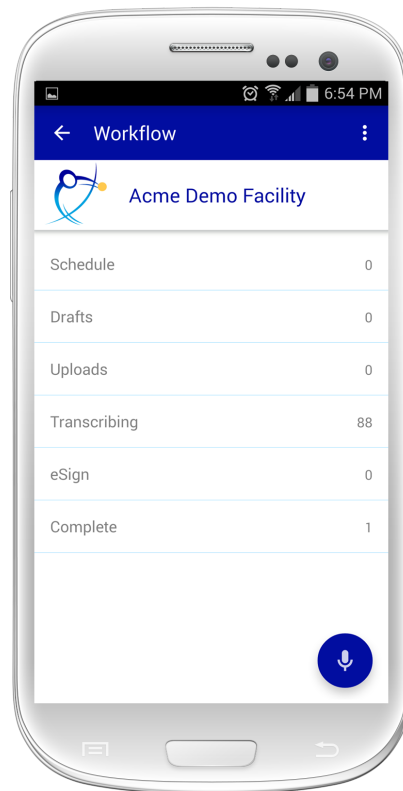


# *InfraWare Dictation*

*for Android*

*Published August, 2023*



**InfraWare**  
TRANSCRIPTION  
PLATFORM  **360**

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## Introduction

### Overview

InfraWare Dictation is available on the Android line of devices (phones & tablets). It allows physicians to perform dictations, view their dictation schedule, monitor the progress of a job on the InfraWare 360 platform, review and eSign documents, and view completed documents.

InfraWare Dictation applications are being constantly updated and improved. For that reason, some screenshots included in this document and in referenced videos may not match the current version of the application.

### Requirements

InfraWare Dictation will work on any modern Android device that has a microphone and a connection to the Internet (Wi-Fi or Cellular) running Android version 6.0 (Marshmallow) or newer.

### Security

InfraWare Dictation for Android keeps sensitive data secure and HIPAA compliant. InfraWare Dictation for Android uses the same level of SSL encryption that all of our other applications use when communicating with our servers. Data stored on the device is also encrypted using AES (U.S. FIPS 197) and AES-GCM ciphers. For version 6.2.0 or newer, the same algorithms are used, but support has been added for AES-CBC with an initialization Vector. AES-GCM is used for legacy files. AES-CBC with Initialization Vector is used by 6.2.0 or newer for newly created files and when re-encrypting files previously created on older versions.

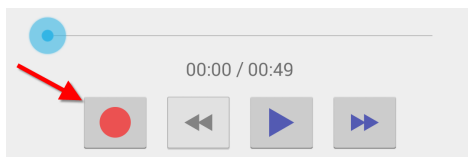
## Receiving Calls While Dictating

Android makes it impossible for InfraWare Dictation, or any other application, to block phone calls. By design, Android always gives priority to the phone. Switch your phone to Airplane Mode while dictating if you have concerns about receiving calls while dictating with InfraWare Dictation. Enable the Wi-Fi to continue using the application while in Airplane Mode.

If a phone call is received while dictating, InfraWare Dictation will stop the recording process. Dictation recorded prior to the time of the incoming call will not be lost.

Follow the steps below to continue dictating:

- Tap the **Record** button and choose an Append option to resume dictating after finishing the call.



- You will be prompted to choose whether you want to insert at the current location, overwrite the recording, or append to your existing recording. See instructions below or [KB837](#) for details on the Append options.

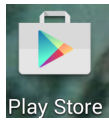
## Installation

To obtain InfraWare Dictation for Android go to the Play Store, search for “InfraWare Dictation,” and download the InfraWare Dictation application.

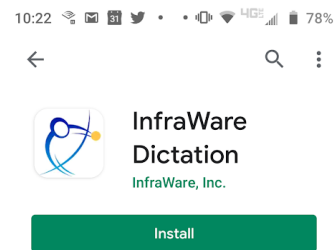
The direct link to the app in the Play Store is:

<https://play.google.com/store/apps/details?id=com.infragistics.mobile>

- Start the Play Store app.



- Search for “InfraWare Dictation.” You may need to tap **Search** at the bottom of the window to activate the search.
- Tap the **Install** button for Infracore Dictation to initiate download and installation.

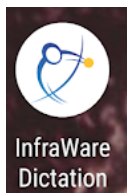


- The application will now install.

## Using InfraWare Dictation for Android

### Logging In

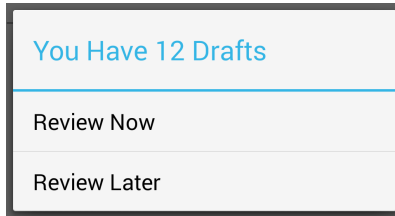
To get started with InfraWare Dictation, launch the application from the home screen after the installation process has completed.



Once the application launches the login screen will appear. Enter your login credentials.

- **eMail** - Enter the eMail address associated with your user on the platform.
- **Password** - Enter your password.
- Tap **Sign In**.

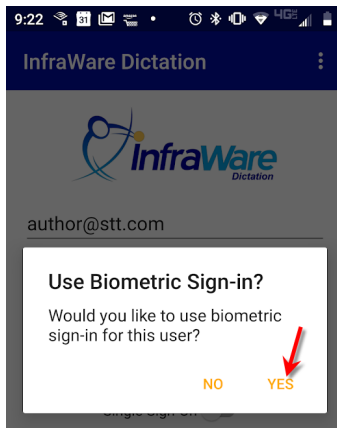
- If there are dictations in the Drafts folder you will be notified and given the opportunity to review them now or later.



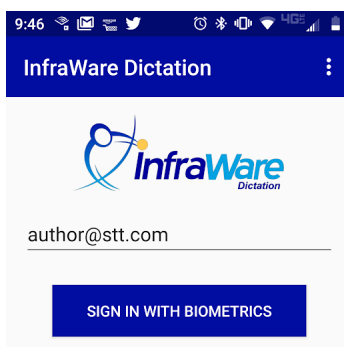
- Tap **Review Later** to go to the Workflow screen and continue normally.
- Tap **Review Now** to go to the Drafts page.

## Biometrics

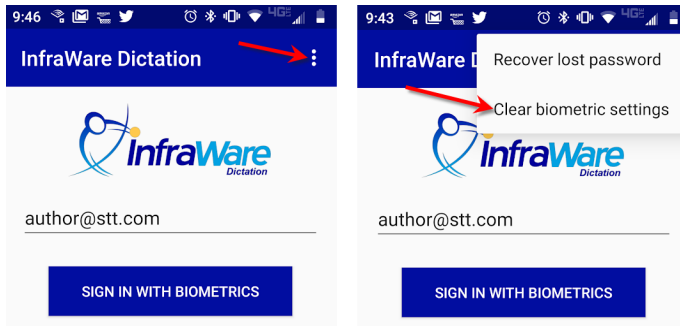
InfraWare Dictation for Android version 6.3.0 supports biometrics as a method for logging in to the platform. Once you have successfully logged in with your Username and Password for the first time, if your device supports fingerprint or facial biometrics, you will be given the option to associate biometrics with this login. Tap **Yes** to facilitate setup.



You will be presented with Biometric login the next time you log in to the app. Biometrics can only be associated with one User per Device.



To remove Biometrics tap the 3 dots in the upper right corner of the login screen and select **Clear biometric settings**.



## Single Sign On

Single Sign On (SSO) is available for platform accounts with this option enabled for their identity provider (requires development intervention for anyone outside of InfraWare).

## Navigation

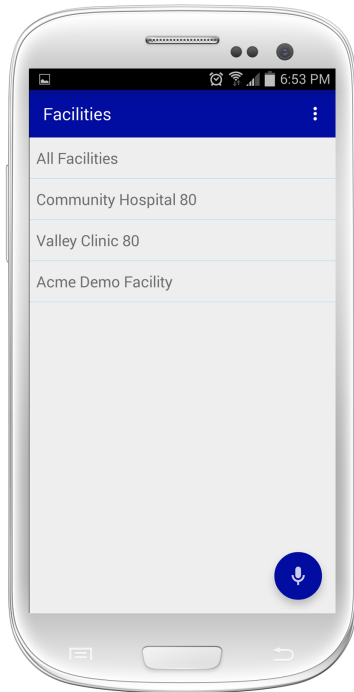
Android's best practices guidelines for Android applications were followed to allow for similar behavior for all Android applications. The Action Bar at the top of the app indicates where you are in the application and may include links to important actions.



Once logged in, the Facilities screen will load for users who have access to more than one facility. Users with access to only one Facility will be taken directly to the Workflow screen.

## Facilities

Once logged in, the Facilities screen will automatically load for users who have access to more than one facility.



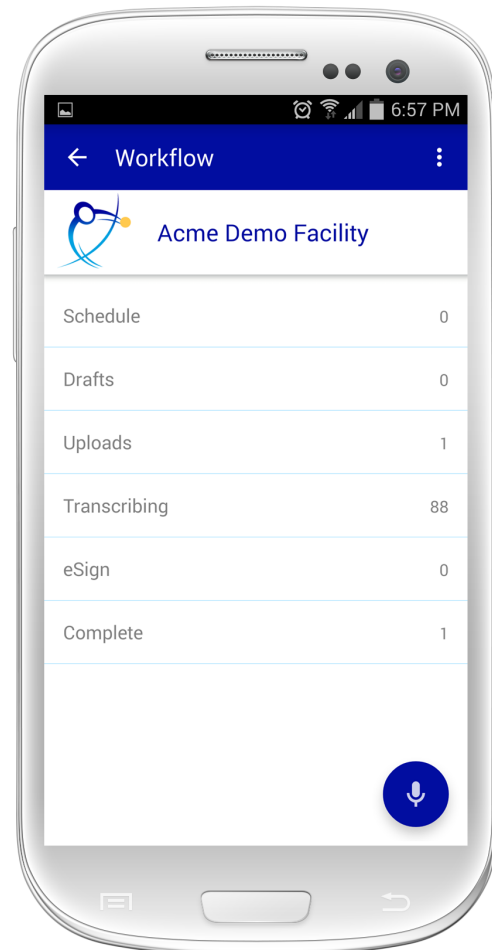
- Tap the Facility name for which you would like to dictate.
- OR-
- Tap the Dictate icon to begin dictating.



## Workflow

The Workflow screen is the main menu for the InfraWare Dictation for Android application. Below that you will see links for the various queues that can be viewed. The number next to each link represents the number of items in that queue. Tapping on the link will take you to the corresponding queue.

- **Schedule:** Displays a list of appointments that have been entered for you in the Secure Web Portal by a facility user or via an interface. Tapping an appointment will start a dictation against that appointment and pre-populate job properties with that encounter.
- **Drafts:** Dictations are displayed here if they have not been submitted to the platform.
- **Uploads:** Monitor the progress of dictations that have recently been submitted. This will show dictations which are pending upload as well as those which have just recently been successfully uploaded.
- **Transcribing:** List of jobs that have been submitted to the InfraWare 360 platform and are currently pending transcription.
- **eSign:** Review documents that are ready for eSign-off. Here you can eSign or Reject the document back to the QA Workflow step.
- **Complete:** Displays the last 60 days (a maximum of 500 documents) worth of completed documents on the InfraWare 360 platform. Tapping on any of the jobs in this queue will open the contents of the document for viewing. Job content is not stored locally on the device, but will be downloaded for viewing.



## Dictation

Performing dictations on the InfraWare Dictation for Android application is quick and easy.

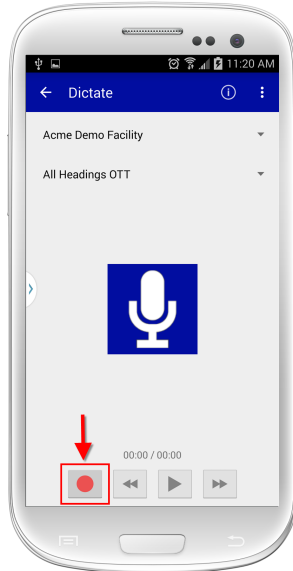
There are two ways of performing dictation:

1. Free-form Dictation: Manually enter any of the pertinent details about the dictation before submitting.
2. Dictate against the dictation schedule: Details of the dictation are pre-populated on the InfraWare Dictation platform.



## Free-form Dictation

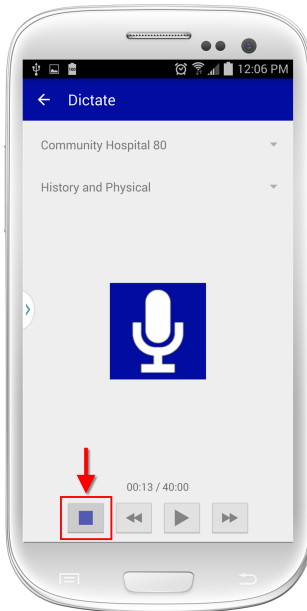
- **Dictate:** Tap this button at the bottom right of the screen to go to the Dictate screen.
  - Depending on your application settings, recording may start as soon as this screen is shown, or after you tap the red **Record** button.



- A sound meter will show if audio is being detected by your device's microphone.



- Tap the blue **Stop** icon when you are done dictating.

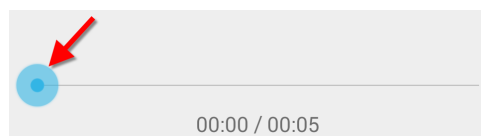


At this point you can play recorded audio, record additional audio or add job details before saving or submitting.

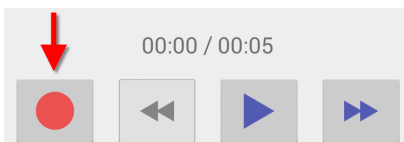
- **Play:** Play the audio that has been recorded and use the rewind, play and fast-forward buttons that are shown.



- Change the location within the audio file by dragging the position on the slider.



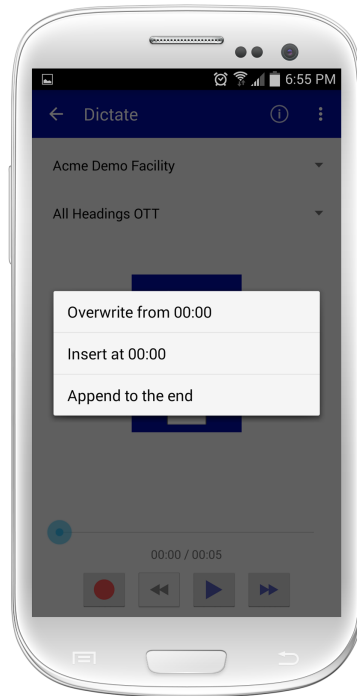
- **Record:** Tap the **Record** icon to continue dictating.



- You will be prompted to choose whether you want to insert at the current location, overwrite the recording, or append to your existing recording.
  - **Overwrite:** The **Overwrite** option will first delete everything from the original recording starting at the current position in the recording to the

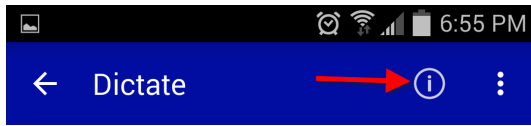
end, then append the new recording to what is remaining of the original recording.

- **Insert:** Choosing **Insert at...** will insert the new recording into the old recording at the current position in the recording (shown in the timeline).
- **Append:** The **Append** option will simply add the new recording to the end of the original recording.
- Pressing **Cancel** will cancel the record operation and return you to the prior screen.

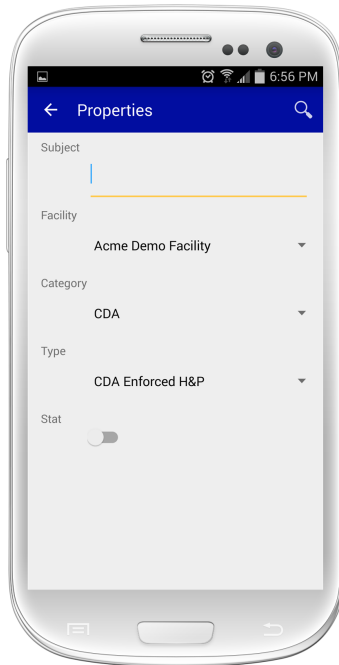


- If you are done with the recording no additional details are required before the job is submitted to the platform.

- **Job Properties:** To specify job properties for the dictation, tap on the **Job Properties** icon in the upper right hand corner. This step is optional.



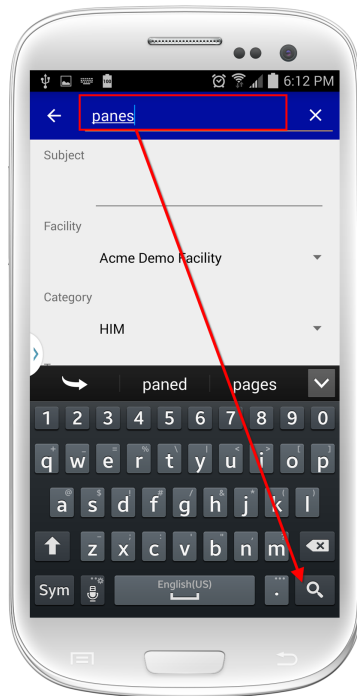
- Options include Subject, Facility, Document Category and Type, and STAT classification.



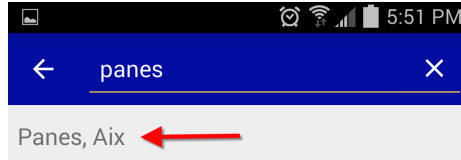
- **Search Patient:** If you have a patient list (ADT manually entered by a facility user in the Secure Web Portal or an ADT interface) in the system you can choose a patient for the dictation by tapping on the **Search** button at the top right side of the screen. This step is optional.



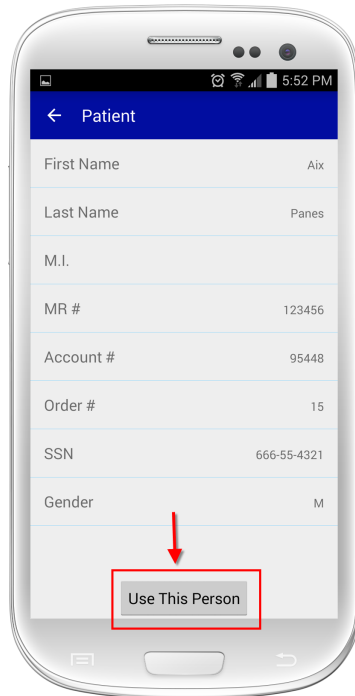
- Search the platform for a patient record by typing the name and then tapping Search.



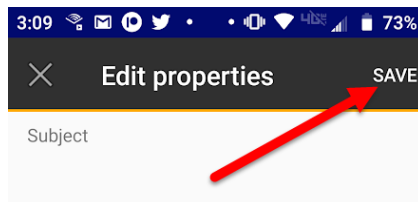
- Select Patient from the list of search results by tapping on the patient name.



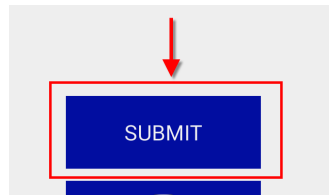
- Once you find the desired patient record, tap the **Use This Person** button at the bottom of the details screen. This will take you back to the Job Properties screen with the patient name and MRN completed for you.



- Tap **Save** on the Job Properties screen to save the new patient selection.



- **Submit:** Once satisfied with the dictation, tap **Submit**.
  - Submitting the dictation will send the dictation to the InfraWare 360 platform to be worked.

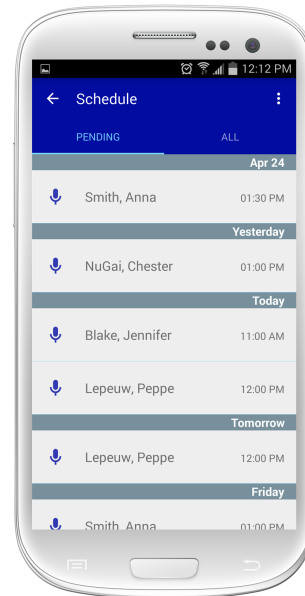


## Dictate Against a Schedule

InfraWare Dictation for Android includes the ability to dictate from a schedule. This feature requires that the schedule be pre-populated from the SecureWeb Portal by a facility user or via an interface. See [KB593](#) for details on entering a schedule via the Secure Web Portal.

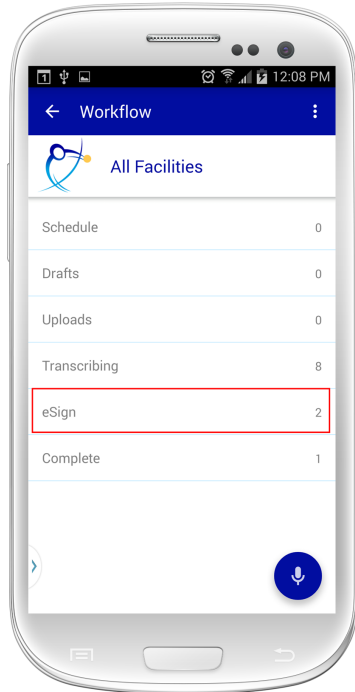
Tap the Schedule link on the Workflow screen to view your schedule.

- At the top of the Schedule screen, you will find the option to view all appointments or just the pending ones (ones that have not yet been dictated against).
- Tap one of the appointments to begin dictating for that patient and pre-populate the job properties for that encounter.
  - Appointments can be dictated against as many times as necessary.
- Follow the dictation operations as outlined above to Record, Play, Save, and Submit the dictation.



## Review & eSign

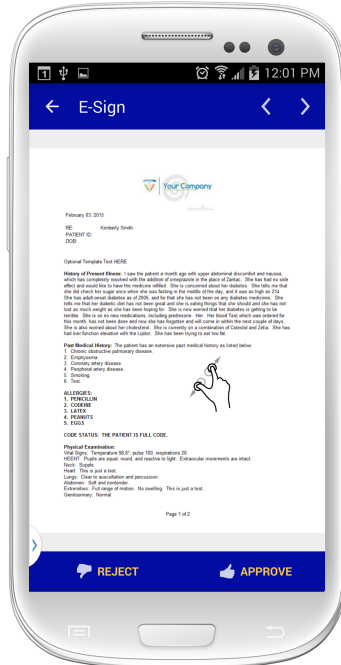
- Tap the **eSign** link on the Workflow screen to display the list of jobs that need to be reviewed and either approved or rejected.
  - The number to the right of the link shows you the number of jobs that are pending eSign.



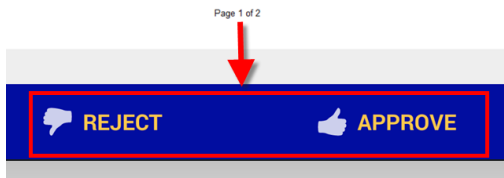
- Tap a job on the list to Review and eSign the document.



- Standard "pinch to zoom" gestures can be used to view portions of the document in more detail. Swipe left or right to move to the previous/next page.

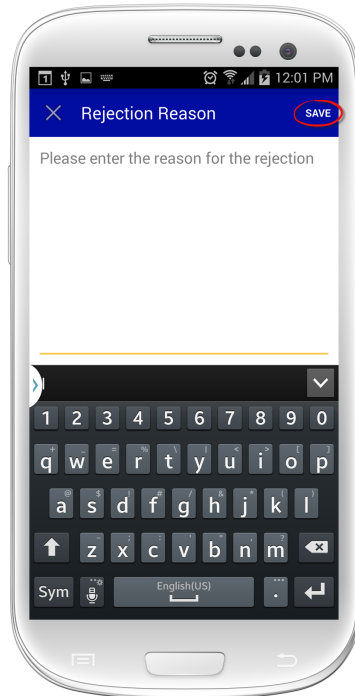


- At the bottom of the screen, you will see buttons to either eSign-Off or Reject the document.



- **Reject/Do Not eSign:**
  - Tap **Reject** on the bottom left of the screen to put the job back in Pending QA Status.

- When a document is rejected you have the opportunity to enter comments as to the reason why. Press **Save** when done.

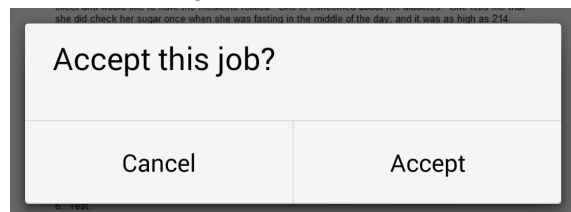


- After saving the screen will show the job was successfully rejected with a red status bar at the bottom of the screen.



- **Approve/eSign:**

- Tap the **Approve** button in the bottom right corner to eSign the job.
- Tap **Accept** to confirm eSign or tap **Cancel** to go back to the job and cancel the eSign process.

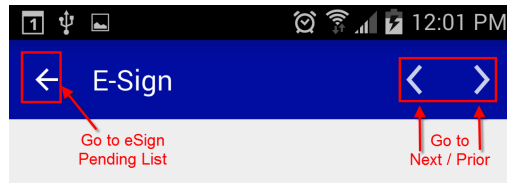


- The screen will then show the job was successfully approved with a green status bar at the bottom of the screen.

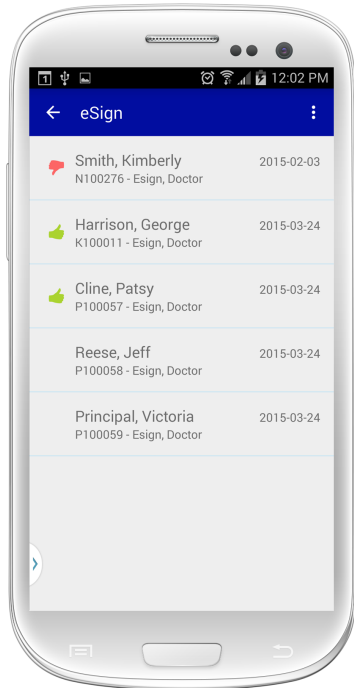


- Tap the arrow in the upper left of the screen to navigate to the list of jobs pending eSign. Tap the arrows on the upper right of the screen to advance to the next job

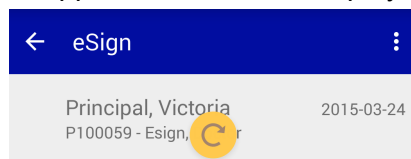
or prior job pending eSign.



- For jobs that have been approved or rejected during your session you will see icons to the left of the job that denote their approval status.

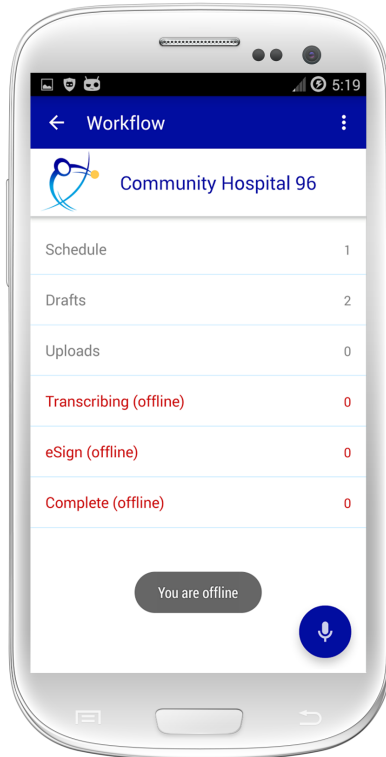


- Refreshing the eSign queue will cause the approved and rejected jobs to disappear from the list, displaying only the pending jobs that might remain.



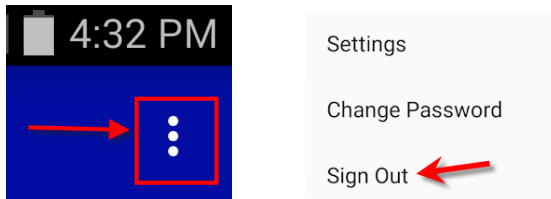
## Working Offline

When the device is offline a brief message “You are offline” will be displayed on the device and Workflow options for Transcribing, eSign, and Complete all show in red with “(offline)” shown in the label because this information is pulled down from the platform.




## Sign Out

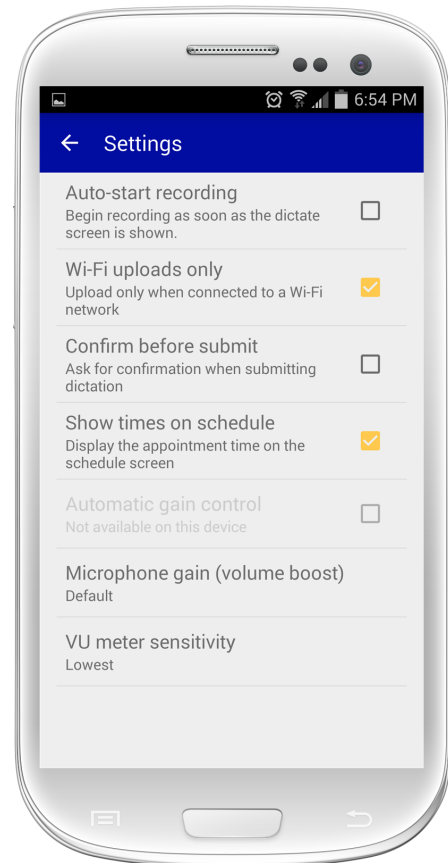
Tap the menu icon at the top right of the screen and choose **Sign Out** to exit the application.



## Settings

InfraWare Dictation for Android has some configuration options available to customize the user experience. Tap the menu icon at the top right of the screen and choose Settings. 

- **Auto-start Record:** Control whether or not recording begins as soon as the Dictation screen is launched.
- **Wi-Fi uploads Only:** If this setting is checked dictations will only be uploaded to the InfraWare 360 platform if a Wi-Fi connection is in place. This option might be used if there is any concern about going over a data limit imposed by the wireless carrier.
- **Confirm before Submit:** Control whether or not a prompt will be given before submitting an audio file.
- **Show times on schedule:** Control whether or not appointment times are shown for schedule entries. Some users prefer to just see the date of the entry.
- **Automatic gain control:** Provide a controlled signal amplitude at its output, despite variation of the amplitude in the input signal. This is not available on all devices.
- **Microphone gain (volume boost):** Choose the level to which volume is amplified in a sound reinforcement system before causing audio feedback.
- **VU meter sensitivity:** Choose the level of VU sensitivity.



## Password Management

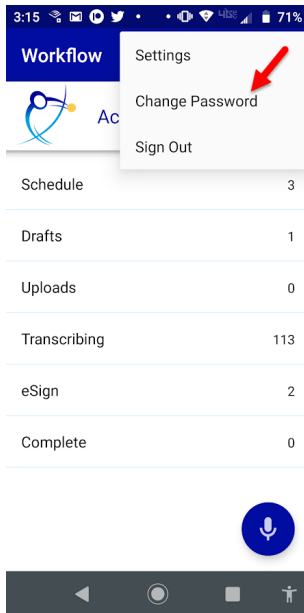
### Change Password

Users of the InfraWare Dictation for Android app may reset their own password by following the steps outlined below.

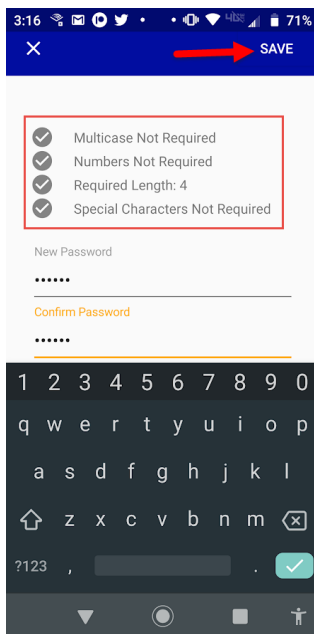
- Tap the 3 dots at the top-right of the screen to get to the menu:



- Tap **Change Password**



- Password Requirements set by your admin are shown. Enter the New Password and Confirm Password and then tap Save in the top-right corner.

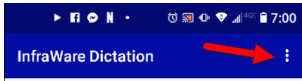


- A success message will display.

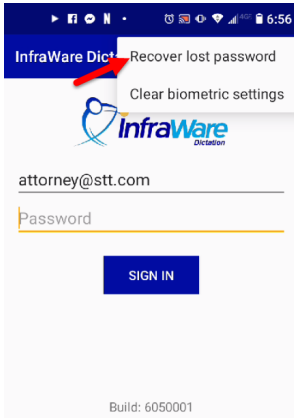
## Recover Lost Password

If you forgot your password, follow these steps to recover your account. This requires a valid email address.

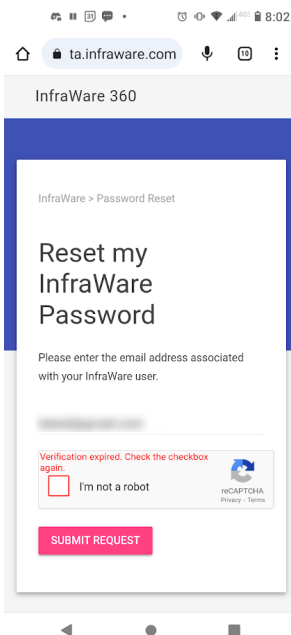
- On the Login screen tap the 3 dots in the upper right corner



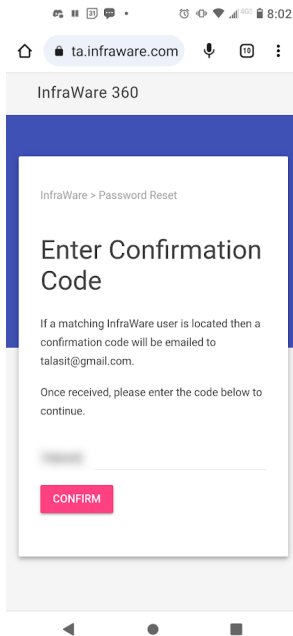
- Tap **Recover lost password**



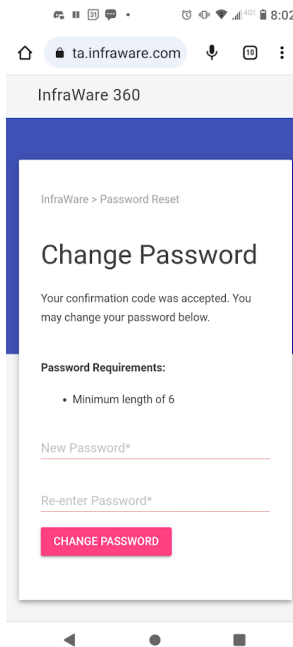
- The browser will launch a window to enter your email address, verify the reCAPTCHA, and tap **Submit Request**.



- Enter the Confirmation Code sent to your email address and then tap **Confirm**.



- Change Password by entering the new password twice and then tap **Change Password**. Password Requirements set by your Administrator are displayed.



- You are all set and can now log in with your new password.



## Support & FAQ

Q: [Can proxy users use InfraWare Dictation?](#)

A: Currently, dictation by proxy is not available in InfraWare Dictation. Dictations can only be submitted on behalf of the user that is logged into the application. However, authors that are eSign-off proxies for other authors will see all jobs available to them to review and eSign whether it is their own job or one for someone they are a proxy for.

Q: Can I edit jobs using InfraWare Dictation for Android?

A: At this time it is not possible to edit jobs using InfraWare Dictation.

Q: How do I Save a dictation without submitting it to the platform?

A: InfraWare Dictation for Android automatically saves without requiring an explicit save action from the user. Dictations are saved locally to the Drafts queue on the device and can be reviewed and/or submitted at a later time.

Q: How do I choose a patient if there is no Schedule feed?

A: You can choose a patient during the free-form dictate process. See instructions [\\*HERE\\*](#) for steps.

Q: [How do I Append to the end of a dictation?](#)

A: See instructions [\\*HERE\\*](#) for steps.

Q: [What do I do if dictations are stuck in uploading status?](#)

A: Please follow these steps to troubleshoot uploading issues:

- Does your device have a working network connection (cellular or wifi)? To test this you can try:
  - Open a web browser and navigate to a website and verify that the site loads properly.
  - Open your eMail and refresh to verify you are seeing the most recent messages and the time is correct.
- Go to the Uploads folder (Workflow > Uploads). If the jobs are there you can restart the submission process by tapping on the play/pause icon.
- Restart the phone, verify a strong network connection, and sign in to the InfraWare Dictation again. This should initiate the Upload process.
  - Please be sure that you do not sign out until the upload process has completed.