



Spring 2017 e-Newsletter edition



President's Message

By: Linda Fifield

STARtech17 is just around the corner. Your STAR board and committees have been hard at work getting ready for the spring convention in Houston. At STARcon16, I talked about your need to learn how to market yourself as a "business." Many thanks to Rosalie Kramm and Kimberley Neeson for creating an exciting agenda that will give you strategies to help you accomplish your goals. We're also excited to have the infamous Cindi Lynch who has agreed to three full days of Case CATalyst and Luminex training.

If you've been in the court reporting profession as long as I have, you know that the evolution of court reporting is staggering. What's the biggest game-changer? Computers. Long gone are the days of lunch table discussions where court reporting issues, theory, and questions are discussed. Now that reporters have laptops and are working from home, many are feeling isolated. It's harder to hear and learn about the court reporting trends in technology that will make them an integral member of the legal team.

That's why STAR is so important. The technological advancements made available to the court reporting profession have given us tools and products that we can provide to our clients which in turn help them litigate and prepare their cases on behalf of their clients more efficiently. It's your job to stay current on the technology, and STAR gives us the format to do that.

During the past few months, the Board has been making great strides in marketing ourselves via social media and advertising. Check us out on Facebook and Twitter @STARreporting. Our new hashtag for all things STAR is #STARchatter. Staying connected is now easier than ever.

Other benefits of STAR conventions that don't come in the form of seminars are many.

- ➔ There is a deliberate effort to select smaller hotels so that everyone sees colleagues throughout the day. The venues keep members together to socialize and network in a very comfortable setting.
- ➔ Don't want to eat alone? The registration fee includes breakfasts and the Welcome Dinner, plus the STAR lounge at night. We're even incorporating a sign-up sheet for local restaurants so that individuals can dine with fellow attendees on that one night when nothing is scheduled. There's no excuse for room service.
- ➔ Make an investment as a sponsor, and you'll see your name in lights. STAR has a new, affordable sponsorship program. Name recognition is a wonderful thing. What better venue to market yourself to fellow peers.
- ➔ Vendors who are relevant to the business of court reporting are on site.
- ➔ Additionally, STAR members receive discounts from Stenograph and Pengad, saving you hundreds of dollars as you invest in your career and business.

Stenograph has also undergone a big change. Best wishes to John Wenclawski, Stenograph's President since 1994, who retired the end of December. We are going to miss the leadership and kindness he shared over these many years.

Taking the helm as Stenograph's new president is Jeremy Steele. Jeremy was vice president and in-house counsel for Pet-tibone. Please take a moment to introduce yourself and welcome him when he joins us in Houston.

2017 is a great time to invest in yourself and your business. Looking forward to seeing you in Houston for STARtech17.



STARtech17 — Houston, Texas

By: Kim Neeson and Rosalie Kramm, Conference Chairs



“Get down and cool the seat of your saddle!”

Y'all ready to network, learn and have fun? Of course you are! And there's no better place to do that than at STARtech17, taking place at the JW Marriott in beautiful Houston, Texas, March 17-19, 2017. Your committee co-chairs have been hard at work creating relevant, thought-provoking and inspiring seminars that are sure to meet all of our members' needs.

“Throwin' your rope before you make a loop ain't gonna catch the cow.”

STAR knows its members love technology. And we also know that as busy reporters and firm owners, sometimes it's hard to keep up with all the tools available. This conference will bring, as always, the amazing Stenograph team—starring the ever-popular Cindi Lynch—and introduce tools to help firm owners increase their marketing and sales efforts.

“I hope to be kicked to death by grasshoppers if it ain't the truth.”

Firm owners—what tools are out there today to run the back office and create effective sales and marketing plans? Terry Etl of Acclaim Solaria, and Missy Roberts of ReporterAgencyWorks, will demonstrate and elucidate for us their back office software for court reporting firms. Geraldine Gray with Salesforce will educate us on how using their marketing software, in conjunction with back office software, can increase your ability to not only track new and existing clients, but sell to them as well. And of course software alone won't help you keep your sales on the right track—presentation by you and your sales team is a key component of the equation. Dynamic speaker Debbie Lindsey-Opel, a professional trainer, speaker and consultant who helps companies improve management, communication, self-confidence and sales skills, will give us key strategies for sales and marketing success.

Court reporters—Cindi Lynch provides a full range of exploration of Case CATalyst Version 18: enhanced cloud backup features, new realtime commands and capabilities, new global and field options, autorecover for dictionaries, new dictionary builder capabilities, the brand new All Options dialogue, to name but a few! And who doesn't need a review of all the amazing capabilities Case CATalyst has to offer? Cindi will review on-the-fly fixes including live suggestions, power defines, scan defines and accelerwriters. Cindi will also dive into the most requested tips and tricks for CC; we all know sometimes even one or two tweaks to how we use our software can make a world of difference. Another session will focus on the highly popular Luminex writer.

Last but certainly not least, STAR's own Melanie Humphrey-Sonntag will host Stenograph Jeopardy: match wits with your colleagues to show off YOUR knowledge about the inner workings of Stenograph. You'll get to know your software and writers better, along with the inner workings and latest developments of the Stenograph team.

“Company's coming; add a cup of water to the soup.”

STAR's famous hospitality will be right home in Texas! Right from the git-go, we open up the party with a reception that's fit for JR Ewing (only those of you over 45 will get that reference). Bring your appetites, bring your thirst, and bring your smile to mix and mingle with old and new friends alike. STAR's board members will be on hand to meet-and-greet and ensure that everyone's well taken care of.

So what are you waiting for? Let's git 'er done and register now! We look forward to seein' y'all there!



Finding Files in Case CATalyst

By: Justin Sieger, Stenograph Support Technical Advisor

There is probably nothing more alarming to a Court Reporter than being unable to find a job. The lost hours spent editing can be devastating. Files don't just disappear! What was the last thing that happened? Did you accidentally exit the file without saving? Did you do a Save As and save the file as a different name? Did your computer restart in the middle of a job or did an exception occur? Luckily, Case CATalyst has several safeguards and tools to find files.

When using CATalyst's Auto Recover feature, there is a Keep Auto Recover Files in Archive option. If that option is selected, CATalyst saves a copy of the text subfile with the most recent changes. Double click the AutoArchive case to see if your file has been saved there. If the

file was originally in a case, be sure to double click the associated case. When you find the file, copy or move it to its original location to have access to all the associated subfiles.

Did you do a Save As to save the file to a different name? Save As allows the currently open transcript to be saved to a new file name, case, user, or drive. For example, you're editing a job named "1-14-17 GMM." You click on File, then Save As and name the job "1-14-17 GMM Final." You are now working in the new file and all of your changes are associated with the new file but only the text (*.sgnpl) subfile has the new file name. No changes are saved to the original file name. So if you are looking for the original file name and can't find it or your editing changes aren't there, you may have done a Save As. Look for the new file name and location and you will find the text (*.sgnpl) file.

In the event that a job closes abnormally, Case CATalyst has an Auto Recover feature that will recover your job with the most recent changes. For example, you're in "1-14-17 GMM" and the computer restarts after a Windows update. After the restart, you go into CATalyst and see "1-14-17 GMM" and "1-14-17 GMM (1)". To recover the file with the most recent changes, as of Version 14, simply double click on "1-14-17 GMM" (the original file name). Case CATalyst will then open the recovered file and save it as the original file name. The original file will then be renamed as "1-14-17 GMM_original." All of the sub-files (audio, dictionary, etc.) will remain under the original filename.

Another more powerful search feature in Case CATalyst is Search File Contents. With Search File Contents you can search for text inside transcripts or text or steno in dictionaries contained in a user, all users, or the current case. Press Ctrl-Shift-f (Tools, Search File Contents). The Search File Contents dialog box displays. Type the witness name or some word or words that would be found in the job, then click Search. The results will appear in the Search File Contents Results pane in Manage Jobs. To open a file, simply double click on one of the entries.

If you know the name of your job you can use the Search feature. To use Search, from Manage Jobs, press Ctrl-f (Tools, Search). The Search dialog box appears. Type in the name of your job, select Text (*.sgnpl), select the Look in Cases options if you use cases and press Ok. The results will appear in the Search For Files pane, located at the bottom of the screen, in Manage Jobs.

If you still can't find the file, contact Technical Support. As stated earlier, files don't just disappear. Often times, due to the urgency and stress of finding a file that *appears* to have disappeared, simple steps can be overlooked. Technical Support is available to assist you.

STAR Board Shares Their Favorite Apps

By: Christine Randall



As we all know, the reporting business is a unique one. Every day can bring with it different challenges, both from a technological standpoint as well as the need to be prepared for last-minute orders and scheduling changes. Combine that with a busy personal life—family, friends, kids, and the hope of a vacation from time to time—and it is imperative to stay organized. For most of us that means using our smart phones to do just that. In my quest to continue to keep myself organized, I polled our techie STAR board members for their favorite apps. We have some great ones here and we wanted to share.

Our **STAR PRESIDENT, LINDA FIFIELD**, loves **Dashlane**. "I have so many office and personal passwords that are just too impossible to remember. For security reasons, I change my passwords on high level accounts quarterly. The only way I can keep track of them is through Dashlane. Dashlane is not only installed on my phone, it's also installed on my iPad and office/home computers. Dashlane synchs to all my devices each time a change is made. I can't live without it."



PAST PRESIDENT SHELLY HUNTER says this, "My favorite app is **Evernote**. Evernote keeps me organized! It is easy to use and it syncs to my iPhone, iPad, and desktop computer. I have access to all my notes on all devices 24/7. You even have an Evernote-specific e-mail so that you can e-mail information directly into Evernote. I have all my notes from the different STAR conferences organized into one folder called STAR and then each conference is organized under that one folder. Love Evernote!"



BOARD MEMBER KIM NEESON says this about **Wunderlist**, “I love this app. Whether you’re sharing lists with others or simply creating your own, Wunderlist allows you to easily create folders, add items and then check them off when they’re done. For example, in our extended family we all use the ski chalet and the cabin. By using Wunderlist, we all add things that are needed to the app, and whoever picks the item up simply deletes it from the list, and everyone in the group is notified! Talk about making things easy—no more asking, ‘Did you pick up those batteries? Did anyone buy the milk?’”



SUSAN INGRAHAM drives quite often and has a mileage app she recommends. “My favorite app is **MileIQ**, and I paid for the upgrade. I drive a lot in my job and MileIQ tracks mileage for me so I don’t have to keep a written record. It sends a weekly update and I log my travels as personal or business, and it has the ability to be very specific - say, a hearing versus a deposition. It gives me monthly, quarterly and yearly reports.”



New to the board is **JAN SCHMITT** from Vancouver, Washington, and she recommends **Waze**. I personally love this app for dealing with traffic in Los Angeles. This is what Jan has to say about Waze, “It is a community-based traffic and navigation app where drivers in your area share real-time traffic and road information. It tells me when I need to leave and what route to take based on real-time traffic conditions.”



Anyone who knows **LISA KNIGHT** knows how much she travels. She had several apps she wanted to share starting with **TurboScan**. Lisa says that this is an app that allows her to snap a quick photo of a business card or a couple-page exhibit and send it directly to her scopist. It also creates PDFs that are searchable as well. She says it’s quick and easy!



Lisa also recommends **Rocketbook**. She says, “It ties into a physical book (that’s reusable) that I can quickly scan into the cloud and have it immediately go to a pre-designated place (whether Dropbox or Evernote, etc.) all with one click.”



TODD MOBLEY says this about **LogMeIn**, “LogMeIn is still one of my favorites. Our server is not cloud-based at this point, and it is really nice to be able to access my work computer from my iPad or my phone. There have been many times I have been at a field or gym for a practice and have been able to answer an attorney’s question on whether or not they have a reporter for the next morning. It is nice to have access to my work computer from any location.”



DONNA URLAUB has an app for parents and grandparents. She says this, “I like Khan Academy. It’s a fun and educational way for the grandkids to be entertained and learn at the same time. And I have resolved to learn something outside of my comfort zone, which is where Khan Academy fits the bill. Sal Khan knows everything and explains it in a way that even I can understand.”



A fun app that **JIM CONNOR** enjoys is **VIVINO**. According to Jim, this is an app for those who are wanting to know a little about buying the right wine. He says, “You take a picture of the wine label and it gives you all the information about it, including which vintages are best, the pricing you should expect to pay, the ratings, and a description of the wine’s flavor.”



Another scanning app that new **STAR BOARD MEMBER MARJORIE PETERS** suggests is CamScanner. She says, “You can use your iPhone/iPad with the app camera to scan one or several pages in a document. The app then crops and sharpens the document to enhance readability. You can open it and make notes on it, highlight, search, and email a .jpg or PDF. Participants on the phone really love it when you can scan an exhibit and send them a PDF during a break at a depo. Very user friendly.”



Marjorie also suggests **PDF Expert** by Readdle. It is \$9.99. Download, annotate, write, etc. on PDFs. She uses it with PDF order forms at jobs with her iPad Pro and has the attorneys sign with the Apple Pencil. She says it's all cool and tech. Then you merely “Save As” and send off to the reporting firm who is looking for a signed order form.



In closing, I am in love with the **Stylebook** app that allows me to organize my closet. As a working girl, it eliminates the dreaded “what should I wear today” and helps me get out the door quicker in the morning. It's also great for when I travel and need to plan a packing list. I promise you I will be using it for STARtech17 in Houston!



How to Lose Clients Using Social Media

By: Angie Ballman Punton

I remember voting in my first election like it was yesterday. November 3, 1992. I was five years old. My kindergarten class was holding a mock election. I asked my mom who she was going to vote for that day, and she told me. But she also told me that voting, while a very powerful right, is also a very private thing, and “in polite company, one should not ask another, So... who did you vote for?” When the ballots were passed out in kindergarten that day, instead of voting in accordance with my household, I filled in the circle next to Ross Perot because I thought he looked like “the nicest person” based on the photos on our kindergarten ballots. While perhaps not the best criteria for selecting a candidate, I took my mom at her word that I could vote for whoever I wanted, for whatever reason,

with confidence that no one would ask me who I voted for, let alone judge me for my choice.

Fast forward 25 years. My, how times have changed.

Today, we are a country passionately divided by politics. It seems the masses have adopted a mantra of, “If you're not for me, you're against me,” and many have used social media as a way, not to just shine a bright light on who they feel is the best candidate, but to take aggressive swings at anyone who thinks differently. If you want to see viciousness personified, just read any thread on Facebook that starts with a political comment. Scroll down until you find the first person who disagrees with the comment. I assure you, you'll be off to the races.

For this reason, court reporters and firm owners who wish to grow their clientele and retain their loyal base may wish to be very cautious when it comes to mixing social media and politics.

Case in point: Last November after the election, I had two client appointments on the same day with people whose political persuasions had been previously unknown to me. Both brought politics into the discussion (it was almost impossible not to back then). The first client said, “I'm SO excited that we're finally getting someone in the White House who has a CLUE,” their fingers crossed and eyes shut in hopeful optimism. The second client meeting took place at happy hour, and this client gripped a glass of wine while disclosing having recently begun treatment for Post-Traumatic Stress due to the election. In neither instance did I tip my political hand. In both instances I gave a generic answer such as, “I know, right? Can you believe it?” And in both instances, I got the distinct feeling that if I was not with them, they would be against me...and using my services! People are that passionate about politics right now.

So in these volatile times where any social media post that leans away from a client's views could result in lost revenue, the safest way to use social media—for sure professionally, but even personally—is to harken back to another lesson we learned in kindergarten: “If you can't say anything nice, don't say anything at all,” and use caution when deciding what to comment on, share, and even LIKE. The client you save may be your own.



Talk Steno to Me

By: Donna Urlaub

I was scoping a citation to discover assets recently, and encountered a bad outline for “deposit” more times than I care to admit. While many of my colleagues advocate defining all your bad outlines—the rationale being, if you write it wrong once, you’re bound to write it wrong again—I would suggest you analyze why that outline is causing you difficulty, and find another way. Doing the same thing over and over while expecting a different result, isn’t there a definition for that?

So, of course, I replaced that antique two-stroke outline every single time it happened, which was a lot. Yes, I could have J or E defined it, but, being the eternal optimist that I am, I truly believed each time I replaced that word, it was the last time. And who of us isn’t guilty of replacing words because it “feels” more expedient, when we know we should take a few extra seconds to fix the problem on the front end?

Then I pulled out my machine and started exploring how to write “deposit” in one stroke, in a way that made sense and would come to mind easily. I checked my dictionary, only to find that at one time long ago, I had entered DPOFT. But that still didn’t help: my misstroke most often occurred on the initial DP. Okay, I guess I’m DP averse! So I settled on DIPT. However, that’s a liiittle close to DEPT, which for me is department. Then I checked my trusty electronic (TRONG) Briefs Encountered—the best gift I never knew I needed; thank you, John Wissenbach—and there it was: POFT. Of course, “deposit” has not reared its ugly head one single (SL-NG) time since then—but when it does, I’ll be ready (R-D).

So I’ve mined my dictionary for some recent entries where I had what I will call my “deposit” experience: And they don’t necessarily have to be one stroke.

REMGS to RENGs (thank you, Bill Cohen)

EN/KOURJ to NOURJ; UN/KFRBL to NUFRBL

IN/VAIT to NOEF/AIT; IN/VAIGS (tranned innovation/invasion) to NOEF/AIGS

SPWAOER/YOR to NAOR; STAORER/YOR to STAOR:

AK/SES to KREF, AK/SES/-BL to KREFBL; IN/AK/SES/-BL to NEFBL

IN/VOIS to WOIS; IN/VENGs to WENGs; AI/VOID to WOID

DIS/TINGS (tranned discontinuation/distinction) to SDINGS (distinction)

SIGT to SNIG (oh, the dreaded: Do you want to waive/wave sitting/signature?)

A few opportunities to drop the first stroke: eventually WAEL; advocate VOEKT; advocacy VOEKS; method THOD, liquid KWID; adequate KWAIT; adequacy KWAES; cigarette GRET; citizen, ZEN; embarrass(ing)(ed) BRAF(G)(D).

If any of you identify your “deposit” opportunity, I’d love for you to share it with me.

Donna@urlaubbowen.com.



President Fifield’s Tech Tip:

People with laptops complain about losing the USB connection during the job. It’s important to turn off the save power settings so that this doesn’t happen.

USB Issue – Turning off USB save power issues

1. Control Panel
2. Power Options
3. Choose when to turn off the display
 - a. NEVER for all options
4. Click on “Change Advanced Power Setting Button”
5. Click on Wireless Adapter Settings
 - a. Power Saving Mode
 - i. On Battery: Maximum Performance
 - ii. Plugged in: Maximum Performance
6. Click on USB Settings
 - a. USB Selective Suspend Settings
 - i. On Battery: Disabled
 - ii. Plugged in: Disabled
7. Processor Power Management
 - a. Minimum Processor State
 - i. On Battery: 100%
 - ii. Plugged in: 100%
 - iii. Apply and OK