

Mobile Physician Desktop

Installation and
Configuration Guide

Version 4.5

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CHAPTER 1

Introduction

The Vianeta Mobile Physician Desktop incorporates the use of handheld recording devices (such as the Olympus DS-3000) for dictation by Physicians. This chapter introduces the Vianeta Mobile Physician Desktop and covers the following topics:

- “An Overview of the Vianeta Mobile Physician Desktop” on page 2
- “Vianeta Enterprise Software for Healthcare” on page 3

An Overview of the Vianeta Mobile Physician Desktop

The Vianeta Mobile Physician Desktop provides Physicians with the ability to upload dictations from handheld devices (such as the Olympus DS-3000) into the Vianeta Document and Workflow Management Server for transcription. Using a handheld device, a Physician may store several hours of dictation (depending on the handheld device) and download the voice files to a healthcare facility's computer. The Vianeta Mobile Physician Desktop monitors a folder on the facility's computer and automatically uploads the dictations to the Vianeta Document and Workflow Management Server.

Currently, the Vianeta Mobile Physician Desktop supports the Olympus DS-3000 and Olympus DS-330 handheld devices.

The Installation and Configuration Process

The installation process includes installing both the Vianeta Mobile Physician Desktop software and the handheld device along with its supporting software or drivers.

The installation and configuration of the various handheld devices and software is covered in "Device Installation and Configuration" on page 5.

The installation of the Vianeta Mobile Physician Desktop is discussed in "Vianeta Mobile Physician Desktop Installation" on page 19.

Vianeta Enterprise Software for Healthcare

Vianeta Communications is the leading supplier of enterprise software for Clinical Documentation, Revenue Cycle Management, and Clinical Data Applications, powered by VNet Suite, the industry's first XML based Edge Computing / Micro Server Platform.

Clinical Documentation applications encompass the process of creation, storage, retrieval & distribution of clinical data in hospitals and medical clinics.

- **Dictation/Transcription** applications enable creation of clinical documents.
- **Medical Records** applications automate storage, editing, eSignature & retrieval of clinical documents.
- **Multi-Channel Report Delivery** applications include distributed printing, automated faxing, HIS uploads, and role based authenticated secure web-access to clinical documents.

Revenue Cycle Management applications help hospitals collect revenues faster & contain costs through streamlining of Coding, Billing & Case Management processes.

Clinical Data Applications enable analyzing clinical data for use in research, Medical Device Testing, Pharmaceutical Drug Approval & Disease state management.

Within the **Clinical Documentation** category, Vianeta manages the entire life cycle of dictation, transcription, and multi-channel report delivery, including dictation, transcription, QA, medical records review, physician editing and eSignature, automated printing, and upload back to the hospital HIS system.

We have designed Vianeta Harmony and its components to be as intuitive as possible; if you are already familiar with the Windows environment and the interface offered by applications such as Microsoft Word, you should have little trouble in learning how to use Vianeta applications. This manual should have all of the information that you need. If you find any incorrect or missing

information, please contact us by email at Documentation@vianeta.com.
Thanks for using Vianeta!

CHAPTER 2

Device Installation and Configuration

Items discussed in this chapter include:

- “Overview” on page 6
- “Installing and Configuring the Olympus DS-3000 and Olympus DS-330” on page 7
- “Configuring Olympus DSS Player Software” on page 9
- “Configuring the Author ID for Handheld Devices” on page 17

Overview

In order to download dictations from the handheld device to the computer, the handheld device's software must be installed on the same computer as the Vianeta Mobile Physician Desktop.

Follow these steps:

1. Locate and follow the instructions for installing and configuring your particular handheld device in the sections below.
2. Once the device is installed and configured, follow the software configuration steps for that device as described in, for example, "Configuring Olympus DSS Player Software" on page 9.
3. Enter the Author ID as described for the particular device as described in "Configuring the Author ID for Handheld Devices" on page 17.
4. Install Vianeta Mobile Physician Desktop as per the instructions in "Vianeta Mobile Physician Desktop Installation" on page 19
5. Finally, if necessary, see "Error Messages" on page 32 for troubleshooting and error message information.

System Requirements

For Olympus devices, the system requirements are:

- Windows 2000, XP
- IE 6 or higher
- USB Port
- Internet Connection
- Olympus Software
- USB cable and/or USB Docking station

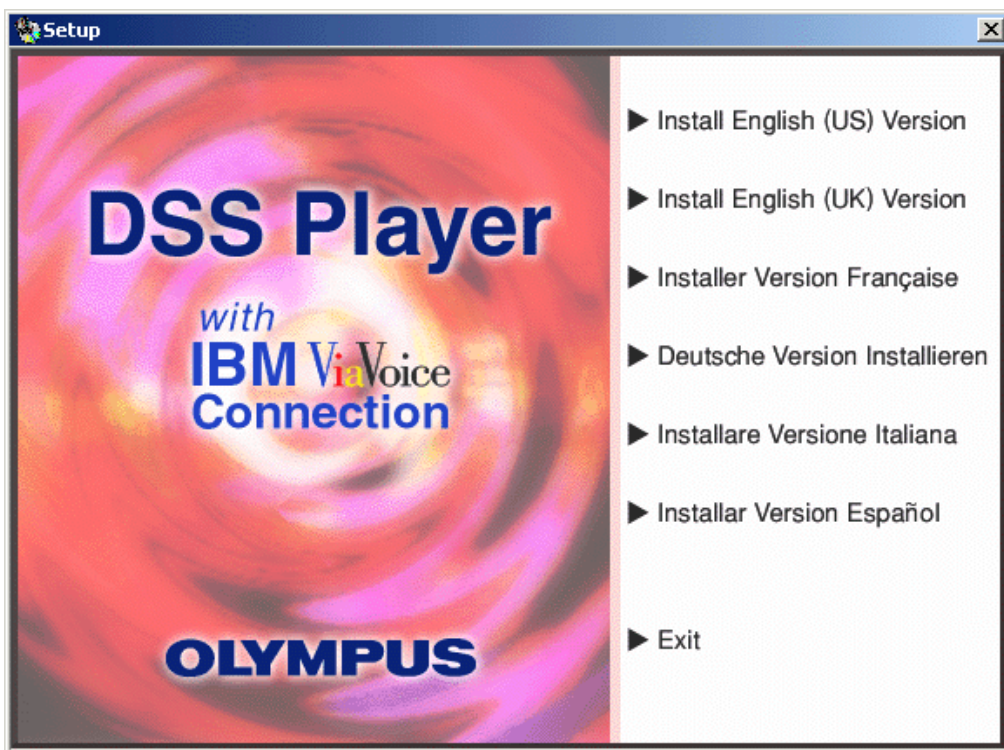
Installing and Configuring the Olympus DS-3000 and Olympus DS-330

The installation procedures are the same for both Olympus devices; however, the configuration instructions are different, depending on the particular model.

Installing the Olympus DSS Player Software

Follow these instructions to install the Olympus device and software. After installing the software, see “Configuring Olympus DSS Player Software” on page 9 to finish the configuration.

1. Place the Olympus DSS Player Software CD in the CD drive of the computer. The installation software should run automatically. If not, consult the Olympus documentation that accompanies the device.



2. Select **Install English (US) Version**.
3. Follow the prompts as they are displayed, accepting the default where possible. Check the box to install Acrobat Reader if it is not already installed on the computer.
4. Click **Finish**.
5. Once the software is installed, attach the USB cable to the computer and plug in the Olympus DS-3000 or attach the USB cradle and plug in the Olympus DS-330.
6. The computer should now recognize and install the device.
7. Configure the Olympus DSS Player software for your device, as per the instructions below.

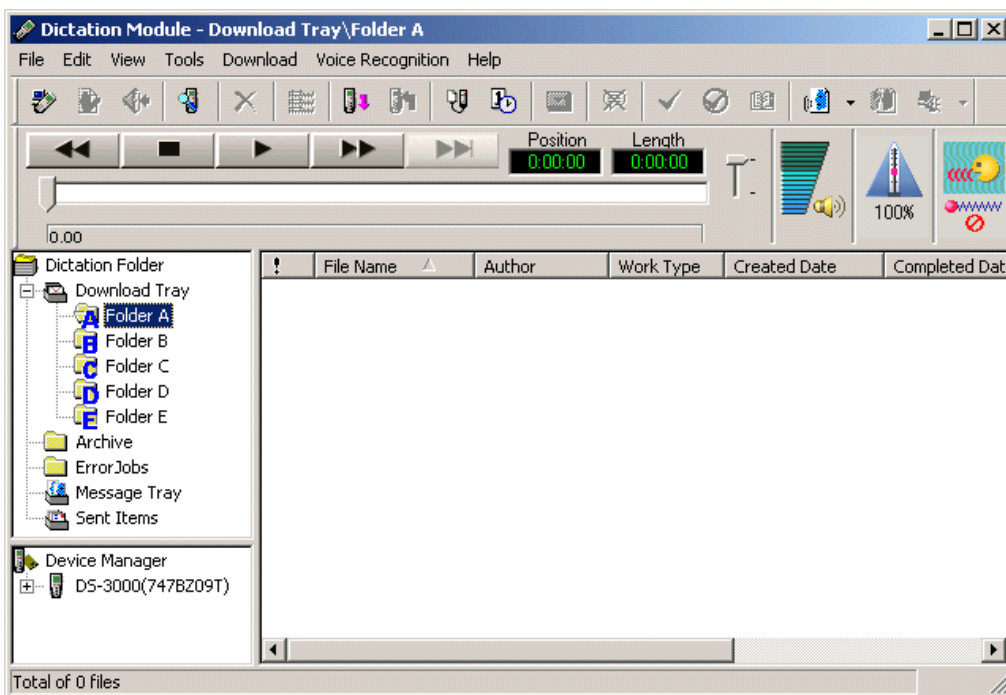
Note: The configuration instructions below are vital to the proper functioning of the Vianeta Mobile Physician Desktop.

Configuring Olympus DSS Player Software

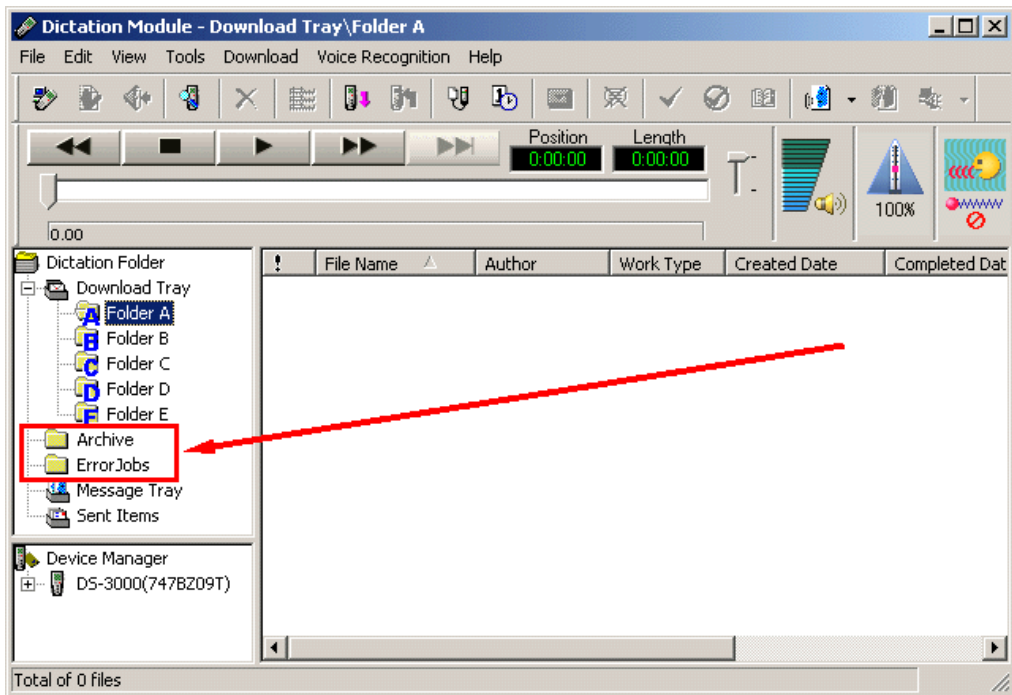
Depending on the handheld device used, the version of the Olympus DSS Player software will vary. Follow the instructions below for the particular Olympus device being installed.

Configuring Olympus DSS Player Software for the Olympus DS-3000

1. Launch the DSS Player software by plugging in the Olympus DS-3000 or through **Start > Programs > Olympus DSS Player Pro > Dictation Module**.

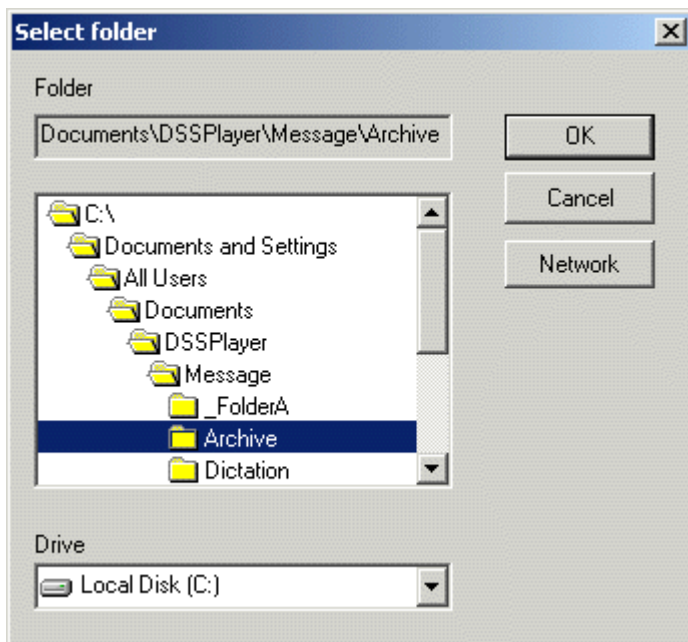


2. Verify that the folder listing shows the **Archive** and **ErrorJobs** folders:

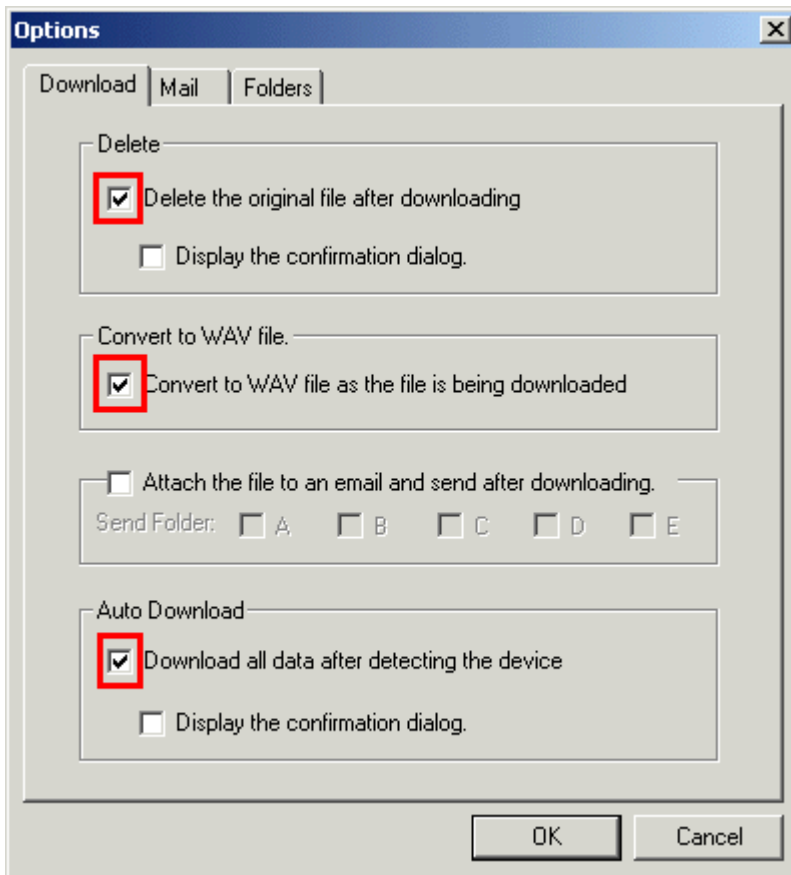


Note: The **Archive** and **ErrorJobs** folders will only be present if the Vianeta Mobile Physician Desktop is already installed.

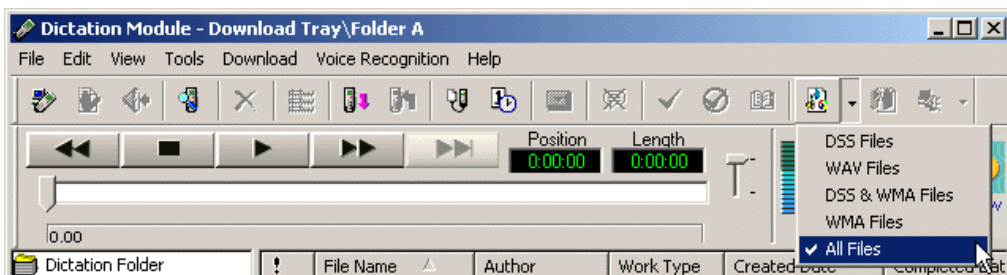
3. If the **Archive** and **ErrorJobs** folders are not present, right-click on **Dictation Folder** and select **Add Folder**. Double-click on the **Archive** folder and then click **OK**. Repeat for **ErrorJobs**:



4. Select **Tools > Options** from the DSS Player.



5. Make sure that the **Convert to WAV file as the file is being downloaded** option is checked.
6. Vianeta recommends checking the **Delete the original file after downloading** and **Download all data after detecting the device** options as above.
7. From the **Choose File Types** pull-down, select **All Files**:

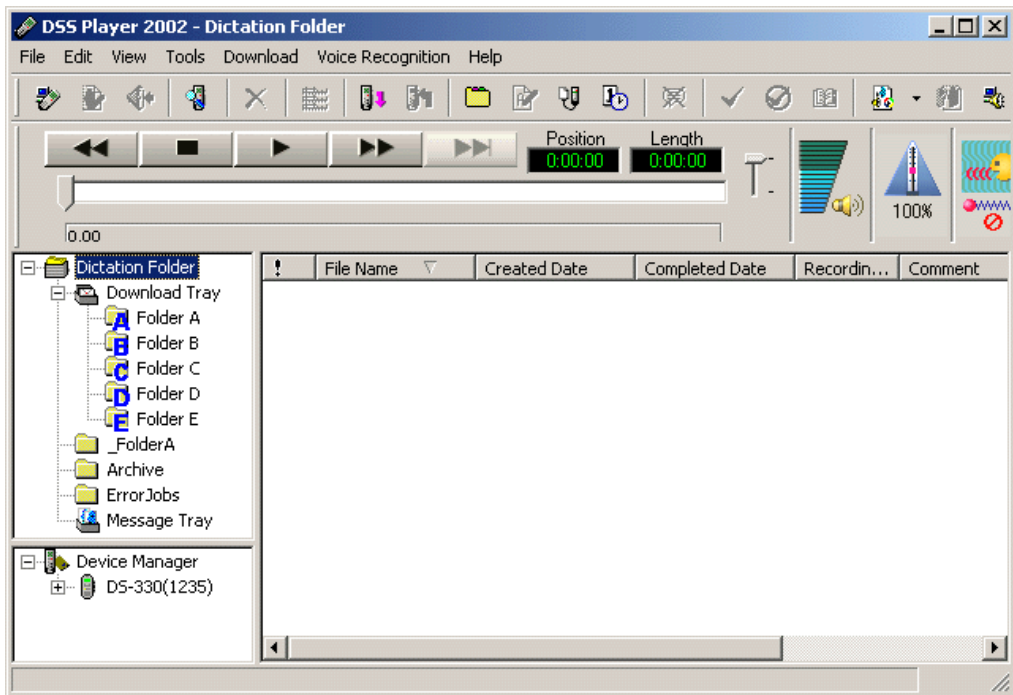


Note: You must select **All Files** in order to use the Vianeta Mobile Physician Desktop properly.

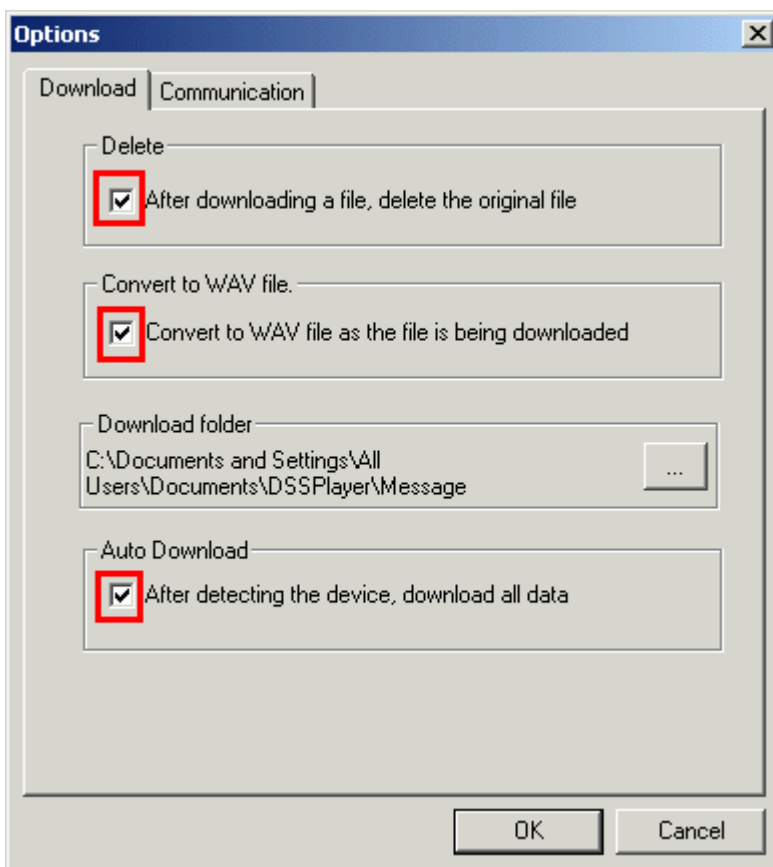
8. Configure the Author ID as explained in “Setting the Author ID for the Olympus DS-3000” on page 17.

Configuring Olympus DSS Player Software for the Olympus DS-330

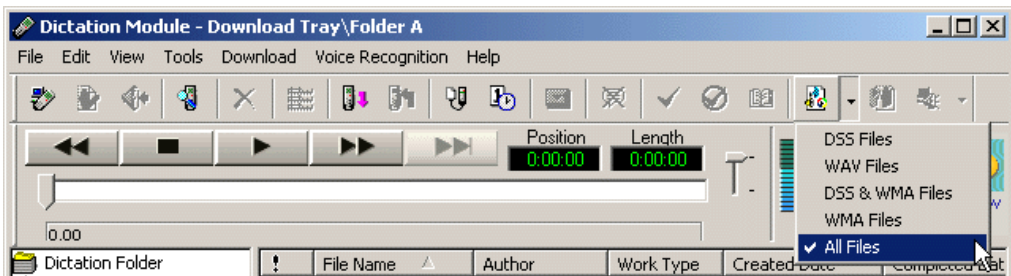
1. Launch the DSS Player software by plugging in the Olympus DS-330 or through **Start > Programs > Olympus DSS Player 2002 > Olympus DSS Player 2002**.



2. Select **Tools > Options** from the DSS Player.



3. Make sure that the **Convert to WAV file as the file is being downloaded**, is checked.
4. Vianeta recommends checking the **After downloading a file, delete the original file** and **After detecting the device, download all data** options as above.
5. From the **Choose File Types** pull-down, select **All Files**:



Note: You must select **All Files** in order to use the Vianeta Mobile Physician Desktop properly.

6. Configure the Author ID as explained in “Setting the Author ID for the Olympus DS-330” on page 17.

Configuring the Author ID for Handheld Devices

Depending on the handheld device being installed, the instructions for configuring the Author ID will vary. Follow the instructions below for the particular Olympus or Phillips device being installed.

Note: The Vianeta Mobile Physician Desktop will not function properly unless the Author ID has been set correctly.

Setting the Author ID for the Olympus DS-3000

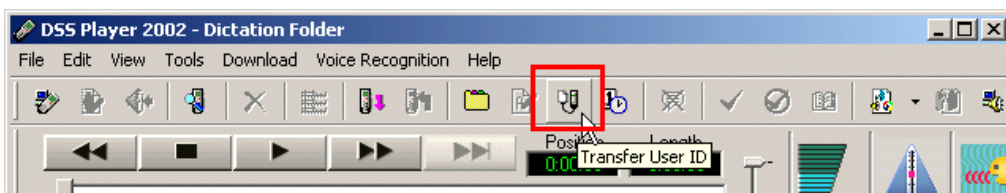
For the Olympus DSS Player Pro software, the Author ID is displayed in the file listing, and is also available via right-clicking on the .dss file, selecting **Properties**, and then selecting the **Detail** tab.

1. See the instructions on page 42 of the DS-3000.pdf file (available via **Start > Programs > Olympus DSS Player Pro > DS-3000 Instructions**).

Setting the Author ID for the Olympus DS-330

For the Olympus DSS Player 2002 software, the Author ID is visible via right-clicking on the .dss file in the listing, selecting **Properties**, and then selecting the **Detail** tab.

1. Click the Transfer User ID icon in the DSS Player:



2. Enter the Author ID in the Transfer User ID dialog:



3. Click **Transfer**.

CHAPTER 3

Vianeta Mobile Physician Desktop Installation

Items discussed in this chapter include:

- “Overview” on page 20
- “Installing the Vianeta Mobile Physician Desktop” on page 21

Overview

Installing the Vianeta Mobile Physician Desktop is the next step in setting up the Vianeta Mobile Physician Desktop to work with various handheld dictation devices.

Note: Currently, the Vianeta Mobile Physician Desktop supports only the Olympus DS-3000 and Olympus DS-330.

Follow these steps:

1. Follow the instructions below for installing the Vianeta Mobile Physician Desktop.
2. If the handheld device software is not already installed on the machine, follow the software installation and configuration steps for your handheld device as described in “Device Installation and Configuration” on page 5.
3. Finally, see “Using the Vianeta Mobile Physician Desktop” on page 23 for instructions on using the Vianeta Mobile Physician Desktop with your particular handheld device.

System Requirements

The system requirements are:

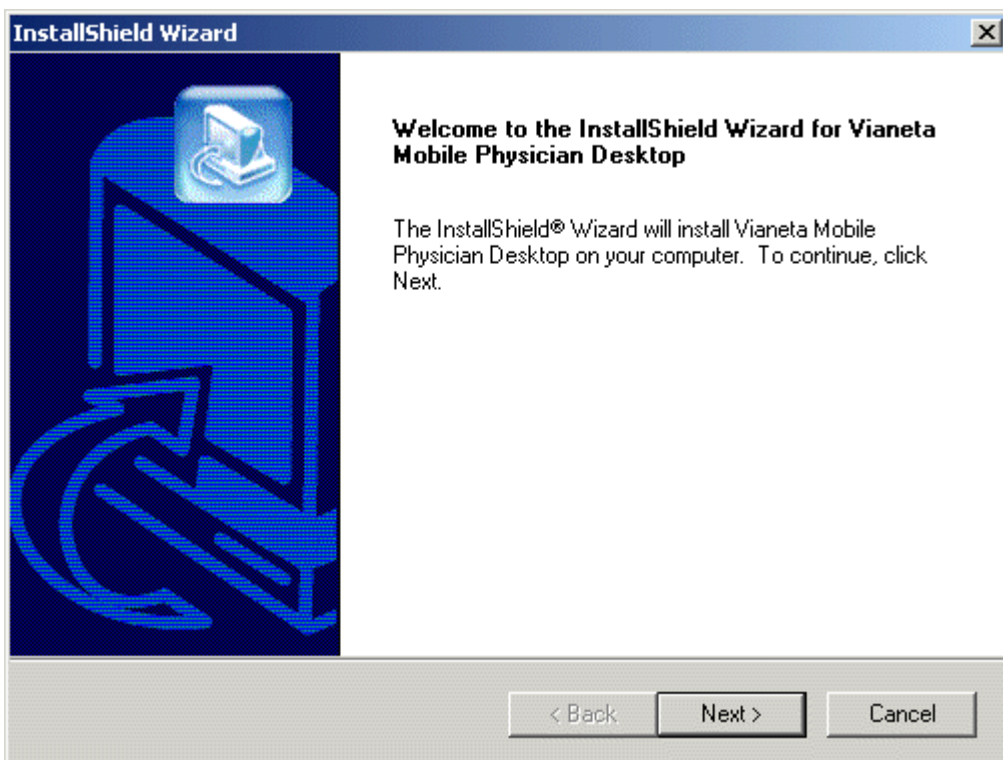
- Windows 2000, XP
- IE 6 or higher
- USB Port
- Internet Connection

Installing the Vianeta Mobile Physician Desktop

Follow these instructions to install the Vianeta Mobile Physician Desktop. After installing the software, see “Using the Vianeta Mobile Physician Desktop” on page 23.

Note: A warning may be displayed if the expected handheld device software is not installed prior to the Vianeta Mobile Physician Desktop being installed. If this happens, finish installing the Vianeta Mobile Physician Desktop and then install the handheld device’s software. A system reboot may be required.

1. Double-click on Setup.exe. The installation program will begin:



2. Click **Next**.
3. Read the license agreement. Click **Yes** to agree to the terms and continue the installation. Click **No** to cancel the installation.
4. Choose a Destination Location and click **Next**.
5. Select a Program Folder and click **Next**.
6. Enter a license key (see your Vianeta representative or Service Provider for a license key if you do not already have one). An example license key:
`5F5E678B-13C1-2b12-B132-A21D021921A8`
7. Click **Next**. The installation program will finish installing the Vianeta Mobile Physician Desktop.
8. Click **Finish**.

CHAPTER 4

Using the Vianeta Mobile Physician Desktop

Items discussed in this chapter include:

- “The Vianeta Mobile Physician Desktop and the Olympus DS-3000 / Olympus DS-330” on page 24

The Vianeta Mobile Physician Desktop and the Olympus DS-3000 / Olympus DS-330

This section covers downloading dictations and the upload process for Olympus devices.

Downloading Dictations

Follow these instructions to download dictations from the device:

1. Plug the device into the USB cable (Olympus DS-3000) or docking station/cradle (Olympus DS-330).
2. The DSS Player software is launched.
3. The dictation voice files are downloaded into **Folder A, B, or C**.
4. At this point, the Physician can disconnect the device. The remaining process should be automatic.
5. The Vianeta Mobile Physician Desktop will attempt to upload the files into the Vianeta system.
6. Depending on the amount of dictations to upload and the Internet connection speed, it can take up to several minutes to upload all of the jobs.
7. When all of the files have been moved from **Folder A, B, or C**, check the contents of the **ErrorJobs** folder.
8. Any jobs found in the **ErrorJobs** folder have not been uploaded. Please see “Troubleshooting” on page 30.
9. Successfully uploaded jobs are placed in the **Archives** folder.

Note: If multiple models of Olympus devices are installed on the same machine, you must ensure that the proper version of the Olympus DSS software is launched when a device is plugged in. To do this, right-click on the **Device Detector** icon in the system tray, choose **Select startup application**, and:

For Olympus DS-330 - choose DSS Player 2002

For Olympus DS-3000 - choose DSS Player Pro

If the **Device Detector** is not running, consult the Olympus documentation for instructions on how to launch it.

The Upload Process

Specific to the Olympus devices, dictation files are downloaded from the handheld device to the computer, residing in Folder A, B, or C. The Vianeta Mobile Physician Desktop then attempts to upload the files into the Vianeta system. On a successful upload the dictation (voice and other files) is moved to the Archive folder. Should the upload fail, the related files are moved to the Error Jobs folder (for information about errors and general troubleshooting, see “Troubleshooting and Error Messages” on page 29).

CHAPTER 5

Uninstalling the Vianeta Mobile Physician Desktop

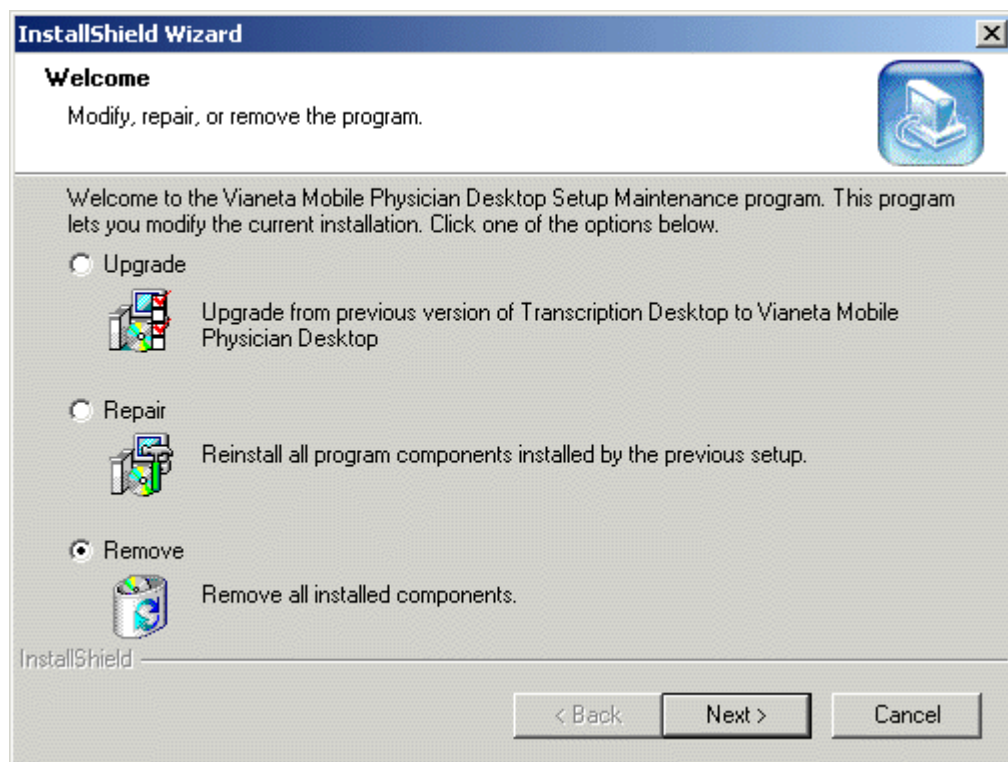
Items discussed in this chapter include:

- “Uninstalling the Vianeta Mobile Physician Desktop” on page 28

Uninstalling the Vianeta Mobile Physician Desktop

Follow these instructions to remove the Vianeta Mobile Physician Desktop:

1. Select **Start > Settings > Control Panel**.
2. Double-click on **Add/Remove Programs**.
3. Select **Vianeta Mobile Physician Desktop**.
4. Select **Remove**:



5. Click **Next**.
6. Click **OK** to confirm file deletion.
7. Click **Finish**.

APPENDIX A

Troubleshooting and Error Messages

Items discussed in this appendix include:

- “Troubleshooting” on page 30
- “Error Messages” on page 32

Troubleshooting

This section includes information about troubleshooting for specific devices as well as general errors.

Troubleshooting - Olympus DS-3000 and Olympus DS-330

If a job is not successfully uploaded to the Vianeta system, the associated files are moved from Folder A to the ErrorJobs folder. Review the contents of this folder often to ensure that all jobs are properly uploaded.

If a job is moved into the ErrorJobs folder, it can be moved back into Folder A (drag and drop via the DSS Player software, or via the filesystem) by moving both the .dss and .wav file for the job.

For Olympus devices, the three most common errors are:

1. Physician profile not found
2. Internet connectivity problems
3. Missing .wav file/corrupt .dss file

Problem/Symptom	Possible Cause	Solution
Physician profile not found	Incorrect Author ID set on device	Correct the Author ID for the dictation. <ol style="list-style-type: none">1. Open the DSS Player software.2. Select the ErrorJobs folder (or Folder A if necessary)3. Right-click on the .dss file and select Properties, then select Detail, and then enter the correct Author ID.
	Incorrect or missing Physician profile.	Consult the Administrator to make sure that the Physician has been added to the system and that the correct Author ID is being used.
Dictation is moved to ErrorJobs folder despite correct Author ID and .wav file.	Internet Connectivity Problems.	Confirm that Internet connectivity is restored (point web browser to http://www.vianeta.com).

Problem/Symptom	Possible Cause	Solution
The .wav file is not generated	Corrupt .dss file	Try re-converting the .dss to a .wav by right-clicking on the .dss file in the DSS Player and clicking Convert to WAV file . Contact Olympus support and/or re-dictate the job.

Error Messages

Error messages generated by Vianeta are placed in a **err.txt** file with the same name as the .dss file (job1234.dss would have a job1234.err.txt file, for example).

A list of error messages (visible in the dictation .txt file) is as follows:

Message	Action
Didn't get the required headers	Check that the licence key is valid (terminalidentifier registry key)
Physician profile not found.	Make sure that the physician profile exists in Vianeta. Check that the Author ID matches the one on the device.
Unable to save the voice file. {EXTENDED ERROR MESSAGE}	Check to see if there are problems with your Internet connection. Retry the operation after resolving your connectivity issues. Contact Vianeta support if your Internet connection is operating correctly.
The job has already been uploaded.	Verify from WebEMR that the job is uploaded. Move it to the archive folder if it is.
Error loading template. {EXTENDED ERROR MESSAGE}	Contact Vianeta support. There is a misconfiguration of the physician profile on the server.
Error opening file {WAV_FILE_NAME}	.wav file not generated. Try regenerating, may be that the .dss file is corrupt.
Unable to get audio format from source file.	Could be corrupt .wav file. Try regenerating, may be that the .dss file is corrupt.
No suitable format found to convert from PCM to destination.	codecs/truespeech not installed.
Stream conversion error.	codecs/truespeech not installed or .wav corrupt.
Error writing to destination file.	codecs/truespeech not installed. Check that there is enough diskpace. Retry the operation.

Message	Action
Unable to generate job on the server.	
Error moving the voice file. {EXTENDED ERROR MESSAGE}	
Error matching ADT. {EXTENDED ERROR MESSAGE}	
Unable to save the .xml file. {EXTENDED ERROR MESSAGE}	
Error creating new report. {EXTENDED ERROR MESSAGE}	
Couldn't open conversion stream.	
Couldn't get conversion buffer size.	Contact Vianeta support.
Failed to prepare header.	
Failed to open source file.	
Failed to open destination file.	
Couldn't convert audio. No suitable driver found.	
Error getting WAVE chunk for file {WAV_FILE_NAME}	
Error reading fmt chunk for file.	
Error reading fact chunk for file.	

