Mackie Mixer	2,395.00	19.96	359.25
PHP-02699-HZ10-ZE	External Clock Display	375.25	3.13	56.29
PHP-00599-HZ13-ZE	Tape Duplication Unit with Save to Tape Software	4,275.00	35.63	641.25
PHP-01699-HZ10-ZE	Joy Stick Foot Control	57.00	0.48	8.55
PHP-01799-HZ10-ZE	USB Foot Control	71.25	0.59	10.69
PHP-00199-HZ10-ZN	Headset	23.25	0.20	3.49
MCU003	Microphone Control Unit for MX3 Mixer	895.00	7.46	134.25
MCU004	Microphone Control Unit for MX4 Mixer	895.00	7.46	134.25
MCUUSB	Microphone Control Unit for DMX8 USB Mixer	895.00	7.46	134.25
MCUOOM	Microphone Control Unit for Mackie Mixer	895.00	7.46	134.25
MX412	Gooseneck Microphone (requires cartridge)	235.04	1.96	35.26
MX412D	Gooseneck Microphone with Base (requires cartridge)	307.84	69.23	46.18
MX393C	Flat Boundary Microphone	349.44	2.91	52.42
SM63	Broadcast Microphone	198.28	1.65	29.74
R183	Omnidirectional Mic Cartridge	56.32	0.47	8.45
R185	Cardioid Mic Cartridge	78.88	0.66	11.83

Date of Award thru One Year
FIRM FIXED PURCHASE PRICING
FOR
OPTIONAL HARDWARE, SOFTWARE AND SERVICES

ITEM NO.	ITEM DESCRIPTION	PURCHASE PRICE, PER UNIT	ADDITIONAL MONTHLY MAINTENANCE PRICE, PER UNIT, AFTER WARRANTY	ADDITIONAL INSTALLATION CHARGE, PER UNIT, IF ANY
FC-62D	Konica Black & White Camera	150.00	1.25	22.50
CST150	Pro-Video Mount	34.00	0.28	5.10
RT2420SL	Camera Power Supply	12.00	0.10	1.80
TG2Z3514FCS	Varifocal Auto Iris Lens	94.00	0.78	14.10
TG2Z1816FCS	Varifocal Camera Lens	286.00	2.38	42.90
T2616FICS	Manual Iris Camera Lens	96.00	0.80	14.40
YV2.2x1.4A	Fuginon Wide Camera Lens	312.00	2.60	46.80
210100209	Video Capture Card	106.65	0.89	16.00

Pursuant to the terms, conditions and specifications set forth in this Request for Proposal, I hereby quote the price(s) for items and services indicated above at a firm, fixed purchase price for the contract period and hereby grant the State of Missouri the right to add or delete the quoted items and services at the same price(s) indicated above at any time during the contract period. In the event that the State of Missouri exercises its options to extend the contract period, the prices for such extension period shall be determined pursuant to Renewal Option Tables. Unless quoted above, the contractor agrees that the State of Missouri shall not pay for any maintenance or installation costs. Such cost shall be considered to be included in the firm, fixed purchase price.

OTHER COSTS

.ie offeror must state below under Required Other Costs any costs, in addition to those quoted on the Pricing Pages contained herein, for any additional materials, services, supplies, and/or other one time costs that are necessary to satisfy the requirements of the Request for Proposal and shall, therefore, be furnished by the offeror if awarded a contract, at no more than the cost indicated. The offeror may list any related optional other costs where indicated below.

ITEM NO.	DESCRIPTION	COST	UNIT OF MEASURE	COMMENTS
REQUIRED OTHER COSTS:				
	Major Version Software Upgrades*	TBD	Each	Price will be MSRP
OPTIONAL OTHER COSTS:				
	Move/Add/Change/Wiring (Labor)	$125.00	Hour	
	Service (Customers with No Maintenance) – Normal Business Hours	$125.00	Hour	
	Service – After Hours	$187.50	Hour	
	Service – Sunday/Holiday	$250.00	Hour	
	Training Class (1/2 Day)	$500.00	Each	
	Wiring (Materials)	$1.25	Foot	

***Major Version Software Upgrades are defined as manufacturer changes to software resulting in an increase in the version number, such as an upgrade from version 1.3 to 2.0. There will be no charge made for changes that do not increase the version number, such as an upgrade from version 2.0 to 2.1. BusComm Incorporated cannot guarantee availability of discontinued software versions from the manufacturer.**

RENEWAL OPTION

FOR
ALL PRICES

The Office of State Courts Administrator shall have the sole option to renew the contract in one (1) year increments, or a portion thereof, for a maximum total of three (3) additional years.

The offeror must indicate below the maximum allowable percentage of price increase or guaranteed minimum percentage of price decrease applicable to the renewal option periods. The stated percentage(s) shall apply to each itemized component on the applicable pricing page(s). If a percentage is not quoted (i.e. left blank), the state shall have the right to execute the option at the same price(s) quoted for the original contract period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE.

All increases or decreases shall be calculated against the ORIGINAL contract price, NOT against the previous year's price. A CUMULATIVE CALCULATION SHALL NOT BE UTILIZED.

The percentages indicated below will be used in the cost evaluation to determine the potential maximum financial liability to the State of Missouri.

NOTICE: DO NOT COMPLETE BOTH A MAXIMUM INCREASE AND A MINIMUM DECREASE FOR THE SAME RENEWAL PERIOD.

1. Additional Acquisitions

	Maximum Increase	OR	Minimum Decrease
1st Renewal Period:	original price +__**CPI-U**	OR	original price -_____%
2nd Renewal Period:	original price +__**CPI-U**	OR	original price -_____%
3rd Renewal Period:	original price +__**CPI-U**	OR	original price -_____%

2. Maintenance

	Maximum Increase	OR	Minimum Decrease
1st Renewal Period:	original price +____**5%**	OR	original price -_____%
2nd Renewal Period:	original price +____**10%**	OR	original price -_____%
3rd Renewal Period:	original price +____**15%**	OR	original price -_____%

3. Installation of Additional Acquisitions

	Maximum Increase	OR	Minimum Decrease
1st Renewal Period:	original price +____**0%**	OR	original price -_____%
2nd Renewal Period:	original price +____**0%**	OR	original price -_____%
3rd Renewal Period:	original price +____**0%**	OR	original price -_____%

FTR Log Notes™

User's Guide

Version 2.1

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Australia

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Welcome

FTR Log Notes is a stand-alone, electronic note-taking software package that provides a comprehensive method of annotating proceedings. When used in conjunction with FTR Reporter or FTR Player Plus, FTR Log Notes provides an advantage over the paper log note process by automatically adding an audio link to each log note. Users can create log notes while listening to recording audio, playing recorded audio, or listening to live proceedings without being connected to the audio at all.

FTR Log Notes is an electronic log sheet for entering notes quickly and easily. The notes are automatically time-stamped with a link to the associated audio. With time references included in the notes, individuals that need to review the audio record can find specific moments in the recording efficiently.

FTR Log Notes also incorporates a very powerful search engine. All information entered by the user is searchable and is associated to the applicable audio record.

There are two FTR Log Notes products available.

- FTR Log Notes Standard Edition
  This version has all the functionality of previous versions of FTR Log Notes with several new significant features.
- FTR Log Notes Professional Edition
  This version has all the functionality of FTR Log Notes Standard Edition but with Visual Basic for Applications (VBA) included. With the addition of VBA you can customize FTR Log Notes Professional Edition to the users specific requirements.

Customizing

FTR Log Notes Professional Edition now includes Visual Basic for Applications (VBA). With VBA you can customize the way FTR Log Notes Professional Edition works by changing some of the default features and automating some common tasks unique to the way you operate.

V This symbol indicates areas of the User's Guide where customization may have changed the way your installation of FTR Log Notes Professional Edition works. For details about how to customize FTR Log Notes see the Programmers Guide in the on-line help.

Note: Access to the Programmers Guide is determined during installation of FTR Log Notes Professional Edition. It may not be available with your installation of FTR Log Notes.

System Requirements

As with any software, there are minimum hardware and software requirements, which need to be in place prior to installing and using FTR Log Notes. While the following list is a minimum specification it is important to be aware that using additional programs will require a higher specification.

The following specification is the minimum requirement for both editions of FTR Log Notes:

- Microsoft® Windows® 98SE, Windows® 2000 (SP3), Windows® XP Home (SP1) or Windows XP Professional (SP1)
- Recommended specification for the chosen operating system or P166 (whichever is higher)
- Additional 16MB RAM
- 256 color, 800 x 600 video display adapter and monitor

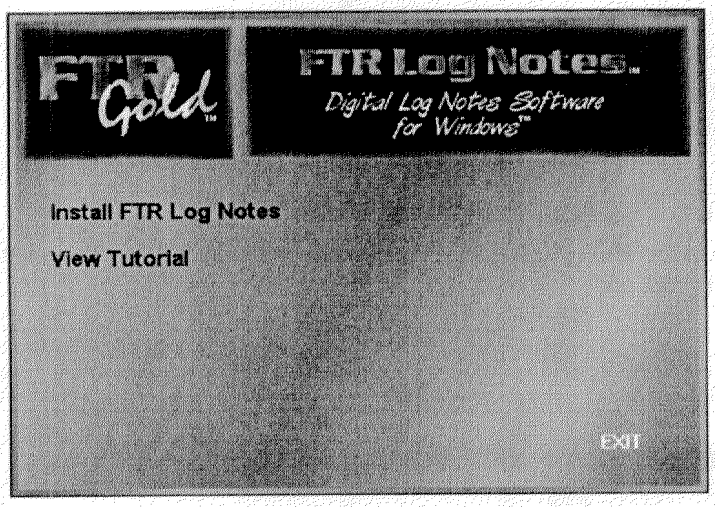
Installing FTR Log Notes

When the CD is placed in the CD-ROM drive, the software installation should start automatically.

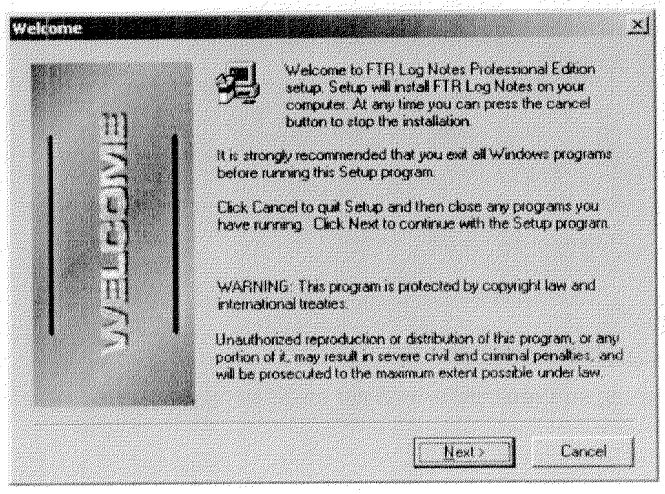
Note: Windows 2000 and Windows XP users require Administrator rights to install FTR Log Notes.

To install FTR Log Notes:

1. Place the CD into the CD-ROM drive of your computer.
2. When the following dialog box appears click **Install FTR Log Notes**.

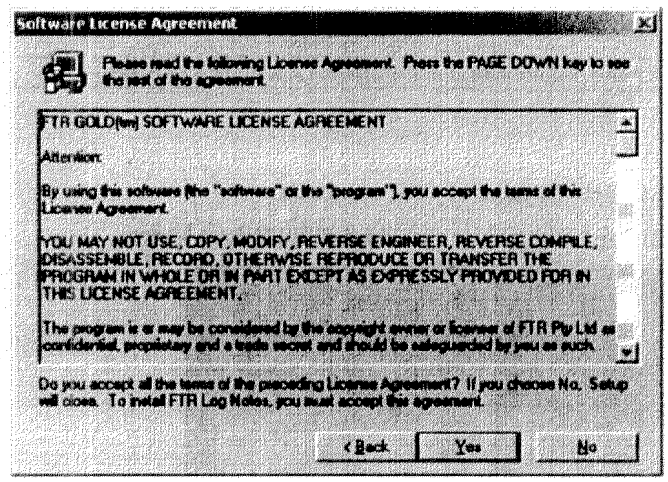


3. From the **Welcome** dialog box click **Next** to continue the installation.



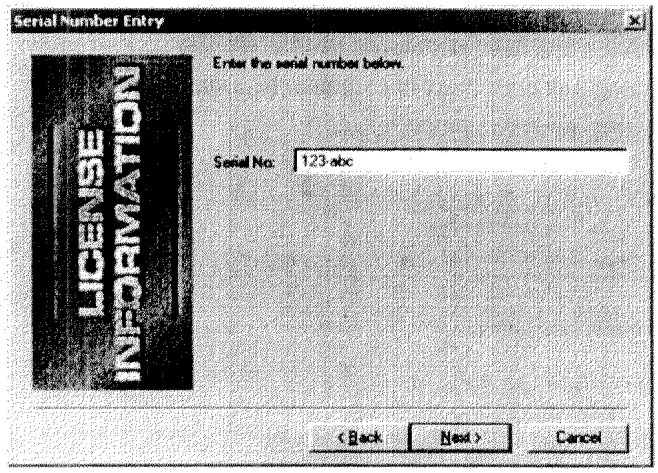
Note: Your **Welcome** dialog box will appear different when installing FTR Log Notes Standard Edition.

4. From the **Software License Agreement** dialog box click **Yes** to accept the terms and continue with the installation.



5. In the **Serial Number Entry** dialog box, enter your serial number, exactly as it appears on your registration card, and click **Next**.

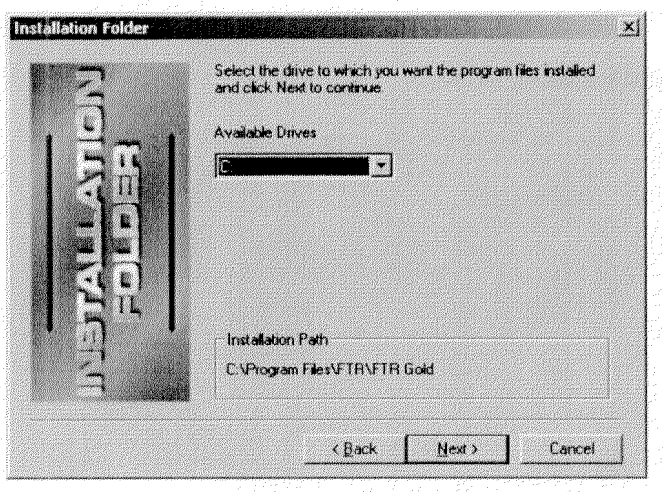
Note:	If you are installing an upgrade product and the older version is still installed, you will not need to enter a serial number. However, if the original product is not installed, you will need to enter the serial number supplied with the earlier version.



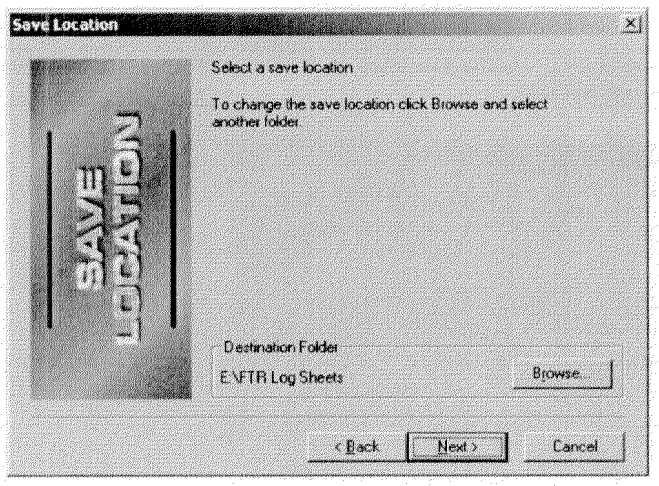
6. Fill out and send your registration card or register on-line at www.ftrgold.com

7. In the **Installation Folder** dialog box choose the hard disk drive to which the FTR Log Notes program files will be installed. Click **Next**.

Note: If you have a single hard disk drive then this dialog box is not displayed.

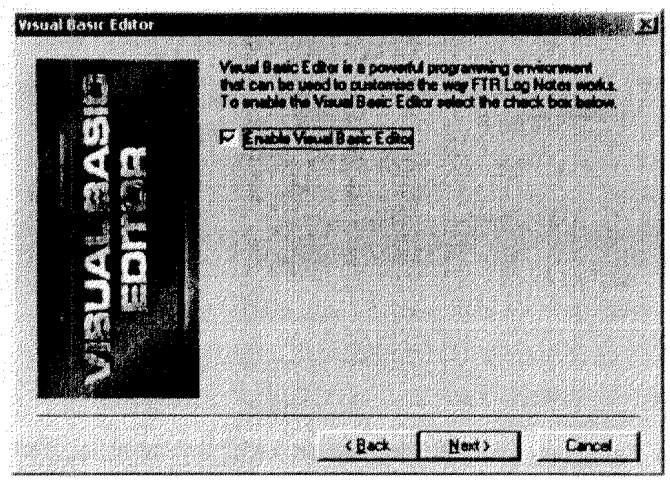


8. In the **Save Location** dialog box select the destination folder for saving log sheets. You can change the **Save Location** destination folder by clicking **Browse** and selecting a new folder. Click **Next**.



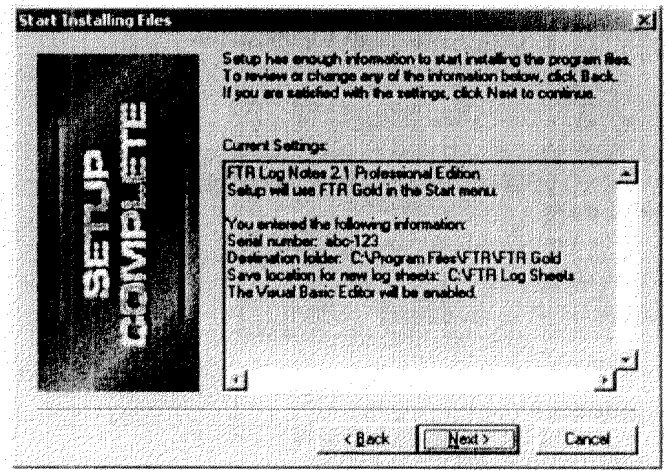
9. In the **Visual Basic Editor** dialog box, select or clear the **Enable the Visual Basic Editor** check box as required. If you want your users to have access to the VB programming features of FTR Log Notes then select the check box. Click **Next**.

Note:	The Visual Basic Editor is only available in the FTR Log Notes Professional edition.

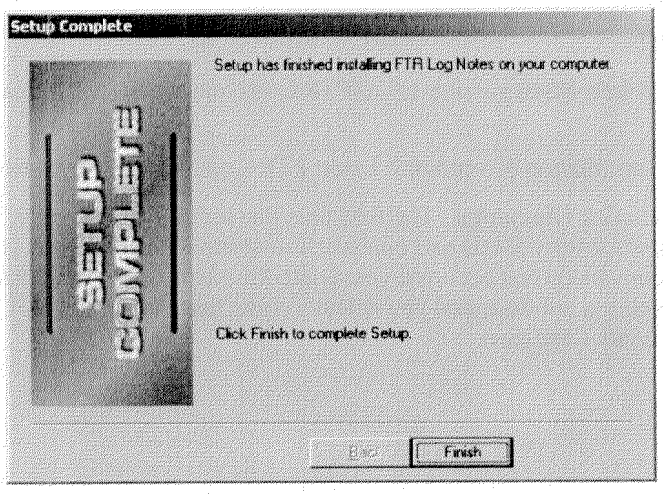


10. From the **Start Installing Files** dialog box read the summary information and if satisfied click **Next**.

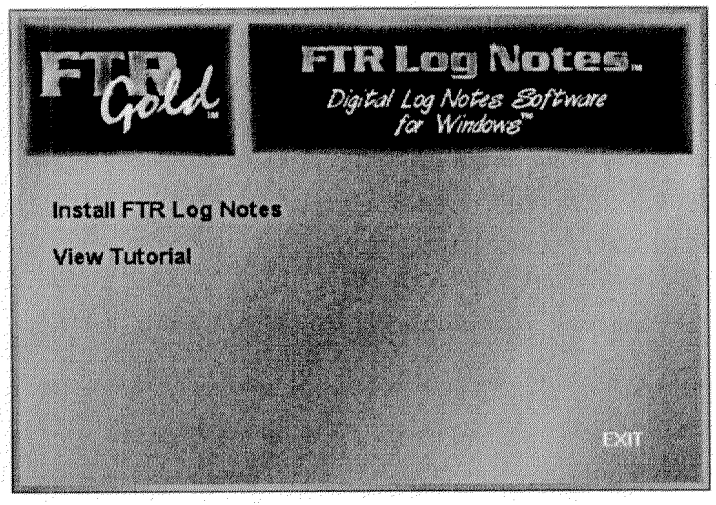
Note:	If any information is wrong click **Back** until you reach the relevant dialog box, make the required changes and proceed as before.



11. When installation is complete click **Finish**.



12. From the installation CD menu you can view the tutorial or click **Exit** to close.



Warning

If you have previously installed any Microsoft® Office® products, ensure that each user runs one of the programs in the suite BEFORE running FTR Log Notes.

Information for Upgrading

If you are upgrading from FTR Log Notes version 1.3 to FTR Log Notes version 2.1 please read the following information.

After you have completed the installation of version 2.1 start FTR Log Notes. From the toolbar, click the **Tools** button and click **Glossaries**. The first time this is done all version 1.3 glossaries are copied to the new glossary folder and converted to version 2.1 glossaries. It is recommended that once this conversion has occurred you delete the version 1.3 glossaries from the original installation folder. If this is not done and you delete a converted glossary then it is reconverted the next time Glossaries are used.

Uninstalling

To uninstall FTR Log Notes use the standard Microsoft® Windows® operating system methods for the removal of programs.

Note: When uninstalling any FTR Gold program other programs in the FTR Gold family are also removed.

VBA Issues

You may experience some problems using Microsoft Office installations after uninstalling FTR Log Notes. This results from missing files related to the VBA common components of FTR Log Notes and Microsoft Office.

If you experience such problems then use the original Microsoft Office installation CD's to restore any missing files.

Starting FTR Log Notes

You can start the FTR Log Notes program from the desktop icon or from the **Start** menu.

To start FTR Log Notes from the desktop:

1. Minimize any windows to reveal the desktop.
2. From the desktop, double-click the FTR Log Notes icon .

To start FTR Log Notes from the Start menu:

1. Click **Start**.
2. Point to **Programs** then **FTR Gold**
3. Click **FTR Log Notes**.

Once FTR Log notes is started, a new empty log sheet is displayed. You can use this empty log sheet to create a standalone or linked log sheet as required. See *Creating Log Sheets* later in this guide.

If you don't wish to create a log sheet at this time but you do wish to review an existing log sheet then open the required log sheet and close the empty log sheet. See *Reviewing Log Sheets* later in this guide.

Quitting FTR Log Notes

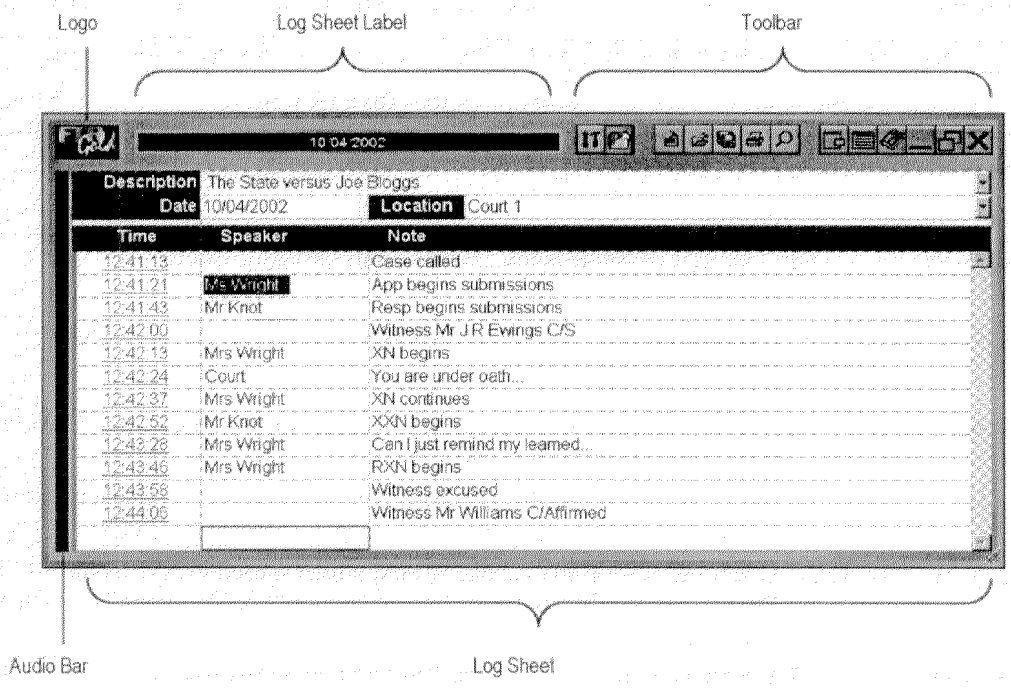
Each log sheet is displayed in an FTR Log Notes window. To quit the program you need to close all log sheets and when the last one is closed you quit the program.

To quit the FTR Log Notes program:

1. Click the **Close** button at the top of each FTR Log Notes window.
2. When you close the last log sheet you quit the program.

The FTR Log Notes Window

The diagram below illustrates the main components of the **FTR Log Notes** window.



Component	Description
FTR Gold Logo	Click this to display the **About FTR Log Notes** dialog box. See *Using Help* later in this guide.
Log Sheet Label	This is the title, which helps to identify each log sheet. See *Log Sheet Label* later in this section.
Log Sheet	This section contains the data entered by the user. See *The Log Sheet* later in this guide.
Audio Bar	The audio bar displays information about linked audio. See *Audio Bar* later in this section.
Toolbar	The toolbar provides buttons for the main functions. See the next section.

Toolbar

The toolbar contains buttons providing quick mouse access to the main FTR Log Notes functions.

Note: For details about keyboard shortcuts see *Appendix A: Using Keyboard Shortcuts* at the end of this guide.

These include the ability to set, view and modify properties for FTR Log Notes, open log sheets, find information and save copies of log sheets. The following table describes each of the FTR Log Notes toolbar buttons.

Toolbar Button	Action
Tools	☑ Opens the of **Tools** menu. See *Tools* in the next section.
Edit/Read-only	☑ Toggles between edit mode and read-only mode. Click to enable or disable log note editing.
New	☑ Creates a new log sheet in a new FTR Log Notes window. See *Creating Log Sheets* later in this guide.
Open	☑ Opens the **Open Log Notes** dialog box, which is used to find and open existing log sheets. See *Opening Log Sheets* later in this guide.
Save Copy As	☑ Opens the **Save Copy As** dialog box, which is used to save a copy of the log sheet to another location. See *Saving and Copying Log Sheets* later in this guide.
Print	☑ Click this button to print. See *Printing Log Sheets* later in this guide.
Find Text	☑ Opens the **Find Text** dialog box, which is used to locate specific words in the log sheet. See *Using Find Text* later in this guide.
Always on Top	Sets the selected log sheet to always remain on top of other program windows.
Properties	Opens the **FTR Log Notes Properties** dialog box. See *Setting FTR Log Notes Properties* later in this guide.
Help	Displays on-line help.
Minimize	Minimizes the FTR Log Notes window.
Maximize -or- Restore	Maximizes the FTR Log Notes window to occupy the full screen or restores to previous custom size.
Close	Closes FTR Log Notes.

☑ These operations are customizable using the included Visual Basic for Applications - FTR Log Notes Professional Edition only

Tools

FTR Log Notes is supplied with four standard tools:

- **Glossaries** - a comprehensive method of storing and using common words and phrases for rapid inclusion in a log sheet. See *Glossaries* later in this guide.
- **Pick Lists** - a system for third party programs to provide information for inclusion in a log sheet. See *Pick Lists* later in this guide.
- **Merge** - provides a way to merge multiple log sheets into one while maintaining the originals. See *Merging Log Sheets* later in this guide.
- **Filter** - provides a way to extract specific log notes from a log sheet to create a new log sheet. See *Filtering Log Notes* later in this guide.

These tools are all customizable, as they have been created using Visual Basic for Applications.

FTR Log Notes Professional Edition is required if you want to customize these standard tools.

You can also create your own tools by following the instructions in the Programmers Information section of the on-line help.

Note: Programmers Information is only available with FTR Log Notes Professional Edition.

Audio Bar

FTR Log Notes provides a quick visual indication of the linked log sheet's audio and the relative position of each associated log note. The Audio Bar appears in the narrow black strip to the left of the log sheet after the log sheet is linked to audio. The figure below shows the Audio Bar and a description of each element.

Audio Start
The top of the thin blue line indicates the start of the linked audio

Range Start Marker
This tab represents the range start time as defined in FTR Reporter or FTR Player Plus. Audio ranges can be set in FTR Reporter or FTR Player Plus or directly from the log note shortcut menu. See *Setting the Audio Range* later in this guide for more information.

Current Log Note Marker
This indicates the last log note relative to the current play time of the associated audio. As the audio continues to play the current log note marker moves to show the corresponding log note.

Range End Marker
This tab represents the Audio Range end time.

Audio End
The bottom of the thin blue line indicates the end of the linked audio.

Note: The Audio Bar will only appear if the log sheet is linked to audio. See *Linking a Log Sheet to Audio* later in this guide for more information.

Log Sheet Label

With multiple log sheets open, it can be awkward to determine which one is required because other sheets conceal the log sheet heading information.

To make it easier to identify the required log sheet the **Log Sheet Label** can be toggled to display one of the following pieces of information from the log sheet heading:

- **Date**

10/04/2002

- **Location**

Bankruptcy Court 1

Note: If the **Location** field is empty then **<Location>** is displayed.

- **Description**

The State vs Joe Bloggs

Note: If the **Description** field is empty then **<Description>**is displayed.

To change the displayed Log Sheet Label information:

- Click the **Log Sheet Label** until the required display is revealed.

The Log Sheet

The log sheet consists of the **Heading** section and the **Log Notes** section.

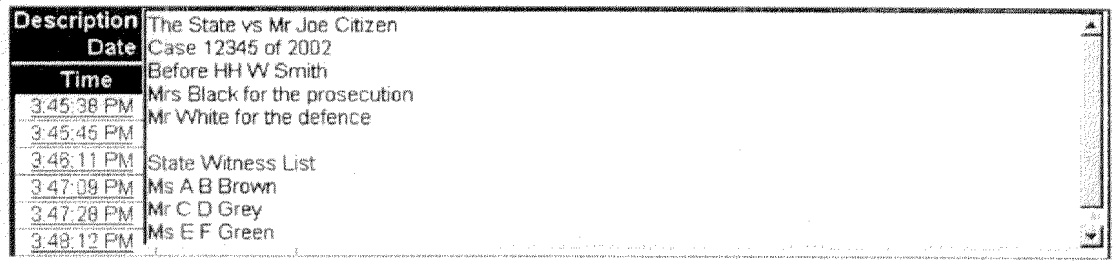
Log Sheet Heading

The log sheet heading contains three fields of information used to identify log sheets. These are the **Description**, **Date** and **Location** fields.

The Description Field

The **Description** field contains text entered by the user and is commonly used to identify the proceeding. This might include a case name, case number, presiding officer and appearances.

If the **Description** field is not selected only the first line of text is displayed. To expand the field, select it or click the button to the right of the field. The field expands to a maximum of ten lines and displays a scroll bar to reveal any additional lines that may be hidden. Press ENTER to close the field or click anywhere outside the field.



The Date Field

The **Date** field contains the date of the proceedings. This could be the date of the current proceeding (system date) or the date of an existing recording that is loaded into the playback panel.

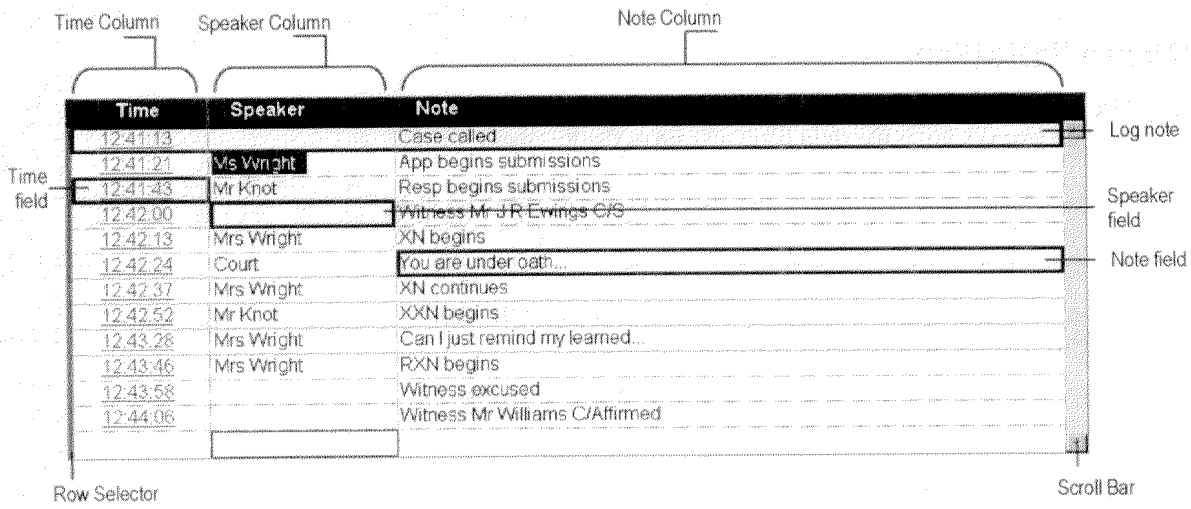
The Location Field

The **Location** field identifies the venue in which the proceedings occur. You can enter your own text in this field; choose from a list of previously used entries or accept the automatic entry (recommended) that appears if FTR Reporter or FTR Player Plus is running. Accepting the automatic entry ensures a proper association exists between the log sheet and audio.

Log Notes

Log Notes are primarily used to describe events that occur during proceedings. They are organized and referenced by a **Time** column, a **Speaker** column and a **Note** column. Each row represents one time stamped log note.

Note: Because the **Speaker** and **Note** column titles can be changed, you may have different column titles to those shown below.



Item	Description
Time Field	As each log note is created, a time stamp is automatically entered into the time field. The time field cannot be edited.
Speaker Field	Used to identify who is speaking or the type of event that is occurring. You may have renamed this column and be using it in another way.
Note Field	Used to add supplementary information to assist those reviewing the matter. You may have renamed this column and be using it in another way.
Row Selector	Click this area to select the whole row (and other rows) for printing and saving.
Scroll Bar	The scroll bar is used to navigate the log sheet if it is larger than the current window.

Navigating Log Sheets

You can navigate a log sheet using the mouse or keyboard.

Keyboard Navigation

By using standard keyboard keys such as TAB and the arrow keys, as well as some specific keyboard shortcuts, you can move between the heading and log notes fields of a log sheet entirely by keystrokes. For a detailed list of navigation keys see *Appendix A: Using Keyboard Shortcuts.*

Mouse Navigation

Use your mouse to navigate to a specific location in the log sheet quickly. The log sheet may also contain a scroll bar at the right hand margin of the log sheet.

Note: The scroll bar only appears for log sheets larger than the current size of the **FTR Log Notes** window. In some cases you may be able to resize the **FTR Log Notes** window to see the entire log sheet at once. See *Sizing and Positioning* in the next section.

You can use the scroll bar components to actively scroll through the contents of a log sheet. The following components perform the following tasks:

Click this button to move toward the top of the log sheet.

Drag this box to move up or down the log sheet.

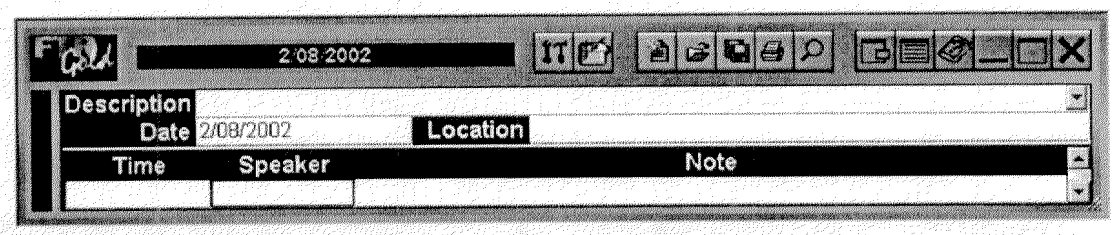
Click this button to move toward the end of the log sheet.

Once you have used the scroll bar to locate the required log note then position the cursor by clicking at the required place in the log note.

Sizing and Positioning

When it is not maximized, the FTR Log Notes window is resizable and can be positioned anywhere on the screen.

The minimum height of the window always includes the toolbar, the log sheet heading and one log sheet row while the minimum width always displays the toolbar and **Log Sheet Label**.



The size and position can be saved so that all log sheets are opened in the same position. See *Setting FTR Log Notes Properties* later in this guide.

Window Size

When not maximized, the FTR Log Notes Window can be resized.

To resize the FTR Log Notes Window

1. If maximized, click the **Restore** button.
2. Move the pointer over a window edge or corner until it changes to a sizing pointer.

   The standard Windows sizing pointers are ↕, ↔ and ↘.
3. Drag the edge or corner until you obtain the required window size.

Note: When reducing the window width, the **Note** column is resized first, to a nominal width, and then the **Speaker** column is reduced. When expanding the window width, only the **Note** column is re-sized.

Window Position

When not maximized, the FTR Log Notes Window can be repositioned.

To position the FTR Log Notes window

1. If maximized, click the **Restore** button.
2. Move the pointer over an area that is not a button display or part of the log sheet.

   Tip: The easiest area to access is the space above and below the **Log Sheet Label**.
3. Drag the window to the required position.

Log Sheet Column Widths

Only the **Speaker** and **Note** columns in the log sheet are re-sizable.

Note: The default column titles are **Speaker** and **Note**.
Because these are user customizable your column titles may be different. See *Setting FTR Log Notes Properties* later in this guide.

Either column (not both) can be reduced to a minimum readable width of 20 characters. Either column (not both) can also be further reduced to a "hidden" width of three pixels. Should the hidden column contain text then the title bar of the "hidden" column appears red.

If there is text in a hidden column then the title bar appears red.

Time	Note
3:45:38 PM	Court Resumes

To change a column width:

1. In the column title, move the pointer over the border between the **Speaker** and **Note** column.
2. When it changes to a sizing pointer, drag the column border to set the required width of the columns.

Note: Either column (not both) can be reduced to a minimum readable column width of 20 characters. Reducing it further hides the column.

To "hide/unhide" a column

1. In the column title, move the pointer over the border between the **Speaker** and **Note** column.
2. When it changes to a sizing pointer, drag the border. Dragging left hides the **Speaker** column while dragging right hides the **Note** column. At 20 characters wide the column stops reducing in size. Keep moving the pointer until the column border suddenly collapses leaving a column width of 3 pixels.

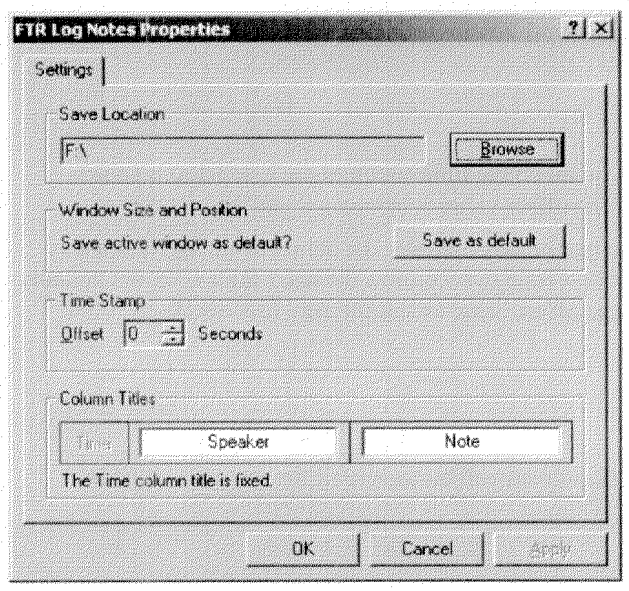
Note: The title does not show any width change while you attempt to hide the column. Observe the border when hiding the column. When you have reduced the width to 3 pixels then release the mouse, the column title is also hidden.

3. Unhide the column by dragging the border between the hidden column and the visible column. At 20 characters wide the column suddenly re-appears.

Setting FTR Log Notes Properties

FTR Log Notes Properties include:

- Save Location
- Window size and Position
- Time Stamp Offset
- Column Titles



Save Location

The **Save Location** sets the folder in which log sheets are stored. Changing the save location only applies to newly created log sheets. Currently open log sheets are still saved to their original folders.

To change the save location:

1. Click the **Properties** button .
2. In the **Save Location** section, click **Browse** and navigate to the required folder.
3. Click **OK** when the required folder is located.
4. From the **FTR Log Notes Properties** dialog box, click **OK** or **Apply** to make the change.

Window Size and Position

Click the **Save as default** button to save the size and position of the current log sheet. All log sheets subsequently opened will have the saved size and position.

To save the default window size and position:

1. Adjust a log sheet to the required size and position.
2. Click the **Properties** button .
3. In the **Window Size and Position** section, click **Save as default.**

Time Stamp Offset

The **Time Stamp Offset** value specifies how much the time stamp of each new log note is automatically adjusted to an earlier time. The offset value is between 0 and 10 seconds.

The offset value compensates for the delay that occurs between the actual event and when it is noted. There is always a delay because it takes time to recognize the need for a note and actually entering the note. Different users can set the offset value to suit the way they work.

To adjust the offset:

1. Click the **Properties** button .
2. In the **Timestamp** section, click the adjustment buttons until the required value is displayed.

Column Titles

The default column titles are **Time, Speaker** and **Note**. You can change the **Speaker** and **Note** column titles but the **Time** column title is fixed. New column titles only apply to log sheets created after the change. Log sheet column titles are stored with the log sheet so any user opening the sheet sees the same titles.

To change FTR Log Notes properties:

1. Click the **Properties** button .
2. In the **Column Titles** section enter new names as required.

Using Help

There are three help systems available.

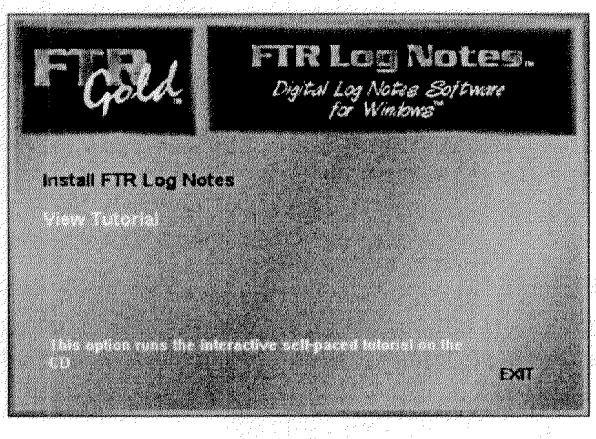
- Tutorial - found on the installation CD
- Standard on-line help - provides detailed descriptions of the features of FTR Log Notes.
- What's This? help - provides instant access to help for information about each screen element.

FTR Log Notes Tutorial

This tutorial guides you through the basic steps needed to create, open and review log sheets using most of the features of the FTR Log Notes program.

To start the FTR Log Notes tutorial:

1. Place the FTR Log Notes installation CD into the CD-ROM drive of your computer.
2. From the FTR Log Notes installation window click **View Tutorial.**



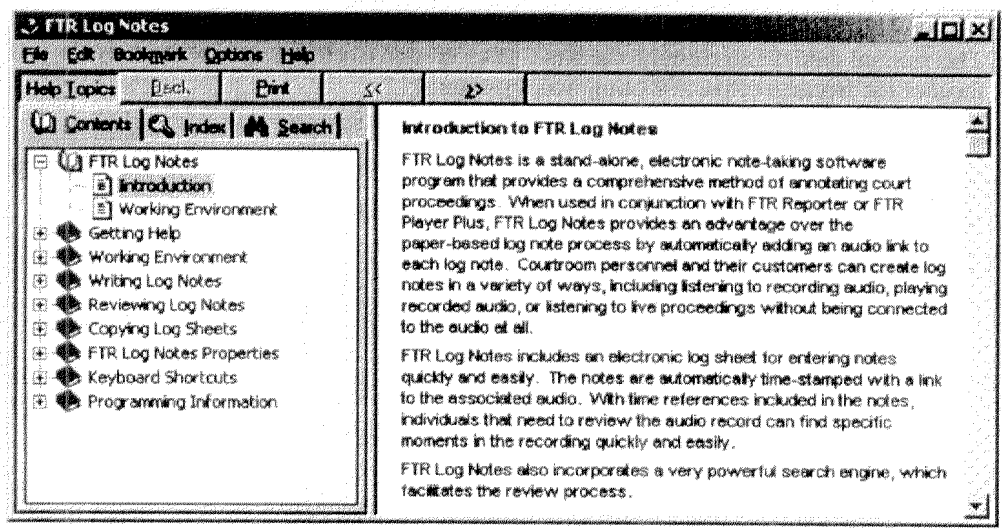
3. Follow the instructions on the screen to complete the tutorial.

On-line Help

The on-line help provides detailed descriptions of all FTR Log Notes features and includes comprehensive step-by-step instructions on how to perform note taking and reviewing tasks.

To start on-line help:

1. Click the **Help** button .



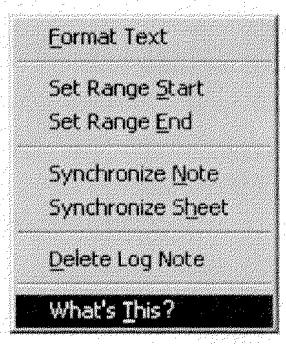
2. From the main **FTR Log Notes** help window use the **Contents** tab to expand and contract the various books that describe the program. Click on a relevant topic to reveal the text in the right pane.
3. Use the **Index** tab to scan the help index for relevant topics.
4. Use the **Search** tab to locate relevant topics based on key words.

What's This? Help

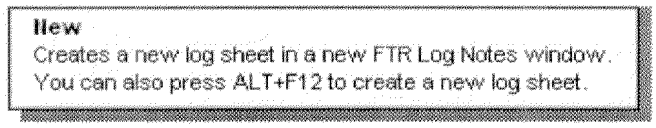
The What's This? Help feature provides instant assistance on any screen component or option. When you right-click on any screen component or option, the **What's This?** menu pops up as shown below.

Note: The VBA dialog boxes associated with **Glossaries** and **Pick Lists** do not show a **What's This?** shortcut menu. See the note at the end of this page for details on opening What's This help in these dialog boxes.

When using What's This Help in the log sheet area of FTR Log Notes, the shortcut menu shows additional options. Simply select **What's This?** as shown below.



By clicking **What's This?,** a pop-up window opens containing a description of the selected screen component or option.



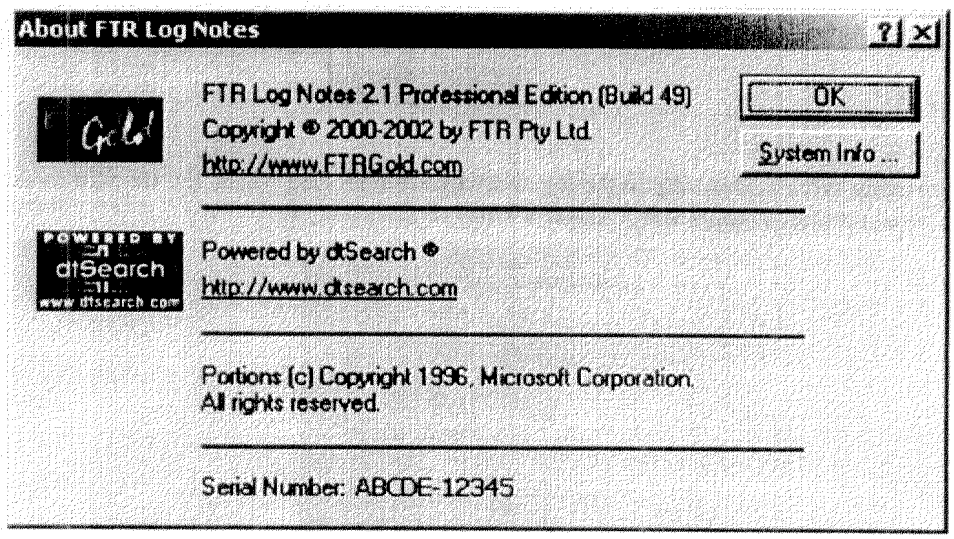
Note: In any dialog boxes that appear, there is an additional method for using What's This? help. At the top right corner of each dialog box, there is a **What's This?** help button ?. Click this button, move the **What's This?** help pointer ? over the required option and click. Information relating to the item is displayed.

About FTR Log Notes

The **About FTR Log Notes** dialog box displays the serial number and version. FTR Gold and other third party copyright information is also displayed.

To display the About FTR Gold dialog box:

1. Click the **FTR Gold** logo to display the following:



2. Click **OK** to close the dialog box.

Creating Log Sheets

This section describes the processes involved in creating a log sheet, entering heading information and creating log notes. A new log sheet is created when FTR Log Notes is started. Once the program is started you can open one or more new log sheets. Each new log sheet opens in edit mode, which is displayed with a white background. In read-only mode the background is gray.

You can create standalone log sheets or associated log sheets. A standalone log sheet is created with no access to recorded audio. An associated log sheet is created when recorded audio is available.

Creating a Standalone Log Sheet

A standalone log sheet is commonly created by a person with no access to the currently recording audio. A log sheet is created and time stamps inserted to represent when events occurred during the day. The time stamps are based on the computer's system clock and are not linked to the recorded audio.

To create a standalone log sheet:

1. Start FTR Log Notes. When FTR Log Notes is started, an empty log sheet is created with the system date already entered into the **Date** field.
2. Enter your own location name in the **Location** field.
3. Enter log notes as required. See *Entering Log Notes* later in this guide.
4. To create an additional standalone log sheet, click the **New** button and repeat steps 3 and 4.

When the recording becomes available at a later time a standalone log sheet can be linked to recorded audio, if the date and location fields exactly match the date and location information for the recording. If this can be achieved then the required association exists. See *Linking a Log Sheet to Audio* later in this guide.

Creating An Associated Log Sheet

An associated log sheet can be linked to audio recordings when reviewing. See *Linking a Log Sheet to Audio* later in this guide.

An association exists when the date and location information in the log sheet matches the date and location information of an FTR recording.

You can create an association to:

- Currently recording audio in the recording panel of FTR Reporter or
- Existing audio loaded in the playback panel of FTR Player Plus or FTR Reporter

Current Recording

The most common way for a log sheet to be created is to associate it to the current recording and make log notes as events occur.

To create an associated log sheet for the current recording:

1. Do one of the following:
   a. Start FTR Reporter, switch to the recording panel and then start FTR Log Notes.
   b. Start FTR Log Notes, then start FTR Reporter and switch to the recording panel.
2. In the **Description** field of the log sheet enter information describing the proceedings.
3. If the **Location** field is empty, open the **Location** list and select the entry that appears between angled brackets. This ensures that the log sheet is associated.

   Note: If FTR Reporter was started before FTR Log Notes then the Location field will already contain the location name from the recording panel and the log sheet will be associated.

4. Enter log notes as required. See *Entering Log Notes* later in this guide.
5. You can start a new log sheet at any time by clicking the **New** button .

Existing Recording

A log sheet can also be created and associated to an existing recording.

To create an associated log sheet for an existing recording:

1. Do one of the following:
   a. Start FTR Reporter or FTR Player Plus and load the required audio in the playback panel. Start FTR Log Notes.
   b. Start FTR Log Notes then start FTR Player Plus or FTR Reporter. Load the required audio in the playback panel.
2. In the **Description** field of the log sheet enter information describing the proceedings.
3. If the **Location** field is empty, open the **Location** list and select the entry that appears between angled brackets. This ensures that the log sheet is associated.

   Note: If FTR Reporter was started before FTR Log Notes then the Location field will already contain the location name from the recording panel and the log sheet will be associated.

4. Enter log notes as required. See *Entering Log Notes* later in this guide.
5. You can start a new log sheet at any time by clicking the **New** button .

Entering Heading Information

The log sheet heading consists of the **Description**, **Date** and **Location** fields.

Description Field

Use the **Description** field to describe the contents of the log sheet.

Whenever a new log sheet is started the cursor is automatically positioned in the empty **Speaker** field. While it is recommended that you enter a description before a case commences it is not mandatory. You can enter a description at any time.

To enter text in the Description field

1. If not already selected, click the **Description** field or press CTRL+HOME.
2. Enter the required text. As you type, the text wraps to the next line as required. If you wish to force a new line, press SHIFT + ENTER.
3. When you have completed the entry for the **Description** field press ENTER.

Note: When you press ENTER the cursor jumps to the last row of the log sheet. The last row is always an empty log note.

The Location Field

The **Location** field may or may not contain information when the log sheet is created depending on the availability of FTR Reporter or FTR Player Plus.

When a new log sheet is created the **Location** field is automatically completed if:

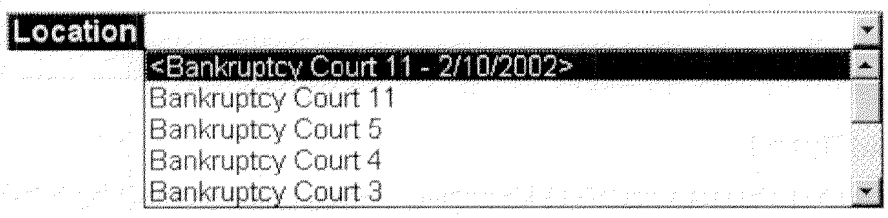
- FTR Reporter is started and the recording panel is selected or
- The playback panel of FTR Reporter (or FTR Player Plus) is selected and audio is loaded.

If neither of these conditions is met then the new log sheet has an empty Location field. You can enter your own location name or select from a list of previously used location names.

Note: If a Location Name is automatically supplied, it is recommended that you do not enter your own location name.

To enter a location name

1. Do one of the following:
   a. Accept the default name, which is automatically obtained from the recording panel of FTR Reporter or from the loaded audio in the playback panel of FTR Reporter or FTR Player Plus. This creates an association with the audio (recommended).
   b. Enter you own Location Name.
   c. Click ▼ and select a name from the list.



Note: If the first entry in the list appears between angled brackets – e.g.. **<City Court 1- 10/04/00>** then use it to create an association with the audio.

Date

The **Date** field is automatically filled when the log sheet is created. The date appearing in this field is one of the following:

- Computer system date if:
  - FTR Reporter is started and the recording panel is selected or
  - The playback panel of FTR Reporter, or FTR Player Plus, is selected and audio is loaded
  - You are creating a standalone log sheet.
- Date of recording if:
  - The playback panel of FTR Reporter, or FTR Player Plus, is selected and audio is loaded.

Entering Log Notes

There are two ways to enter a new log note.

- The standard method requires that the cursor be positioned in the last empty Speaker or Note field in preparation for the entry of a log note. Once positioned, the first key press for the new log note automatically creates a time stamp.
- The rapid method generates an empty time stamped log note immediately.

Standard Method

This is the most commonly used method to enter log notes.

To add a log note

1. Press ENTER from anywhere in the log sheet to move to the last blank log note row or click to select one of the last empty fields.

   Note: A time stamped log note is not created at this time. This action simply prepares for a log note with the next key press.

2. Enter text to create a log note. On the first key press a time stamp is inserted in the empty time field and the log note is created.

   Note: The first key press could also be a glossary or pick list item. See *Glossaries* or *Pick Lists* later in this guide.

Rapid Method

This method provides a way of quickly creating a series of empty stamped log notes when events are occurring at a rapid rate. Once entered you can go back and enter the information that occurred for each time stamp.

To add a log note

1. Press CTRL+ENTER from anywhere in the log sheet to create a log note. An empty time stamped log note is created.
2. Repeat this process for each new log note.
3. When the series of rapidly occurring events is complete go back to each empty time stamped log note and enter the required information.

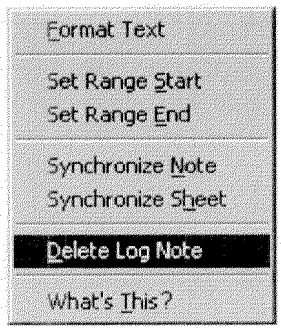
   Tip: If you are working with an associated log sheet you can review the audio by clicking the required timestamp. If the required audio is found in the **Search Paths** for FTR Reporter or FTR Player Plus then it is loaded and the current play time control tab positioned to match the timestamp. None of these actions affects the recording.

Deleting a Log Note

It sometimes occurs that a log note is created in error or becomes redundant. You can delete a single log note whenever the log sheet is in edit mode. Multiple log notes cannot be deleted in a single operation.

To delete a log note

1. Right-click in any column of the log note to be deleted.
2. From the shortcut menu click **Delete Log Note**.



3. A dialog box prompts you to confirm the deletion. Click **Yes** to proceed.

Selecting Text

While working with FTR Log Notes you can select portions of text in a field to:

- Apply formatting
- Add to the current glossary
- Delete
- Copy to the clipboard

Note: Text selection within a log note field is only available if the log sheet is in edit mode.

You can also select a number of log notes (rows) to:

- Save as a new log sheet
- Print
- Apply formatting (maximum of 10 rows at a time)

There are mouse and keyboard alternatives for selecting text or rows.

Mouse Selection

The following steps describe how to select text or rows using the mouse.

To select text within a log note field:

1. Position the cursor in the first word of the required text.
2. Do one of the following:
   a. Double click to select the current word or
   b. Drag the cursor over the required text. As you drag, the text is selected.
3. Carry out the required action on the selected text.

To select one or more log notes (rows):

1. Position the pointer over the row selector for the first required log note.

   Row Selector → | 15:53:03 | Called and Sworn | Mr J R Ewing |

2. When the pointer changes to ➡, click to select the current row.
3. To add more rows to the selection do one of the following:
   a. Press SHIFT and click the row selector of the last required log note, in a range of adjacent log notes, to select all log notes between or
   b. Press CTRL and click the row selector of each log note you wish to add to the selection.
4. Carry out the required action on the selected text.

Keyboard Selection

The following steps describe how to select text or rows using the keyboard.

To select text within a log note field:

1. Position the cursor where you want the selection to start.
2. Do one of the following:
   a. Press SHIFT+RIGHT to select the character to the right and repeat until the required text is selected or
   b. Press SHIFT+LEFT to select the character to the left and repeat until the required text is selected or
   c. Press SHIFT+END to select to the end of the line or
   d. Press SHIFT+HOME to select to the beginning of the line or
   e. Press SHIFT+DOWN to select to the end of the current line plus the all text in the next line - up to the same relative cursor position or
   f. Press SHIFT+UP to select to the beginning of the current line plus the all text in the previous line - back to the same relative cursor position

   Note: To cancel the current selection, press any cursor key.
   To replace the current selection, start typing.

3. Carry out the required action on the selected text.

To select one or more log notes (rows):

1. Position the cursor in the first row of the required selection.
2. Do one of the following:
   a. Press CTRL+SPACEBAR to select the current row and then press UP or DOWN until the cursor is in the last row of the required adjacent block of rows. Press CTRL+SHIFT+SPACEBAR to select all rows between or
   b. Press CTRL+SPACEBAR to select the current row and then press UP or DOWN until the cursor is in the next required row. Press CTRL+SPACEBAR to add the row to your selection. Repeat this for all required rows or
   c. Use both previous methods to select a combination of adjacent and non-adjacent rows

   Note: Pressing ESC (or any keyboard combination other than those described above) cancels the whole selection. The cursor remains in its current position when the selection is cancelled.

3. Carry out the required action on the selected text.

Formatting Text

While creating log notes it is often helpful to highlight selected text in some way. You can do this by applying formatting to the required text or row.

Available formatting options are:

- Style - Bold, Italics and Underline or any combination
- Color - Choose from one of 14 colors

You can apply formatting to selected text or you can simply change the format at the current cursor position and any new text that is entered there adopts the newly selected format.

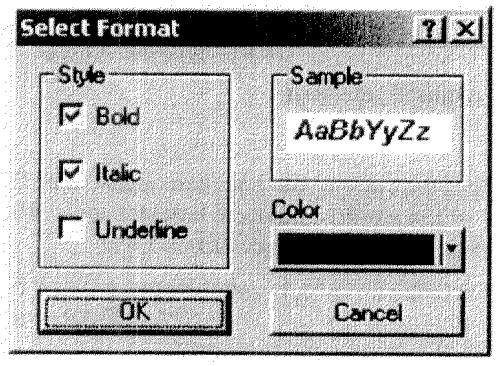
When opening the **Select Format** dialog box with text selected, the options indicate the current formatting of the selection. If part of the selection is formatted differently to other parts of the selection, then the relevant formatting option is shaded. Clicking a shaded option clears that format from the entire selection. Leaving the shaded option has no effect on that format option and the selection remains unchanged.

Note: Selected rows do not show current formatting options when the **Select Format** dialog box is opened.

In the following example some of the selection (brown fox) contains a mixture of bold and un-bold characters. The whole selection is also italics, is not underlined and is black.

Example: The quick *brown fox* jumped over the lazy dog.

When the **Select Format** dialog box opens the formatting options appear as follows.



If there is no selection then the **Select Format** dialog box indicates:

- Normal format (no options selected and black) if the field is empty or
- The format of the character to the left of the cursor – if not at the left most position of the field or
- The format of the character to the right of the cursor – if at the left most position of the top line in the field.

To format log note text:

1. Do one of the following:

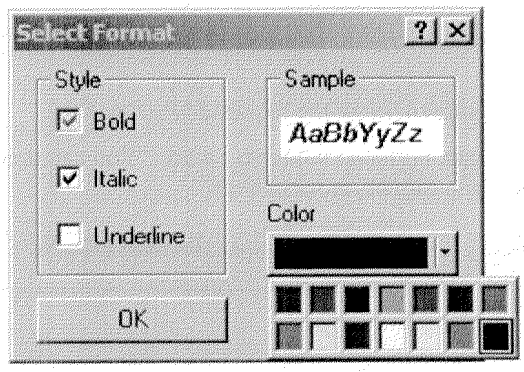
   If you wish to apply formatting to existing text or log notes then make the required selection (see *Selecting Text* in the previous section)

   -or-

   If you wish to apply formatting to text yet to be entered, position the cursor where the new text is to start.

2. Right-click to open the shortcut menu and click **Format Text**. When the format text dialog box opens it displays different information depending on the format state of selected text.

3. Select a **Style** and **Color**.



4. Click the **OK** button.

Glossaries

A Glossary is a collection of commonly used words and phrases. Each word or phrase may be assigned a keyboard shortcut, which provides a rapid means of insertion into a log note.

With FTR Log Notes, multiple glossaries can be defined and managed so that different case types can have the relevant glossary attached. However, only one glossary can be active and open at any one time.

Note: A glossary does not have to be open (visible) to be active. However, only the active glossary can be opened.

Glossaries are stored as text files with the file extension *.LogNotesGlossary* and are stored in the *Glossary* folder that exists in the FTR Log Notes installation folder.

Using Glossaries

To enter glossary items into the log sheet, be sure to select the required glossary first.

Once selected you can open the glossary to make it visible while you work. You can then select an item from the open glossary or you can use the assigned shortcut keys.

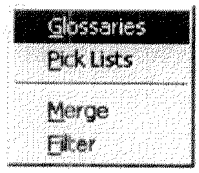
Note: It is not necessary to open the selected glossary to be able to use the assigned keyboard shortcuts. See *Inserting Text From a Glossary* later in this guide.

Selecting a Glossary

Before inserting glossary items, check that you have the required glossary selected. If the required glossary is not suitable you can create your own. See *New Glossary* later in this guide.

To select a glossary:

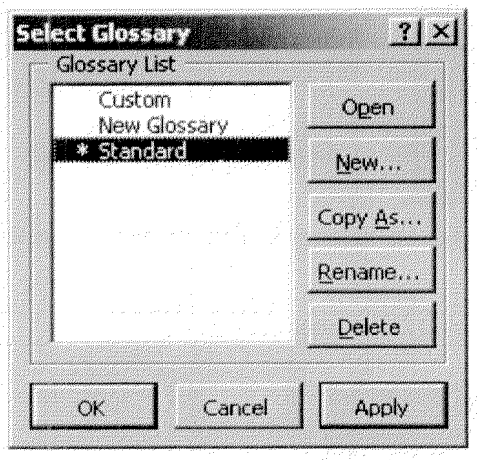
1. From the FTR Log Notes main window click the **Tools** button .
2. From the **Tools** menu select **Glossaries**.



Note: The Tools menu is fully customizable in FTR Log Notes Professional Edition. If you are using FTR Log Notes Professional Edition your installation may have been customized, resulting in a **Tools** menu that looks different to that shown above.

3. From the **Select Glossary** dialog box do one of the following:
   a. Click the required glossary and click **Apply** or
   b. Click the required glossary and click **OK** or
   c. Double click the required glossary

Note: If you chose alternative *b* or *c* above then the dialog box closes after setting the selected glossary. If you chose alternative *a* above then the newly selected glossary is marked with an asterisk and the dialog box remains open.

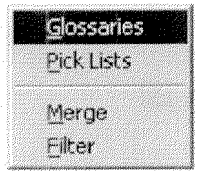


Opening a Glossary

While working in a log sheet you can insert glossary text into a log note by selecting it from an open glossary.

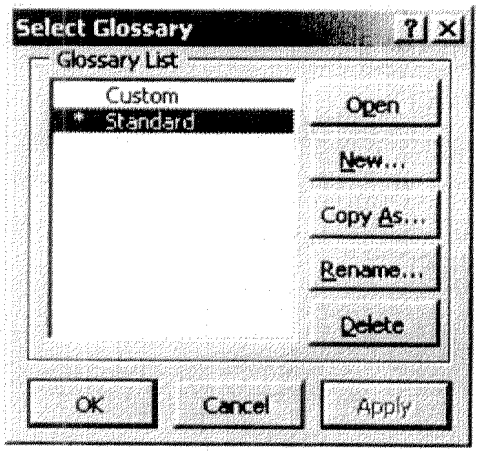
To open a glossary

1. From the FTR Log Notes main window click the **Tools** button.
2. From the **Tools** menu select **Glossaries**.



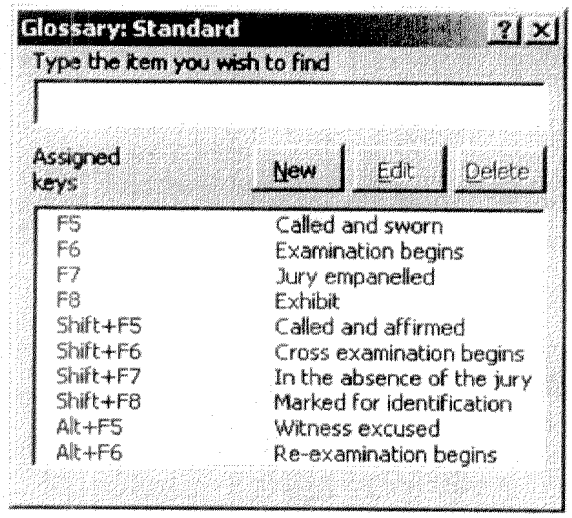
Note: The Tools menu is fully customizable in FTR Log Notes Professional Edition. If you are using FTR Log Notes Professional Edition your installation may have been customized, resulting in a **Tools** menu that looks different to that shown above.

3. From the **Select Glossary** dialog box, click the required glossary and click **Open**.



4. The selected glossary opens and is visible on the screen. You can manually resize the glossary as required.

Note: The new size becomes the default size the next time you open a glossary.



5. The **Select Glossary** dialog box remains open. To close it click ☒.

Inserting Text From a Glossary

You can insert a glossary entry into the log sheet by selecting it from the open glossary (see *Opening a Glossary* earlier in this section) or by using any assigned shortcut keys.

To insert a glossary entry in the log sheet

1. Position the cursor at the point in the log sheet where the glossary text is to be entered.
2. Do one of the following:
   a. Select the **Type the item….** box and start typing to find the item. As each character is entered, the first item in the glossary list that matches the entered text is highlighted. When the required item is highlighted press ENTER or
   b. If the glossary is open, click the required item and press ENTER or
   c. If the glossary is open, double click the required item or
   d. Press the assigned shortcut keys for the required glossary item.

   Note: The glossary does not need to be open to use assigned shortcut keys.

3. The selected item is inserted into the log sheet and the cursor is positioned at the end of the inserted item or according to any control codes that form part of the glossary item. See *Control Codes* later in this guide.

Managing Multiple Glossaries

FTR Log Notes is supplied with two sample glossaries called **Standard** and **Custom**. You can rename, copy or delete these glossaries and add more as required. The **Standard** glossary contains predefined items while the **Custom** glossary is empty. You can add to these glossaries, edit or delete items as required.

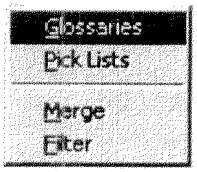
Whenever you rename, copy or add a glossary it automatically becomes the selected glossary.

Opening the Glossary List

The first step in managing a list of glossaries is to open the **Select Glossary** dialog box.

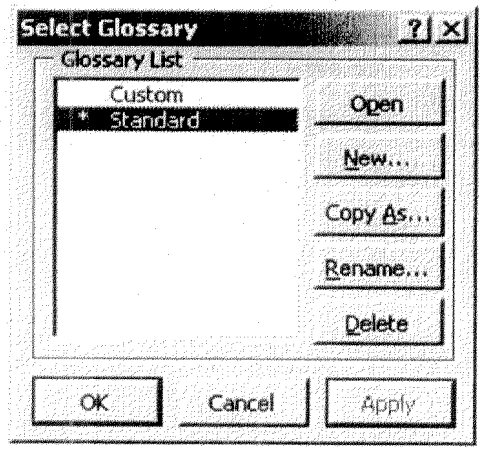
To open the Select Glossary dialog box:

1. From the FTR Log Notes main window click the **Tools** button .
2. From the **Tools** menu select **Glossaries**.



Note: The **Tools** menu is fully customizable in FTR Log Notes Professional Edition. If you are using FTR Log Notes Professional Edition your installation may have been customized, resulting in a **Tools** menu that looks different to that shown above.

3. From the **Select Glossary** dialog box you can copy, rename or delete an existing glossary or you can create a new glossary. See the following sections for details on these functions.

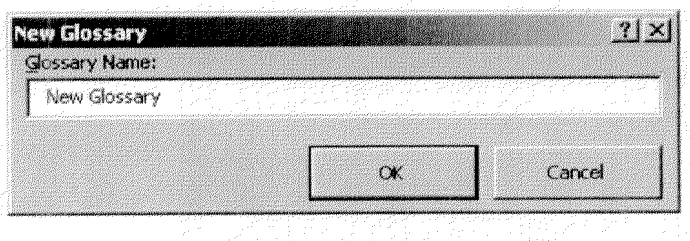


New Glossary

You can create any number of new glossaries, as required.

To create a new glossary:

1. Open the **Select Glossary** dialog box. See *Opening the Glossary List* earlier in this section.
2. From the **Select Glossary** dialog box click **New...**
3. In the **New Glossary** dialog box enter a name for the new glossary.



Note: If you enter a name that matches an existing glossary then a warning message is displayed. Click **OK** to close the message and try another name.

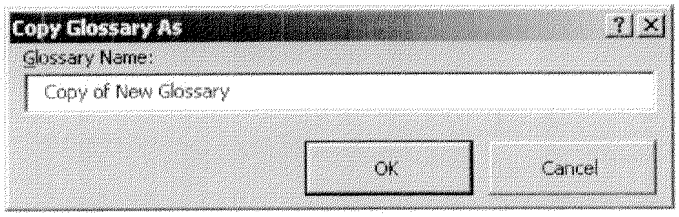
4. Click **OK**. The new glossary now appears in the **Glossary List** of the **Select Glossary** dialog box.

Copy Glossary

When creating a new glossary it may be more useful to base it on an existing glossary. By using **Copy As** you can copy an existing glossary, including its entries, with a new name.

To copy an existing glossary

1. Open the glossary list. See *Opening the Glossary List* earlier in this section.
2. Click the glossary you wish to copy.
3. From the **Select Glossary** dialog box click **Copy As...**
4. In the **Copy Glossary As** dialog box, enter a new name for the copied glossary.



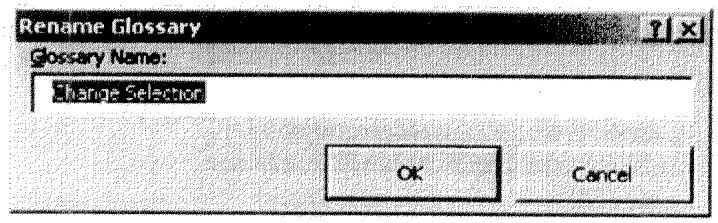
5. Click **OK**. The new glossary now appears in the **Select Glossary** dialog box and becomes the current glossary.

Rename Glossary

Once a glossary is created you can change the name as required.

To rename a glossary

1. Open the glossary list. See *Opening the Glossary List* earlier in this section.
2. Click the glossary you wish to rename.
3. From the **Select Glossary** dialog box click **Rename**...
4. In the **Rename Glossary** dialog box, enter a new name for the selected glossary.



5. Click **OK**. The new glossary name now appears in the **Select Glossary** dialog box.

Delete Glossary

When deleting a glossary it is permanently deleted from the glossary folder. If you delete the currently selected glossary then the first glossary in the list becomes the selected glossary.

To delete a glossary

1. Open the glossary list. See *Opening the Glossary List* earlier in this section.
2. Select the glossary you wish to delete.
3. From the **Select Glossary** dialog box click **Delete...**
4. A confirmation dialog box is displayed. Click **Yes** to proceed with the deletion.

Managing the Current Glossary

Once you have selected a glossary you can create new entries and edit or delete existing entries.

Creating A New Entry

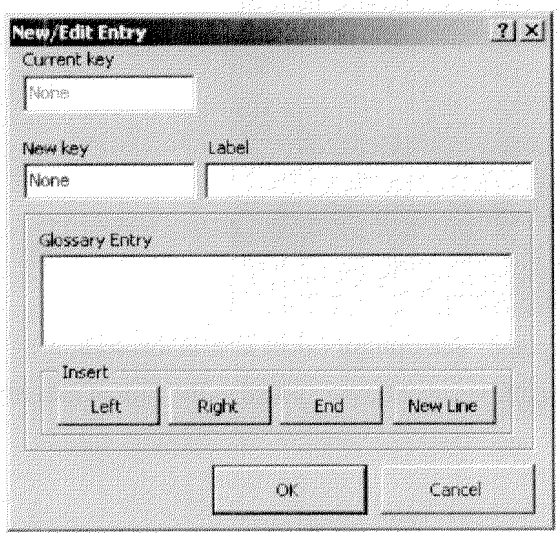
You can create a new glossary entry directly from the log sheet or in the open glossary.

Adding A New Entry From The Log Sheet

If you enter text into the log sheet that is going to be used frequently in the future you can quickly add it as a glossary entry in the current glossary.

To add an entry from the log sheet

1. Enter the text in the log sheet as normal.
2. Select the text and press SHIFT+F3. See *Selecting Text* earlier in this guide.
3. The selected text appears in the **Glossary Entry** field of the **New/Edit Entry** dialog box. If required, choose a **New key** combination for the keyboard shortcut and enter a **Label**. Entering a keyboard shortcut in the **New key** box is optional but if not specified the entry can only be inserted in the log sheet from the open glossary.
   The **Label** field is also optional. It is displayed in the open glossary as a user-friendly name for the glossary entry. If you do not specify a label then the glossary entry is displayed in the open glossary – but without any associated control codes. It is strongly recommended that you use labels for complex glossary entries or multi-line entries.



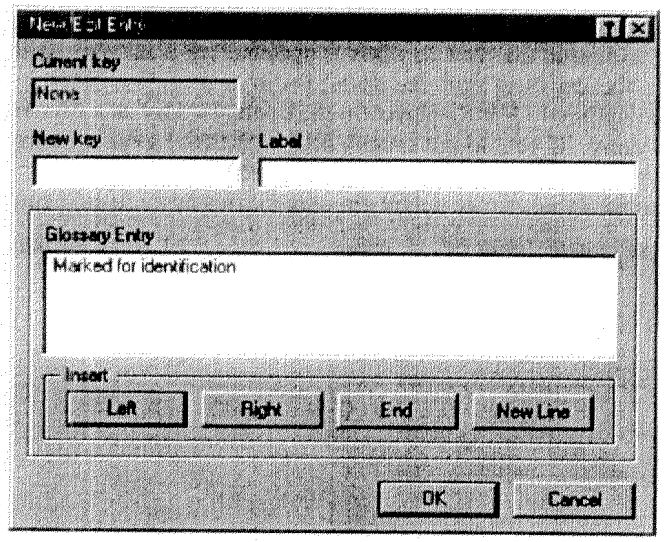
4. Insert any control codes as required. See *Control Codes* later in this section.
5. Click **OK**. The selected text in the log sheet is now added to the current glossary.

Creating A New Entry In The Open Glossary

If you wish to predefine glossary entries the easiest way is to add them to the open glossary.

To add an entry to the open glossary:

1. Open the required glossary. See *Opening a Glossary* earlier in this guide.
2. From the open glossary click **New...**
3. Enter the required text in the **Glossary Entry** field of the **New/Edit Entry** dialog box. If required, choose a **New key** combination for the keyboard shortcut and enter a **Label**. Entering a keyboard shortcut in the **New key** box is optional but if not specified the entry can only be inserted in the log sheet from the open glossary.
   The **Label** field is also optional. It is displayed in the open glossary as a user-friendly name for the glossary entry. If you do not specify a label then the glossary entry is displayed in the open glossary – but without any associated control codes. It is strongly recommended that you use labels for complex glossary entries or multi-line entries.



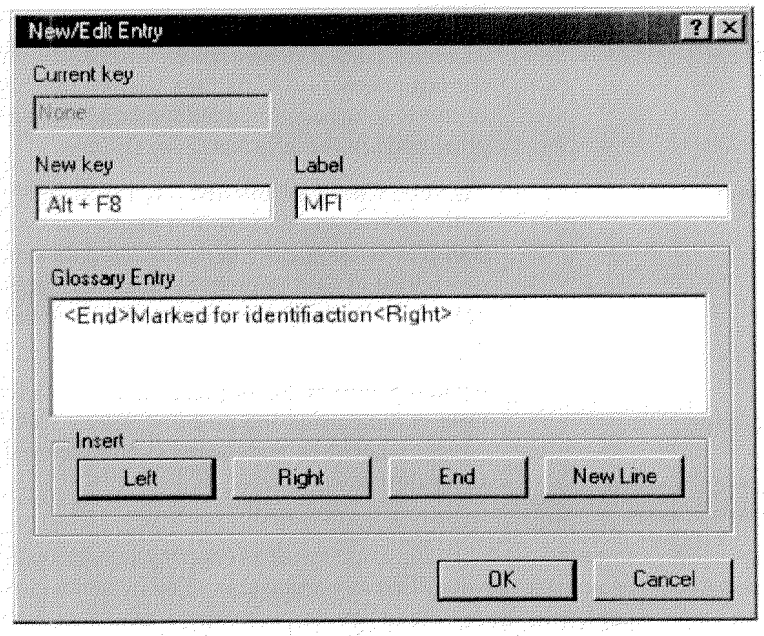
4. Insert any control codes as required. See *Control Codes* later in this section.
5. Click **OK**. The selected text in the log sheet is now added to the current glossary.

Editing a Glossary Entry

You can edit the text of an existing glossary entry and you can change the assigned shortcut key of an existing glossary entry.

To edit a glossary entry

1. Open the required glossary. See *Opening a Glossary* earlier in this guide.
2. From the open glossary, select an existing entry from the list and click **Edit**.
3. Edit the text in the **Glossary Entry** field of the **New/Edit Entry** dialog box. If required, choose a **New** key combination for the keyboard shortcut and enter a **Label**.
   Entering a keyboard shortcut in the **New key** box is optional but if not specified the entry can only be inserted in the log sheet from the open glossary.
   The **Label** field is also optional. It is displayed in the open glossary as a user-friendly name for the glossary entry. If you do not specify a label then the glossary entry is displayed in the open glossary – but without any associated control codes. It is strongly recommended that you use labels for complex glossary entries or multi-line entries.



4. Insert any control codes as required. See *Control Codes* later in this section.
5. Click **OK**. The selected text in the log sheet is now added to the current glossary.

Control Codes

Each glossary entry can include one or more control codes that are used to automatically position the cursor in relevant fields as required. Available control codes are:

<Left>	Moves the cursor to the last position in the **Speaker** column of the current log note.
<Right>	Moves the cursor to the last position in the **Note** column of the current log note.
<End>	Moves the cursor to the **Speaker** column of the last empty log note.
New Line	Inserts a new line in the current log note field.

Note: Your column titles may be different. **Speaker** and **Note** are the default column titles that apply to the two right most columns of the log sheet.

The control codes can be combined to extend their usefulness. The table below lists some examples of the use of control codes.

Control Code & Text	Result
<END>Called & sworn<RIGHT>	The text, **Called & sworn,** is immediately inserted in the last empty row of the **Speaker** column, a time stamp is automatically generated and the cursor is positioned in the adjacent **Note** column
<END><RIGHT>Court adjourned<END>	The text, **Court adjourned**, is immediately inserted in the Note column of the last empty row, a time stamp is automatically generated and the cursor positioned in the last empty row of the speaker column in readiness for the next log note to be created.
<LEFT>Exhibit Police Record of Interview **Note:** A New Line code is not shown. Clicking the New Line control code button simply inserts a new line.	From the current cursor position moves to the speaker field of the current log note and inserts **Exhibit**. Then creates a new line and inserts **Police Record of Interview**.

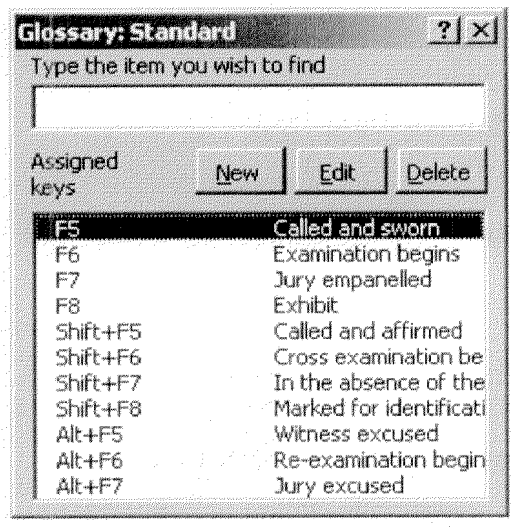
Entering glossary entries into a log note produces the same result as entering text manually. All glossary entries entered into a log note can be modified as normal text. The instant a glossary is used to enter text in an empty **Speaker** or **Note** field, a new log note time stamp is generated in the corresponding **Time** field (i.e., a new log note is created) just as if the text had been inserted manually.

Deleting An Entry

You can delete obsolete and unwanted glossary entries, one at a time.

To delete a glossary entry:

1. Open the require glossary. See *Opening a Glossary* earlier in this guide.
2. Select the required entry from the open glossary.



3. Click **Delete**.

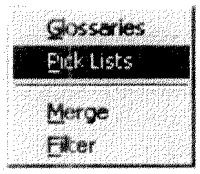
Pick Lists

A Pick List is a special text file that contains predefined blocks of text relevant to a particular matter. Pick Lists are not created by FTR Log Notes. They can be created by programs and stored in a folder that is accessible to FTR Log Notes. Once a Pick List is opened you can select items from the list and insert them directly into your log sheet. You can open multiple Pick Lists.

For details about the structure of a pick list file see *Appendix B: How To Set Up a Pick List.*

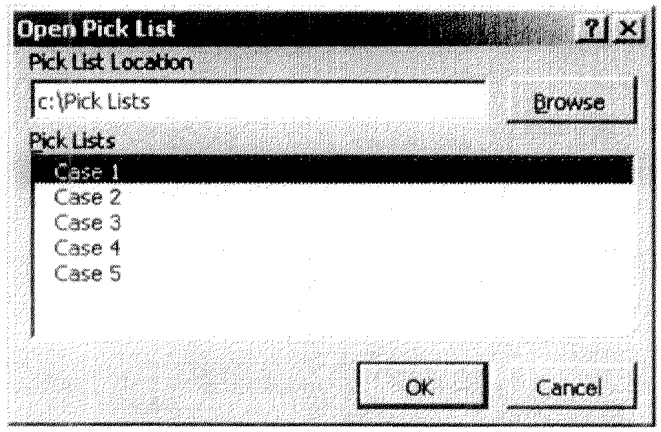
To add log notes using pick lists

1. If the required pick list is already open then skip to step 5.
2. Click the **Tools** button .
3. From the **Tools** menu click **Pick Lists**.

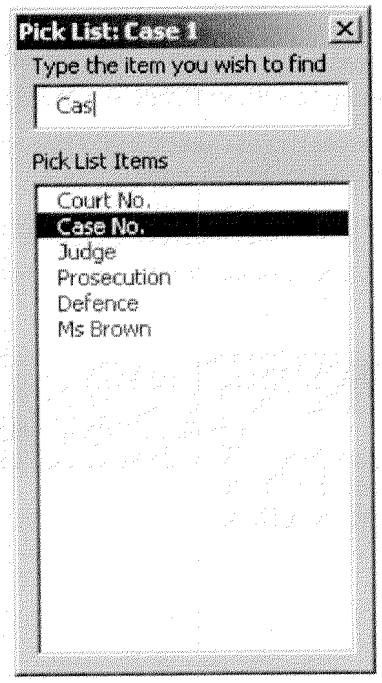


4. From the **Open Pick List** dialog box double-click the required pick list
   -or-
   select one or more pick lists and click **OK**.

Note:	You may wish to use pick lists that are stored in a different location. Click **Browse** to navigate to an alternative folder.



5. Select the required log note field and position the cursor at the required point in the field.
6. From the **Pick List** dialog box do one of the following:
   a. Select the **Type the item….** box and start typing to find the item. As each character is entered, the first item in the Pick List that matches the entered text is highlighted. When the required item is highlighted press ENTER or
   b. Click the required item and press ENTER or
   c. Double click the required item



7. The selected item is inserted into the log sheet and the cursor is positioned at the end of the inserted text.

Saving and Copying Log Sheets

FTR Log Notes automatically saves the current editable log sheet to the default log sheet folder every 60 seconds. Automatic saves also occur every time you change the information in one field and then move to another field.

You can also save a complete copy of the current log sheet, or a selection of log notes from the current log sheet, to another location. When saving a copy you can choose one of two formats.

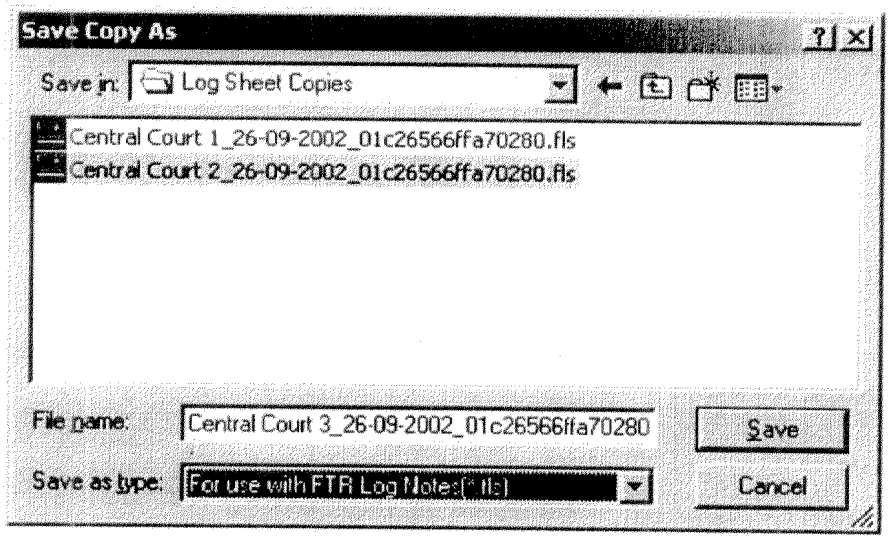
- FTR Log Notes format
- Internet browser format (HTML) for other users that do not have access to FTR Log Notes. When saving a selection of log notes the entire Log Sheet Heading is saved as well.

For details on how to save copies of multiple log sheets see *Open, Copy, Print or Delete Multiple Log Sheets* in the *Searching for Log Sheets* section later in this guide.

To save a copy of a log sheet:

1. If required select the relevant log notes (see *Selecting Text* earlier in this guide).

   Click the **Save Copy As** button .



2. From the **Save Copy As** dialog box do the following:
   a. Choose a drive and folder in which to copy the log sheet
   b. Choose the format from the **Save as type** list
   c. Enter the required name in the **File name** box or accept the default
3. Click **Save** to save a copy of the log sheet or selection and close the **Save Copy As** dialog box.

Merging Log Sheets

With FTR Log Notes you can merge multiple log sheets to create a new log sheet. The heading and column titles of the active log sheet are used to create the heading and column titles of the newly merged log sheet. The Description field is modified with a new first line containing the word *Merged*.

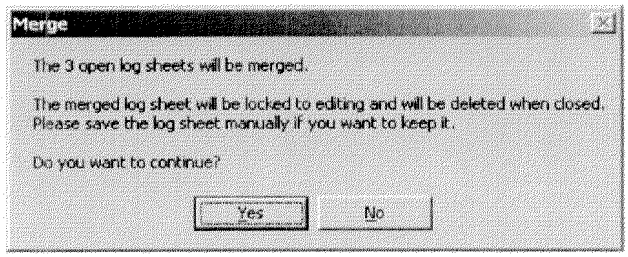
When the temporary merged log sheet is created it is locked to editing and is not saved. If you close the merged log sheet it is permanently deleted. If you want to save or edit the merged log sheet then save a copy, close the original (which is deleted on closing) and then open the copy. The copy can be switched to edit mode.

To merge log sheets

1. Open the log sheets to be merged.
2. Select the log sheet containing heading information that you want copied to the heading of the merged log sheet.
3. From the toolbar, click the **Tools** button IT.
4. From the **Tools** menu click **Merge**.

Note: If one or more log sheets have different dates then a warning is generated. You can still proceed with the merge but be cautious with log sheets of differing dates.

5. From the **Merge** dialog box click **Yes** to merge the open log sheets.



The merged log sheet is displayed as the active log sheet and is locked to editing.

Reviewing Log Sheets

Once you have created log sheets using FTR Log Notes they can be opened and edited for review at a later date. In this section of the guide you will find information on a number of topics to help you become familiar with reviewing functions. The topics covered are:

- Opening log sheets
- Searching for log sheets
- Using find to locate specific information within a log sheet
- Linking to audio
- Setting a range
- Synchronizing log notes
- Filtering log notes

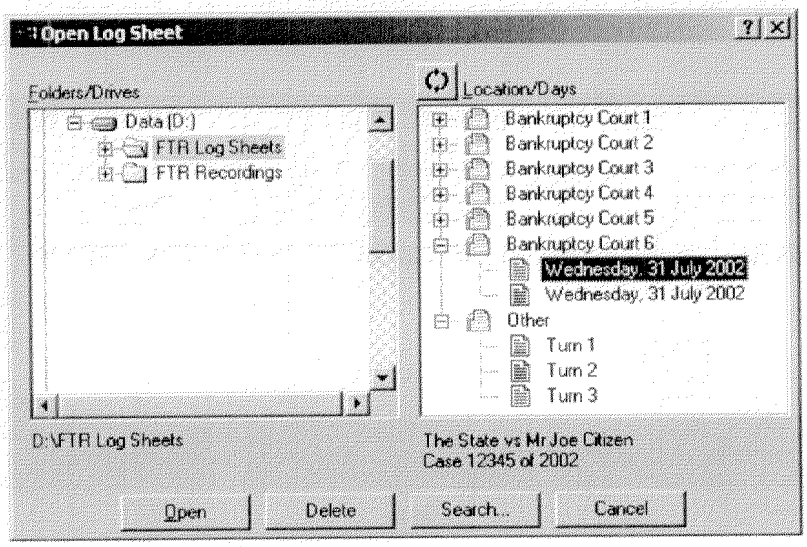
Opening Log Sheets

When opening a log sheet you can choose from available drives, folders and shared network resources. You can then choose from any FTR Log sheets that are present in the selected location. Only FTR Log Notes log sheets are displayed.

Log sheets retaining their original FTR file-naming format are sorted and displayed based on Location and Date. Log sheets that have been renamed by the user, appear in a separate category called Other.

To open a log sheet

1. Click the **Open** button.
2. From the **Open Log Sheet** dialog box select a folder from the **Folders/Drives** list.



Note: When a single log sheet is selected, the first two lines of the **Description** field appear under the list.

3. In the **Locations/Days** list do the following:
   a. Click the required log sheet or
   b. Click the first required log sheet then press SHIFT while clicking the last adjacent log sheet to select all log sheets between or
   c. Click the first required log sheet then press CTRL while clicking each log sheet you want added to the selection.

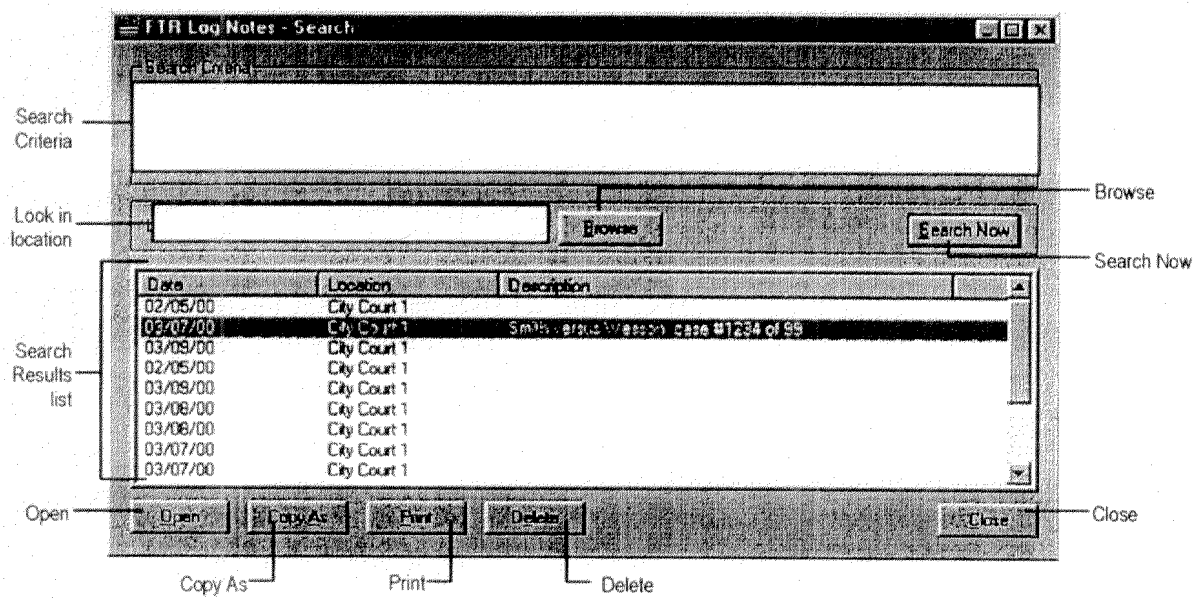
Tip: You can click to swap the sort order between location and day in the **Locations/Days** list.

4. Click **Open**. The selected log sheets are opened in read-only mode.

Searching for Log Sheets

FTR Log Notes includes powerful searching capabilities to make the location and retrieval of specific log sheets fast and efficient. Simply enter appropriate selection criteria and the search function locates all log sheets that contain matching information. You can then copy, delete or print the log sheets without the need to open them. Finally, one or more of the located log sheets can be opened for review.

The diagram below illustrates the components of the **FTR Log Notes - Search** window. The section following this diagram describes each component.



In order to search for a log sheet or specific log note entry, it is first necessary to understand search criteria.

The table below illustrates the search criteria available in the **FTR Log Notes - Search** window and also explains the ways in which these search criteria help you find the information you need. Any entries made in the search fields are retained for the next time you initiate a search. The Date range has some special considerations that are outlined in the table below.

Criteria	Description
Description	Use the Description box to enter text you know can be found in the **Description** field of the required log sheets.
Date range	You can narrow your search by specifying a range of dates. If you specify a range that is longer than one day then the next time you initiate a search the same range will be used as the default, but it will end on the current date. If you specify a range that is a single day then the next time you initiate a search the default range will be the current date only.
Log Notes	Use this box to enter text you know can be found in the **Speaker** or **Note** fields of the required log sheets
Location	Use this box to enter text you know can be found in the **Location** field of the required log sheets.

Note: Each time the **FTR Log Notes - Search** window is opened the text in the **Description**, **Log Notes** and **Location** boxes is retained from the previous search.

Also see the section *Advanced Searching* later in this section.

To search for a log sheet

1. Click the **Open** button .
2. From the **Open Log Notes** dialog box click **Search...**

   Note: When the **FTR Log Notes Search** dialog box opens the **Open Log Notes** dialog box closes.

3. In the **FTR Log Notes – Search** dialog box select search criteria as described in the table above.
4. Select a folder in which to search by clicking **Browse** next to the **Look in** box
5. From the **Browse** dialog box select a folder in the file list. When you have selected a folder in which to search, click **OK**.

   Note: FTR Log Notes searches all log sheets in the selected folder and sub-folders.

6. Click **Search Now**. FTR log sheets that match your search criteria are displayed in the search results list.

   Tip: You can change the sort order of the **Search Results** list by clicking on the **Date**, **Location** or **Description** headings. Clicking the same heading again reverses the sort order.

Advanced Searching

When entering text in the Description, Location and Log Notes fields you can use some advanced searching techniques to fine-tune the search. The table below lists some additional operators that you can use with the search text.

Operator	Description
Smith **and** gun	Both words must be present
Smith **or** gun	Either word can be present
Smith **w/5** gun	Smith must appear within 5 words of gun
Smith **not w/5** gun	Smith must not appear within 5 words of gun
Smith **and not** gun	Smith must be present and gun must not
?	Matches any character. **gun?** returns gun and guns.
*	Matches any number of characters. **gun*** returns gun, guns, gunned, gunning

The words *and, or, not* require special treatment if you need to include them in a search. To prevent these words from being used as operators and to include them as text to search then enclose them in double quotation marks.

For example:

Several log sheets exist that contain the word *Smith*. Others contain the word *Wesson*.

There is a smaller group of log sheets that contain the phrase *Smith and Wesson*.

If you wish to locate only those log sheets containing the phrase *Smith and Wesson* then enter the search text as *Smith "and" Wesson*.

Open, Copy, Print or Delete Multiple Log Sheets

Once you have completed a search, all log sheets matching the search criteria appear in the **Search Results** list. You can open, save a copy, print or delete one or more of the listed log sheets.

You can select multiple log sheets from the **Search Results** list, in turn letting you perform operations on several log sheets at once. To select a single log sheet simply click the log sheet in the **Search Results** list. To select multiple log sheets, hold the SHIFT key down while clicking the first and last log sheets in a series of adjacent log sheets. To select multiple log sheets that are not adjacent, hold the CTRL key down while clicking each required log sheet.

Note: While you can delete or copy as many log sheets as you like, there is a limit of ten for opening or printing.

To open log sheets

1. Select one or more log sheets, to a maximum of 10, from the Search Results list.
2. Click **Open**.

> **Note:** When you open an FTR log sheet the background of the page is gray. This indicates that the log sheet is in read-only mode and cannot be modified unless it is switched to edit mode. To learn more about making changes to log sheets see *Editing Log Sheets* later in this guide.

To print log sheets from the Search window

1. Select one or more log sheets, to a maximum of 10, from the Search Results list.
2. Click **Print**.
3. The selected log sheets are printed using the default page setup. For details on changing the default page setup see *Printing Log Sheets* later in this guide.

To copy log sheets

1. Select one or more log sheets from the Search Results list.
2. From the **FTR Log Notes – Search** window click **Copy As**.
3. From the **Copy As** dialog box choose a file name and file type.

> **Note:** You can only change the name if a single log sheet is selected.

To delete log sheets

1. Select one or more log sheets from the Search Results list.
2. Click **Delete** on the **FTR Log Notes - Search** window.
3. A dialog box prompts you to confirm the deletion. Click **Yes** to proceed. All selected log sheets are deleted from the current directory but are available for restoration from the system Recycle Bin.

To close the FTR Log Notes - Search window

- Click **Close**.

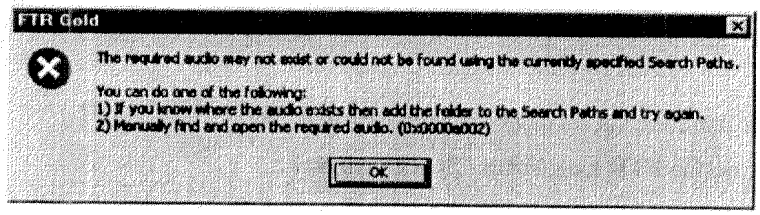
Linking a Log Sheet to Audio

Linking a log sheet to a recording makes the timestamps available for locating specific events in the audio. It also adds the audio bar to the log sheet, which indicates any Range Start times, Range End times and the most recent log note relevant to the current playtime.

A linked log sheet provides updates on the relationship between the log notes and the **Current Play Time** in the playback panel of FTR Reporter or FTR Player Plus. As the **Current Play Time** advances the **Current Log Note Marker** automatically jumps to the next relevant log note the instant the log note time is reached. If the log note is hidden when this occurs the log sheet is automatically scrolled to make it visible.

To link audio to a log sheet

1. Open the required log sheet.
2. Click a log note time stamp in the log sheet.
   If not already started, FTR Log Notes automatically launches either FTR Reporter or FTR Player Plus (whichever is installed). Either of these programs then searches for recordings that match the Location and Date of the active log sheet. The search is performed in all folders that have previously been defined in the **Search Paths** properties of FTR Reporter or FTR Player Plus.
3. If matching audio is not found the following message is displayed.



   Take the necessary steps to find and open the required audio.

   If the required audio is found then it is loaded into the playback panel.

4. The associated audio loads into the playback panel of FTR Reporter or FTR Player Plus. The Audio Bar is displayed to the left of the log sheet and the current play time of the audio is set to the same time as the selected log note.

Note: For information about setting **Search Paths** see the FTR Reporter or FTR Player Plus User's Guide.

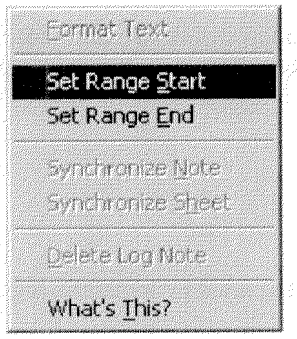
Setting the Audio Range

If you are only interested in a certain group of events in the log sheet then you can limit the range of audio available for review by setting a **Range Start** and **Range End** from the log sheet.

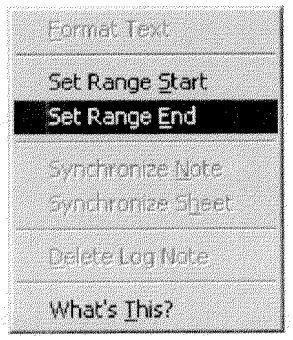
An audio range can only be set from the log sheet if it is linked to audio. Alternatively you can set an audio range directly in the playback panel of FTR Reporter or FTR Player Plus.

To set an audio range from the log sheet:

1. Locate the log note that marks the beginning of the required audio range.
2. Right-click the log note to open the shortcut menu.



3. Click **Set Range Start.**
4. Locate the log note that marks the end of the required audio range.
5. Right-click the log note and click **Set Range End** from the shortcut menu.



Note: When a **Range Start** or **Range End** time are set a visual indication is provided in the **Audio Bar** to the left of the log sheet. See *Audio Bar* earlier in this guide.

Synchronizing Log Notes

If a log sheet is created on a different computer from the one that created the audio recording it is possible that a discrepancy exists between the log note time stamps and the associated audio times for the related events. If this situation exists then you can easily synchronize all timestamps in the log sheet, to the correct audio times, in a single step.

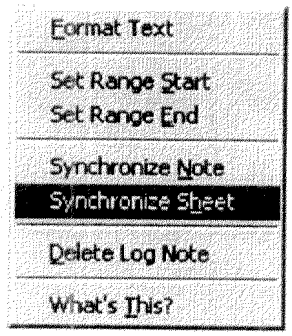
It is also possible that a single log note is added too late to match the event in the audio. Such an incorrectly time stamped log note can be synchronized to the actual event in the recording.

Synchronizing a Log Sheet

Synchronize Sheet is available from the shortcut menu when a log sheet is in edit mode and the audio loaded in the playback panel of FTR Reporter or FTR Player Plus matches the location name and date of the log sheet.

To synchronize all log notes in a log sheet

1. Open the log sheet and switch it to edit mode.
2. Link the log sheet to audio as previously described.
3. Play the audio until you reach a distinct event that is described by a specific log note and then stop.
4. Right-click the log note that describes the event.
5. From the shortcut menu click **Synchronize Sheet**.



6. A dialog box prompts you to confirm the synchronization. Click **Yes** to proceed. All log note time stamps are adjusted by the same amount.

Warning

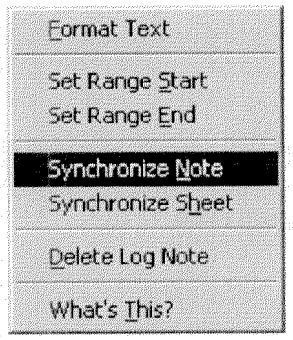
If any of the synchronized log notes have to be moved to a time outside the twenty-four hour period from midnight to midnight on the current day then the synchronize function is terminated and a warning message displayed. Make a note of problem log notes, delete them and re-synchronize. Re-enter the problem log notes in the log sheet that applies to the relevant audio.

Synchronizing a Log Note

Synchronize Note is available from the shortcut menu when a log sheet is in edit mode and the audio loaded in the playback panel of FTR Reporter or FTR Player Plus matches the location name and date of the log sheet.

To synchronize an individual log note with a recording

1. Open the log sheet and switch it to edit mode.
2. Link the log sheet to audio as previously described.
3. Play the audio until you reach the distinct event for which the log note time stamp requires adjustment.
4. Right-click the log note.
5. From the shortcut menu click **Synchronize Note**.



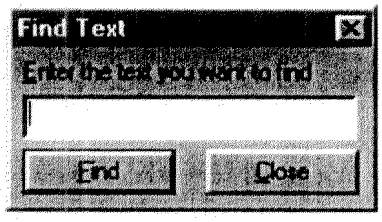
6. A dialog box prompts you to confirm the synchronization. Click **Yes** to proceed. The time stamp for the selected log note is adjusted.

Using Find Text

While reviewing a log sheet, it may be necessary to quickly locate log notes pertaining to a particular event, speaker or comment. The **Find Text** feature of FTR Log Notes provides a fast and effective method for searching the currently open log sheet for any occurrences of a specific word or phrase in the current log sheet.

To find a word in a log sheet

1. Click the **Find Text** button .
2. In the **Find Text** dialog box, enter the text you wish to find.



3. Click **Find**. The Find Text dialog box is closed and the first occurrence of the required text is highlighted in the log sheet.
4. To locate the next occurrence of the required text press ALT+F3.

Filtering Log Notes

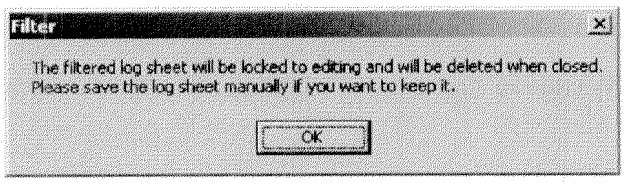
The **Filter** tool provides a way of extracting specific log notes from a log sheet. For example if you wish to make up a witness list you could filter the log sheet based on the phrase **Witness called**. When the filter is activated a new log sheet opens consisting of all the log notes that contain the selected phrase. The heading information is the same as the original log sheet.

When the temporary filtered log sheet is created it is locked to editing and is not saved. If you close the filtered log sheet it is permanently deleted. If you want to save or edit the filtered log sheet then save a copy, close the original (which is deleted on closing) and then open the copy. The copy can be switched to edit mode.

To filter log notes

1. Do one of the following:
   a. Select the word or phrase to use as the filter text or
   b. Position the cursor in the required field - this action automatically uses the entire field contents as the filter text.
2. From the FTR Log Notes main window click the **Tools** button.
3. From the **Tools** menu click **Filter**.

4. When the following message box is displayed, click **OK** to continue.



5. The log sheet is scanned and any log notes (rows) that contain the required filter text, in the same column as the required filtered text, are extracted and placed in a new active log sheet, which is locked to editing.

Editing Log Sheets

You can edit the contents of an existing log sheet at a later date. When opening an existing log sheet it is displayed in read-only mode. To make changes to the log sheet, change to edit mode.

To switch between read-only and edit modes

- Click the **Edit/Read-only** button .

Tip:	In read-only mode, the background of the log sheet area is gray. In edit mode the background is white.

Editing the Log Sheet Heading

When the log sheet is in edit mode, you can make changes to the log sheet heading. While it is possible to edit the **Description** or **Location** field it is strongly recommended that editing the **Location** field be avoided. If you change the **Location** field the log sheet will no longer be associated to the audio loaded into the playback panel. If the association is broken then the log sheet cannot be linked to the recording.

To edit the heading fields:

1. Change the log sheet to edit mode.
2. Enter or modify the heading fields as required. See *Entering Heading Information* earlier in this guide.

Note:	Be aware that changing the **Location** field will prevent the log sheet from being linked to the currently loaded audio.

Editing Log Notes

You can edit the contents of the **Speaker** or **Note** fields of a log note. The **Time** field cannot be edited.

To edit a log note:

1. Change the log sheet to edit mode.
2. Select the log note field you wish to edit.
3. Make changes as required.

Adding a Log Note

New log notes can only be added to an existing log sheet under one of the following conditions:

- The log sheet date matches the current date of the computer system clock or
- The playback panel of FTR Reporter or FTR Player Plus is selected, audio is loaded and the **Date** and **Location** information matches the log sheet **Date** and **Location** information.

To add a log note to a log sheet

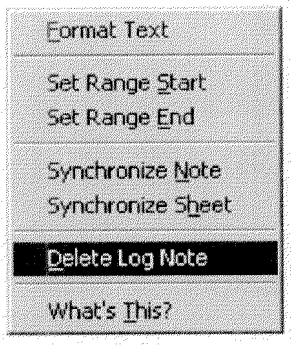
1. Press ENTER to position the cursor in the last row. The last row is an empty log note.
2. Enter the required log note. At the first key press the log note is time stamped instantly and moved to the correct chronological position in the time sheet. The timestamp is either the computer system time or the Current Play Time of loaded and associated audio.

Deleting a Log Note

You can delete a log note if the log sheet is in edit mode. Multiple log notes cannot be deleted.

To delete a log note

1. Right-click in any column of the log note to be deleted.
2. From the shortcut menu click **Delete Log Note**.



3. A dialog box prompts you to confirm the deletion. Click **Yes** to proceed.

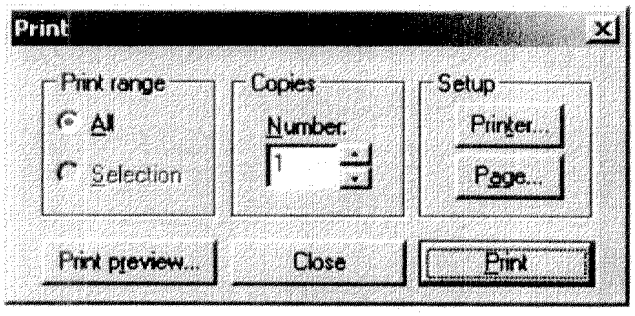
Printing Log Sheets

With FTR Log Notes you can print a log sheet or selection of log notes from the active log sheet. During the print process you can also change the printer setup and page setup. If the active log sheet is too wide for the chosen printer then the log sheet is automatically resized to fit the printed page.

If you wish to print multiple log sheets see *Open, Copy, Print or Delete Multiple Log Sheets* earlier in this guide.

To print:

1. Do one of the following:
   a. To print the whole active log sheet click or
   b. To print a selection of log notes select one or more rows and click or
2. If required, change the printer setup by clicking **Printer...** in the **Setup** section. See *Printer Setup* later in this section.
3. If required, change the page setup by clicking **Page...** in the **Setup** section. See *Page Setup* later in this section.
4. From the **Print** dialog box choose the print range and number of copies.



Note 1: If you are printing the whole log sheet then the **Selection** option is not available. If you are printing a selection of log notes then **Selection** is automatically selected. You can ignore this and choose **All** to print the whole log sheet.

Note 2: If you are printing multiple log sheets then **Print Preview** is not available.

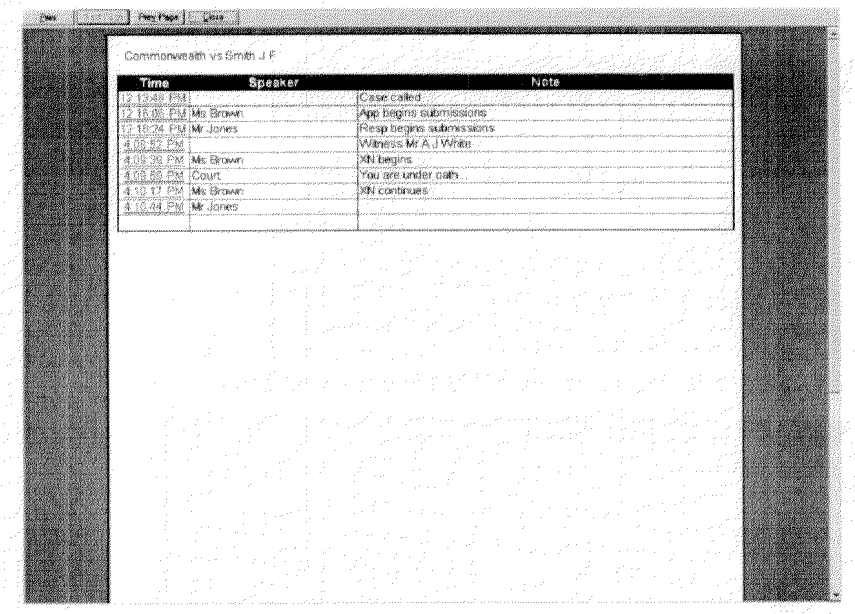
5. If required click **Print Preview** to view the printout before printing. Otherwise skip to step 7.

6. From the **Print Preview** window do the following:

   a. View other pages by clicking the **Prev Page** and **Next Page** buttons as required or

   b. Click **Print** to print the active log sheet and close all print dialog boxes or

   c. Close the **Print Preview** window and return to the **Print** dialog box.



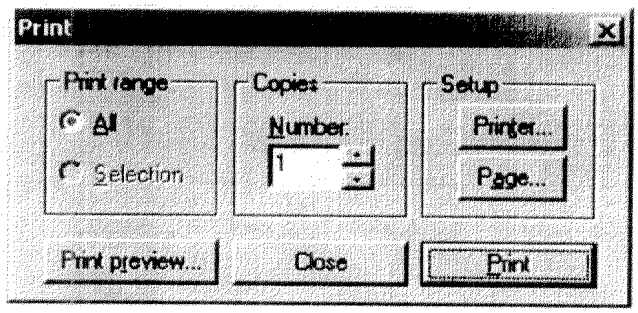
7. From the **Print** dialog box click **Print**. The log sheet is printed and the **Print** dialog box closes.

Page Setup

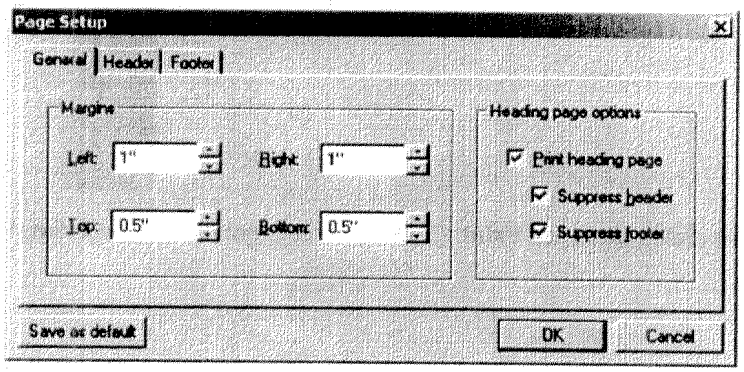
When printing log notes it may be necessary to change the page setup. Page setup is accessed through the **Print** dialog box, which is opened by clicking the **Print** button from the FTR Log Notes window or from the **Search** dialog box.

To change page setup:

1. In the **Setup** section of the **Print** dialog box click the **Page...** button.



2. In the **General** tab, select margins and heading page options.



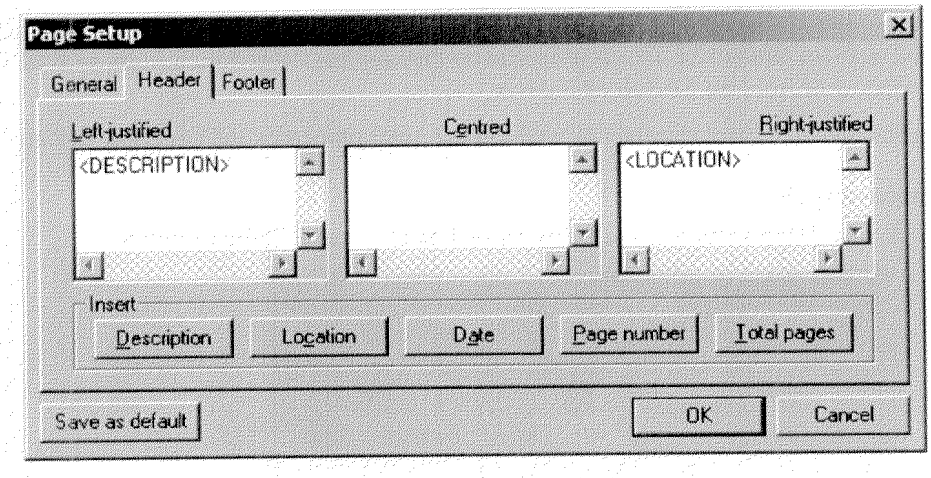
Margins
The default margins are:
Left/right **1" (25.4mm)** Top/bottom **½" (12.7mm)**

The top and bottom margins apply to all text including headers and footers.

Heading page options
Printing a heading page is optional. The heading page includes the date, location name and the entire contents of the description field. Heading information is printed on multiple pages as required.

Defined headers and footers are printed on all pages. If you print a heading page you can choose to suppress the headers and/or footers on the heading page.

3. In the **Header** and **Footer** tabs, insert the information to be printed by directly keying in your own text or using the predefined **Insert** buttons. To generate a new line (to a maximum of 10) press SHIFT+ENTER. Use the scroll bars to reveal any hidden text.



Text Position

You can insert text as left aligned, centered or right aligned.

Note: Be aware of how much text you insert into each alignment area. Too much text will overlap and some will become hidden. If you are unsure use **Print Preview** before printing.

Insert Buttons

The **Description** button inserts the code **<DESCRIPTION>**. When printed, the first line of the **Description** field is inserted.

The **Location** button inserts the code **<LOCATION>**. When printed, the contents of the **Location** field are printed.

The **Page number** and **Total pages** buttons insert page numbering codes **<PAGE>** and **<TOTALPAGES>**. These codes would normally be used with your own text such as: **Page <PAGE> of <TOTALPAGES>**.

The **Date** button inserts the code **<DATE>**. When printed, the date information from the log sheet **Date** field is inserted.

The default page settings (which you can change as required) are:

Header	**<Description>** (left)	**<Location>** (right)
Footer	**<Date>** (left)	**Page <PAGE> of <TOTALPAGES>** (right)

4. Once you select your page setup options click **Save as default** to save the settings for the next time you run FTR Log Notes. Otherwise the currently selected options are lost when the print job is completed and all print dialog boxes are closed.

5. Click **OK** to return to the **Print** dialog box and then choose whichever actions are required to complete the task.

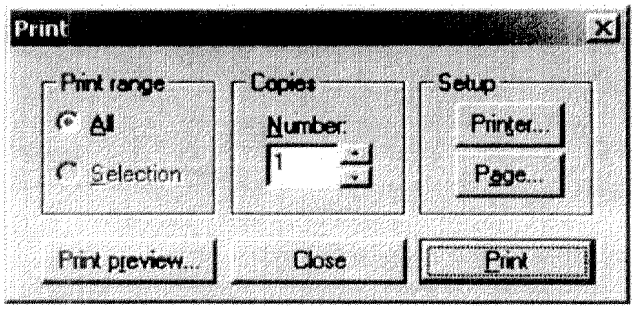
Printer Setup

When printing log notes it may be necessary to change the printer setup. Printer setup is accessed through the **Print** dialog box, which is opened by clicking the **Print** button from the FTR Log Notes window or from the **Search** dialog box.

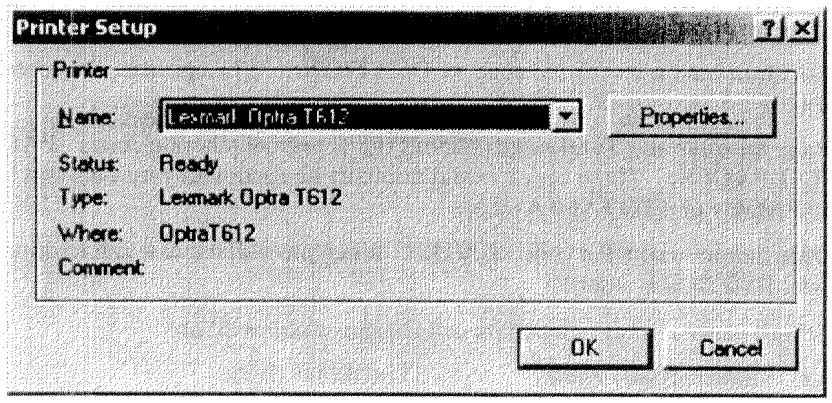
You can change the selected printer as well as the printer properties such as paper size and tray.

To change the printer setup:

1. In the **Setup** section of the **Print** dialog box click the **Printer...** button.



2. From the **Printer Setup** dialog box choose the required printer and properties. Properties are manufacturer specific so you may need to consult the original user's guides for your printer.



3. After making your required selections click **OK** to return to the **Print** dialog box and then choose whichever actions are required to complete the task.

Using HTML Log Sheets

By using the FTR Log Notes **Save Copy As** function you can save copies of log sheets as web-ready HTML files. These files can be sent anywhere on the Internet and opened by a web browser, enabling a computer without FTR Log Notes installed to read FTR log sheets. If the computer has FTR Reporter or FTR Player Plus installed you can even use the audio link function described in the *Reviewing Log Sheets* section earlier in this guide.

However, the HTML format does not support the automatic scrolling of the log sheet to keep the most recently log note visible.

Note: While HTML or Web browser log sheets contain all the information needed for review, they can not be modified by FTR Log Notes. Only files in FTR Log Notes format can be edited when opened in FTR Log Notes edit mode.

HTML log sheets can be opened in your Web browser using the Open command from the File menu. You can also double click the HTML log sheet from Windows Explorer. If an association exists to a Web browser program, it will open with the selected log sheet loaded.

Appendix A: Using Keyboard Shortcuts

There are keyboard shortcuts assigned to many of the functions of FTR Log Notes. The shortcuts may vary depending on the panel displayed and the view of the panel.

Toolbar Shortcuts

Use these shortcuts for the main functions of FTR Log Notes.

Function	Edit Mode	Read-only Mode
To	Press	Press
Create a new log sheet	ALT + F12	
Find Text	CTRL + F3	CTRL + F3
Find Next*	ALT + F3	ALT + F3
Link To Audio	F9	F9
Open a log sheet	F3	F3
Open shortcut menu	SHIFT + F10	SHIFT+F10
Print log sheet	CTRL + SHIFT + F12	CTRL + SHIFT + F12
Quit program\close log sheet	ALT + F4	ALT + F4
Save Copy As	F12	F12
Toggle Edit/Read-only mode	SHIFT + F12	SHIFT + F12
Tools	F10	F10

*Find Next is not a toolbar button.

Navigation Shortcuts

Use these shortcuts to move around the log sheet

Press	When Editing To	In Read-only to
→	Move to next character	Move to next field
←	Move to previous character	Move to next field
↑	Move up a line in a log note field Move and/or scroll up a line in the description or location field	Move up a field
↓	Move down a line in a log note field Move and/or scroll down a line in the description or location field	Move down a field
CTRL + →	Move to beginning of next word	No action
CTRL + ←	Move to beginning of previous word	No action
PAGE UP	Scroll up a page	Scroll up a page
PAGE DOWN	Scroll down a page	Scroll down a page
TAB	Move to next field	Move to next field
SHIFT + TAB	Move to previous field	Move to previous field
CTRL + TAB	Switch between the Description field and the most recently accessed log note	Switch between the Description field and the most recently accessed log note
HOME	Move to beginning of the line	No action
CTRL + HOME	Move to Description field	Moves to the Description field
ALT + HOME	Move to first Speaker Field	Move to first Speaker Field
END	Move to end of line	No action
CTRL + END	Move to last Speaker field	Move to last Speaker field
ENTER	Move to last Speaker field	No action

Editing Shortcuts

Use these shortcuts to enter log notes and to edit an existing log sheet.

Note: Listed shortcuts apply to edit mode only unless otherwise noted.

To	Press
Create a new empty log note	CTRL + ENTER
Enter a new line	SHIFT + ENTER
Bold selection	CTRL + B
Italicize selection	CTRL + I
Underline selection	CTRL + U
Copy selection in Edit mode or copy current field in read-only mode	CTRL + C
Cut selection	CTRL + X
Paste	CTRL + V
Delete character to the right	DELETE
Delete character to the left	BACKSPACE
Add selection to current glossary	SHIFT + F3

Selection Shortcuts

Note: Listed shortcuts apply to edit mode only unless otherwise noted.

To	Press
Select field contents	F2
Select character to left	SHIFT + ←
Select character to right	SHIFT + →
Select word to left	CTRL + SHIFT + ←
Select word to right	CTRL + SHIFT + →
Select next line. Selects from current cursor position to same position in the next line.	SHIFT + ↓
Select previous line. Selects from current cursor position to same position in the previous line.	SHIFT + ↑
Select to end of line	SHIFT + END
Select to beginning of line	SHIFT + HOME
Select current log note or add current log note to selection - also applies in read-only mode	CTRL + SPACEBAR
Select all log notes between the current log note and the last selected log note - also applies in read-only mode	CTRL + SHIFT + SPACEBAR

Appendix B: How To Set Up a Pick List

A pick list is a list of items including words, phrases or names that are generated by a case management system or other data source. The user can open a pick list and click on an item to rapidly enter the item into a log sheet.

For instance, a case management system may create a pick list containing all the witnesses that are likely to appear in a case. At the beginning of the case, the user opens the pick list and when the witness is called, selects the appropriate place in the log sheet and clicks on the witness' name in the pick list. The witness' name is then entered into the log sheet.

To set up a pick list the data source (e.g. case management system) must be programmed to create a pick list file in the pick list folder. The pick list folder can be any folder accessible to the user including drive mapped network folders.

The file name must conform to the following format:

<pick list name>.**LogNotesPickList**

where pick list name is the title that will appear to the user.

The data source must create the pick list file as a text file containing one line for each pick list item.

Each line contains two elements as follows:

<item text>,*<item label>*

where *item text* is the text that will be inserted to the log sheet and *item label* is the label that is displayed to the user in the pick list dialog box.

item label is optional and if the label is missing then the *item text* will be displayed as the label. Note that the comma separator is a requirement, with or without a label, and a line break must follow the last item.

Example

A pick list is created called **WL 1234 of 2002.LogNotesPickList**. This is a text file containing a list of witnesses for Case Number 1234 of 2002 and contains the following items.

```
Mr William Cody Bramble,
Ms Jane Alison Toorak,
Mr Arthur James Brickman,
Mr Graham Steven Michael Billingsgate,
```

Note: There must be an empty line as the last entry in the text file.

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FTR Reporter™

User's Guide

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Introduction

Welcome to FTR Reporter! This guide provides you with the steps needed to use the digital audio recording and playback features of the FTR Reporter program correctly and efficiently. Please review this guide thoroughly prior to using the program to familiarize yourself with the concepts and functionality.

The FTR Reporter program consists of two main components. The Recording Panel contains the tools for recording and archiving proceedings. The Playback Panel contains the tools for playing back recordings as well as copying sections of the recordings to another location for review or transcription. See the respective sections entitled *The Recording Panel* and *The Playback Panel* for a thorough description of these components.

FTR Reporter is now using MPEG-2 AAC technology licensed by Fraunhofer IIS.

Using this technology FTR Reporter now users significantly less storage space without compromising sound quality. During installation you can choose between two compression ratios that offer maximum quality or minimum storage with a slight reduction in sound quality.

By using the FTR Reporter software, microphones placed appropriately around the room, an audio mixer, and the sound card of a computer, you can create high-quality recordings of proceedings and provide added services to judges, court staff, attorneys, and litigants. Prior to working with FTR Reporter, however, you must install the program and configure it to your needs using the Settings Wizard and the FTR Gold Properties. You can then start FTR Reporter and familiarize yourself with the operating environment and the basic software concept.

System Requirements

As with any software, there are minimum hardware and software requirements, which need to be in place prior to installing and using the FTR Reporter program. While the attached list is the minimum specification, it is important to be aware that using additional programs will require a higher specification.

The following list of requirements applies to systems performing 4-channel recording:

- Windows® 2000 SP3, Windows® XP Professional SP1
- Recommended hardware specification for the chosen operating system or 450MHz Intel® Pentium® II processor (whichever is higher)
- Additional 32MB RAM
- 256 color, 800 x 600 video display adapter and monitor
- Windows® compatible stereo sound card
- FTR and Windows® compatible 4-channel sound card (in addition to stereo sound card)
- High capacity removable media drive for archiving or access to a shared network resource for archiving
- Game port or USB port (for optional foot control)
- COM port (for optional external clock)

The following list of requirements applies to systems performing 2-channel recording:

- Microsoft® Windows® 98SE, Windows® 2000 SP3, Windows® XP Professional SP1
- Recommended hardware specification for the chosen operating system or 333MHz Intel® Pentium® II processor (whichever is higher)
- Additional 32MB RAM
- 256 color, 800 x 600 video display adapter and monitor
- Windows® compatible, full duplex stereo sound card
- High capacity removable media drive for archiving or access to a shared network resource for archiving
- Game port or USB port (for optional foot control)
- COM port (for optional external clock)

Note:

1. Windows® 2000 and Windows® XP users require a minimum Standard User security permission.
2. Windows® 98SE can only be used for 2-channel recordings.
3. If archiving to CD you must use a version of DirectCD™ by Roxio® that is compatible with your chosen operating system.

Installing FTR Reporter

The installation of FTR Reporter is a three-step process involving:

- Installation the program files
- Running the Settings Wizard
- Configuring Multimedia Settings

Installing Program Files

With the FTR Reporter 2.1 installation program you can:

- Upgrade a previous installation of FTR Reporter 1.3.
  This includes installations that have been updated with service packs 1 or 2.

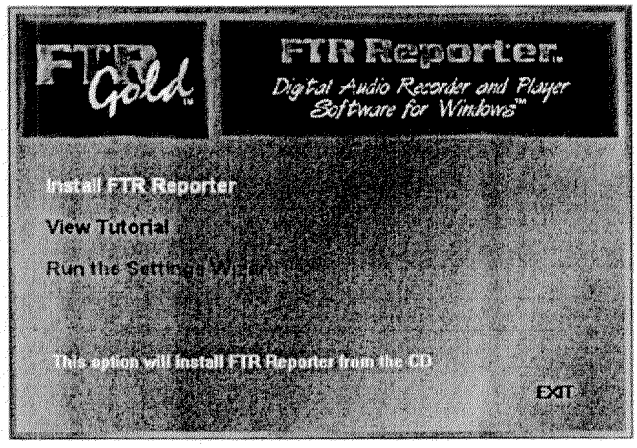
  Note: During the upgrade from FTR Reporter 1.3 Service Pack 2 the reporter service is terminated and log on credentials deleted. To re-establish FTR Reporter 2.0 as a service you need to run the ReporterA2S utility program that can be found on the FTR Monitor Installation CD – or – contact your FTR service center.

- Perform a new installation.

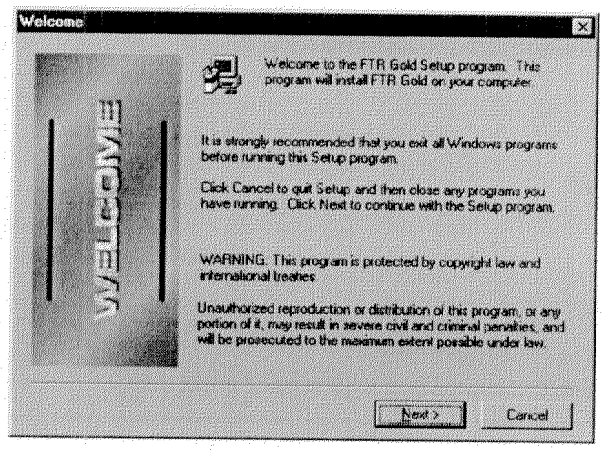
When the CD is placed in the CD-ROM drive, the software installation program starts automatically.

To install the FTR Reporter:

1. Place the CD into the CD-ROM drive of your computer. When the auto-run window appears click **Install FTR Reporter**.



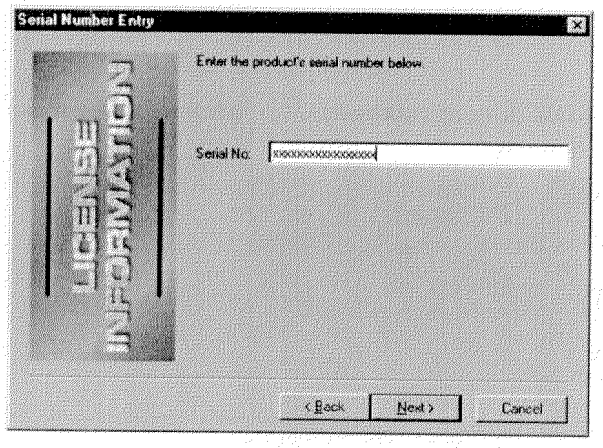
2. From the **Welcome** dialog box, click **Next.**



3. From the **Software License Agreement** dialog box click **Yes** to continue the installation.

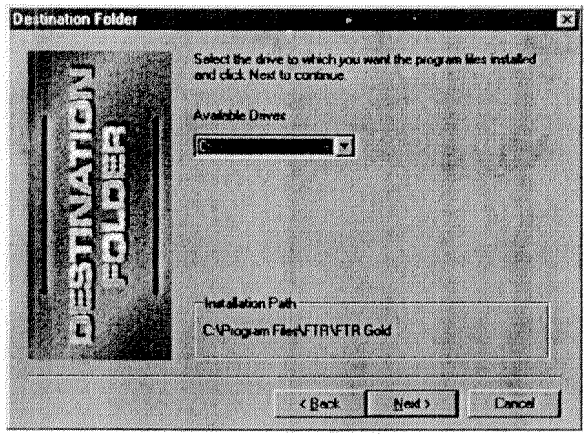
Note: If you do not agree with the terms of the license agreement click **No** to quit.

4. In the **Serial Number Entry** dialog box enter the serial number, including the dashes, found on the Registration Card or on the outside of the software packaging. Click **Next** to continue.

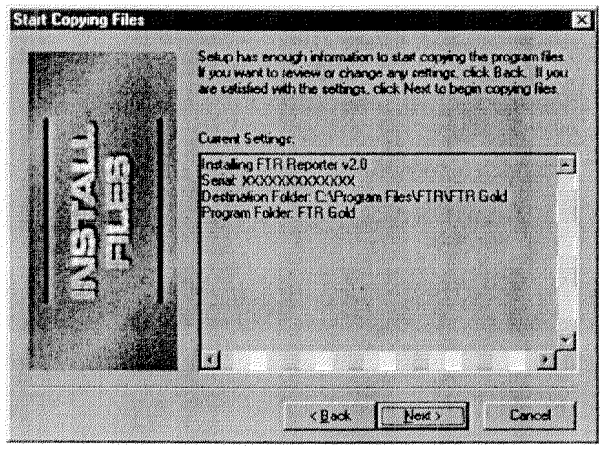


Tip: Write the serial number here for future reference:

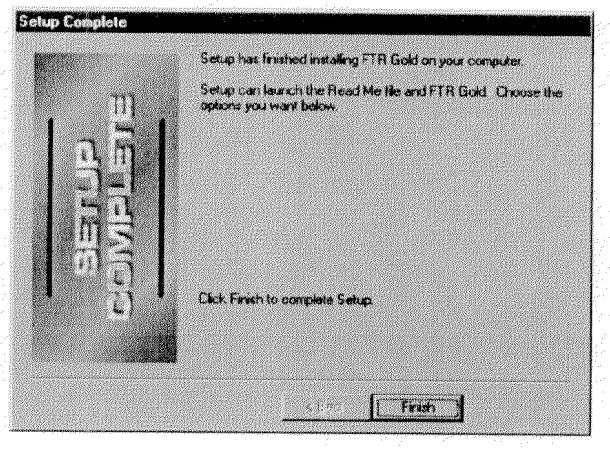
5. From the **Destination Folder** dialog box accept the default destination folder or select another drive from the list. When the drive is selected click **Next** to continue.



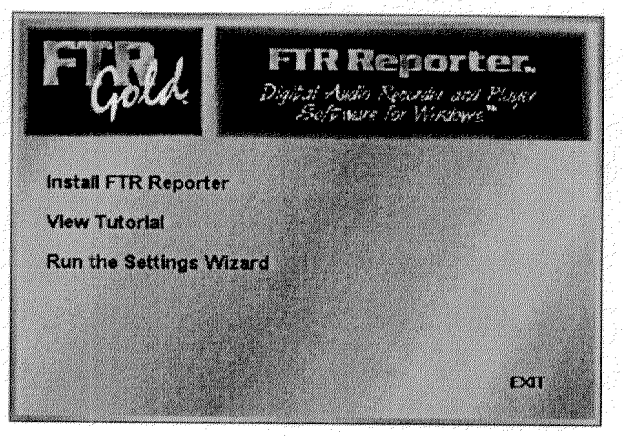
6. From the **Start Copying Files** dialog box click **Next** to copy the program folders to the designated program folder.



7. From the **Setup Complete** dialog box click **Finish.**



8. When installation is complete the auto-run window from step one is displayed. This time the **Run the Settings Wizard** option is available for selection. See the next section, *Running the Settings Wizard.*



Running the Settings Wizard

Prior to using FTR Reporter for the first time, you are required to answer some questions concerning your system configuration. These include the locations of your audio archive and storage drives. The Settings Wizard is run from the same CD as the installation program. This Settings Wizard can be run again at a later date if changes to your system have occurred.

To run the Settings Wizard:

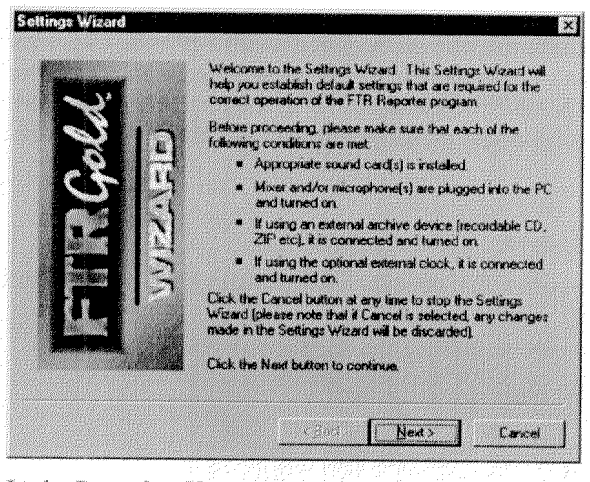
1. To start the Settings Wizard do one of the following:

   a. From the auto-run window that appears when installation has completed click Run the Settings Wizard.

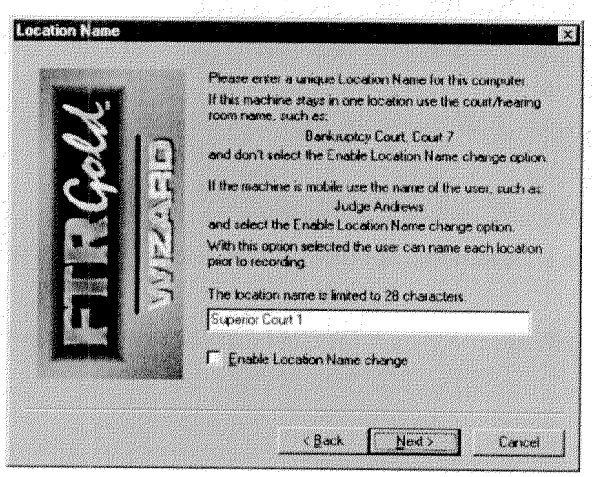
   b. After installation run FTR Reporter for the first time and the Settings Wizard automatically starts.

   c. Click **Start**, point to **Programs** then **FTR Gold** and click **Settings Wizard**.

2. From the **Settings Wizard** dialog box click **Next**.



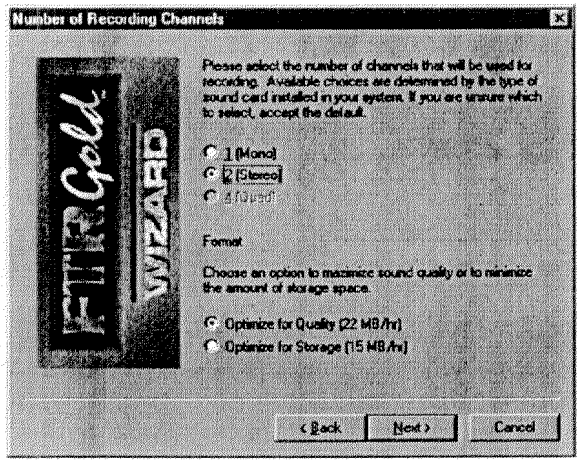
3. In the **Location Name** dialog box enter the name of the venue from which this reporter will record. Click **Next**.



Note:	There is a 28-character limit.

Tip:	If the computer is to be used in more than one location, select **Enable changing Location Name**. This allows the user to change the Location Name from FTR Reporter as required.

4. From the **Number of Recording Channels** dialog box select the number of recording channels and the format. Click **Next**.

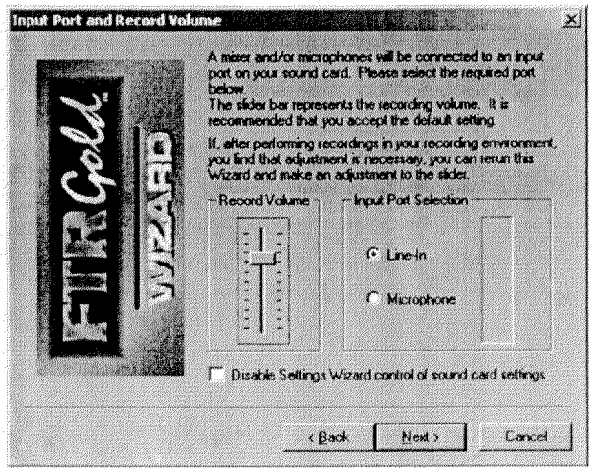


5. A warning message may be displayed if the Settings Wizard cannot adjust the required sound card settings. These warnings are for information purposes and do not indicate a fault with your sound card. Follow the advice in the messages and proceed with the Settings Wizard. For details about these messages see *Appendix C*.

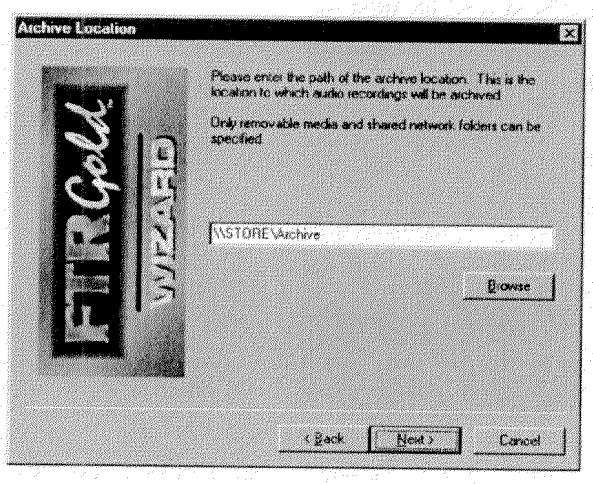
6. From the **Input Port and Record Volume** dialog box do one of the following:

   a. If available choose an Input Port and set the Record Volume to about ¾

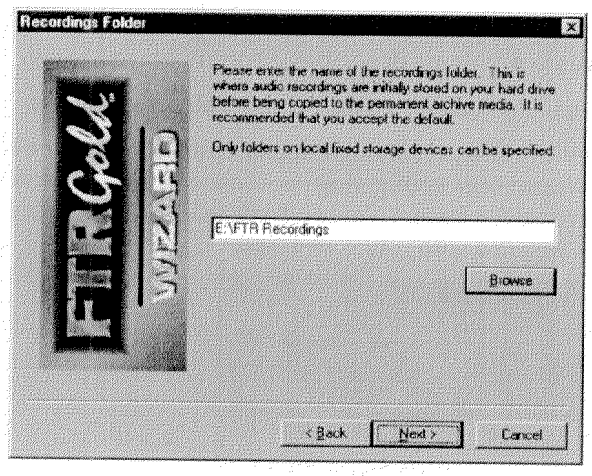
   b. Select the Disable Settings Wizard control of sound card settings option if you want to stop the Settings Wizard from configuring your sound card. If you choose this option you will need to set the Record Volume level and select an Input Port using the software that was supplied with your sound card.



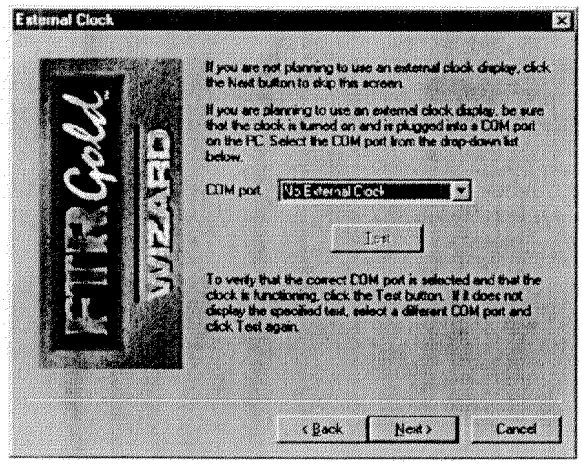
7. In the **Archive Location** dialog box enter the path to the archive location or click **Browse** to navigate to the required drive/folder. Click **Next**.



8. In the **Recordings Folder** dialog box enter the path to the Recordings Folder or click **Browse** to navigate to the required drive/folder. Click **Next**.

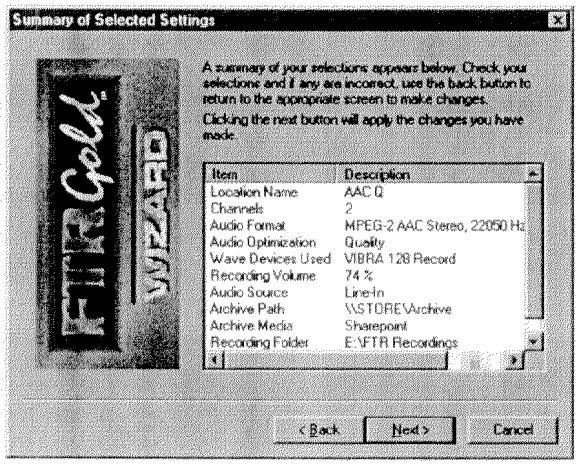


9. From the **External Clock** dialog box select the COM port to which you connected the optional external clock. If you are not using a clock select **No External Clock**. Click **Next**.

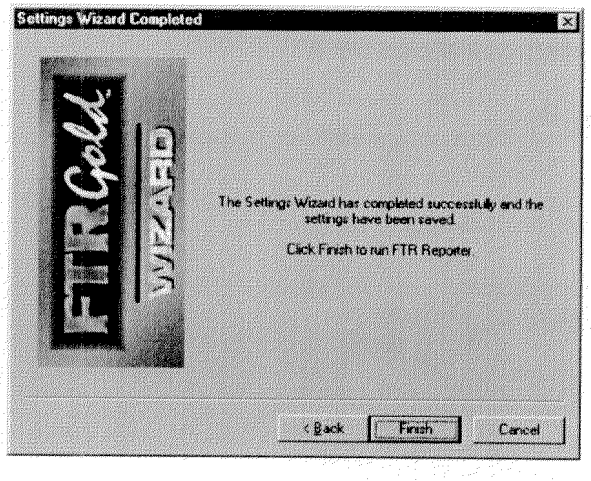


Tip: Click **Test** to display a message which indicates what should be appearing on the external clock. If the external clock is not displaying the same information as the message then try another COM port.

10. Verify the information in the **Summary of Selected Settings** dialog box and click **Next**.



11. From the **Settings Wizard Completed** dialog box click **Finish**.



Configuring Multimedia Settings

During the installation of some sound cards the multimedia settings may be configured in a way that is unsuitable for use with FTR Reporter. It is good practice to check the multimedia settings and make adjustments as required.

For Windows XP users, these settings need to be checked for each user account that is to use FTR Reporter.

Windows 2000 Users

The following steps outline the procedures for Windows 2000 users.

To check and adjust multimedia settings:

1. Click Start, point to Settings then Control Panel and click Sounds and Multimedia.
2. Select the **Audio** tab.
3. In the **Sound Playback** section select the standard stereo sound card as the playback device from the **Preferred device** list.
   Do not select any of the devices on your multi-channel sound card as the playback device.
4. Click **OK.**

Windows XP Users

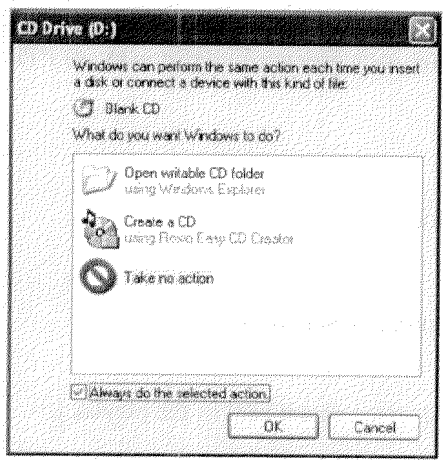
The following steps outline the procedures for Windows XP users.

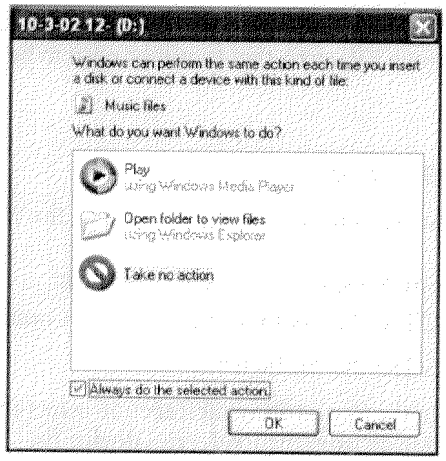
To check and adjust multimedia settings:

1. Click **Start** then click **Control Panel**.
2. Click **Sounds, Speech and Audio Devices**
3. Click **Sounds and Audio Devices** and select the **Audio** tab.
4. In the **Sound Playback** section select the standard stereo sound card as the playback device from the **Default device** list.
   Do not select any of the devices on your multi-channel sound card as the playback device.
5. Click **OK.**
6. Repeat these steps for each user account that is to use FTR Reporter.

Issues for Windows XP Users

When archiving to CD, Windows XP opens one of the following dialog boxes:





It is important that each user takes the following action when these dialog boxes are encountered.

User steps to follow:

1. Click the **Take no action** option.
2. Select the **Always do the selected action** checkbox.
3. Click **OK**.

Alternatively the installer can log in with each users account details and change the CD-RW drive properties to prevent the dialog boxes from being displayed.

Installer steps to follow:

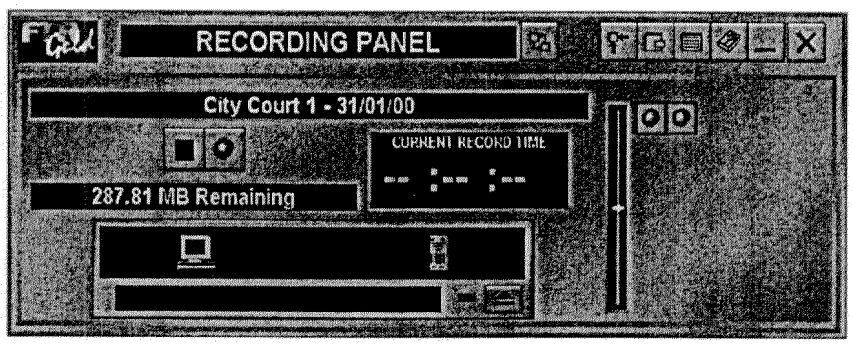
1. Start Windows Explorer.
2. Right click the CD-RW drive and from the shortcut menu click **Properties**.
3. Select the **AutoPlay** tab and from the content type list, choose **Music files**.
4. Select the **Select an action to perform** option and click **Take no action.**
5. Click **Apply** and from the content type list, choose **Blank CD.**
6. Repeat step 4 and click **OK**.
7. Repeat steps 1 to 6 for each user account that is to use FTR Reporter.

Starting FTR Reporter

You can start FTR Reporter from the desktop icon or the **Start** menu.

To start FTR Reporter from the desktop icon:

- Double-click the **FTR Reporter** icon to display FTR Reporter:

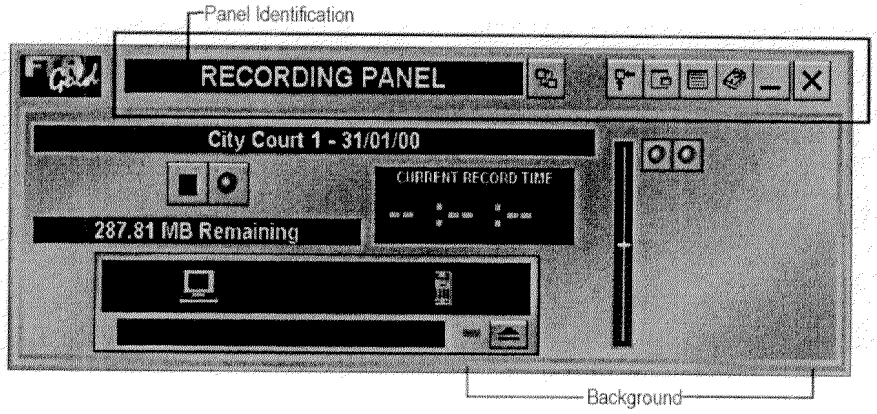


To start FTR Reporter from the Start menu:

1. Click **Start**.
2. Point to **Programs** on the Start menu.
3. Point to **FTR Gold**.
4. Click **FTR Reporter** on the **FTR Gold** menu to display FTR Reporter.

Moving and Controlling FTR Reporter

FTR Reporter is easily moved to another location on the screen by positioning the mouse pointer anywhere in the background area of the window and dragging. The background area is any part of the window that is not a button, display area or slider bar as shown below.



The buttons at the top right of FTR Reporter control the way the program is displayed. You can switch the program between normal and compact views and switch between recording and playback, as well as minimize and close the program. You can also establish default properties for the program. The table below outlines the function of each button at the top of FTR Reporter.

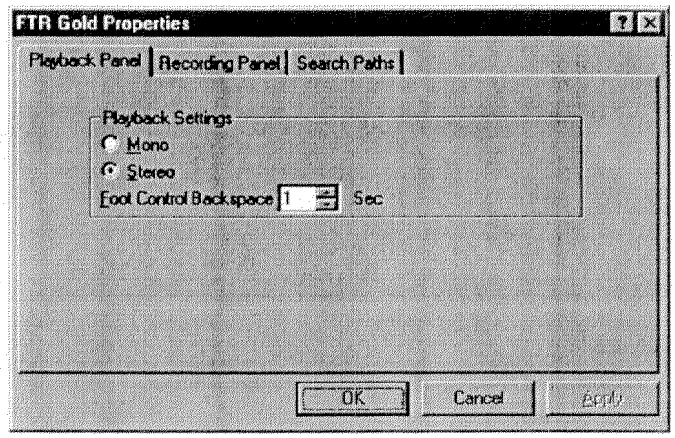
Item	Description
Panel Change	Toggles between the Recording and Playback Panels.
Compact View	Toggles between the Normal and Compact views.
Always On Top	Sets the program to always remain visible.
Properties	Displays the program properties.
Help	Displays the Help window.
Minimize	Reduces the size of the program window so that it only displays on the Windows taskbar.
Close	Closes the program.
Panel Identification	Lists the name of the currently displayed FTR Reporter panel.

Setting Properties

There are several settings, or properties, that control the operation of FTR Reporter. These properties are organized in separate tabbed pages in the FTR Gold Properties dialog box and are outlined on the following pages.

To modify FTR Reporter properties:

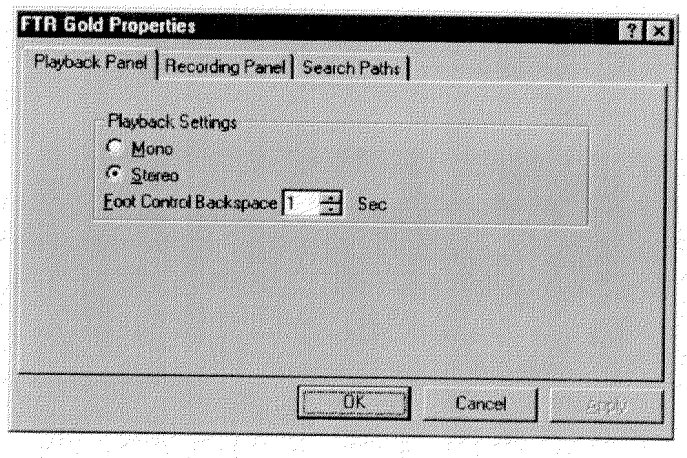
1. From the FTR Reporter main screen click the **Properties** button.
2. Click the required tab.



3. Choose the required options.
4. Click the **OK** button.

Understanding the Playback Panel Tab Options

The following figure and table explains the **Playback Panel** tab options under FTR Gold properties.

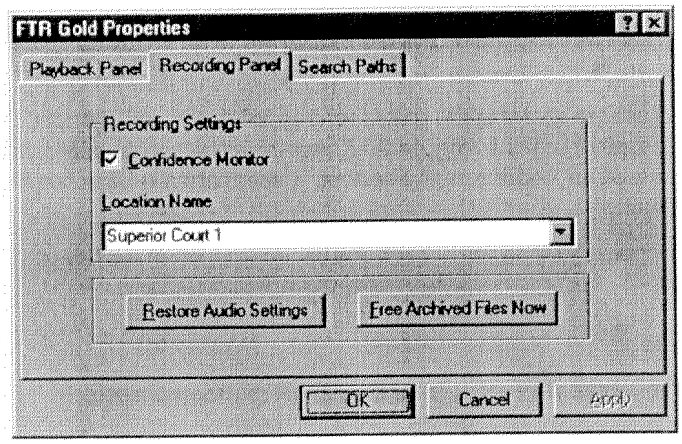


Option	Description
Mono	Plays all channels of audio equally in both sides of the headset.
Stereo	Plays audio in stereo format. With four channel recordings the audio will be split as follows: Channel 1 is 100% in the left ear. Channel 2 is 66% in the left ear and 33% in the right ear. Channel 3 is 33% in the left ear and 66% in the right ear. Channel 4 is 100% in the right ear. With two channel recordings the audio is split as follows: Channel 1 is 100% in the left ear. Channel 2 is 100% in the right ear. Single channel recordings will be heard equally in both ears.
Foot Control Backspace	When releasing the foot control after playback, the Current Play Time control tab will automatically backspace by the number of seconds listed in this box.

Tip: Pressing CTRL+ALT+S or CTRL+ALT+M from the FTR Reporter main screen will switch to Stereo or Mono playback modes respectively.

Understanding the Recording Panel Tab Options

The following figure and table explains the **Recording Panel** tab options under FTR Reporter properties.



Option	Description
Confidence Monitor	When selected, it is possible to listen to the recorded sound from the hard drive during recording with a ½ second delay
Location Name	Enter and select alternative location names here. This can be useful for computers used to record proceedings in multiple locations. (This option appears only if selected during the settings wizard. See *Running the Settings Wizard* for more details).
Restore Audio Settings	Restores the FTR Reporter audio settings to those defined through the Settings Wizard after installation.
Free Archived Files Now	Removes all archived recording files from the recordings folder of the system.

Understanding the Search Paths Tab Options

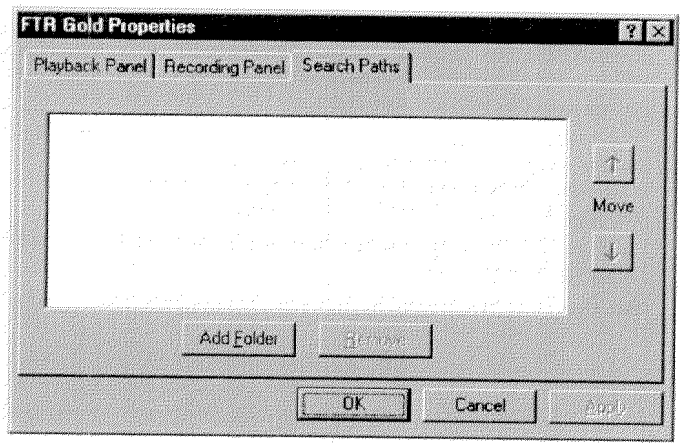
The **Search Paths** tab is used to define locations from where FTR Reporter is likely to retrieve FTR recordings. The most common use of Search Paths is when a user attempts to locate audio referenced by a time stamp in FTR Log Notes. When a time stamp in FTR Log Notes is used to open and play audio, the relevant sound files are looked for in all locations specified in **Search Paths**.

Search Paths are also used to locate audio that is referenced in a saved shortcut. The **Save Shortcut** option is described in the *Using Audio Range Shortcuts* section later in this guide. When FTR Reporter tries to load an Audio Range Shortcut, it automatically searches for the audio data necessary for that shortcut.

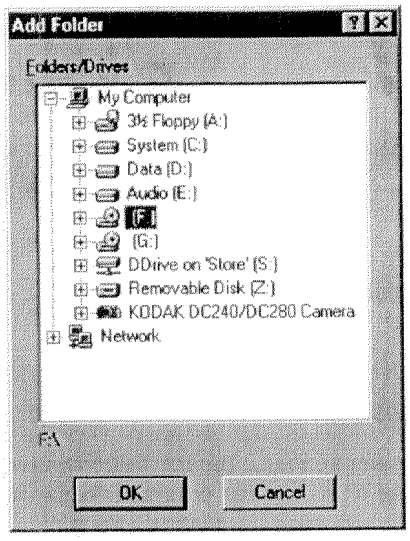
The locations FTR Reporter uses in the **Search Paths** are defined in the **Search Paths** tab under FTR Gold Properties.

Adding Search Paths

1. Click the **Properties** button from the FTR Reporter main screen.
2. From the **FTR Gold Properties** dialog box click the **Search Paths** tab.



3. Click **Add Folder** button to display the **Add Folder** dialog box.



4. Select the appropriate folder from the **Folders/Drives** list and click **OK**.
5. Repeat steps 3 and 4 until all appropriate folders have been added.
6. Use the **Move Up** ↑ or **Move Down** ↓ buttons on the **Search Paths** properties page to change the position of a selected search path. You can also remove any unnecessary Search Paths by selecting a folder and clicking **Remove**.
7. Click **Apply** to apply the Search Paths and click **OK** to close the **FTR Gold Properties** dialog box.

Note: If FTR Reporter fails to find a necessary FTR recording in any of the defined search paths, a dialog box will appear asking you to manually search for the recording. If you are unable to locate the original FTR recording to which an Audio Range Shortcut refers, it may be necessary to consult with your system administrator.

Quitting the Program

When recording and playback activities are finished for the day, you must quit the FTR Reporter program and shutdown Windows prior to turning off the PC. If recording is in progress when you attempt to quit the program, a message box displays indicating that you will not be able to exit until recording has stopped.

To quit the FTR Reporter program:

- Click the **Close** button at the top of FTR Reporter.

Removing the Program from your computer

If you wish to remove FTR Reporter from your computer you must run the **Add/Remove Programs** utility. This removes all components of the FTR Reporter program. Removing FTR Reporter also removes all settings and properties of your current installation. No audio files are removed during removal, however it is recommended to ensure all recordings are safely archived before uninstalling the program.

To Uninstall FTR Reporter

1. Click the **Start** button on the taskbar.
2. Point to **Settings** and click **Control Panel**.
3. Double-click **Add/Remove Programs**.
4. Click the **Install/Uninstall** tab.
5. Locate **FTR Gold 2.0** in the list of programs. Click once to select the program and then click **Add/Remove**, or simply double-click the program name in the list.
6. From the **FTR Uninstall** dialog box click **Uninstall**.
7. Close all windows and restart your system.

Using Help

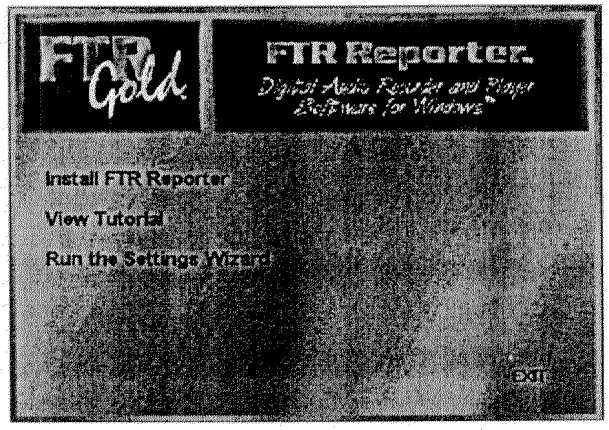
There are three help systems available. Firstly, there is a tutorial on the CD containing the FTR Reporter program. Standard On-line help provides assistance with detailed descriptions of the various features of FTR Reporter. On-line help also includes step-by-step instructions, guiding you on how to perform different tasks. What's This? help provides instant access to help for information about a screen component.

Using the FTR Reporter Tutorial

This tutorial will guide you through the basic steps needed for correct and efficient use of the digital recording and playback features of the FTR Reporter program.

To start the FTR Reporter Tutorial:

1. Place the FTR Reporter CD into the CD-ROM drive of your computer. After a few seconds, the following dialog box appears. Click **View Tutorial**.



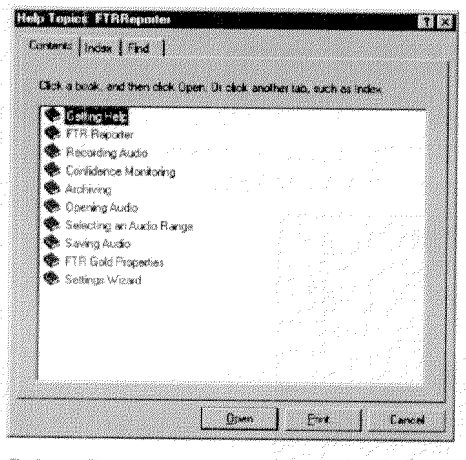
2. Follow the instructions on the screen to complete the tutorial.

Activating On-line Help

On-line help is started from the toolbar.

To start on-line help:

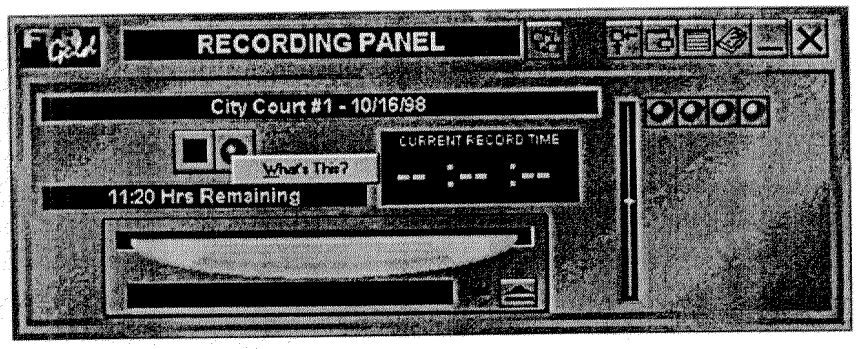
1. Open the **Help** window by clicking the **Help** button on FTR Reporter.
2. From the **Help Topics** dialog box click the tab applicable to way you wish to search for help.



3. Select **Contents** to view books and pages from which you can select a topic of interest.
4. Select **Index** to display an index of topics from which you can select the required topic.
5. Select **Find** if you wish to search for all topics containing a key word.

Using What's This? Help

With What's This? Help you can get assistance quickly on any screen component or option when you need it. When you right-click on any screen component or option, the **What's This?** menu pops up as shown below.



By then clicking on **What's This?**, a pop-up window opens containing a description of the selected screen component or option.

Note: In any dialog boxes that appear, there is an additional method for using What's This? Help. At the top right corner of each dialog box, there is a **What's This? Help** button ?. By clicking on this button, then moving the **What's This? Help** pointer ?? over the required option and clicking, information relating to the item is displayed.

Displaying the About FTR Gold Dialog Box

The About FTR Gold dialog box lists the FTR Gold products installed, their serial numbers and versions. FTR Gold (and third party) copyright information is also displayed.

To display the About FTR Gold dialog box:

1. From the FTR Reporter main panel click the **FTR Gold** logo .
2. The **About FTR Gold** dialog box appears. This dialog box contains information about installed products, trademark attributions and the **System Info** button.
3. To view system information click the **System Info** button. To close the About FTR Gold dialog box click the **OK** button.

Note: Clicking the **System Info** button displays the current settings as specified in the Setting Wizard.

The Recording Panel

The Recording Panel provides the tools needed to capture and save proceedings in a digital multi-channel audio format on a PC workstation. While information is recorded, it is possible to automatically create archive files. Archive files are used to restore the audio for review or transcription at a later date.

During the recording process the recording time is shown on the Recording Panel. This assists you in identifying key points in the recording time in your log notes, if required. You can also listen to the recorded audio in your headphones (while recording continues) to verify that the current proceedings are recorded successfully.

Recording Proceedings

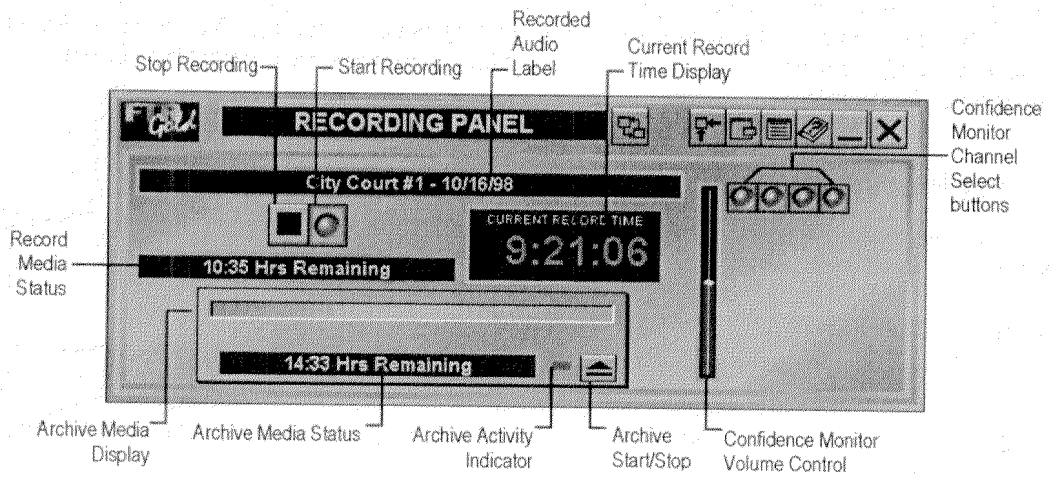
To ensure that proceedings are recorded and stored properly, there are several procedures that must take place as described below.

Recording Procedures:

1. Ensure that you have read and understood the procedures involved for your chosen archive media.
2. Start Archiving. For a full explanation of all archiving procedures see Archiving later in this guide.
3. Ensure the recording is started prior to the beginning of the proceedings, then stopped and restarted as needed throughout the day as breaks occur in the proceedings.
4. Stop the last recording at the end of proceedings for the day.
5. Stop Archiving as per the requirements of your chosen archive media.
6. Label and store the archive media safely.

Identifying the Recording Panel Screen Components

There are several screen components for using the Recording Panel as pointed out in the figure below. The table that follows describes the function of each element. Many of these elements will be discussed in greater detail later in this guide.



Term	Description
Stop Recording	Click this button to End the current recording.
Start Recording	Click this button to start recording.
Recorded Audio Label	Identifies the recording location and date.
Confidence Monitor Channel Select Buttons	Turns channels on and off while confidence monitoring recordings. Click the appropriate button to turn a channel off or on.
Confidence Monitor Volume Control	Controls the playback volume of confidence monitoring. Drag this control tab up to increase the volume or drag it down to decrease the volume.
Current Record Time Display	Displays the current time during recording. A tick mark appearing in the top left corner of this display indicates that the time shown is PM. This does not appear for systems using 24hour time formats.
Archive Start/Stop	Click this button to start or stop the archiving process.
Archive Activity Indicator	Identifies archiving status.
Archive Media Status	Displays the amount of available space on the archive media.
Archive Media Display	Identifies the type of archive media being used.
Record Media Status	Displays the amount of used and available hard drive space on the PC.

Using Compact View

There is also a Compact View of the Recording Panel that displays a limited control set. This Compact View is designed to take up less screen space and will always remain visible (always on top) on the screen so that it is easier to work with other programs as recording occurs. For example, you may wish to transcribe proceedings or take notes regarding the proceedings.

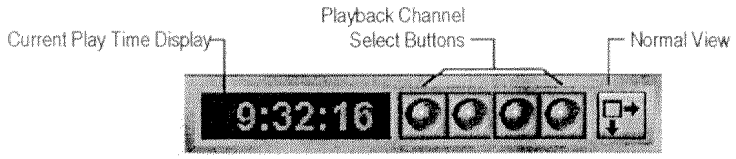
To switch to Compact View:

- Click the **Compact View** button.

To switch to Normal View:

- Click the **Normal View** button.

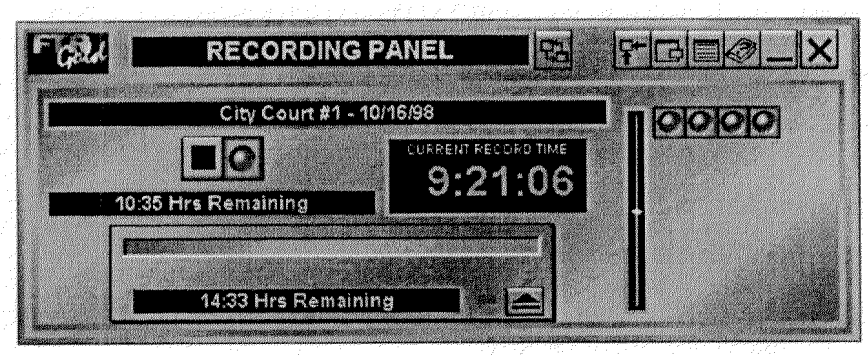
The figure below illustrates the options available from the Compact View of the Recording Panel and the table that follows describes each option.



Element	Description
Current Record Time	Displays the current time during recording.
Confidence Monitor Channel Select Buttons	Turns channels on and off while confidence monitoring recordings. Click the appropriate button to turn a channel off or on. See *Appendix A* for information on using keyboard shortcuts.
Normal View button	Click this button to return to Normal View.

Beginning to Record

When recording begins, you will notice the recording time in the **Current Record Time** display.



To start recording:

1. Ensure the Recording Panel is in Normal View.
2. Click the **Start Recording** button on the Recording Panel.

Tip: You can also press CTRL+F2 to start recording while in Normal View.

Identifying the Record Media Status Display

The Record Media Status display identifies how much free space is available to store further recordings on the PC. This information displays in four different formats. To see each of the formats, continue to click the Record Media Status display. With each click the status display toggles to list the available space in one of the following formats:

- The number of MB available.
- The total amount of recording time available in hours and minutes.
- The percentage of total hard disk space used.
- A progress bar indicating the percentage of storage space used.

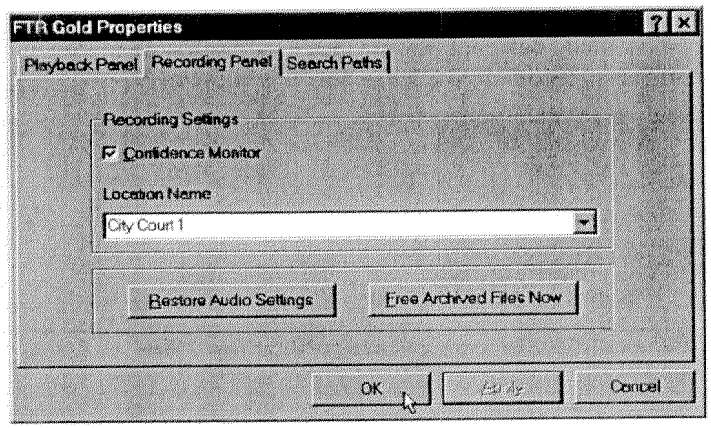
This display flashes a red low capacity warning when 20 minutes or less of recording time/media is available. This warning appears regardless of the format currently shown in the display and will continue to appear until you click the display.

Listening While Recording

Confidence monitoring is the process of listening to the recorded data directly from the hard drive during the proceedings. This is to verify that the audio data has been successfully recorded. The playback has a ½ second delay. The Confidence Monitor feature is controlled by the Recording Panel properties.

To turn confidence monitoring on or off:

1. Click the **Properties** button to display the FTR Gold Properties dialog box.



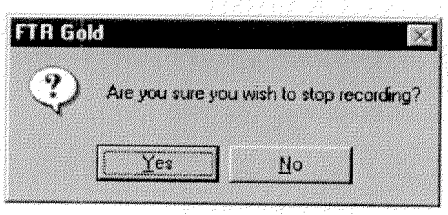
2. Click the **Recording Panel** tab.
3. Select the **Confidence Monitor** check box to enable confidence monitoring. Clear the check box to disable confidence monitoring.
4. Click the **OK** button.

Ending a Recording

When a break is taken or when the proceedings are finished for the day, you must remember to stop the recording process. If you attempt to close the program while recording is in progress a warning appears indicating that the program cannot be closed until the recording is stopped. The Recording Panel must be displayed in Normal View in order to stop the recording.

To stop recording:

1. Click the **Stop Recording** button on the Recording Panel.
2. From the confirmation dialog box click **Yes** if you are sure you wish to stop recording. FTR Reporter continues to record until the **Yes** button is clicked.



Tip: You can also press CTRL+F3 to stop the recording while in Normal View.

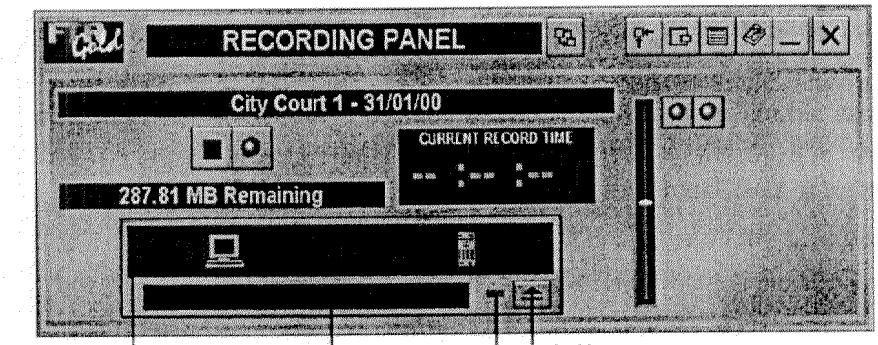
Archiving

Archiving is the process of copying recordings from the hard drive of the PC to a relegated permanent or long-term digital storage location. This can take the form of any digital media such as recordable CD's, other removable media such as Zip disk or Magneto Optical disk, or, by using Archive To Network, the hard disk of another computer.

Once archiving is started, FTR Reporter automatically archives recordings to the archive location of your choice. If your Archive Location is a shared folder on another computer then archiving is automatically started. If you are archiving to removable media then it must be started manually.

Identifying the Archive Display components

The Archive display is located on the Recording Panel of FTR Reporter. The figure below illustrates the components of the Archive display. These components are explained in detail in the following sections.



Archive Media — Archive Media Status — Archive Activity Indicator — Archive Start/Stop

Checking Archive Activity

Next to the **Archive Start/Stop** button is the **Archive Activity Indicator**. The **Archive Activity Indicator** changes to one of three colors depending on the mode of operation.

Stopped

No media in the drive (or no connection to network archive location).
Media is invalid.
Valid media present (or the archive network location is available) but archiving has not started.

Idle

Valid media in the drive (or the archive network connection is established) and archiving has been started but there is no audio waiting to be archived.

In progress

Archiving has started and audio is currently being archived to the removable media or to the network archive location.

Checking Archive Media Status

The Archive Media Status display identifies how much free space is available on the archive media to store further recordings. Depending on the type of archive media, this information displays in a number of different formats. With each click the display toggles to show the different formats.

When archiving to a network location, the following information is available:

- The number of MB available.
- The total amount of archive time available in hours and minutes.

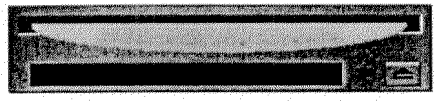
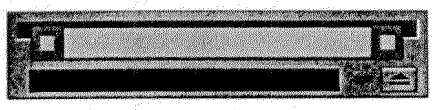
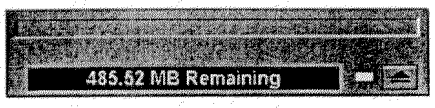
When archiving to all disk media including CD and other removable media, the following information is available:

- The number of MB available.
- The amount of archive time available in hours and minutes.
- The percentage of total archive media space used.
- A progress bar indicating the percentage of archive space used.

Archive Media

FTR Reporter groups archive media into two types; Archive to Disk or Archive to Network. The type of archive media is dependent on the location entered in the Archive Location component of the Settings Wizard (see *Running the Settings Wizard* for more information). Archive to Disk includes all disk media such as CD and removable media.

The **Archive Media** display has a unique display for each archive media. The following table displays the Archive to Disk and the Archive to Network media displays respectively. For further explanation of the archive procedures for differing media, consult the following sections entitled *Archiving to a Network Location*, *Archiving to Other Removable Media* and *Archiving to a CD*.

Archive Media Display	Description
	Archive to Disk display: no CD inserted.
	Archive to Disk display: no other removable media inserted.
	Archive to Disk display: media inserted.
	Archive to Network display: archive stopped.
	Archive to Network display: archive activated.

Archiving to a Network Location

With FTR Reporter you can archive to a location on your network. Sound files are stored in a hierarchical folder structure based on date and location name.

Example

A recording is occurring on 2nd January 2002 in Court 1 and the specified **Archive Location** is:

\\ArchiveServer\SoundArchive\FTRAudio

where **AchiveServer** is the computer name, **SoundArchive** is the sharename and **FTRAudio** is the designated folder.

When archiving commences the **Archive Location** is scanned for a folder called **200201** and if not found it is created. This represents the year and month of the recording.
It then scans the month folder for a folder called **Court 1** and if not found it is created. Once the folders are in place the sound files are archived to:

\\ArchiveServer\SoundArchive\FTRAudio\200201\Court 1

Network archiving is started automatically when FTR Reporter starts. The **Archive Activity Indicator** will be green or red indicating that archiving is idle or currently writing. It is not necessary to stop archiving to quit the program. You can stop archiving at any time if required.

Archiving to Other Removable Media

You may choose to use other forms of archive media such as ZIP, JAZZ, Magneto Optical or others.

Some removable media may require preparation before being used with FTR Reporter. Follow the formatting instructions for your media type, as described by the vendor's users guide for the drive device you choose. When you complete recordings for the day and stop archiving, your removable media may also automatically eject from the removable media drive. If this occurs, simply remove the media and store it for future reference. If the removable media does not automatically eject on ending archiving, consult the vendor's users guide for information on ejecting.

Note: If the removable medium is ejected during an archive session you may see some Windows error messages. You can re-insert the disk or use a new disk and restart the archive session with no data loss.

Archiving to a CD

FTR Reporter uses DirectCD™ from Roxio™. During installation of FTR Reporter some DirectCD settings are adjusted for efficient use of archiving. It is important that your computer is restarted after installation to ensure these settings are optimized.

Start Archiving

On inserting a CD, FTR Reporter checks the status of the disc and a message is displayed to describe what is found. To learn more about Archive Media Status messages see *Archive Media Status – CD* later in this guide.

To start an archive session

1. Insert a disc in the drive. The Archive Device display shows a disc disappearing into the drive.

   Note: If the CD has been used to store other data and has not previously been used for archiving FTR Audio then a warning message is displayed. You can continue with the disc or you can eject the disc by pressing the drive eject button.

2. Click the **Start/Stop Archiving** button.

   If there is no audio waiting to be archived the Archive Activity Indicator changes to green showing idle mode.

   If there are recordings waiting to be archived the Archive Activity Indicator changes to red showing writing mode.

   In both cases the Archive Media Status display shows remaining disc space.

   Note: Before archiving actually begins some form of disc preparation may occur. An appropriate message is displayed in the **Archive Media Status Display**.

Stop archiving

You can stop a CD archiving session at any time. After confirmation, archiving is stopped and the disc is ejected. The sound files that have successfully been archived to the disc are now marked as available for deletion from the Recordings Folder.

When ejecting the CD you can choose one of two formats for the CD.

Write-protect this disc then eject.
This option ensures that the CD can never to be written to again. The CD is finalized and permanently closed for use making it readable in most standard CD-ROM drives.

I intend to archive more audio to this disc: eject now.
This option applies no processing to the CD before it is ejected. In this condition the CD cannot be read by most CD-ROM drives but it can be used to add more archived audio at a later time using FTR Reporter. When the CD is full or you do not intend to add more archived audio then you can choose to protect the disc from further writing.

To stop archiving

1. Click the **Start/Stop Archiving** button .
2. A confirmation dialog box is displayed before archiving is stopped. Click **Yes** if you are sure you want to stop archiving.

   Note: If you stop an archive session while there is audio waiting to be archived, the confirmation message includes an estimate of the amount of audio remaining to be archived.

3. From the **Eject Archive CD** dialog box select an option and click **OK** to continue.

4. The **Archive Status Display** indicates that the CD is ejecting.

   Note: It may take some time for the CD to eject if you are write-protecting the disc.

5. The CD is ejected and the CD image in FTR Reporter is shown as ejected.

Archive Media Status - CD

When archiving is off the following messages can be displayed.
The display alternates between message one and two at 3-second intervals. The audio to be archived is updated every 5 minutes while recording is active (and once when recording stops). Message two displays the amount of audio in the Recordings Folder that is yet to be archived.

Message One	Message Two	Disc Status
Drive is empty	**XX MB (XX mins) to be archived**	No disc in drive
XX MB (XX mins) available	**XX MB (XX mins) to be archived**	Valid disc in drive
Cannot Archive – Invalid Media	**XX MB (XX mins) to be archived**	Invalid disc in drive

When you start archiving with a valid disc the following messages can be displayed.

Message	Activity
Preparing to archive	Displayed when a blank CD is being formatted or a finalized CD is being made writable.
XX MB Remaining	Shows the space remaining on the CD and is displayed when archiving is idle or writing to disc. There are four alternative formats that are selectable by clicking the display.
Busy. Please wait.	Displayed for 2 seconds whenever the **Archive Start/Stop** button is pressed while disc preparation is active.

When you stop archiving the following messages can be displayed.

Message	Activity
Archive File Copy in Progress	Displayed when archiving is stopped while still writing to the disc.
Write protecting the disk	Displayed when the first option is selected in the **Eject CD** dialog box. When complete the next message is shown.
Ejecting	Displayed after write protection completes or when the second option is selected in the **Eject CD** dialog box.
Busy. Please wait.	Displayed for 2 seconds whenever the **Archive Start/Stop** button is pressed while any disc processing is active.

Troubleshooting DirectCD

To ensure that archiving to CD is efficient and simple some default DirectCD settings are changed when FTR Reporter is installed.

If DirectCD dialog boxes begin to appear for no apparent reason then one or more of these settings have been changed. You can manually change these settings to prevent DirectCD dialog boxes appearing again.

To change DirectCD wizard settings

1. Right click the **DirectCD** icon in the System Tray and click **Properties** (version 2.X or 3.X) or **Options** (version 5.X).
2. If you have DirctCD version 2.X and 3.x then select the **DirectCD Wizard** tab. If you have DirectCD version 5.X go to the next step.
3. Make selections for your version of DirectCD.

   Version 2.X or 3.X
   Select the **Enable standard CD-ROM compatibility** option and clear all other options

   Version 5.X
   Select **Show Icon In System Tray**
   In **CD-R Eject Options** select **Always Leave As Is**
   In **Options Available For Drive** leave settings as they are
   Clear all other options
4. Click **OK** to accept the changes and close the **Properties/Options** dialog box.

The Playback Panel

Before listening to previously recorded audio, you must switch to the Playback Panel. After switching panels, the audio from the required day is selected and opened for playback.

Switching Panels

As described earlier in this guide, FTR Reporter provides tools for controlling the display of the FTR Reporter program. The Panel Change button located at the top of FTR Reporter switches the display between the Recording and Playback Panels.

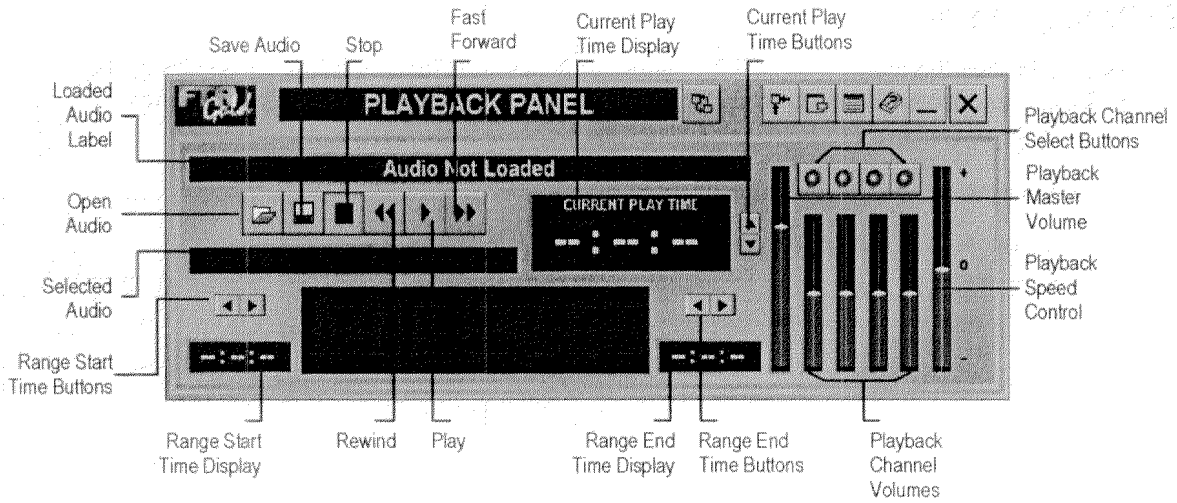
To switch between the Recording and Playback Panels:

- Click the **Panel Change** button at the top of FTR Reporter.

Note: When the Playback Panel displays, the Current Play Time Display is filled with dashes. This indicates that no audio has been opened for listening.

Identifying the Playback Panel Screen Components

The Playback Panel is illustrated in the figure below. The table that follows describes each function.



Option	Description
Open Audio	Click this button to load recording files.
Save Audio	Click this button to save a defined range.
Stop	Click this button to stop playback.
Rewind	Click this button to rewind recordings.
Play	Click this button to play a recording.
Fast Forward	Click this button to fast forward through recordings.
Current Play Time Display	Displays the current playing time in a recording.
Playback Channel Select Buttons	Displays the available audio channels and turns them on and off. See *Appendix A* for keyboard shortcuts.
Playback Speed	Controls the playback speed of the recording. Drag the control tab up to increase the speed, or down to decrease the speed.
Playback Channel Volume	Controls the playback volume on each independent channel. Drag the control tab up to increase the volume of the required channel, or to decrease the volume.
Playback Master Volume	Controls the overall volume of all channels. Drag the control tab up to increase the volume of all channels, or down to decrease the volume.
Range Start Time Display	Displays the starting time of a selected audio range. You can also key in times.
Range End Time Display	Displays the ending time of a selected audio range. You can also key in times.
Range Start Time Buttons	Click these adjustment buttons to adjust the Range Start Time.
Range End Time Buttons	Click these adjustment buttons to adjust the Range End Time.
Current Play Time Buttons	Click these adjustment buttons to adjust the Current Play Time.
Selected Audio Display	Identifies Displays the total amount of time in a selected range of audio.
Loaded Audio Label	Identifies Displays the date and recording location of the loaded audio.

Using Compact View

There is also a Compact View of the Playback Panel that displays a limited control set. This Compact View is designed to take up less screen space and will always remain visible (always on top) on the screen so that it is easier to work with other programs as playback occurs. For example, you may wish to transcribe proceedings or take notes regarding the proceedings.

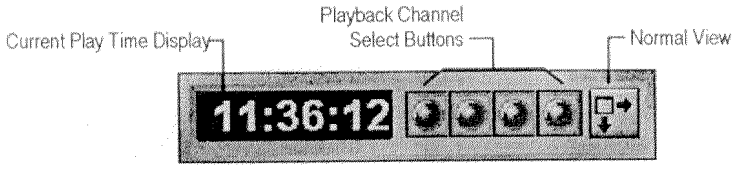
To switch to the Compact View:

- Click the **Compact View** button.

To switch to Normal View:

- Click the **Normal View** button.

The figure below illustrates the options available from the Compact View of the Playback Panel and the table that follows describes each option.



Option	Description
Current Playback Time Display	Displays the time of recording being played back.
Channel Select Buttons	Turns channels on and off during playback. This allows the user to isolate audio channels while playing back recordings in order to focus on specific speakers. Click the required button to turn a channel off or on. See *Appendix A* for information on using keyboard shortcuts.
Normal View	Click this button to return to Normal View.

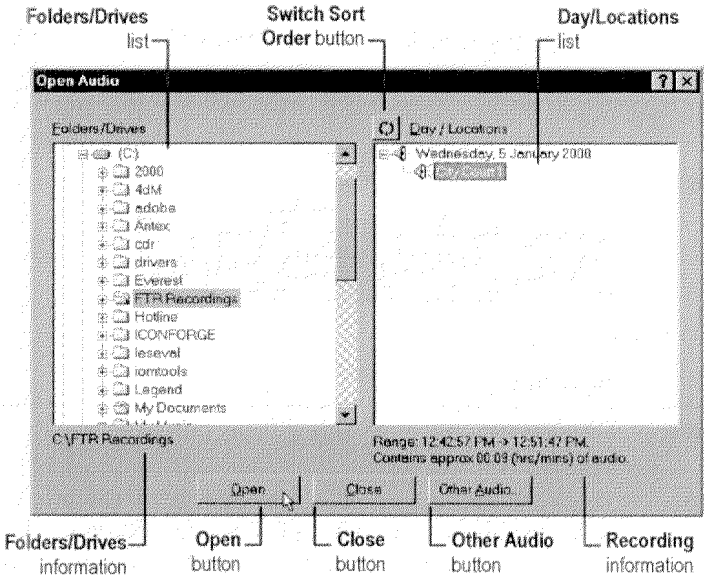
Loading Recordings

Recordings created using FTR Reporter are organized and stored by date and location. When selecting audio for playback, simply locate the recording using the location and date.

Note: Do not attempt to open audio from a removable media device that is currently archiving. Failure to observe this warning may result in loss of data on the archive medium.

To open an FTR Gold recording

1. Click the **Open Audio** button on the **Playback Panel** to display the **Open Audio** dialog box.



2. Select an appropriate folder from the **Folders/Drives** list.
3. Open a recording from the **Day/Locations** list by double-clicking clicking on it. Alternatively, single-click the desired recording and click **Open**.

Tip: The **Switch Sort Order** button switches the sort order between location and day in the **Day/Locations** list.

You can use the Playback panel to listen to proceedings currently being recorded by FTR reporter. Simply open the audio as you would any other FTR recording.

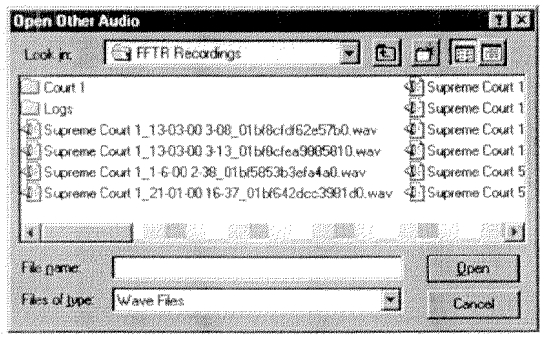
Opening Recordings In Other Formats

It is also possible to listen to recordings created using other programs. If the recording was not created using FTR Reporter, the procedure for loading it is slightly different.

Note:	This procedure can be used to play any *.WAV file. However, if the *.WAV file is not in FTR Gold format, you must have the proper CODEC installed to read that *.WAV file.

To open other types of audio:

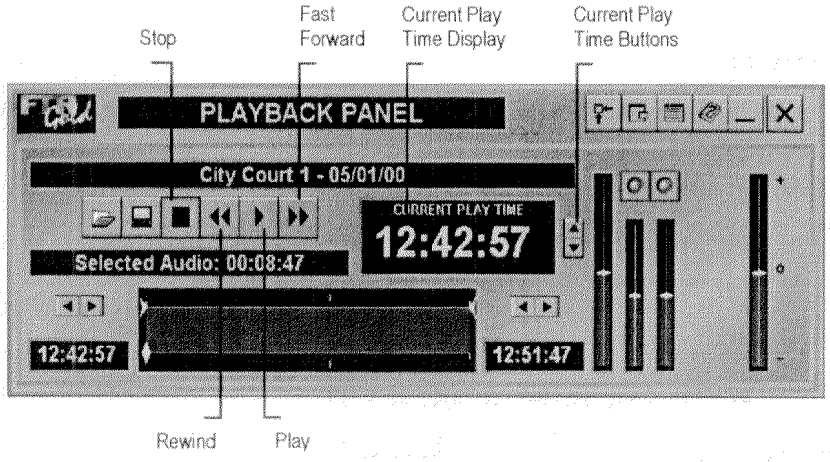
1. Click the **Open Audio** button on the Playback Panel to display the **Open Audio** dialog box.
2. Click **Other Audio** to display the following dialog box:



3. Expand the **Look in** list box (click the arrow) and select the required drive.
4. If necessary, double-click the folder containing the required audio.
5. Select the required recording.
6. Click the **Open** button.

Listening to Recordings

After audio from the required date is loaded, it is ready to be played. There are several options available for controlling the playback of the recording as well as locating a specific time in the recording. The following figure illustrates the options and the table that follows describes each one.



Option	Description
Rewind	Click this button to scroll backward in the recording at four times the normal playback speed.
Play	Click this button to play the currently loaded recordings.
Fast Forward	Click this button to scroll forward in the recording at four times the normal playback speed.
Current Play Time Display	Displays the current recording playback time. This display can be edited to locate a precise time in the recording.
Current Play Time Buttons	Click these adjustment buttons to adjust the position of the Current Play Time.

Note: No audio is heard while using the Rewind and Fast Forward features.

Entering a specific time

In addition to using the **Rewind**, **Fast Forward**, and **Current Play Time** buttons, you can type a specific recording time in the **Current Play Time** display.

To enter a specific play time:

1. Open the audio from the required location and date.
2. Click the required time component in the **Current Play Time** display. For example, click the hour if you wish to change the hour of playback.

Tip:	The keyboard shortcut for selecting the Current Play Time Display is ALT+1. The hours component is selected. For other keyboard shortcuts see *Appendix A* at the end of this guide.

3. Type the required number.

Tip:	For single digit times enter a zero first. Alternatively enter the single digit and move to the next time component using the cursor keys.

4. The time entry mode automatically moves right to the next time component of the **Current Play Time** display. Press ENTER if you wish to confirm the keyed time components. Otherwise, after the last seconds digit is entered the time is automatically checked and accepted if valid.

Note:	The time displayed may differ from the time you enter. This will occur if the time you enter is invalid. Invalid times are those that occur before the day start time, after the day end time or during a break in recording.

Using the FTR Foot Control

The foot control provides another way to control audio playback. It connects to the game port of the computer and works directly with the FTR Reporter program.

To play the audio, press the center of the control. To fast forward, press the left switch and to rewind press the right switch.

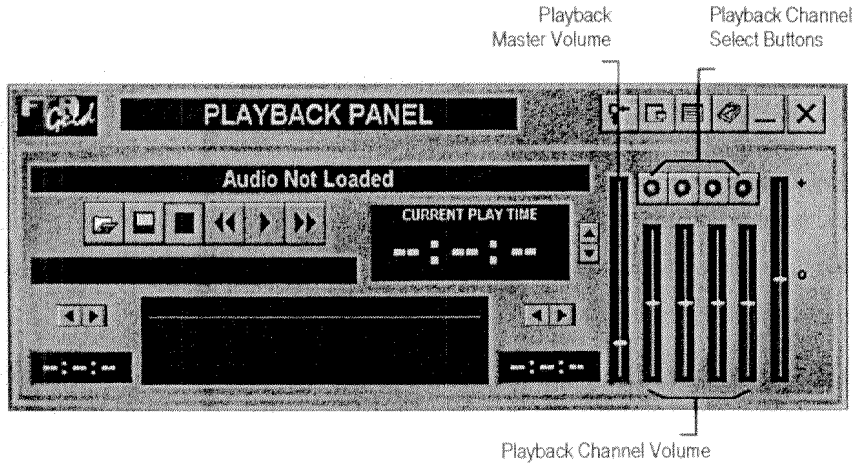
Note: The rewind and fast forward switches on the standard FTR Foot Control can be swapped by changing the internal wiring. You can also adapt foot controls from other manufacturers. Contact your dealer for information on other foot controls.

When the control is released while playing, an adjustable backspace is implemented so when play resumes, the speaker's last few words are repeated. The backspace time can be modified on the General tab of the FTR Gold Properties dialog box, which was discussed earlier in this guide.

Isolating Channels

FTR Reporter can record and playback audio in a 1, 2, or 4 channel format. By isolating channels, you can eliminate background noise from unwanted channels and separate speakers when they speak over one another. By default, four channels are displayed when the panel appears. When audio is loaded, the number of displayed channels will change according to the loaded audio format. For example, if the audio was recorded in a two-channel format, only two channels appear. You can isolate a channel using the mouse or the keyboard but the method of use differs. See *Using the Mouse* and *Using the Keyboard* later in this section.

In addition to isolating channels, you can control the volume of individual channels. Through the **Playback Master Volume** control, you can also control the volume of all channels as a group. The figure below illustrates the channel buttons and the volume controls. The table that follows describes them in more detail.



Option	Description
Playback Channel Select Buttons	Each button represents a different channel of audio in the recording. The channels are turned off and on by clicking the appropriate channel button. A green light means that the channel is on and a red light means that the channel is off.
Playback Channel Volume	Controls the playback of each individual channel.
Playback Master Volume	Controls the playback of all channels as a group.

Using the Mouse

Use the mouse to turn channels on or off as required.

To switch channels on or off

1. Click a channel that is on to turn it off. No other channels are affected.
2. Click a channel that is off to turn it on. No other channels are affected.

Using the keyboard

Using keyboard shortcuts has a different outcome depending on the state of the channel when selected. If a channel is on when selected it remains on while all other channels are switched off. This provides a quick way to isolate a single channel. If a channel is off when selected, it is switched on without affecting other channels. For keyboard shortcuts, see *Appendix A* later in this guide.

To isolate a channel

1. If the required channel is off press the keyboard shortcut to switch it on.
2. If the required channel is on press the keyboard shortcut to switch off all other channels.

To swap to another isolated channel

1. Press the keyboard shortcut for the new channel. This turns the channel on without affecting other channels.
2. Press the same keyboard shortcut to switch off all other channels

To select a combination

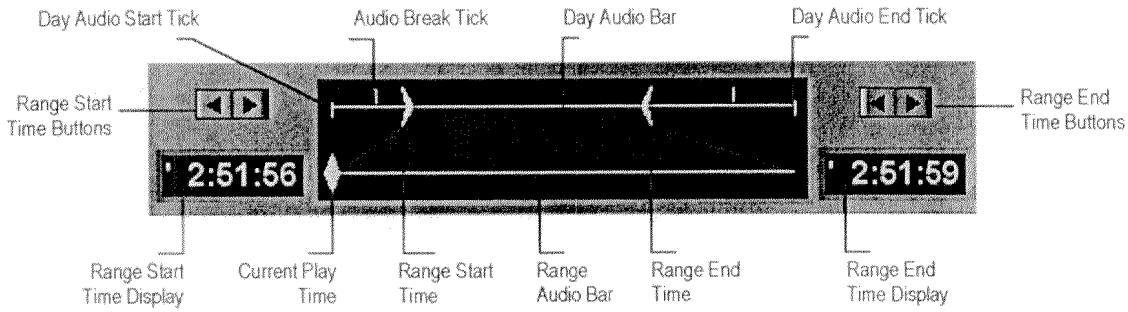
1. Press the keyboard shortcut for one of the required channels. The channel must be on.
2. Press the keyboard shortcuts for the additional required channels.

Tip: To switch all channels on, press CTRL+5.

Selecting and Saving Audio Ranges

It is possible to take portions of a day's recordings and save them to other locations. This is useful when attorneys or judges wish to review portions of proceedings at a later date, or for distributing the recordings to transcription agencies. These sections of audio are called ranges and can be saved to any digital disk medium, such as a CD-R, CD-RW, hard disk, network drive, Zip, Jaz or Magneto Optical drive.

The Audio Display and associated range selection displays and buttons are used to define an audio range for saving to other media.
Prior to creating audio ranges and saving them, it is important to have a clear understanding of the range defining components and their functions. The following figure illustrates the components and the table describes each.



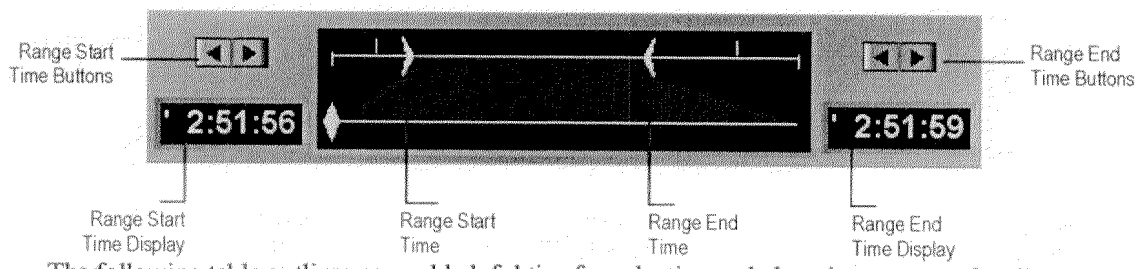
Component	Description
Day Audio Bar	Represents the entire day's recordings from one location.
Day Audio Start Tick	Represents the beginning of a day's recordings.
Day Audio End Tick	Represents the end of a day's recordings.
Audio Break Tick	Represents the stop and start times of breaks in the recording.
Range Start Time	Represents the beginning of a selected range. Drag this control tab to adjust the starting range time.
Range End Time	Represents the end of a selected range. Drag this control tab to adjust the ending range time.
Range Audio Bar	Represents the audio in a selected range.
Current Play Time	Represents the time of the currently playing audio. Drag this control tab to change the current playback time.
Range Start and End Time Buttons	Click these adjustment buttons to adjust Range Start and End Times.
Range Start and End Time Displays	Displays the current Range Start and End Times. These times can also be edited.

Selecting an Audio Range

There are several methods for selecting a range. The first method is to drag the **Range Start Time** control tab to the location where the audio range is to begin, then drag the **Range End Time** control tab to the time the audio range is to end. The new start and end times will appear in the **Range Start Time** and **Range End Time** displays as shown in the following example.

Another method for selecting a range is to use the adjustment buttons that appear above the **Range Start Time** and **Range End Time** displays. The left adjustment button will decrease the time selected with each click while the right adjustment button will increase the time selected with each click. Click and hold to increase the rate of change.

In addition to selecting a time component and using the adjustment buttons to change the time, you can also key in a selected time component to quickly identify a specific time. Simply click on the **Range Start Time** or **Range End Time** display and type the required time.



The following table outlines several helpful tips for selecting and changing a range of audio.

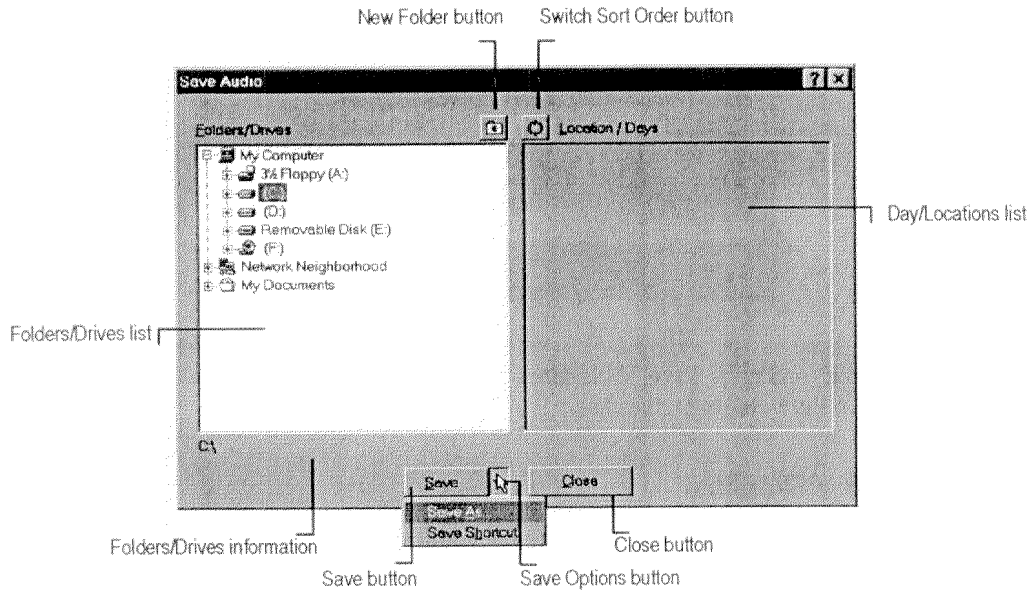
Action	Description
Double-clicking the Range Start Time Display	Changes the Range Start Time to the Current Play Time.
Double-clicking the Range End Time Display	Changes the Range End Time to the Current Play Time.
Pressing the CTRL key while dragging the Range Start Time or Range End Time Control tabs.	Changes both the Range Start Time and the Range End Time.
Pressing the CTRL key while clicking and dragging the mouse cursor anywhere within the Day Audio Bar.	Drags the selected audio range across the Day Audio Bar.
Pressing CTRL+ALT+← or →	Move entire range back or forward

Saving an Audio Range

After the range has been defined, it can be saved in a number of ways.

To save an audio range:

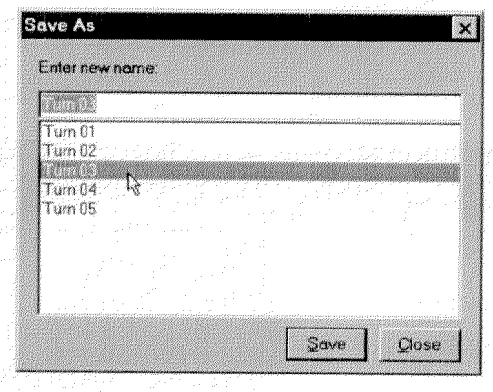
1. Click the **Save Audio** button on the Playback Panel to display the **Save Audio** dialog box.



2. Perform one or more of the following **Save** tasks.
   a. Save the audio range by clicking **Save**.
   b. Create a new folder by clicking the **Create New Folder** button. Simply name the folder in the **Create Folder** dialog box and click OK.
   c. Use the **Switch Sort Order** button to switch the sort order between location and day in the Day/Locations list.
   d. Click **Close** to exit the **Save Audio** dialog box without saving any audio or audio range information.
   e. Use the **Save Options** button to use the **Save As** or **Save Shortcut** options explained below.

Using Save As

The **Save As** option opens the **Save As** dialog box. From the Save As dialog box you can save the audio range with a new location name.



Simply type a new name for the audio range or select a previously saved name from the list (there is a 28-character limit) and click **Save**. This saves the audio range under the new location name in the folder selected in the **Folders/Drives** list.

Using Audio Range Shortcuts

Audio Range Shortcuts are designed to enable saving audio ranges without the need to save extensive amounts of audio data. These shortcuts can be saved easily on a choice of digital media, allowing distribution to third parties.

After clicking the **Save Audio** button, simply click the **Save Shortcut** button to save the audio range information in the folder selected in the **Folders/Drives** list. No audio data is saved, but a shortcut referring to the original sound file is created. This shortcut contains the audio range information, reducing sound file duplication.

Audio Range Shortcuts can be opened in the same manner as normal FTR recordings. When opening shortcuts, FTR Reporter simply searches for the original audio data and opens the full recording with the audio range selected. As Audio Range Shortcuts contain no actual audio data, they are also ideal for sending as electronic mail attachments or simply across a network to be opened from another location.

It is important to recognize the differing appearance of Audio Range Shortcuts when opening them from any of these locations. The figures below show three possible appearances.

Windows Explorer Icon | Desktop or Email Icon | FTR Reporter Open Audio dialog box

Note: In order for the recipient of the Audio Range Shortcut to be able to find the audio data, it is necessary to define **Search Paths** in the FTR Reporter Properties. See *Understanding the Search Paths Tab Options* under *Setting Properties* for more information.

Appendix A: Using Keyboard Shortcuts

Playback Panel

The following keyboard shortcuts are available in Normal View. Available keyboard shortcuts in Compact View are restricted and are indicated with an asterisk (*). Compact View keys are also global, which means they operate regardless of the program you are currently using.

Common Controls

To	Press
*Select Normal or Compact view	CTRL+ALT+V
Select Always On Top (toggle key)	CTRL+T
View properties	ALT+ENTER
Exit program	ALT+F4

Play Controls

To	Press
Play	F2
Stop	F3
Rewind	F4
Fast forward	F5
Open audio	CTRL + F6
Save audio	CTRL + S
*Increase/Decrease master volume	CTRL + ↑ or ↓
Increase/Decrease play speed	SHIFT + ↑ or ↓
Select stereo playback	CTRL + ALT + S
Select mono playback	CTRL + ALT + M

Moving Audio Display Control Tabs

To	Press
Move current play time tab left or right	SHIFT + ← or →
Move range start time tab left or right	CTRL + ← or →
Move range end time tab left or right	ALT + ← or →
Move selected audio range left or right	CTRL + ALT + ← or →

Editing Time Displays

To	Press
Select current play time display	ALT + 1
Select range start time display	ALT + 2
Select range end time display	ALT + 3
Cancel time display selection	ESC
Select AM or PM (toggle key)	` or '
Cancel entry	ESC
Accept entry	ENTER

Channel Controls

To	Press
*Channel 1 action **	CTRL + 1
*Channel 2 action **	CTRL + 2
*Channel 3 action **	CTRL + 3
*Channel 4 action **	CTRL + 4
*Turn all channels on **	CTRL + 5

** The outcome of channel control action will vary depending on the current state of the channel. If the channel is on, it will remain on while all other channels are switched off. This action provides a quick way to isolate a channel, which is a typical requirement during transcription. If the channel is off, it is switched on without affecting any other channels. This action provides a way to select different combinations of channels.

Recording Panel

The following keyboard shortcuts are available in Normal View. Available keyboard shortcuts in Compact View are restricted and are indicated with an asterisk (*). Compact View keys are also global, which means they operate regardless of the program you are currently using.

Recording Controls

To	Press
Start recording	CTRL + F2
Stop recording	CTRL + F3
Start/Stop archiving	CTRL + F12

Confidence Monitoring Controls

To	Press
*Adjust confidence monitor volume	CTRL + ↑ or ↓

Channel Controls *

To	Press
*Channel 1 action **	CTRL + 1
*Channel 2 action **	CTRL + 2
*Channel 3 action **	CTRL + 3
*Channel 4 action **	CTRL + 4
*Turn all channels on	CTRL + 5

** The outcome of channel control action will vary depending on the current state of the channel. If the channel is on, it will remain on while all other channels are switched off. This action provides a quick way to isolate a channel, which is a typical requirement during transcription. If the channel is off, it is switched on without affecting any other channels. This action provides a way to select different combinations of channels.

Appendix B: Preparing for Successful Recording

The information described here is a set of recommendations for preparing the courtroom for successful recording as well as tips for ensuring the best possible recording.

Setting Up and Testing Your Equipment

One major key to successful recording is testing the equipment before the actual proceedings begin.

1. Verify that each of the following statements is true:
   - All necessary equipment is present.
   - The microphones are plugged into the proper channels on the back of the mixer and the channels are clearly marked.
   - The mixer is connected to the computer.
   - If the archive drive is external, it is connected to the computer and is turned on.
   - The headphones and speakers are connected to the computer.
2. Turn on the PC.

Note: Steps 1 and 2 should be done as soon as possible as it may take a few minutes to boot up the computer.

3. Start FTR Reporter.
4. Label the first archive CD or disk with the date and location of the proceedings, then place it into the archive device correctly.
5. Start recording.
6. Speak into each microphone to identify its location. For example, walk to the judge's microphone and say "judge". This identifies which microphones are functioning. If microphones are close then add a scratch test after each voice test.

Note: When speaking into a microphone being tested, other microphones placed near it may pick up the words being spoken during the test. This makes the scratch test very important.

7. Stop the recording session.
8. Play the session back to verify that audio was recorded, switching between the channels as you listen. Remember to listen for the scratch test on each microphone. If you hear voice but no scratch, the microphone is not working. The voice you hear in this case is being played back on another close microphone. Repeat this process and listen through the headphones as well.
9. If the system is functioning properly, continue with any necessary court procedures.
10. If the system is not functioning properly, check all of the connections, exit FTR Reporter, and reboot the system. If this does not correct the problem, contact your dealer.
11. You should be ready to record 15 minutes prior to the first proceeding. The recording of the day's proceedings should begin before "all rise" is announced.

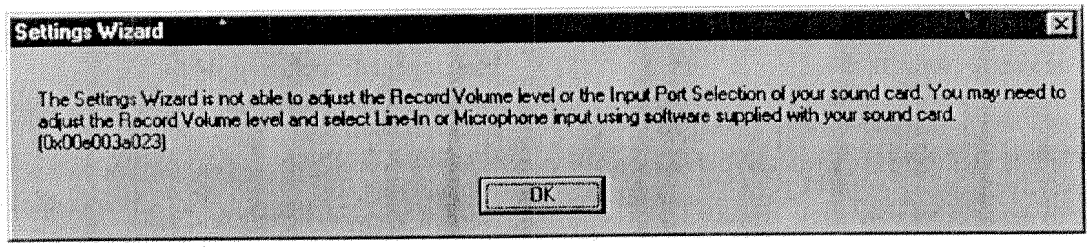
Making an Effective Recording

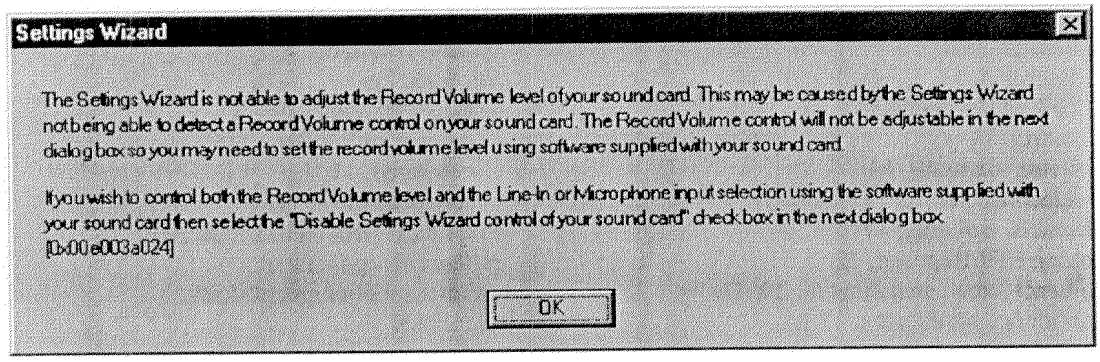
The following is a set of guidelines for ensuring that the proceedings are recorded as completely and clearly as possible.

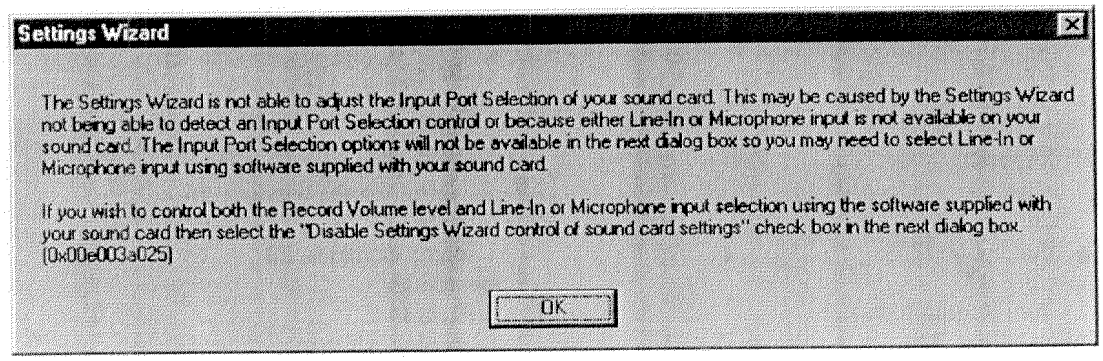
- Be sure that you are recording at all times when the judge is on the bench. Any order by the judge to stop the recording should be heard on the recording. You should only go off-the-record at the direction of the judge.
- The date, location, case number, and claimant name should be stated at the beginning of the recording.
- Speakers should introduce themselves as they go on the record. Ask them to state their names if necessary. If a name is difficult to understand, or the speaker is unclear, have that speaker spell their name.
- Be sure that each speaker talks directly into the microphone and that they do not scratch or tap any part of the microphone or stand.
- Politely ask participants to speak up and repeat themselves as necessary. It is better to ask to have the information repeated rather than to not record the information clearly.
- If technical terms become a part of the recording, ask for the spelling of the words as necessary.
- If sneezing, coughing, or other noises mask the sound of a voice, note the dialogue at that point of the recording in the log notes.
- If off-the-record conversations are being picked up on the recording - such as attorneys conferring at a table - let the parties involved know that they are being recorded and that they should move away from the microphone.
    - When judges and attorneys confer in off-the-record discussions it can be difficult to tell when they wish to be back on the record. As the discussion progresses, ask them if they wish to be on the record.

Appendix C: Settings Wizard Sound Card Warnings

If the Settings Wizard cannot detect some features of the sound card you are using then one of the following messages is displayed. Failure to detect the required features is not a fault and will not prevent FTR Reporter from working. The only outcome is that you may have to manually set the Record Volume level or select an input device using the software that is supplied with your sound card.







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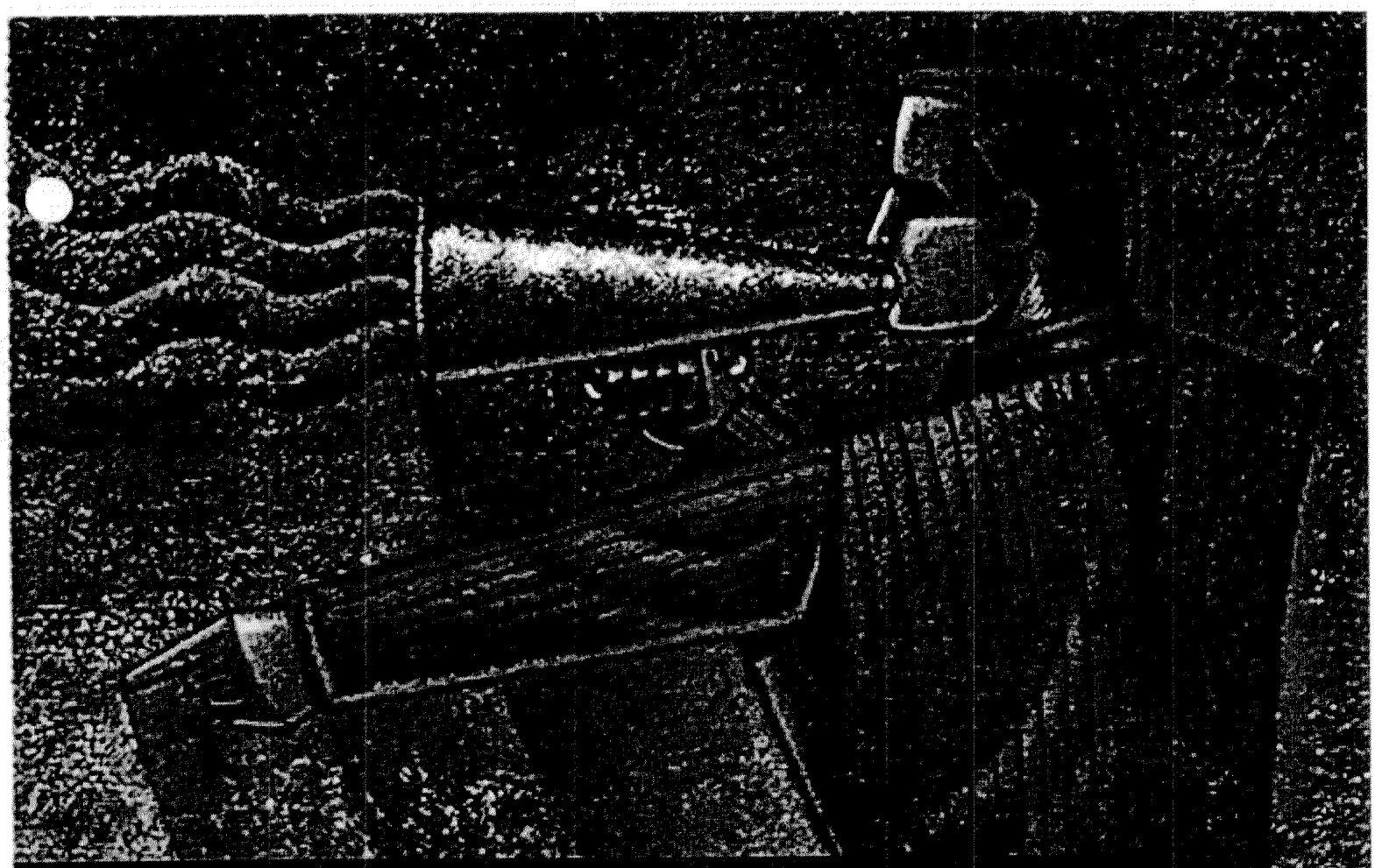

TheRecord Player™ User's Guide

ForTheRecord®

Embedded License Agreement

During the installation of TheRecord Player you are required to perform actions that determine your acceptance or rejection of a license agreement that governs your use of the product.

The text of the license agreement, as it appears in the software, appears below and continues on the following page.

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FTR-Users Guide-Player-TheRecord-3.1.doc 20040616

ForTheRecord®

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ForTheRecord®

INTRODUCTION

Welcome

TheRecord Player™ is the digital standard for playing recordings of courts, meetings and conferences. While the new player is backwards compatible with FTR Gold audio, it now includes enhanced video playback features. To maximize the benefits of reviewing audio and video it is recommended that you capture the record using the companion program - TheRecord Recorder™.

Because the record is stored digitally there is no degradation in quality, no matter how often it is played.

Player is available as a free download from the ForTheRecord website, located at www.ForTheRecord.com.

About This Guide

This User's Guide assumes that you are familiar with Microsoft Windows operating systems. If you are new to Windows, make use of the extensive Windows help system before attempting to use TheRecord Annotator.

There are three types of specially marked text used throughout this guide.

This is a note. It is used to provide additional information that may be important in the area you are currently reading.

This is a tip. It is used to provide additional information that may assist you to complete a task in another way – such as a keyboard shortcut.

This is a warning. It is used to highlight an action or task that must be completed exactly as stated. Failure to do so may result in loss of data.

Getting Technical Support

Please consult this guide and the online Help before seeking further assistance.

Additional help can be obtained in the following ways:

- **Website**
  Visit the website and search the knowledge base for articles that may assist. There may also be updates or patches available from the downloads area. Go to www.fortherecord.com/support
- **E-mail**
  Send your e-mail enquiries to support@fortherecord.com
- **Phone or Post**

Asia Pacific, Europe, Middle East and Africa	Americas
Post to:	Post to:
FTR Pty Ltd PO Box 1048 Technology Park Bentley Western Australia 6983	FTR Ltd 2901 North Central Avenue Suite 400 Phoenix, AZ 85012
Telephone:	Telephone:
1800 300 387 (Australia only, toll free)	877 650 0958 (NA toll free)
+61 8 94704366 (All others - charges apply)	

Note: You must have a valid FTR support contract to:

- Access advanced knowledgebase articles or to have unrestricted access to the downloads area
- Receive free technical support via phone or e-mail

Without a support contract you may be charged when contacting us for support. To purchase a support contract you can contact our sales department at: sales@fortherecord.com.

When contacting support services , please help us to help you.

- Record the system information available from the About box in any FTR program.
- Provide details about your hardware and operating system
- Record details of any error messages that appear on your screen
- Save the applications event log
- Provide details about what you did prior to the error condition
- Determine if the problem is an isolated incident or repeatable
- Determine if any software changes have recently been implemented such as new programs installed
- If possible provide copies of associated recordings or log sheets

GETTING STARTED

Installation

Refer to the Quick Setup Guide that accompanied this product. At some point you may need to configure Player to suit your requirements. See *Configuring Player* later in this guide.

Starting

You can start TheRecord Player from the **Start** menu or from the desktop.

To start Player:

1. Do one of the following:

   a. From the desktop, double-click the **Player** icon or

   b. Click **Start**, point to **All Programs**, then **ForTheRecord** and click **TheRecord Player**.

2. Observe that the program starts with an empty Player.

Note: When started for the first time a license agreement is displayed. If you accept the terms of the agreement you can continue. If not, Player does not start. You can also select an option to prevent the license being displayed again.

Getting Help

There are four ways to get help.

- Tutorial – contained on a separate CD that can be installed on your computer.
- TheRecord Player User's Guide - this is stored on your computer and requires Acrobat Reader.
- On-line help - provides detailed descriptions of the features of Player.
- What's This? help - provides instant access to help for information about each screen element.

Viewing TheRecord Player Tutorial

This tutorial guides you through the basic steps needed to open and play recordings. You can run the tutorials from the CD or from your local machine (if you have installed them).

To run the TheRecord Player tutorial from CD or to install the tutorial:

1. Place the TheRecord Learning CD into the CD-ROM drive of your computer.
2. Follow the instructions on the screen to install or view the tutorials.

To view the tutorials from your local machine:

1. Install the tutorials. See above.
2. Click **Start**, point to **All Programs**, **ForTheRecord**, **Tutorials** and click **Player**.

Reading the User's Guide

To read the Player User's Guide you need to have Acrobat Reader installed on your computer.

To read the user's guide:

1. Click **Start**, point to **All Programs**, **ForTheRecord** and then **User's Guides**.
2. Click **Player**.

Viewing On-line Help

The on-line help provides detailed descriptions of all Player features and includes comprehensive step-by-step instructions.

To start on-line help:

1. From the toolbar, click the **Help** button.
2. From the main **TheRecord Player** help window use the **Contents** tab to expand and contract the various books that describe the program. Click on a relevant topic to reveal the text in the right pane.
3. Use the **Index** tab to scan the help index for relevant topics.
4. Use the **Search** tab to locate relevant topics based on key words.

Viewing What's This? Help

With What's This? Help you can get instant help for any screen component or dialog box option.

To access What's This help:

1. From the main Player panel do one of the following:

   a. Right click the component for which you want help and then click **What's This?** from the shortcut menu.

   b. If the Accessibility option is enabled tab to the component for which you require help and press F1.

2. From any dialog box do one of the following:

   a. Right click the component for which you want help and click **What's This?** from the shortcut menu.

   b. When a shortcut menu is not available, click the **What's This?** help icon in the title bar and using the new What's This pointer click the component for which you require help.

   c. Press TAB until you highlight the component for which you require help and press F1.

About TheRecord Player

The **About TheRecord Player** dialog box displays the version. ForTheRecord and other third party copyright information is also displayed. You can also access system information from the about box.

To display the About TheRecord dialog box:

1. Click the product logo at the bottom right corner of the Player.

2. To view system information click the **System Info…** button. To close the system information window, click **File** and **Exit**.

3. Click the **OK** button to close the **About TheRecord Player** dialog box.

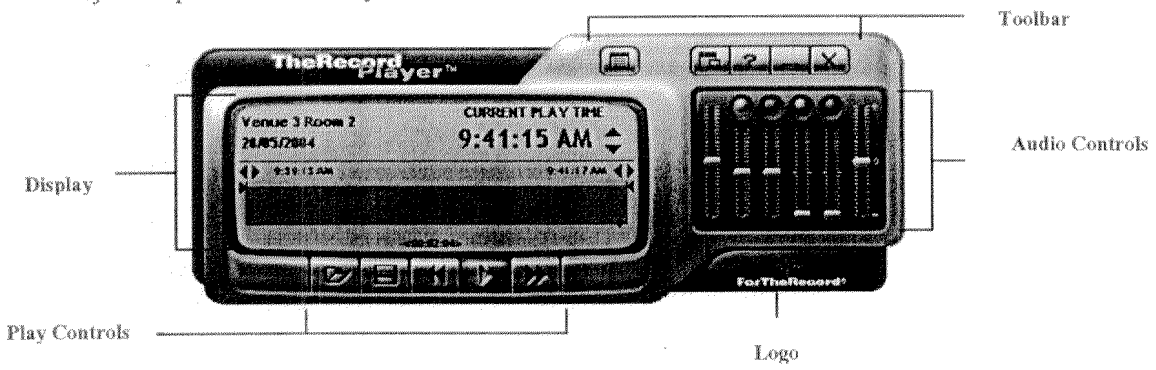
WORKING ENVIRONMENT

TheRecord Player

TheRecord Player can run in Normal or Compact View.

Normal View

The major components of the Player are described in the table below.



Toolbar

The toolbar consists of five buttons which are described in the following table.

Button	Description
	Properties- Click this button to view and change properties.
	Always On Top – Click this button to keep the Player always visible regardless of other programs being active.
	Help – Click this button to open and view TheRecord Player Help.
	Minimize – Click this button to minimize the Player. A compact view of the Player appears in the taskbar and includes a basic set of controls. See Positioning and Sizing later in this guide.
	Close – Click this button to quit the program.

Logo

Click the logo, at the bottom right corner of the Player, to view the **About** box and to access system information.

Play Controls

The five play controls are described in the table below.

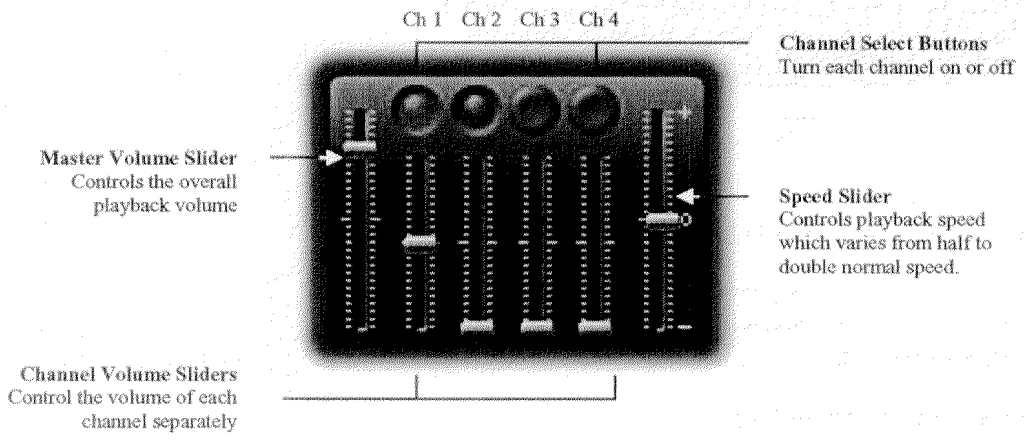
Button	Description
	Open - Click this button to use Navigator for locating and opening ForTheRecord recordings. **Note:** You can open other content if required.
	Save Copy As- Click this button to save a copy of the current range to another location.
	Scan Back - Click this button to scan back in the current range for an earlier time. Scanning skips back at 2 second intervals and plays for 0.5 seconds.
	Play - Click this button to start and stop play back of the currently loaded recording.
	Scan Forward - Click this button to scan forward in the current range for a later time. Scanning skips forward at 2 second intervals and plays for 0.5 seconds.

Audio Controls

The Audio Controls consist of:

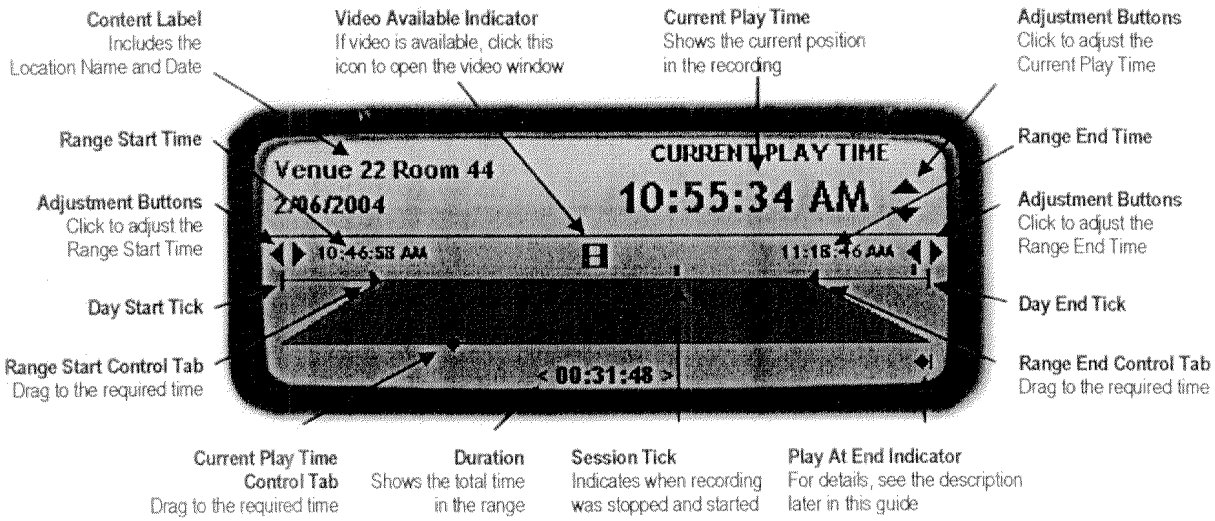
- Master Volume Slider - This sets the overall playback volume for all channels that switched on.
- Channel Volume Sliders - Each channel has its own volume slider that sets the playback volume.
- Channel Select Buttons - Each channel can be turned off or on as required. This does not affect the recording.
- Speed Slider - This sets the speed at which playback occurs. Speed varies from half to double normal speed.

If the loaded content was not recorded as four channels then the redundant channel select buttons appear grey.



Display

The Player Display shows a graphical representation of the loaded audio and provides additional advanced controls for managing playback.

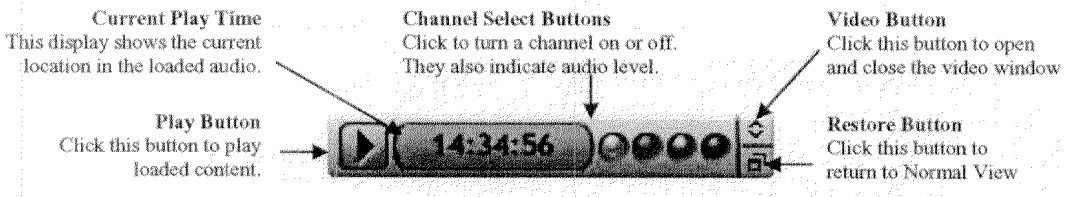


Element	Description
Content Label	Indicates the Location Name and date of the current content.
Current Play Time	Shows the current position in the recording. You can change the time by directly entering a new time or by clicking the associated adjustment buttons or by dragging the Current Play Time Control Tab.
Current Play Time control tab	Drag this tab to change the Current Play Time.
Range Start Time	Displays the start time of a selected range. You can change the time by directly entering a new time or by clicking the associated adjustment buttons or by dragging the Range Start Time Control Tab.
Range End Time	Displays the end time of a selected range. You can change the time by directly entering a new time or by clicking the associated adjustment buttons or by dragging the Range End Time Control Tab.
Range Duration	Displays the total content in the range. Click this field to toggle between time (h:m:s) and disk space (KB or MB)
Video Available Indicator	If shown, indicates that video is available for the current content. Click the icon to open the video window.
Play At End Indicator	If shown, indicates that the current content is actively recording. The state of the indicator varies. See *Playing a Recording in Progress* later in this guide.
Day Start and End ticks	Hover over these ticks to reveal the start time and end time of the current content.
Session Ticks	Shows when the recording stopped and restarted.

Compact View

When minimized, the Player is reduced to a Compact View in the taskbar. A basic set of controls is provided in Compact View.

Note: Compact View is not available if the taskbar is docked vertically or at the top of the desktop. Be sure to dock the taskbar at the bottom of the desktop before selecting Compact View.



Compact View

To switch to the Compact View:

1. From the Player Toolbar, click the **Minimize** button.
2. If Player is displayed as a normal minimized taskbar button and not as the expected Compact View do the following.
   a. Maximize Player.
   b. Right-click a vacant area of the taskbar.
   c. From the shortcut menu, point to Toolbars and click TheRecord Player.
   d. Minimize Player.

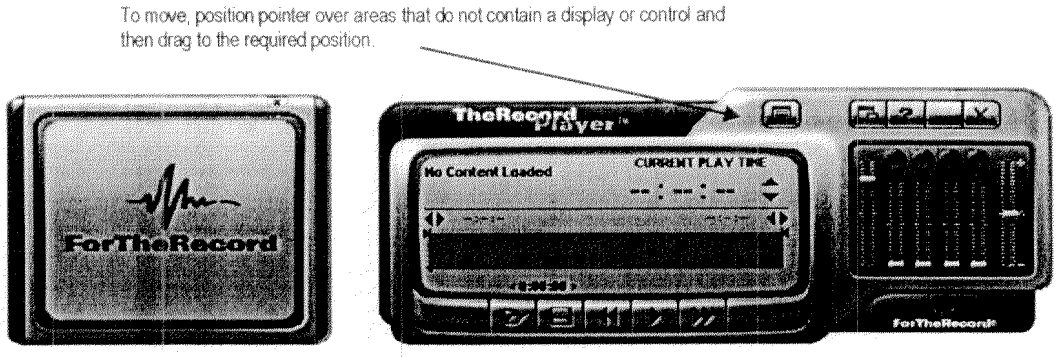
To switch to Normal View:

- From Compact View in the taskbar, click the **Restore** button.

Positioning and Sizing

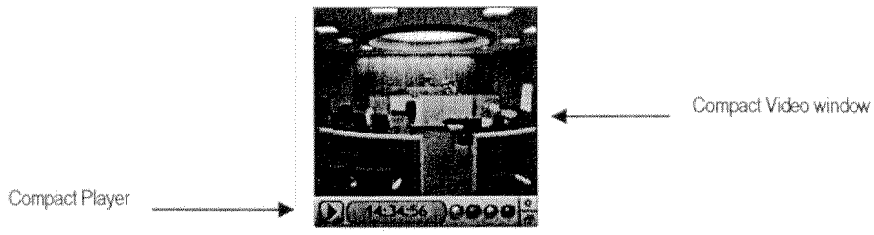
TheRecord Player has two sizes – Normal View and Compact View.

In Normal View, the Player and Video screen are easily moved to another location on the desktop by positioning the mouse pointer in any area that is not a button or control then dragging to the required location.



Normal View

In Compact View the Player is displayed in the taskbar with a basic set of controls and cannot be resized or positioned.



Compact View

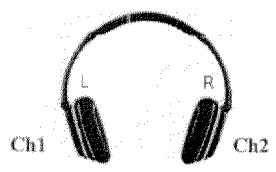
CONFIGURING PLAYER

To optimize performance, configure Player properties and Navigator Search Folders.

Properties

The properties you can adjust in Player are described in the table below.

Option	Description
Mono	Plays all channels of audio equally in both sides of the headset. Not available in this release.
Stereo	Channels play at a different volumes in each ear giving the impression that each channel comes from a different direction.



2-Channel

4-Channel

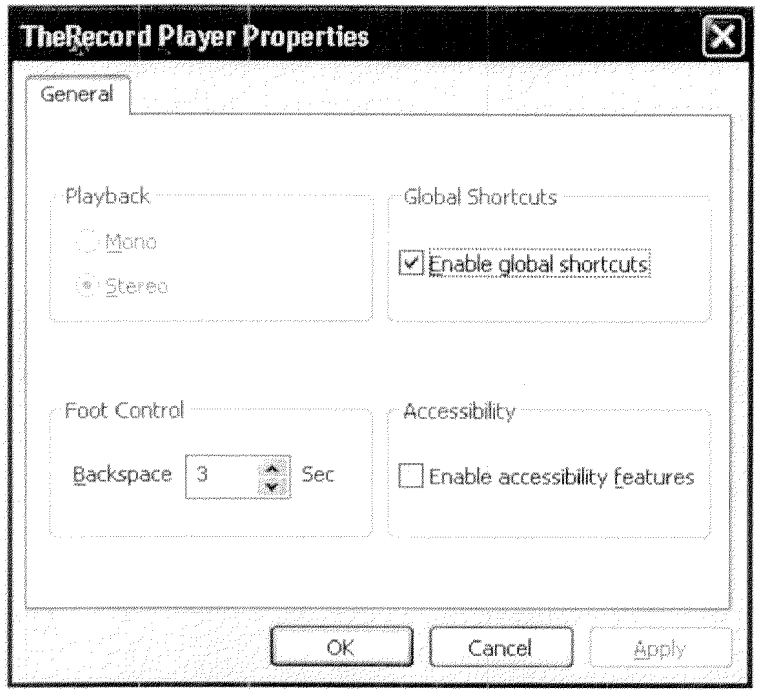
Foot Control Backspace	When releasing the foot control after playback, the Current Play Time control tab will automatically backspace by the number of seconds listed in this box.
Global Shortcuts	CTRL+1, CTRL+2, CTRL+3, CTRL+4 and CTRL+5 are global shortcut keys for turning channels on and off. By default these keys work for the Player even when another program is active. If these keys affect your other programs you can disable them as global shortcuts. They will continue to work if the Player is the active program.
Accessibility	For users requiring accessibility features enabling this option shows a focus frame for every control in the Player. Use this focus frame to tab around every control to access voice descriptions.

Tip: Pressing CTRL+ALT+S or CTRL+ALT+M from the Playback Panel, switches to Stereo or Mono playback modes respectively.

To modify Player properties:

1. Click the **Properties** button

2. From the Properties dialog box click the required tab and choose the required options.



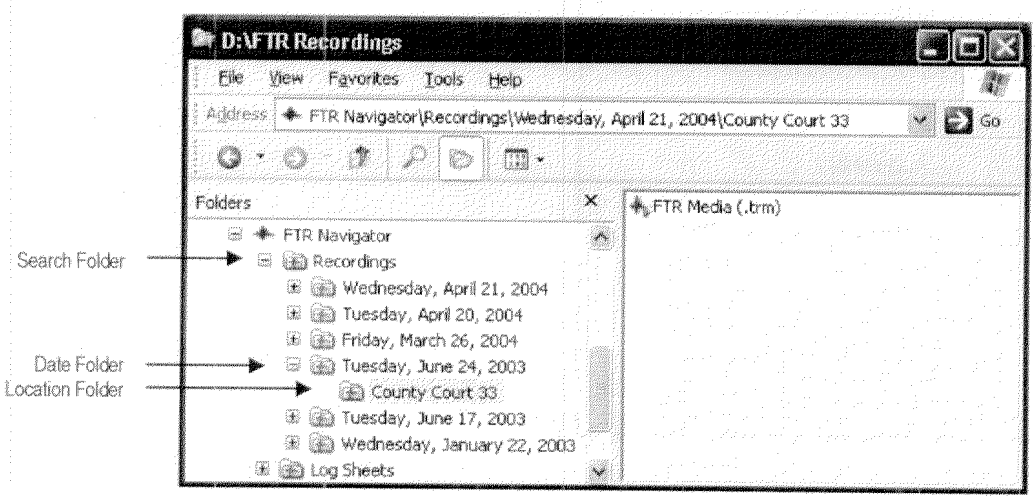
3. Click **OK**.

Navigator

TheRecord Navigator is a special folder in Windows Explorer that is located in My Computer. It is the default search location for TheRecord Player and TheRecord Annotator. You control what is displayed in Navigator by adding **Search Folders**.

A typical scenario could be that recordings are archived to a shared folder on a dedicated server e.g. **\\server\ftr\recordings**. Log sheets are stored in another shared folder e.g. **\\server\ftr\logs**. You would typically add these folders to Navigator as **Recordings** and **Notes**.

By adding these folders to Navigator and applying a user friendly name it is simple to locate and open recordings without knowing the path to the storage location. Once added to Navigator, search folders are scanned and content that complies with the FTR naming convention is sorted and displayed in sub-folders.



Folder View

The first level of subfolders under Navigator are Search Folders, which point to locations that contain FTR content and are user defined (see *Creating a Search Folder* later in this section). The order in which Search Folders are displayed in Navigator is also user defined.

Note: Search Folder replace Search Paths that were used in the FTR Gold product family.

Once a Search Folder is created and expanded only content that complies with the FTR file naming convention is displayed in the following folder structure:

Search Folder: This is a user defined name that points to a storage location.

Date Folder: If FTR compliant content is found in the search folder it is sorted and displayed by creation date.

Location Folder: If FTR compliant media is found in the date folder it is sorted and displayed by location name.

List View

The right pane of Explorer (list view) shows the contents of the selected folder in the left pane. When you select the location folder in Navigator the content type is listed in the right pane. If you open FTR Media (.trm) or FTR Audio (.wav) the whole days recording is loaded into Player.

Note: If Annotator log sheets are present in the Search Folder (or sub-folders) they are also listed as FTR Log Sheets (.fls). These are displayed in Navigator for use by Annotator.

Creating a Search Folder

When first installed Navigator is empty. In most cases Search Folders are set up by the IT support staff at installation time. However you may wish to add your own.

Typical Search Folders to create include:

- The network location to which recordings are copied from each Recorder.
- The Recordings Folder for a Recorder.
- Your local CDROM.
- The network folder in which Annotator log sheets are saved

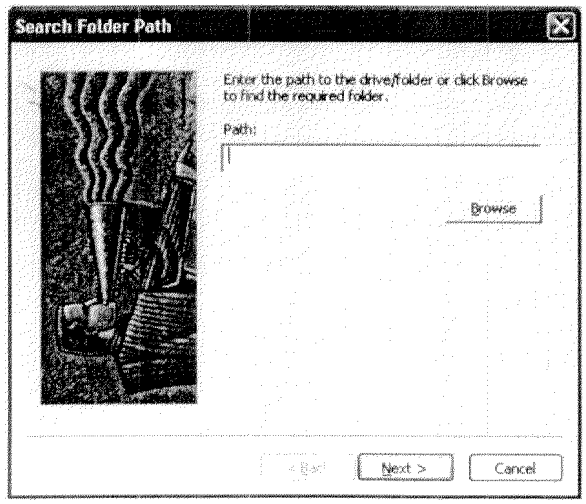
There are two ways to create a Search Folder:

- Create a new folder using the **New Search Folder Wizard** or
- Add an existing folder to Navigator directly from Explorer

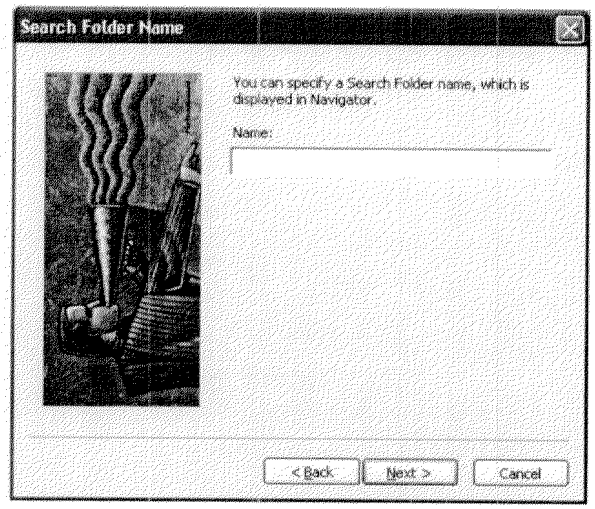
To create a Search Folder using the wizard:

1. Right click **Start** and click **Explorer**.
2. In folder view select **Navigator**.
3. In the right pane, right click in a vacant area.
4. From the shortcut menu click **New Search Folder**

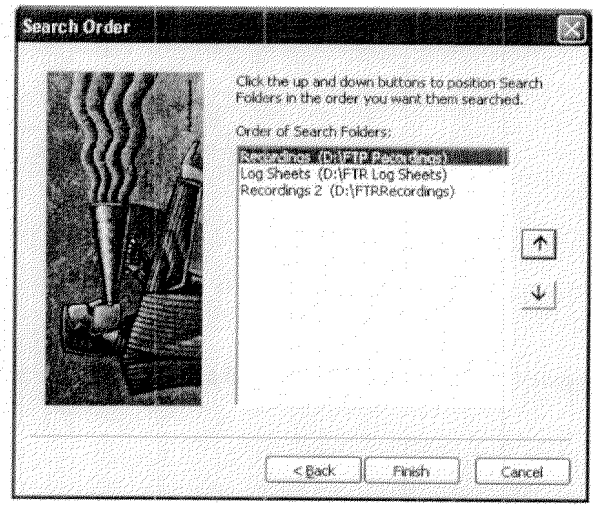
5. From the **Search Folder Path** dialog box enter the path to the required folder or click **Browse** and navigate to the required folder. When the folder is entered/selected click **Next**.



6. From the **Search Folder Name** dialog box enter a user friendly name and click **Next**.



7. From the **Search Order** dialog box click the up and down buttons to position the new Search Folder in the required order and click **Finish**.



You can also change the Search Order from the Navigator shortcut menu. Right click **Navigator** and click **Arrange Search Folders**.

To add an existing folder to Navigator:

1. Using Windows Explorer locate and right click the folder you wish to add to Navigator.
2. From the shortcut menu click **Add as FTR Navigator Search Folder**.
3. From the **Search Folder Name** dialog box enter a user friendly name and click **OK**.
4. From the **Search Order** dialog box click the up and down buttons to position the new Search Folder in the required order and click **Finish**.

Sound Card Settings

If you are not satisfied with playback levels you may need to make adjustments to your sound card.

Using the vendor program for your sound card set the Wave Out device and Master Volume to 75%. Open a recording and playback. If the levels are still not suitable then re-adjust the sound card as required.

Foot Control

You can use the optional FTR USB foot control with Player. Be sure to connect the foot control before starting the program. If the foot control is connected later then quit Player and re-start.

PLAYING

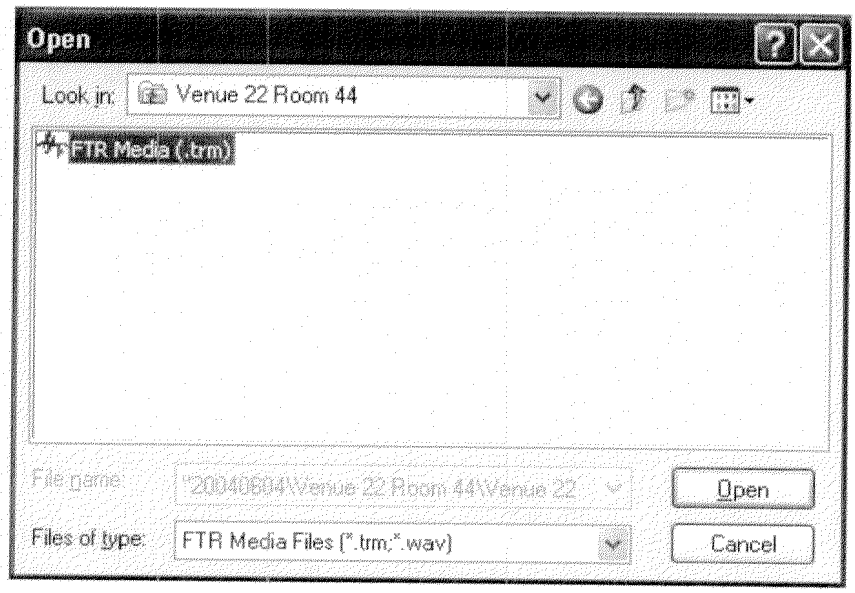
Opening Recordings

When opening recordings you can use TheRecord Navigator to find content that complies with the FTR file naming convention. Recordings created with FTR Reporter and TheRecord Recorder are examples of complying content. You can also open recordings that do not comply.

To open an FTR compliant recording:

1. From the **Player** click the **Open** button.

2. By default the Open dialog box reveals Navigator as the starting location for finding recordings. Double-click the required Search Folders, Date folders and Location folders until you reveal a content type. FTR Gold content is listed as FTR Audio (.wav) while ForTheRecord content is listed as FTR Media (.trm)



3. When the required content is revealed select it and click **Open**.

Note: The **Create New Folder** button is only available if you have Navigator showing in the Look In box. Click this button to create a new Search Folder.

To open other recordings:

1. From the Player click the button.
2. From the **Open** dialog box., expand the **Look in** list box and select the drive or network location you require.
3. Use standard Windows navigation procedures to locate the folder and media file to open.

Note: This procedure can be used to play any multimedia files for which the required CODEC's are installed.

Playing

You can play an existing recording or you can play one that is currently in progress. If the recording is currently in progress there are some additional tools provided to make the process efficient.

Playing an Existing Recording

The procedure for playing an existing recording describes keyboard and foot control use.

To play:

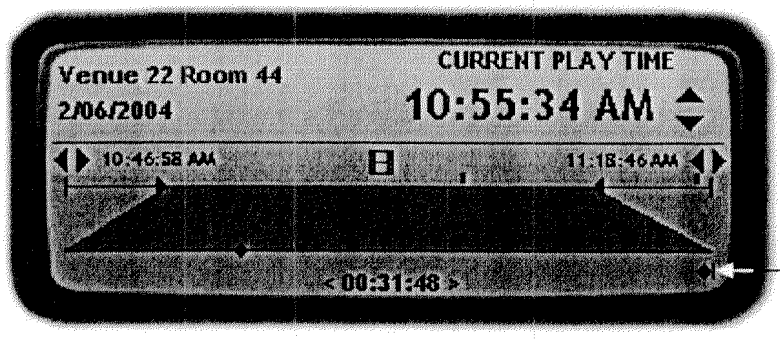
1. Open the required recording. See *Opening Recordings* in the previous section.
2. Do one of the following:
   a. Click the **Play** button or
   b. Press the play switch on the optional foot control
3. To stop playing do one of the following:
   a. Click the Play button again or
   b. Release the play switch on the foot control.

Note: When using the foot control, stopping causes the current play time to jump back by the amount specified in Properties.

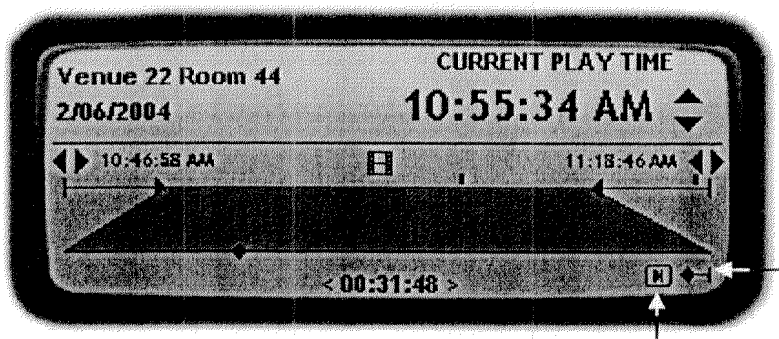
Playing a Recording in Progress

When playing a recording that is in progress an additional indicator and button is provided.

When playing the most recently available content, the **At End** indicator is displayed at the bottom right corner of the display. If you choose to play at some other time, then the indicator changes to show that you are playing **Away From End**. The **Play At End** button is also made available.



At End
This indicates that you are playing the latest available content.



Away From End
This indicates that you are not listening to the latest available content.

Play At End Button
Click this button to return to the latest available audio

To play a recording that is in progress:

1. Open the required recording. See *Opening Recordings* in the previous section.
2. Do one of the following:
   a. Click the **Play** button or press the play switch on the optional foot control to play from the beginning of the recording or
   b. In the display area, click the **Play At End** button to play the latest available recording.

   Tip: The keyboard shortcut for Play At End is ALT+END
3. To stop playing do one of the following:
   a. Click the Play button again or
   b. Release the play switch on the foot control.

Locating a Play Time

There are five ways to set the position of the Current Play Time control tab.

- Using the Scan Forward and Scan Back buttons.
- Using the adjustment buttons for the Current Play Time
- Dragging the Current Play Time control tab
- Directly entering a known time
- Using the optional foot control

Scanning

You can scan forwards and backwards in the recording to locate the required time. Click to start scanning and click again to stop scanning.

To scan:

1. Do the following:

   a. To scan forward, click the **Scan Forward** button . The current play time control tab skips forward at 3 second intervals and plays for 1 second. This process is continuous until you click the button again or click Play.

   b. To scan backwards, click the **Scan Forward** button . The current play time control tab skips backward at 5 second intervals and plays for 1 second. This process is continuous until you click the button again or click Play.

2. To resume normal playing click the Play button.

Using the Adjustment Buttons

Move time forward

Adjustment Buttons
Click these buttons to move the Current Play Time control tab.

Move time back

To use the adjustment buttons:

1. To advance the play time, click the upper button.

2. To move back, click the lower button.

Note: The speed at which the Current Play Time control moves increases the longer an adjustment button is clicked.

Dragging the Control Tab

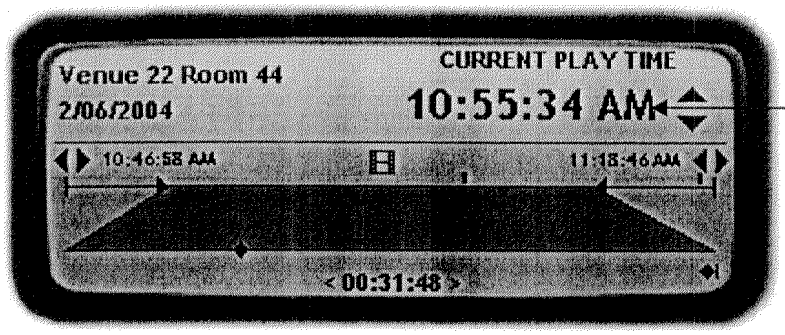
Current Play Time Control Tab
Click and drag to the required time.

To drag the control tab:

1. To advance the play time, drag the **Current Play Time** control tab to the right.
2. To move back drag the **Current Play Time** control tab to the left

Directly Entering a Time

The Current Play Time can be directly edited.



Current Play Time
Directly enter a time.

To directly enter a time:

1. Click the required time field in the **Current Play Time** display. For example, click the hours field if you wish to change the hour of playback.

   Tip: The keyboard shortcut for selecting the hours field of the Current Play Time Display is ALT+1.

2. Enter the required number.

   Tip: For single digit times enter a zero first. Alternatively enter the single digit and move to the next time component using the cursor keys.

3. As you complete a time field the cursor automatically moves right to the next time component of the **Current Play Time** display. Press ENTER at any time to confirm and complete the task. Otherwise, after the last seconds digit is entered the time is automatically checked and accepted if valid.

   Note: The resulting display time may differ from the time you enter. This will occur if the time you enter is invalid. Invalid times are those that occur before the day start time, after the day end time or during a break in recording.

Using the Optional Foot Control

The foot control provides another way to locate a time.

To locate a time using the foot control:

1. Do one of the following:

   a. To move forward press the forward switch on the foot control. As long as you press the forward switch you will skip forward at 3 second intervals and play 1 second.

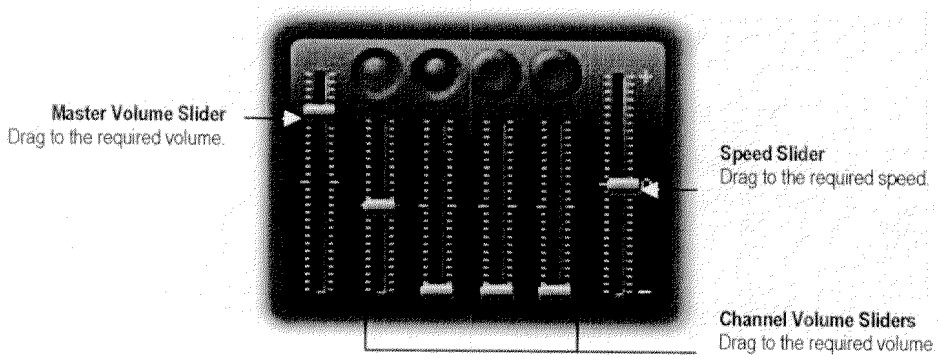
   b. To move back press the back switch on the foot control. As long as you press the back switch you will skip forward at 5 second intervals and play 1 second.

2. To resume playing, release the forward/back switch and press the play switch.

Setting the Volume and Speed

Individual channel volumes can be set and the overall volume adjusted separately using the **Master Volume Slider**. It is important to note that if your playback levels are distorted, adjust the channel volumes. Once distortion is eliminated, adjust the master volume to the required level.

You can also set the overall play speed which ranges from a half to double normal play speed.



To set the volume and speed:

1. Start playing.

2. Do the following:

   a. To set a channel volume, drag the required **Channel Volume** slider.

   b. To set the overall volume, drag the **Master Volume** slider.

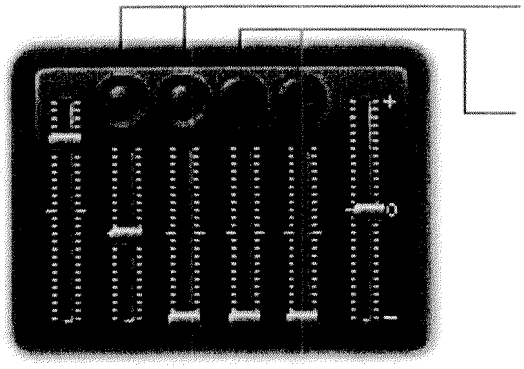
   c. To set the play speed, drag the **Speed** slider.

   Note: Speed adjustment is not available when you playing at end in a recording that is currently in progress.

Selecting Channels

If you are playing a recording with two or more channels it is often helpful to isolate one channel or turn off unwanted channels. Keyboard and mouse actions differ when using the Channel Select buttons.

In addition to isolating channels, you can control the volume of individual channels.



Channel Select Buttons
Click to turn channels on or off.

Channel Select Blanks
Two channels blanked because recording is only 2-channel.

Using the Mouse

Use the mouse to turn channels on or off as required.

To switch channels on or off:

1. Click a channel that is on to turn it off. No other channels are affected.
2. Click a channel that is off to turn it on. No other channels are affected.

Using the keyboard

Using keyboard shortcuts has a different outcome depending on the state of the channel when selected. If a channel is on when selected it remains on while all other channels are switched off. This provides a quick way to isolate a single channel. If a channel is off when selected, it is switched on without affecting other channels. The channel select keyboard shortcuts are CTRL+ 1, 2, 3 and 4. To turn on all channels use CTRL+ 5.

To isolate a channel

1. If the required channel is off press the keyboard shortcut to switch it on.
2. Press the keyboard shortcut to switch off all other channels.

To swap to another isolated channel

1. Press the keyboard shortcut for the new channel. This turns the channel on without affecting other channels.
2. Press the same keyboard shortcut to switch off all other channels

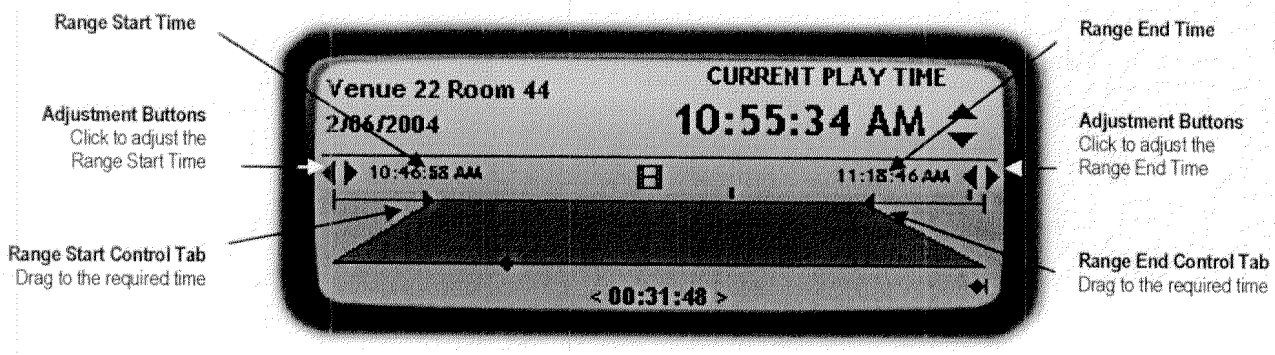
To select a combination

1. Press the keyboard shortcut for one of the required channels. The channel must be on.
2. Press the keyboard shortcuts for the additional required channels.

Selecting a Range

With Player you can select a range of the loaded audio with which to work. This is useful when you have a specific start and end time that is of interest and you don't want to listen to anything outside the range. It is also useful when you wish to save a range for distribution to others.

The illustration below shows the key components used when defining a range.



There are four ways to select a range:

- Using the adjustment buttons
- Using the Current Play Time
- Dragging the control tabs
- Directly entering times

Using the Adjustment Buttons

Use the adjustment buttons to move the range control tabs and set new start and end times.

Note: The range adjustment buttons are not available when playing at end in a recording that is currently in progress.

To use the adjustment buttons:

1. To move time forward the play time click the right button
2. To move time back click the left button.

Note: The speed at which the range control tabs move increases the longer an adjustment button is clicked.

Using the Current Play Time

You can set the Current Play Time to be the Range End or Start time.

To set the Range Start or End time to the Current Play Time:

1. Play until you reach the required time.
2. Double-click the Range Start or End Time.

Dragging the Range Control Tabs

Use the range control tabs to set new start and end times.

To drag the control tab:

1. Drag either range control tab right to advance the time.
2. Drag either range control tab left to move back.

Directly Entering a Time

The Start and End Range Times can be directly edited.

To directly enter a time:

1. Click the required time field in the **Range** display. For example, click the hours field if you wish to change the hour of playback.
2. Enter the required number.
3. As you complete a time field the cursor automatically moves right to the next time component of the **Range** display. Press ENTER at any time to confirm and complete the task. Otherwise, after the last seconds digit is entered the time is automatically checked and accepted if valid.

Tip: To set either range time to the current play time double click the required range display.

Tips and Tricks

The following table outlines several helpful tips for changing a selected range.

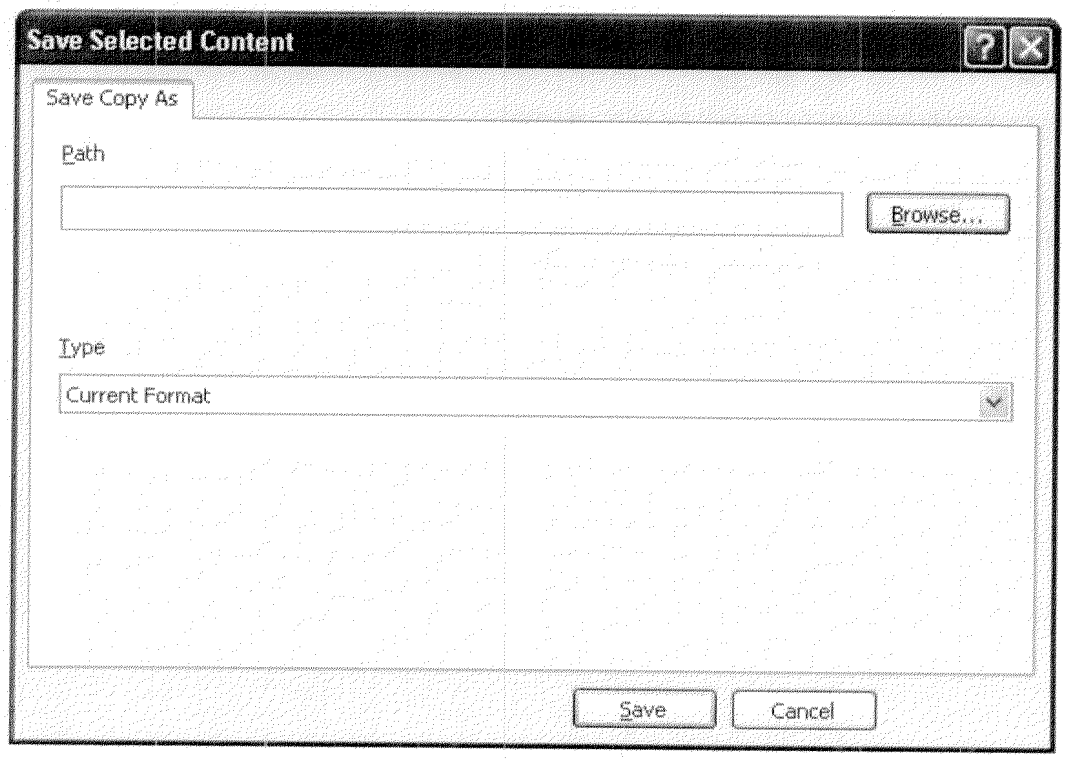
Action	Description
Double-clicking the Range Start Time Display	Sets the Range Start Time to the Current Play Time.
Double-clicking the Range End Time Display	Sets the Range End Time to the Current Play Time.
Pressing CTRL+ALT+← or →	Move entire range back or forward

SAVING A COPY

You can save a copy of the currently loaded recording to another location. This is particularly useful when you wish to distribute a small portion of the recording (a range) to other parties.

To save a copy:

1. If required select a range. See the previous section.
2. Click **Save Copy As** .
3. From the **Save Copy As** tab enter the path to the required save location or click **Browse** to locate the required location.



4. Choose the type as ForTheRecord (default) or FTR Gold.
5. Click **Save**.

APPENDIX A: USING KEYBOARD SHORTCUTS

The following keyboard shortcuts are available in Normal View. Available keyboard shortcuts in Compact View are restricted and are indicated with an asterisk (*). Compact View keys are also global, which means they operate regardless of the program you are currently using.

Common Controls

To	Press
*Select Normal or Compact view	CTRL+ALT+V
Select Always On Top (toggle key)	CTRL+T
View properties	ALT+ENTER
Exit program	ALT+F4

Play Controls

To	Press
Play	F2
Stop	F3
Scan back	F4
Scan forward	F5
Open audio	CTRL + F6
Save audio	CTRL + S
*Increase/Decrease master volume	CTRL + ↑ or ↓
Increase/Decrease play speed	SHIFT + ↑ or ↓

Display Controls

To	Press
Move current play time tab left or right	SHIFT + ← or →
Move range start time tab left or right	CTRL + ← or →
Move range end time tab left or right	ALT + ← or →
Move selected audio range left or right	CTRL + ALT + ← or →
Move Current Playtime to end of day. This action also moves the Range End time to the end of the day.	ALT + END
Move Current Playtime to end of range	CTRL+END

Editing Time Displays

To	Press
Select current play time display	ALT + 1
Select range start time display	ALT + 2
Select range end time display	ALT + 3
Increment or decrement the time field	↑ or ↓
Cancel time display selection	ESC
Select AM or PM (toggle key)	` or '
Cancel entry	ESC
Accept entry	ENTER

Channel Controls

To	Press
*Channel 1 action **	CTRL + 1
*Channel 2 action **	CTRL + 2
*Channel 3 action **	CTRL + 3
*Channel 4 action **	CTRL + 4
*Turn all channels on **	CTRL + 5

* Also available in Compact View

** The outcome of channel control action will vary depending on the current state of the channel. If the channel is on, it will remain on while all other channels are switched off. This action provides a quick way to isolate a channel, which is a typical requirement during transcription. If the channel is off, it is switched on without affecting any other channels. This action provides a way to select different combinations of channels.

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December 6, 2004

S, BusComm, Inc. 156 Weldon
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MO 63043

Sheila,

This is in response to your inquiries regarding the Operational Bandwidth of a courtroom recording system running FTR Reporter™. Since the answer to your question depends on the configuration elected by the customer, the table below provides the Operational Bandwidth in relation to its pertinent variables.

Bandwidth, as relates to FIR Reporter™, is measured in kilobits-per-second (kbps), referring to the transfer rate of data through the recording computer systems or over the local area network. Computer system bandwidth or network bandwidth are occupied by FTR data (recorded audio files) whenever the system is recording or archiving and when a user listens to the audio playback. This bandwidth consumption remains relatively constant, given that the rate of recording and archiving is real-time, as is the playback in most cases. The Operational Bandwidth of FTR Reporter™ is parallel to the Bit Rate of the record function. The Bit Rate is the rate of the data creation, usually on a hard disk.

Table 1

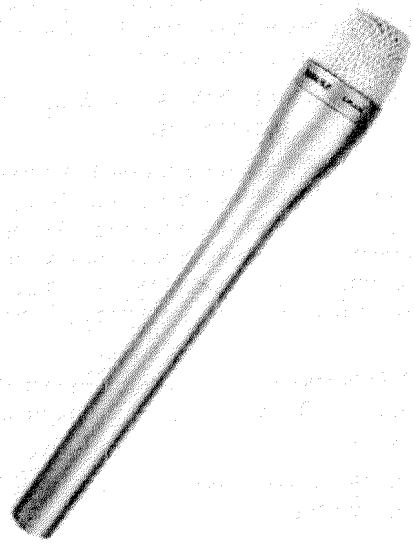
Format	sample rate	bit rate
Reporter 2.x, or optimized for Quality MPEG-2 AAC, Quad	22050 Hz	48 kbps
Reporter 2.x., optimized for Storage MPEG-2 AAC, Quad	22050 Hz	32 kbps
TheRecord Reporter 3.x optimized for Quality MPEG-2 AAC,	22050 Hz	48 kbps
TheRecord Reporter optimized for Storage MPEG-2 AAC,	22050 Hz	32 kbps

For Table 1, I've assumed a four-channel requirement. For example, a courtroom recording system running FTR Reporter™, 2.1, optimized for quality, will create the audio files on the hard drive at a rate of 96 kbps. If this system is configured to simultaneously archive the audio in a network share point, the transfer rate over the network will be roughly the same. You must allow for some fluctuation in the network flow, and 25% overhead will be more than sufficient.

For information about audio bandwidth of soundcards used by FTR to capture it audio please refer to http://www.m-audio.com/products/en_us/Delta44-focus.html for information on the Delta 44 or http://www.antex.com/support/ManualsDocumentation/chapter3.pdf for the Antex LX 44 or FTR DMX 8 mixer

Craig Casey
FTR Sales Engineer

Model SM63 User Guide



MODELS SM63, SM63L, AND SM63LB DYNAMIC MICROPHONES

Elegant, yet rugged, the high output SM63 series dynamic omnidirectional microphones are designed for professional applications where performance and appearance are critical. Their smooth, wide frequency response is tailored for optimum speech intelligibility, and includes a controlled low–frequency rolloff for reduced pickup of stand and wind noise. A built-in humbucking coil makes the microphones virtually immune to strong hum fields, such as those produced by studio lighting.

The three models differ only in length and color. The champagne-finished SM63 is designed for hand-held use on stage and in broadcast, recording, and television studios. The champagne-finished SM63L and the black-finished SM63LB are ideal for remote interviews, sports broadcasts, and other situations where longer microphones are desirable.

All three models use a patented Shure shock mount system to minimize handling noise. They also include a VERAFLEX™ grille that protects against damage from a drop of up to 2 meters (6 ft.), and is impervious to dents, rust, corrosion, and moisture. An integral pop filter effectively reduces breath noise. The SM63L and SM63LB include a two–stage windscreen accessory designed for outdoor use. All models are supplied with a stand adapter and zippered storage bag. Cables are available separately.

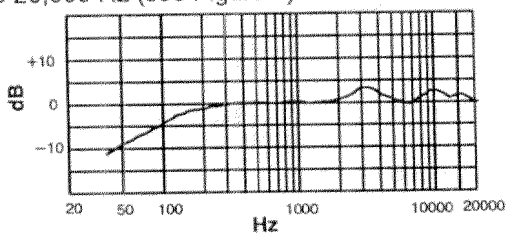
Features

- *High output, low impedance*
- *80 to 20,000 Hz frequency response tailored for optimum speech intelligibility*
- *Low-frequency rolloff and built-in shock mount for reduced pickup of handling noise and stand vibration*
- *Humbucking coil for virtual immunity to strong electromagnetic hum fields*
- *Exceptionally rugged VERAFLEX™ grille that resists damage from drops, and is immune to rust, corrosion, and moisture*
- *Built-in pop filter that suppresses breath and wind noise*
- *Accessory windscreen supplied with SM63L and SM63LB for outdoor use under adverse wind conditions*
- *Excellent balance and feel for hand–held use*
- *Supplied snap-in stand adapter*
- *Sleek, handsome appearance looks good on stage, screen, and television*

SPECIFICATIONS

Type
Dynamic

Frequency Response
80 to 20,000 Hz (see Figure 1)



TYPICAL FREQUENCY RESPONSE
FIGURE 1

Polar Pattern
Omnidirectional

Impedance (at 1,000 Hz)
Rated at 150 ohms (298 ohms actual)

Output Level (at 1,000 Hz)
–56.5 dBV/Pa (1.5 mV)
(1 Pa = 94 dB SPL)

Hum Pickup (typical at 60 Hz)
21 dB equivalent SPL in a 1 millioersted field

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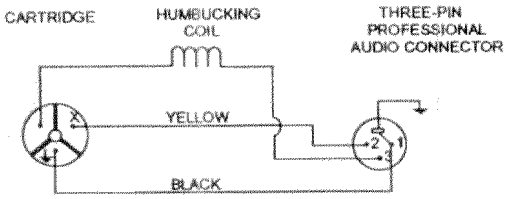
Polarity

Positive pressure produces positive voltage on pin 2 relative to pin 3 (See Figure 2)



INTERNAL CONNECTIONS
FIGURE 2

Shock Mount

Patented internal vibration isolator

Stand Adapter

Snap-in, positive action, adjustable through 90° from vertical to horizontal, suitable for mounting on stand with $^5/_8$"-27 thread

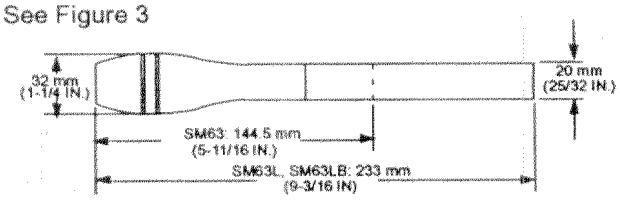
Case

SM63, SM63L: Champagne finish aluminum with VERAFLEX™ grille

SM63LB: Black finish aluminum with VERAFLEX™ grille

Dimensions

See Figure 3



OVERALL DIMENSIONS
FIGURE 3

Net Weight (less cable)

SM63: 99 grams (3.50 oz)

SM63L, SM63LB: 124 grams (4.3 oz)

Packaged Weight

SM63: 567 grams (1 lb 4 oz)

SM63L, SM63LB: 595 grams (1 lb 5 oz)

Certifications

Eligible to bear CE Marking. Conforms to European EMC Directive 89/336/EEC. Meets applicable tests and performance criteria in European Standard EN55103 (1996) parts 1 and 2, for residential (E1) and light industrial (E2) environments.

ARCHITECTS' SPECIFICATIONS

The microphone shall be a moving coil (dynamic) type with a frequency response of 80 to 20,000 Hz. The unit shall have an omnidirectional polar characteristic. The microphone shall have a rating impedance of 150 ohms.

The microphone output shall be –56.5 dB where 0 dB equals 1 milliwatt per 10 microbars.

The microphone shall be provided with a swivel adapter adjustable through 90° from vertical to horizontal. The microphone swivel adapter shall permit the microphone to be placed into and removed from the adapter with a smooth snap-in movement. The adapter will be equipped with a $^5/_8$"-27 thread for mounting on a standard microphone stand fitting.

The overall dimensions of the microphone shall be 144.5 mm (5-$^{11}/_{16}$ in.) or 233 mm (9-$^3/_{16}$ in.) in length and 33 mm (1-$^1/_4$ in.) in diameter.

The microphone shall be the Shure Model SM63, SM63L, SM63LB, or equivalent.

FURNISHED ACCESSORIES

Swivel Adapter	A57F
Brown Windscreen (SM63L)	RK229WS
Black Windscreen (SM63LB)	49A130
Carrying/Storage Bag	26A13

OPTIONAL ACCESSORIES

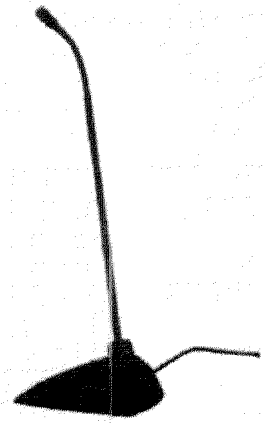
Desk Stand	S37A, S39A
Isolation Mount	A53M
Brown Windscreen (SM63)	RK229WS
TRIPLE-FLEX® Cable and Plug (7.6 m, 25 ft)	C25F

REPLACEMENT PARTS

Cartridge	R191
Replacement Grille (SM63)	RK366
Replacement Grille (SM63L)	RK367
Replacement Grille (SM63LB)	RK368
Plug Element	RK152P

For additional service or parts information, please contact Shure's Service Department at 1–800–516–2525. Outside the United States, please contact your authorized Shure Service Center.

Microflex® MX400D Series Desktop Microphones User Guide



GENERAL

Shure Microflex® MX400D Series microphones are miniature electret condenser gooseneck microphones with a desktop base and attached 3 m (approximate)/10 ft cable. The desktop base allows these microphones to be used in multi-purpose rooms where quick set-up is required, or where permanent installation is impractical.

FEATURES

- *Wide dynamic range and frequency response for accurate sound reproduction across the audio spectrum*
- *Interchangeable cartridges provide the right polar pattern for any application*
- *Balanced, transformerless output for increased immunity to noise over long cable runs*
- *Programmable on/off switch and LED on/off indicator*
- *Logic input and output terminals for remote control or use with automatic microphone mixers*
- *Snap-fit foam windscreen*

MODEL VARIATIONS

- **MX412D**: 304.8 mm (12 in.) desktop mini-condenser, gooseneck-mounted microphone.
- **MX418D**: 457.2 mm (18 in.) desktop mini-condenser, gooseneck-mounted microphone.

SELECTING A POLAR PATTERN

All Microflex microphones are available with any one of three interchangeable cartridges. The polar pattern of the cartridge is indicated by the model number suffix:

/C = Cardioid, /S = Supercardioid, /O= Omnidirectional

Cardioid (C). Recommended for general sound reinforcement applications. Pickup angle (–3 dB) = 130°.

Supercardioid (S). Recommended for sound reinforcement applications requiring narrower or more distant coverage. Pickup angle (–3 dB) = 115°.

Omnidirectional (O). Recommended for recording or remote monitoring applications. Pickup angle = 360°.

GENERAL INSTALLATION GUIDELINES

1. Aim the microphone toward the desired sound source, such as the talker, and away from any unwanted sound source, such as a loudspeaker.
2. Place the microphone cartridge within 15 to 30 cm (6 to 12 in.) of the desired sound source.
3. Always use the supplied windscreen or the optional metal windscreen to control breath noise.
4. If four or more microphones will be on at the same time, use of an automatic mixer, such as the Shure SCM810 or FP410, is recommended to minimize feedback and noise.

MICROPHONE INSTALLATION

Securing a Microphone to a Mounting Surface (Figure 1)

1. Install two No. 6 wood screws, 50.8 mm (2 in.) apart, on the mounting surface.
2. Place the key holes over the screw heads and push the microphone into position. Adjust the height of the screws as necessary to secure the microphone.

Installing the Foam Windscreen (Figure 2)

1. Press the foam windscreen onto the microphone until it snaps into the groove located below the cartridge.
2. To remove the windscreen, spread the slot in its mounting ring with a screwdriver or thumbnail and pull the windscreen off carefully.

INTERNAL DIP SWITCH FUNCTIONS

All MX400D models have internal DIP switches that allow the user to program the On/Off switch for a variety of applications. To gain access to the DIP switches, remove the bottom plate.

LOGIC TERMINAL DEFINITIONS

LOGIC GND Terminal: Connects to the logic ground of an automatic mixer, switcher, or other equipment. Can be modified to prevent ground loops. Refer to the *Logic Modifications* paragraph.

SWITCH OUT Terminal: Provides a TTL logic low (0 Vdc) when the membrane switch is pressed. Provides TTL logic high (5 Vdc) otherwise. This signal is available at all times for all switch settings. The Switch Out function provides momentary closure when S1 is Off and latching closure when it is On.

LOGIC MODIFICATIONS

Isolating Logic Ground from Audio Ground (Figure 6)

1. Remove jumper R40 from the top of the circuit board.
2. Make sure LOGIC GND terminal connects to the logic ground of the automatic mixer, switcher, or other equipment.

Changing SWITCH OUT Terminal to Momentary, Independent of S1 position. (Figure 6)

To accommodate interface equipment requiring momentary closure of the microphone (even when the desired microphone function is latching on/off), proceed as follows:

1. Remove R45 from the top of the circuit board.
2. Reinstall R45 at location R46 on the top of the circuit board.

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Custom Switch Modifications

S4 is available for custom logic modifications. When S4 is in the ON position, pad W4 is connected to pad W5.

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REPLACEMENT PARTS AND ACCESSORIES

Snap-Fit Foam Windscreen (4 per pkg.) RK412WS
Foam Ball Windscreen A99WS
Locking Metal Windscreen A412MWS
Replacement 3 m (10 ft) XLR Cable C120
Custom Logic Cable (specify length) 15A523/1
Omnidirectional Cartridge R183B
Supercardioid Cartridge R184B
Cardioid Cartridge R185B
Base Plate Bumpers 80A8053A

DESIRED MICROPHONE FUNCTION	USER ACTION/LED DISPLAY	DIP SWITCH SETTINGS
Push to Mute (As Shipped)	Press and hold switch to temporarily mute microphone; release switch to unmute LED turns on when microphone is active	S1 = OFF S2 = OFF S3 = OFF
Push to Talk	Press and hold switch to activate microphone; release switch to mute LED turns on when microphone is active	S1 = OFF S2 = ON S3 = OFF
Push On/Push Off	Press switch to toggle microphone on or off LED turns on when microphone is active	S1 = ON, S2 = ON for muted initial state S2 = OFF for active initial state S3 = OFF
Switch Deactivated, Mic Always Active	No action, LED Always OFF	S3 = ON
Switch Deactivated, Mic Always Active	Short LED IN terminal to LOGIC GROUND terminal LED Always ON	S3 = ON
Automatic Mixer Mode	If S1=OFF, SWITCH OUT signal will be momentarily logic low when switch is pressed If S1=ON, SWITCH OUT signal will be latching logic low when switch is pressed Connect SWITCH OUT signal to various logic inputs of automatic mixer for custom functions Connect mixer channel GATE OUT to microphone LED IN. LED on microphone turns on when its channel is gated on	S1 = ON or OFF S3 = ON

SPECIFICATIONS

Frequency Response (figure 3)
50 to 17,000 Hz

Polar Pattern (figure 4)

Output Impedance (at 1,000 Hz)
Rated at 150 Ω (180 Ω actual)

Open Circuit Sensitivity
At 1 kHz, ref. 1 V per Pascal*
Cardioid: –33.5 dBV (21.1 mV)
Supercardioid: –32.5 dBV (23.7 mV)
Omnidirectional: –28.0 dBV (39.8 mV)
* 1 Pascal=94 dB SPL

Maximum SPL (1kHz at 1% THD, 1 kΩ load)
Cardioid: 123.0 dB
Supercardioid: 122.0 dB
Omnidirectional: 117.5 dB

Equivalent Output Noise (A-weighted)
Cardioid: 29.0 dB SPL
Supercardioid: 28.0 dB SPL
Omnidirectional: 70.5 dB SPL

Signal to Noise Ratio (referenced at 94 dB SPL)
Cardioid: 65.0 dB
Supercardioid: 66.0 dB
Omnidirectional: 70.5 dB

Dynamic Range with 1 kΩ load
94.0 dB

Common Mode Rejection
45.0 dB minimum

Mute Switch Attenuation
50.0 dB minimum

Preamplifier Output Clipping Level (1% THD)
–6.0 dBV (0.5 V)

Polarity
Positive sound pressure on diaphram produces positive voltage on pin 2 relative to pin 3 of XLR output connector.

Power Requirements
11 to 52 Vdc phantom, 2.0 mA

Environmental Requirements
Operating Temperature Range: –18° to 57° C (0° to 135° F)
Relative Humidity: 0 to 95%

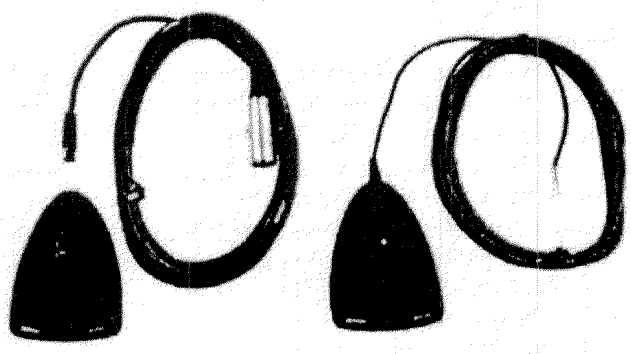
Dimensions (figure 5)

Weight
MX412D: 0.81 kg (1.80 lbs.) net, 1.63 kg (3.62 lbs.) packaged
MX418D: 0.82 kg (1.82 lbs.) net, 1.64 kg (3.64 lbs.) packaged

Cable Type (figure 7)
The attached custom cable contains a shielded audio pair and three unshielded conductors for logic control.
Overall diameter=0.6 mm (0.165 in.)

Certification
Eligible to bear CE Marking. Conforms to European EMC Directive 89/336/EEC. Meets applicable tests and performance criteria in European Standard EN55103 (1996) parts 1 and 2, for residential (E1) and light industrial (E2) environments.

Microflex® MX300 Series User Guide
Boundary Microphones



GENERAL

Shure Microflex® MX300 Series microphones are surface-mounted electret condenser microphones designed primarily for mounting on conference tables, stage floors, and lecterns. Their high sensitivity and wide frequency range make them especially suitable for picking up speech and vocals in sound reinforcement and recording applications. Interchangeable cartridges provide the installer with greater flexibility and make it possible to easily reconfigure microphone coverage as the need arises. The MX392 and MX393 models include an internal preamplifier.

MX300 Series microphones take advantage of the principle that, at a barrier or boundary, the sound pressure level doubles. When placed near a sufficiently large boundary surface, the microphone has 6 dB higher sensitivity and approximately 3 dB greater direct-to-reverberant sound ratio.

FEATURES

- *Flat frequency response across the vocal range for uncolored sound*
- *Interchangeable cardioid, supercardioid, and omnidirectional cartridges that provide choices for applications*
- *Sleek, low-profile design for unobtrusive appearance*
- *Balanced transformerless output for increased immunity to noise over long cable runs*
- *Low susceptibility to electromagnetic hum and RFI*
- *Programmable on/off switch and LED on/off indicator*
- *Logic input/output terminals for remote control or use with automatic mixers (MX392 models only)*

MODEL VARIATIONS

- **MX392 Models**: Surface-mount microphone; includes a programmable membrane on/off switch, logic input/output terminals, an on/off indicator LED, screw terminal connections, and attached unterminated cable.
- **MX393 Models**: Surface-mount microphone; includes a programmable membrane on/off switch, an on/off indicator LED, and a miniature, four pin connector.

Selecting a Cartridge

All Microflex® microphones are available with any one of three interchangeable cartridges. The polar pattern of the original cartridge used in a particular microphone is indicated by the model number suffix:

C = Cardioid, S = Supercardioid, O= Omnidirectional

Cardioid (C). Recommended for general sound reinforcement applications. Pickup angle (–3 dB) = 130°.

Supercardioid (S). Recommended for sound reinforcement applications requiring narrow or more distant coverage. Pickup angle (–3 dB) = 115°.

Omnidirectional (O). Recommended for recording or remote monitoring applications. Pickup angle (–3 dB) = 360°.

MICROPHONE PLACEMENT

To maintain the flattest possible low-frequency response and optimum rejection of background noise, place the microphone on a flat surface that is as large as possible. The surface can be a floor, table, or lectern.

NOTE: Avoid locating microphones near reflective surfaces other than the boundary surface (i.e., beveled sides of pulpits or overhanging shelves). Failure to do so will result in increased levels of reverberant sound.

MICROPHONE APPLICATION AND SELECTION GUIDE

Application	Mounting Surface	Microphone to Cable Connector	Cable Output Connector	Polar Pattern	Microflex® Model
Sound reinforcement for speech and vocals	Lectern, pulpit, stage floor, or conference table	Hard Wired Hard Wired TA4F TA4F	Hard Wired Hard Wired XLR XLR	Cardioid Supercardioid Cardioid Supercardioid	MX392/C MX392/S MX393/C MX393/S
Recording or remote monitoring of speech and vocals	Lectern, pulpit, stage floor, or conference table	Hard Wired TA4F	Hard Wired XLR	Omnidirectional Omnidirectional	MX392/O MX393/O
Video conferencing or computer telephony	Lectern, pulpit, stage floor, or conference table	Hardwired	TA4F	Cardioid	MX392/CZ

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SPECIFICATIONS

All measurements taken with microphone mounted on a wooden surface 76.2 cm x 76.2 cm (30 in. x 30 in.).

Frequency Response (Figure 7)
50 to 17,000 Hz

Polar Pattern (Figure 8)
Cardioid (MX392/C, MX393/C)
Supercardioid (MX392/S, MX393/S)
Omnidirectional (MX392/O, MX393/O)

Output Impedance
EIA Rated at 150 Ω (180 Ω actual)

Sensitivity (at 1 kHz, open circuit voltage)
Cardioid Cartridge: –27.5 dBV/Pa (4.22 mV)
Supercardioid Cartridge: –26.5 dBV/Pa (4.73 mV)
Omnidirectional: –22.0 dBV/Pa (7.94 mV)
1 Pascal=94 dB SPL

Maximum Sound Pressure Level
(1 kHz at 1% Total Harmonic Distortion, 1 kΩ load)
Cardioid: 117.0 dB
Supercardioid: 116.0 dB
Omnidirectional: 111.5 dB

Signal to Noise Ratio (referenced at 94 dB SPL)
Cardioid: 71.0 dB
Supercardioid: 72.0 dB
Omnidirectional: 76.5 dB

Equivalent Output Noise (A-weighted)
Cardioid: 23.0 dB
Supercardioid: 22.0 dB
Omnidirectional: 17.5 dB

Dynamic Range
94.0 dB

Common Mode Rejection
45 dB minimum, 10 Hz to 100 kHz

Switch Attenuation
50 dB minimum

Preamplifier Output Clipping Level
–6 dBV (0.5 V)

Polarity
Positive sound pressure on diaphragm produces positive voltage on pin 2 relative to pin 3 of output connector.

Logic Connections (MX392 Only)
LED IN: Active low (≤1.0v), TTL compatible. Absolute maximum voltage: –0.7V to 50V.
SWITCH OUT: Active low (≤0.5V), sinks up to 20mA, TTL compatible. Absolute maximum voltage: –0.7V to 24V (up to 50V through 3kΩ).

Power Requirements
11 to 52 Vdc phantom
2.0 mA current consumption

Environmental Requirements
Operating Temperature Range: –18° C to 57° C (0° F to 135° F)
Relative Humidity: 0 to 95%

Dimensions (Figure 9)

Certification
Eligible to bear CE Marking. Conforms to European EMC Directive 89/336/EEC. Meets applicable tests and performance criteria in European Standard EN55103 (1996) parts 1 and 2, for residential (E1) and light industrial (E2) environments.

REPLACEMENT PARTS

Omnidirectional Cartridge R183
Supercardioid Cartridge R184
Cardioid Cartridge R185
12' (3.7m) Cable 3-Pin Miniature Connector (TA3F) to male XLR C119

NOTE: For technical data by Fax, phone 1-800-488-3297 and follow the recorded instructions. For additional technical assistance, phone Shure at (847) 866-2200. In Europe, phone 49-7131-72140.

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Belden 8761 Wiring Specifications

I. DESCRIPTION:

---

22 AWG (7X#30) TINNED COPPER, POLYETHYLENE INSULATION, TWISTED BELDFOIL SHIELDED PAIR, 22 AWG STRANDED TINNED COPPER DRAIN WIRE, PVC JACKET.

II. ELECTRICAL CHARACTERISTICS:

MAX. OPERATING VOLTAGE: 300 V RMS
MAX. CONTINUOUS CURRENT PER CONDUCTOR @ 25 DEG. C: 2.9 AMPS
NOM. CAPACITANCE BETWEEN CONDUCTORS @ 1 KHZ: 24 PF/FT
NOM. CAPACITANCE CONDUCTOR TO SHIELD @ 1 KHZ* 47 PF/FT
NOM. INDUCTANCE OF PAIRS: 0.2 MICRO-H/FT.
NOM. CONDUCTOR DC RESISTANCE @ 20 DEG. C: 16 OHMS/1000 FT.
NOM. IMPEDANCE: 64 OHMS
*ONE CONDUCTOR TO OTHER CONDUCTOR AND SHIELD

III. PHYSICAL CHARACTERISTICS:

TEMPERATURE RATING: -20 TO +60 DEG.C
INSULATION MATERIAL: POLYETHYLENE
JACKET MATERIAL (COLOR): PVC (CHROME)
TYPE SHIELD AND % COVERAGE: ALUM./POLYESTER-100%
TWISTED PAIR LAY LENGTH: 1.5 " (8 TWIST/FT)
MAXIMUM PULLING TENSION: 35 LBS. ESTIMATED
MIN. BEND RADIUS: 1.75" ESTIMATED
NOM. WEIGHT/1000 FT.: 16 LBS. ESTIMATED
APPLICABLE SPECIFICATIONS: UL TYPE CM OR AWM 2092
CEC C(UL) CM
COLOR CODE: BLACK/CLEAR
NOM. DIAMETER: .175" ESTIMATED
FLAME RESISTANCE: UL1581 VERTICAL TRAY

The testing actually begins in the first walk-through of the courtroom. This will allow the sound engineer to look at different conditions in the courtroom that could affect the audio quality. These conditions include acoustics and possible feedback situations. These are noted and considered before a proposal is given to the customer.

Testing of the product is a three-step process:

1. Before any of the equipment is shipped to BusComm Incorporated, it is tested by the manufacturer, considering the specifications outlined in the product manuals.

2. BusComm Incorporated conducts its own set of tests when the equipment arrives at BusComm Incorporated. All of the products such as microphones, mixers, software, hardware, etc. are all set up as a live courtroom in the BusComm set-up area. All of the components are tested for malfunctions, errors and sound quality. This will ensure that each installation at the court location is consistent with OSCA expectations.

3. At the customer location, all of the equipment is set up to the standards of the local court. Testing is done with Mixer software on every microphone in the courtroom to adjust for exact and proper noise levels. This will allow for the microphones and the mixer to sort out certain levels of external noise (background noise) that have nothing to do with the acceptable levels of audio for human speech. After the audio levels are to the specification of the audio engineer, they will meet with the local court personnel on fine-tuning the audio for them. They will then consult with Central Transcription to ensure that the audio they receive is of high quality and easy to transcribe.

1400 I SummerTree Springs Ave.
Phone 636-225-5813
Fax 636-861-0335
E-mail
vatterott@hotmail.com

Mark Vatterott

Objective

To Obtain a permanent position in which I may utilize the experience and the technical skills I have gained as a Technical Support Specialist in the information technology field.

Professional experience

1988 - present BusComm Inc. St. Louis, MO
Technical Support Specialist

- As a Technical Support Specialist in the information technology field, responsible for providing maintenance, service and support to most of Eastern MO and Illinois. Experience in DOS, Win3.11, Win95, Win98, WimMe, WinNT, Win2000 LAN, WAN and CCTV. Installation of software and hardware for all products supported by vendors. Bench and field repair of more than 20 types of information and communication systems, including Sony ®, Norelco and Philips analog equipment. DVI, VDI digital dictation systems, for hospitals, police departments, and law firms. Racal analog and digital recorders for 911 centers, financial institutions and call centers. FTR digital courtroom recorders for courtrooms and House of Representatives. Maintenance of the inventory, tools and supplies required to identify and repair a wide range of problems on-site. Training of all new analog service technicians and purchasing parts for the analog division. Training of end users on the above software products.

Education

1988 Vatterott College St. Louis, MO

Associate Degree

1986 Parkway West High School St. Louis, MO

Diploma

Certifications

Certified Pervasive Professional	October	2001
FTR Gold	April	1999
Racal Mirra/Wordnet	January	1999
Racal digital recorders	August	1996
Exacomm	March	1996
Racal analog recorders	January	1993
Cindi I/II Voicemails Systems	April	1991
Dytel Automated Attendants	March	1991

References

Given upon request

Kevin Whittaker
(314) 535-3668

Objective: **An interesting position with a growing company in search of individuals like myself who are confident, hard working, self-motivated, eager to learn to utilize my past experiences in becoming an asset if given the opportunity.**

Experience: **BusComm, Inc.** **St. Louis, Mo.**
Technical Support Specialist **August 13, 2001 to Present**

Duties include inspection of emergency dispatch centers, health care facilities and federal courts to meet end user and system requirements. Installation and configuration of digital voice recording systems. Training of key personnel to use and troubleshoot system problems. Providing technical assistance to resolve hardware and software related issues.

- Installation and training of FTR Court Reporter, FTR Monitor, FTR Player Plus and Log Notes
- Installation and training of Mirra and Word Net call monitoring systems
- Installation and technical support of Digital Voice Recording systems

Opinions, Incorporated **St. Louis, Mo.**
Network Administrator **June 1, 1995 to December 30, 2000**

Analyzed and tested computer programs and systems to identify errors and ensure conformance to standard operating levels. Formulated and reviewed plans outlining steps required developing programs to meet staff and user requirements. Devised flow charts and diagrams to illustrate and describe logical operational steps of programs. Converted detailed logical flow charts to languages processible by a computer. Wrote documentation to describe installation and logical operation of programs. Provided technical assistance and training to system users. Investigated and resolved computer software and hardware problems of users. Answered client's inquires in person and via telephone concerning the use of programming languages, operating systems and hardware.

- Built and maintained NT network environment-providing upgrades troubleshooting and network maintenance.
- Ability to communicate and interact effectively with individuals of all levels.
- Able to handle multiple projects concurrently.
- An experienced team player, bring enthusiasm and energy into group efforts.

Metropolitan St. Louis Sewer District **St. Louis, Mo.**
Administrative Assistant **January 7, 2001 to June 1, 2001**

Common tasks included creation of templates and mail merging documents using Microsoft Word, Excel and Power Point. Design of project timelines and charts using Microsoft Project. Transcribing, dictation and typing letters along with other correspondence using Microsoft Word and Word Perfect. Ordered materials, supplies and completed records and reports. Answered telephones, responded to requests, delivered messages and ran errands. Reviewed files, records and other documents to obtain information to respond to requests. Communicated with customers, employees, and other individuals to disseminate or explain needed information.

Education: **Southwest Missouri State University** **Springfield, Mo.**
COMPUTER INFORMATION SYSTEMS **1990-1995**
Grade point average in Major 3.0
Four-Year Football Letterman
Participant – Division I-AA Playoffs

References: Available upon request

Bryan Darnell Lashley
6705 Ryan Crest
St. Louis, MO 63033
(314) 741-7022 Home, (314) 616-3341 Cell
blashley@swbell.net

Job Experience

Technical Support Specialist, BusComm Inc. Oct, 01 - Current
Technical support of voice, data, and transcription systems provided by various software/hardware vendors. Systems include Dolbey Maxima, HTI MediScribe, FTR Reporter, Monitor, and Player Plus. Duties include installation, configuration and on-going user support to meet end-user requirements. Training of key personnel to use system(s). Provide technical hardware and software support when needed.

Network Operations Control Specialist, Savvis Communications Oct 00 – Oct 01
Network support of a global IP based ATM and Frame Relay network backbone. Includes troubleshooting enterprise class networking gear such as Lucent 9000, 550 and 500 Enterprise Cascade switches, Lucent PSAX 2300 Multi-service Gateway, Client-side PSAX 50, 100 units, Nortel Broadband Shasta units, Nortel Broadband Link nodes, and Nortel ARN's. Use HP OpenView and Lucent Cascade View for network management and troubleshooting. Communicate with backbone service providers such as Sprint, WorldCom, UUNet, Qwest, etc. to open trouble tickets on telco related outages. Test circuits with telco(s) to solve circuit problems. Monitor for network latency on the backbone of the network. Department acted as central management for the global network.

LAN Administrator/Consultant, Broadus, Goins, Graham & Associates Sept 98 - Current
Installation and on-going hardware/software support of a single domain Windows NT Server network with 11 Windows 95, 98, 2000, clients. Network runs the MS Office suite of applications along with law specific programs such as Collier TopForm Bankruptcy software and the LOIS law library. Firm uses Microsoft Exchange 5.5 for interoffice email and scheduling. Implemented secure remote access to the network via VPN and DSL connections. Administer Microsoft Proxy packet filter firewall for Internet security.

LAN/WAN Administrator, Eck Adams/Integrated Furniture Solutions Feb 99 - Oct. 00
Administration of a 15 server, 100 workstation, Local and Wide Area Network spanning three cites using frame relay as a backbone. The network ran PeopleSoft in both two and three tier modes. The network ran NT Server as the network operating system and a combination of Windows NT Workstation, Windows 95 and Windows 98 as clients. Responsible for the uptime and usability of the network and all desktop workstations in the entire company. Managed all hardware/software support issues throughout the enterprise as well as the system backup, service pack upgrades, security, and disaster recovery plans. Managed multiple Microsoft Exchange 5.5 servers for both internal and external email. Managed file and print services. Managed a FacSYS Fax server for the ability of users to both send and receive faxes through the Exchange email system. Setup of Microsoft Proxy 2 in a packet filter configuration for a secure ISDN connection to the Internet as well as assuring general security of the network. Responsible for the setup and administration of the corporate VPN and secure RAS servers for remote access. Used Network Associates Sniffer Professional software for LAN monitoring. Used Adtran IQ View for WAN monitoring. Advised management on current trends in the industry relating to I.T. field. This was a single person administrator position

Technical Support Specialist, Bridge Information Systems Aug 96 - Feb 99
Role/Position - Distribution Management
Level 2 (out of 4 levels) support of a real-time worldwide client/server financial data distribution network running Windows NT Server 3.51 and 4.0. Workstations consisted of a mix of Windows 3.11/95/98. My group also helped maintain security for the network. Managed the server aspect of the system as well as the routers and Frame Relay circuits of the WAN. Preformed System monitoring using HP OpenView suite of tools. Troubleshot server problems escalated to the group from the level 1 technician(s). Upgraded and or reinstalled server software when necessary.

Role/Position - MarketVision Technical Support
Technical support and administration of a real-time worldwide financial data distribution network running SunOS UNIX on Sun Sparc SunStations. The primary application ran on an X-Windows GUI platform. Oversaw the stability of the entire system (client and server). Troubleshot both client and server issues. Upgraded software remotely when needed. Remotely monitor system for stability. Instructed field service technicians when needed. Created a technical support web site to assist other support technicians.
Role/Position - Knight-Ridder Financial Help Desk

Technical support of both real time and delayed financial data distribution network running all versions of Microsoft Windows and DOS. This helpdesk was responsible for both client and server aspects of this network. Troubleshot client data and hardware issues. Upgraded server software as needed. Instructed field service technicians when needed. Created a technical support web site to assist other support technicians.

List of Hardware/Software

Operating Systems
Windows NT Server and Terminal Server, Windows 3.1 and 3.11, Windows 95 and 98, Windows NT Workstation, Novell 3.12, Novell 4.x. Sun Solaris, RedHat Linux

Hardware
HP NetServer, HP Storage System/6, HP DLT 30's, 40's, and Autoloaders. HP Brio, HP Vectra, HP Pavilion, HP Kayak, Gateway 2000. HP AdvanceStack Hubs and Switches. Packeteer Packet Shaping Unit

WAN Hardware
Adtran DSU IQ, Cisco 2610, 3610, 7513 Routers, Lucent 9000, 550, 500 Enterprise Switches, Lucent PSAX 2300, 100, 50 Multi-service Media Gateway, Nortel Broadband Shasta Node, Nortel ARN, Nortel BLN.

Software (incomplete)
HP OpenView, Lucent Cascade View, Nortel Shasta Creation System, MS Office, MS Exchange Server 5.5, MS Internet Information Server 4.0, MS Proxy Server 2.0, Citrix MetaFrame 1.0, PeopleSoft Process Scheduler and Application Server, FacSys Fax Server, Adtran IQ View, Seagate Backup Exec, PCAnywhere, ModemShare 32, FrontPage (all versions), Adobe Photoshop, Macromedia Dreamweaver, Network Associates Virus Scan (9x, NT), Network Associates Sniffer Pro, perl scripting language, Black Ice Firewall Solutions.

College Education

Pursuing Associate Applied Science Information Systems Programmer/Analyst Option
St. Louis Community College GPA 3.75 (4.0 Scale.) 45 out of 69 Credit hours earned Jan 01 - Current

Certificate Of Computer Network Technology
Ranken Technical College, GPA 3.375 (4.0 Scale) Aug 95 - May 97
General Education
Southern Illinois University At Edwardsville Sept 92 - May 95

Other Education

Network Essentials Certified Aug 99
Microsoft Class 1026 - Exchange Server 5.5 Concepts and Administration. May 99
Microsoft Class 973 - Exchange Server 5.5 Design and Implementation. July 99
Microsoft Class 689 - Supporting NT Server Enterprise Technologies Oct. 99
PeopleSoft Tools I Application Development July 00

Activities/Organizations

Iota Phi Theta Fraternity Inc. May 93- Present

BusComm Incorporated

Guarantee Agreement

This guarantee agreement is made by and between BusComm Incorporated, whose office address is 11696 Lilburn Park, St. Louis, Missouri 63146 and Office of the State Courts Administrator, (herein after "OSCA"), whose address is 2112 Industrial Drive, Jefferson City, Missouri, 65110.

BusComm Incorporated agrees to enter into an agreement with "OSCA" that all parts used in conjunction with the Digital Recording System shall have a guarantee of 24-hour replacement from the receipt of the service call. This guarantee shall include all parts and/or complete malfunctioning units provided by BusComm Incorporated for the installation of the Digital Recording System.

12·6·04

Date

John Moldthan
President
11696 Lilburn Park
St. Louis, MO 63146
(314) 567-7755
(314) 567-0863 Fax

Guaranteed Maintenance Service Agreement

Basic Coverage

This is a Service Agreement between BusComm Incorporated (hereinafter referred to as BusComm) and FTR Customer (hereinafter referred to as the Purchaser). The agreement outlines the conditions whereby BusComm will provide service for the FTR Digital Court Recording System.

1. TERM

   This Service Agreement becomes effective on (DATE), and will continue in effect until (DATE).

2. SERVICE

   Service is provided during normal business hours, (8am to 5pm) Monday through Friday, with the exclusion of recognized holidays, at a charge of (AMOUNT) per year, which charge is subject to the terms of Paragraph 6 herein. Service calls will be responded to on a 24 hour a day, 7 day a week, 365 day a year basis, however, a charge will be made for any service performed during times other than non-business hours. During business hours, a Help Desk Technician is available to take each call and promptly dispatch our technicians. Our Help Desk Technician can often answer your questions or refer them to our system technicians so that they can respond quickly on your company's behalf.

   Replacement parts will be furnished and installed by BusComm Service Technicians at no extra charge. The parts replaced become the property of BusComm.

   Component parts, assemblies, or subassemblies may be replaced with new or refurbished items at BusComm's option. If parts must be replaced due to causes other than normal wear and tear, BusComm will charge the price in effect at the time for such parts and all reasonable expenses associated with BusComm's cost to replace said parts.

   Under this Service agreement, BusComm resolves to work toward giving your System availability approaching 100%. In order to do this, BusComm may, based on technical judgments made by BusComm Service Technicians, request to be able to monitor machine functions via its Remote Diagnostics Facility (RDF), but always with the prior knowledge, approval, and cooperation of the Purchaser. At such time BusComm may also make changes to the resident software, but never in a way that would knowingly disrupt normal operations, violate security, or disturb the Purchaser's records. In addition, BusComm may, from time to time, recommend and initiate replacement of suspect component parts at no expense to the Purchaser, but with their planned cooperation regarding replacement work. This will always be done with every intention of minimizing disruption. Finally, if BusComm deems it advisable for a Service Technician to visit and perform machine or operational remediation on site, such a trip will be initiated by BusComm, but with the full knowledge and cooperation of the Purchaser. The full expenses for such travel including per diem, living expenses and all incidental costs relating either to the trip or the service work will be paid by BusComm,

resulting in no cost to the Purchaser. An exception to this is if it is determined that the problem developed from a part damaged by causes other than normal wear and tear.

The Purchaser will maintain the environmental conditions specified. These conditions will be within the common environmental range of all systems components.

3. TITLE

Title to all documentation and software relating to the maintenance of the system shall remain with BusComm. The Purchaser, as licensee, acknowledges that all such documentation and software are proprietary and confidential, and will hold in confidence all such information, as well as consequentially, BusComm will retain full title to the software. The Purchaser will have the right to use such software as long as it owns the product, and agrees to hold in confidence all technical and trade secret information, including, without limitation, the content of and information relating to software, including source code, object code, software updates supplied by BusComm in respect thereto, all subsequent modification of code made by BusComm pursuant to maintenance and/or diagnostic evaluation, and all documentation relating to any of the foregoing. The Purchaser ensures that access to such information will be limited to employees who must have access in order to use the system efficiently.

BusComm may remove any maintenance materials or diagnostic software at any time, either temporarily or permanently. The diagnostic software provided to facilitate the servicing of the system is not necessarily for the operation of basic system software.

4. EXCLUSIONS

Some Services may not be covered by this agreement. These items may be referred to as *Move/Add/Change* and Purchaser is responsible for all charges including the cost of parts, labor and travel (as listed in Section 7 of this Agreement) relating to:

a. Electrical work external to the equipment;
b. Maintenance of accessories, attachments, machines, or other devices not furnished or manufactured by BusComm;
c. Repair of damages resulting from accident, neglect or misuse, fluctuations of temperature or humidity, failure of electrical power, or causes other than ordinary use including fires and acts of God, or resulting from maintenance or repair of the equipment by persons other than BusComm personnel or its authorized representatives, or damages caused by installation of third-party software (including but not limited to PCAnywhere, Anti-Virus, Microsoft Word Microsoft Operating Systems, Roxio CD Creator) not purchased from or authorized by BusComm;
d. Furnishing photographic material, magnetic or paper tapes, chart paper, headsets, bar code labels, printer paper, flash cards, and other consumable items;
e. Adding or removing accessories, attachments, or other devices;
f. Services rendered impractical due to alterations to the equipment, or because of electrical or mechanical connections to equipment not supplied by BusComm;
g. Upgrading any third-party software needed to support the FTR, including but not limited to PCAnywhere, Anti-Virus, Microsoft Word Microsoft Operating Systems, Roxio CD Creator;
h. De-install/Re-install of transcriptionists;

i. New report formats;
j. Changes to existing report formats;
k. Setting up additional departments;
l. Installing and training additional users;
m. Re-training existing staff;
n. Reloading software due to customer upgrades/changes, including but not limited to PCAnywhere, Anti-Virus, Microsoft Word Microsoft Operating Systems, Roxio CD Creator;
o. Connectivity to internet service provider from remote site to customer's network;
p. Interfacing client's Virtual Private Network with remote site.

5. BusComm reserves the right to modify or delete any term of this Service Agreement effective as of any anniversary date of the Agreement by giving thirty (30) days prior written notice to the Purchaser. The Purchaser may then elect to accept the Agreement with such modification(s) or deletion(s), or terminate the Agreement. Failure by the purchaser to terminate within the thirty-day notice period will signify acceptance of the Agreement as amended. As used in this Section, the term "modification" includes, without limitation, changes in price, term or the character or extent of service, including withdrawal of support for particular hardware or software systems or subsystems.

6. CHARGES

Charges for service provided under this Service Agreement are invoiced on an annual basis and are payable upon receipt of invoice. The first annual Service Agreement becomes effective following the warranty period, contingent upon receipt of payment in full. If the continuity of Warranty/Service Agreement coverage is interrupted due to non-receipt of payment from the Purchaser or issuance on ninety (90) days prior written notice by BusComm or Purchaser, BusComm may require an on-site evaluation in order to determine the condition of the Purchaser's system before a new Service Agreement becomes effective. This right will also be assumed if any third party has provided service before the Service Agreement goes into effect. The cost of parts, labor, and travel to evaluate system under these circumstances, and all serviceable standards of operation as reasonably deemed necessary by BusComm, will be the responsibility of the Purchaser. BusComm will assess late charges of one and one-half percent (1 1/2) % per month for over thirty (30) days. Service coverage may be discontinued by BusComm for non-payment of any invoices sixty (60) days beyond due date. Any portion of payment received is deemed acceptance of the terms conditions of this agreement.

Changes in equipment specifications, attachments, or features may result in an adjustment of Service charges. The Service charges for equipment not covered by the Service Agreement will be the current published rate at the time the equipment is added, and will be prorated to coincide with the anniversary date of this Service Agreement. All future purchases for this system will be automatically added to this main service contract and you will receive a pro-rated invoice.

BusComm reserves the right to discontinue service for non-payment of overdue invoices.

7. RATES

The following rates apply to Services not covered by this Agreement. There is a one-hour minimum charge for all labor.

Labor	
Move/Add/Change – Normal Business Hours	$125.00 per hour
After-Hours Service or Move/Add/Change	$187.50 per hour
Sunday/Holiday Service or Move/Add/Change	$250.00 per hour

Travel	
Normal Business Hours	$62.50 per hour
After-Hours	$93.75 per hour
Sunday/Holiday	$125.00 per hour

8. GENERAL

- BusComm's obligations hereunder are subject to delays caused by labor difficulties, fires, casualties and accidents; acts of the elements; acts of public enemy; transportation difficulties; inability to obtain equipment, materials or qualified labor sufficient to fill its orders; government interference or regulations and other causes beyond BusComm's control.
- Any or all of BusComm's rights or obligations under this Service Agreement may be assigned by BusComm with notice to the purchaser, and will be exercised by any assignee thereof.
- BusComm's liability to the Purchaser for damages of any nature, whether in contract or tort, including negligence, shall not exceed the total charges paid or payable during one year under the Service Agreement.
- No action arising out of the performance of services under this Service Agreement whether in contract or tort, including negligence, may be brought by either party more than one year after the cause of action accrues; provided, however, that any action for non-payment may be brought at any time within the applicable statute of limitations period.
- In no event will BusComm be liable for any loss of date, lost charges, or special indirect or consequential damages.
- BusComm disclaims all warranties, including all warranties or merchantability and fitness for a particular purpose.
- Any controversy arising from this Service Agreement shall be governed by the laws of the State of Missouri.

This agreement shall become effective on its date and shall remain in force for a period of one year and from year to year thereafter unless terminated by either party upon written notice given to the other party at least thirty (30) days prior to the end of the first year or subsequent year. No refund or pro-rating on the remainder of the contract is allowed. This agreement is not transferable and becomes void upon sale of the equipment.

This Service Agreement replaces and supercedes any previous Service Agreement between the parties, and constitutes the entire Service Agreement between the parties with respect to the subject matter hereof.

BusComm Incorporated Service Agreement
By their duly authorized representatives

BusComm Incorporated	Purchaser
_____	_____
By: _____	By: _____
Contract Manager	Authorized Signature
Date: _____	Date: _____

BusComm Incorporated

Warranty

For a period of 90 days following installation of the Digital Recording System, BusComm Incorporated warrants (a) that the Software and/or Hardware furnished hereunder shall be free from material defects in workmanship and materials and shall operate in conformity with the performance capabilities, specifications, functions and other descriptions and standards applicable;

(b) that the Software and/or Hardware is free of all computer viruses;

12·6·04

Date

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President
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