



Summer 2016 e-Newsletter edition



President's Message - STARtech16

By Shelly Hunter



Let me start by thanking those who attended STARtech16 in March at the historic and fabulous Drake Hotel in Chicago, Illinois. We co-hosted with ILCRA, Illinois Court Reporters Association, and had a great turnout with 137 in attendance. There were so many stand-out moments that I cannot address all of them, but let me share some of the highlights from the weekend.

Trainer extraordinaire Pam Szczecinski trained 80 attendees in FIVE separate Case CATalyst training seminars. The rooms were packed with reporters learning how to use the newest features on CATalyst. The room was packed for each and every training seminar Pam conducted. What an education it was for Case CATalyst users!

I had the honor of moderating a panel consisting of three lawyers and a judge of the panel members were high-tech consumers who shared their insights into how our services complement their trial preparation and presentation. The panel discussed everything from advice to reporters in depositions and trial settings to why realtime and other technologies are important to them. I was particularly interested in their take on reporters demonstrating technology. One panelist pointed out

— and the other three concurred — that court reporters and court reporting firm owners need to recognize that a need exists before our clients do. As reporters and firm owners, we need to be one step ahead of the end user when it comes to technology offerings. We cannot sit and wait for our clients to come to us asking for technology. We must be proactive and always be learning and sharing with our clients what is being offered in our industry. Thank you STAR for always educating your members and keeping us abreast of new product offerings!

Friday afternoon we kicked back with a cocktail and enjoyed the casual TED Talks-style session featuring the team from Stenograph. They shared information that was a surprise to many of us. Did you know, for example, they sell machines in

France and Japan with different keyboards and design? Did you know that there are 21 color combinations with the Luminex and that Stenograph receives 60,000 to 70,000 technical support calls a year? But the real aha moment during Stenotalks was the video they played about how they make the Luminex. Click on the [link](#) to watch the must-see video.

All I can say about my fellow Coloradan, Joyce Martin, is she is a remarkable, riveting, and impressive human being. Joyce shared with the audience her experience reporting the Aurora Theater Shooting case, and her presentation was both captivating and mesmerizing. Joyce shared what it was like to report the criminal trial that followed the tragic 2012 shooting in the movie theater in Aurora, Colorado. With 165 counts against the defendant, the emotional aspects of the case, and the constant media attention, Joyce and her reporting team shined. They did a great job under enormous pressure. Thank you, Joyce, for telling your story in such an honest and heartfelt way.

Last, but certainly not least, was the STAR Lounge. You can always count on STAR to have the most informative seminars but you can also count on STAR to balance our brains with entertainment and laughter. We walked the red carpet to enter the STAR Lounge. It was a true red carpet experience from start to end. Irv Starkman, the heart and soul of STAR, hosted the STAR Lounge Friday evening. This party was well attended in a beautiful room full of lots of familiar faces but just as many new faces. There was laughter, networking, sharing stories, and some very strong cocktails. (That is why I stick to wine!) Thank you, Irv, for throwing another great party! If you didn't get your "Sparkle with Irv and Your STAR Friends" light-up wine glass, you will have another opportunity in Scottsdale, Arizona, at STARCon16.

Mark your calendars now for STARCON16 at the Firesky Resort & Spa October 20-22, 2016. I have personally been to the Firesky Resort & Spa in Scottsdale. Look forward to a conference in one of the most beautiful settings that is centrally located to all of the happenings in Scottsdale. See you in October!



CLICK HERE FOR STARtech16 PHOTO HIGHLIGHTS

Best Practices for Charging the Luminex™ Battery

By: James Kuta, Stenograph Product Manager

One of the last things you ever want to have happen as a reporter is to show up to a job with a dead battery in your writer and no way of charging it. Understanding the best way to charge the battery will ensure that never happens to you. The Luminex battery can be charged two ways. You can either use the wall outlet charger or the USB cable. Having both charging options gives you flexibility; however, both charging options do not work the same way. Let's take a look at the differences so you'll know the best practice for charging your Luminex.

The best way to make sure you always have a fully charged battery to start the day is to use the wall charger that came with your Luminex. Plugging it in overnight will ensure you start every day with a full battery. You should be able to write for up to 20 hours on a full battery depending on Bluetooth® usage and display brightness.

The second option, charging via the USB cable, is a great way to get out of a sticky situation where your writer battery is low or dead and you do not have access to a wall outlet, but it is not going to ensure that you always have a fully charged battery. To avoid taking away a lot of power from your computer, and preferring instead to draw only as much power as needed, the Luminex will wait until there is only 30% battery charge remaining before it will start charging through the USB cable. If the Luminex was constantly trying to charge its battery by using the power from your computer, your computer's battery would probably go dead much faster than normal.



For complete information about charging the Luminex battery, the Luminex Users Guide is available at www.stenograph.com, Support, Download Center, Manuals.

Four Tips from KISS (Keep It Short Steno)

By Lesia Mervin



Tip No. 1 - Copying and pasting (or export) a file into Word is an excellent way to check grammar, spelling, and punctuation. CAT spellcheck will not catch whether a semi-colon or a question mark is missed. You can paste a small section to check your punctuation, or you can paste the whole file and skim through the spellchecked items. You will be surprised what you miss.

Tip No. 2 - If you are transitioning to CART/captioning but don't know where to start, here is the first step: LEARN TO FINGER SPELL UPPER AND LOWER CASE.

Figure out what you want to use for each alphabet and start practicing them while writing on jobs. Finger spell a particular name all day, or a particular word all day. Master one word so you can do it easily and on the fly. Then progress to more words/names until it becomes second nature.

Alphabet options:

A*

A-RBGS

A-FPLT

A-FPLTD

A-FPLD

A-RBGSZ

A-RBGZ

A-RBG

I use: A-RBGSZ for lower case letters

A-FPLT for upper case letters

A-FPLTD for A. (period after letter) For John J. Adams

Tip No. 3 - I use a delete space stroke for all kinds of things. Do you have one? Joining compound words.... Weird acronyms with numbers and words mixed together, license plate numbers and letters...

D*

Defined as delete space

Tip No. 4 - In CATalyst, I have assigned a key for "search next punctuation." While editing, you can hit the key and it will go to the next punctuation! You will be surprised how often it's the punctuation you're changing.

I use the INSERT key, but assign any key you want.

Technology's Role in Growing a Business

By: Jim DeCrescenzo, FAPR, RDR, CRR, CLVS

There is at least one point in the history of any company when you have to change dramatically to rise to the next level of performance. Miss that moment, and you start to decline.
Andy Grove

Barring a strong personal relationship, surveys have shown that price and technology are the two factors attorneys consider important enough to give a different court reporting firm a try. For the past several years downward price pressure in the freelance market has driven thinner margins for both firm owners and reporters. While a firm owner may see competing on price as a necessary evil to retain clients, doing so only makes a bad situation worse. Fixed costs, such as rent, supplies, insurance, etc., always increase. To maintain a healthy business, transcript rates need to rise commensurate with rising costs. But how can a court reporting firm justify raising rates in the face of fierce competition and downward price pressure?

If we accept that competing on price is a losing proposition, that leaves adopting and introducing newer technologies to your market as the logical alternative. While adopting new



technologies involves initial investment in time and money, there are at least three solid reasons why doing so should be the goal of every court reporting firm.

First, client acceptance. Surveys consistently show law firms want to learn about new technologies, especially technologies that will save them time and money. All large law firms, most mid-sized law firms, and many smaller law firms have in-house technology managers. Paralegals are also an influential ally in exposing your clients to time-saving technologies. And many younger lawyers will not automatically recoil when a new way of doing things is presented.

Second, effective marketing. It is a very good thing any time a court reporting firm owner can get in front of lawyers to present a new technology. I always wanted to have my clients rely on me to bring new technologies to them. They didn't always adopt every technology, but they did want to know what was new and what their competitors may be using against them.

Third, growing your market. Exposing your clients and their deposition opponents to a time and cost-saving technology is a great way to pick up new clients without any additional costs or lowering your prices. As more attorneys begin to associate you and your firm with new technology, they begin to ask that you participate and present at CLE seminars. Each of those presentations gives you and your firm more credibility and exposes you to more potential clients. Putting your new technologies to effective use in an advertising campaign creates a more powerful message than simply saying Use Us; We're Good.

There are several technologies court reporting firms can incorporate into a successful technology campaign. If you do decide to embark on a technology campaign, I suggest initially planning to adopt at least three technologies, and always be on the lookout for the next new thing to incorporate.

One of the newest technologies is paperless documents at depositions. I'll focus here on a paperless document product I developed called Exhibeo. As a court reporter I wanted Exhibeo to abide by three tenets: mimic the flow of a deposition; to do so without the need for the Internet; and to maintain the court reporter as the guardian of the marked exhibits.

The Exhibeo system has three components: a proprietary router, USB drives, and the app. Because it is the dominant tablet in the market, the system is designed to work on iPads.

The Router: About the size of a small tissue box, once the court reporter plugs the router in, it will create a unique Exhibeo wifi network within three minutes.

The USB Drives: The standard 16g Exhibeo USB drives can store over 300,000 documents. The attorneys can load their deposition documents, or multiple cases onto the drive. Once placed in the router, the attorney can download any or all documents onto his iPad.

The App: With an Exhibeo USB drive in the router, everyone present in the deposition taps one of three icons to login. The three designations are Leader, Guest, and Court Reporter. The Leader is the attorney taking the deposition and has access to all the documents on the USB drive. She can download any documents, conduct word searches, edit any documents and save the edited document. She can share documents with everyone present, or send a document just to the Court Reporter to have it marked. The Court Reporter has the option to return marked exhibits back to only the Leader, or share the marked exhibits with everyone.

When the witness and other attorneys login as Guests, they're asked for a login name. Once a name is entered, the Leader receives an Authorization Request from that Guest. If the Leader accepts the request, then that Guest is an Authorized User and has access to whatever documents the Leader shares, and will receive the documents marked as exhibits by the Court Reporter. Guests may open any shared document and, similar to the Leader, can highlight text, search for text, and write private notes within a document. By clicking Save, the edited document moves to a private My Files tab. Leader or Guest documents in their My Files tab are private to that user, and can be saved to that user's Exhibeo USB drive at the end of the deposition.

Upon login the Court Reporter becomes an Authorized User automatically. One of the first things the Court Reporter does is to create the exhibit sticker. When creating the exhibit sticker, the Court Reporter has the option to select a yellow Plaintiff Exhibit sticker, a blue Defendant's Exhibit sticker, or a gray customizable exhibit sticker. Using the customizable exhibit sticker, you can choose to have your firm name on every exhibit sticker. The Reporter then fills in the witness's last name, the starting exhibit number, and the reporter's initials. The date is automatically filled in, and by default Auto-Increment Exhibit Number is checked. Of course, it can be unchecked to mark exhibits with a letter suffix or a number out of order. When the Leader shares a document with the Court Reporter and asks that it be marked as an exhibit, the Reporter touches Mark It. The document opens and the exhibit sticker is placed in the upper right of the document. The Reporter can move or resize the exhibit sticker, if necessary. The Reporter then touches Save, and selects either Share to Leader or Share to All. With Auto-Increment Exhibit Number selected, the system automatically applies the next sequential number to the following exhibits. A group of pages from a larger document can also be marked. When the deposition is finished, only the Court Reporter has the option to save the Marked Exhibits.

Mirroring: Any user can touch Mirror My Screen. Once that's selected, everyone else has the option to accept the mirroring. By mirroring documents, everyone is looking at the same page.

Change Leader: The Leader also has the option to Change Leader. Changing Leader allows other counsel a chance to question the witness with their documents from their Exhibeo USB drive.

Multi-Day Proceedings: At the end of a day's proceedings every user has the option to Save For Next Session & Logout. When they arrive the next day and login, all of their documents and marked exhibits are still available and everyone continues with the next session of the proceedings.

When the deposition is completed, everyone can save their documents to their Exhibeo USB drive. The Court Reporter saves the marked exhibits to his Exhibeo USB drive.

Cost: When I was a court reporting firm owner I wanted to buy and own software. I avoided memberships, leases, or anything else that required me to disclose my clients or indebted me to the software vendor. So I decided to sell Exhibeo systems outright. The current cost is \$2,900 for an Exhibeo system. Court Reporting firms may choose to co-brand the USB drives. There are no continuing costs.

Training: Training is through the Members Area on the exhibeo.com website.

Security: Exhibeo never accesses the Internet, and no one can access an Exhibeo deposition without the Leader granting access.

HIPAA Compliant: Encrypted Exhibeo USB drives are available on the website.

Last-Minute Documents: When counsel arrive at the deposition with more documents, a small Exhibeo scanner will send the documents wirelessly to the USB drive in the router. The Leader touches Refresh and has access to the new documents.

Summary: There are Internet-based paperless deposition programs available. One of them may be better suited to your situation. But whichever system you choose, this technology, along with other technologies, can form the basis of a strong marketing and sales campaign.

Jim DeCrescenzo, FAPR, RDR, CRR, CLVS, is an active court reporter and a former firm owner based in Philadelphia. He has been active in NCRA and PCRA for many years. He can be reached at Jim@Exhibeo.com.

Stenograph's Evolving Service Model

Keeping up with the Pace of Technological Change

It's now been over 50 years since the days when machine shorthand was being taught in over 300 schools to over 15,000 students by utilizing a mechanical, paper and ribbon-based shorthand machine. Since delivery of the machines was being handled by the US Post Office, Bob Wright, then President of Stenograph, recognized the need for local service and established a network of Authorized Service Providers. These ASPs were important partners and key providers in the profession as they were able to handle the large number of annual cleanings and adjustments that were required during those times. Since then, our service model has changed dramatically.

I don't have to tell you that today, the market is significantly different. The number of court reporters, schools and students is significantly smaller than it was during Bob Wright's time. Mechanical machines such as the Reporter, Secretarial and Stenolectric have given way to more sophisticated shorthand machines like the Diamante and the Luminex that are not only paperless, but resemble a computer far more than a traditional mechanical machine. As a result of these new precise electronic machines taking over, machine cleanings, which were once required annually, have been replaced with less frequent refurbishments (typically every three years).

Reliability has also significantly improved over the last ten years. In fact, the number of machines being returned to Stenograph for service has dropped by over 60%. As a result, the size of our service department has also shrunk. Overall, these trends are indicative of not only the reliability of our writers, but also the nature of issues that might surface in the field. The expectations for the performance of these machines are high and they are used on a daily basis, so, unfortunately, issues sometimes do surface. However, over the years, these issues have shifted from platen alignment, pads and noise, to today - random electronic or software inconsistencies. A typical machine that is returned is inspected by technical support, electrical engineers, and software engineers prior to going to service. Each machine is then tracked via serial number from the day it is manufactured within the Stenograph assembly area through every support call or visit to service.

Stenograph employees take great pride in regularly improving the quality of their products, especially our flagship shorthand machines. The only way we can ensure regular improvements to quality is to control the whole process from beginning to end. Even though the intentions of service providers in the marketplace are very good, their lack of advanced technical experience, proper tools of the trade and accessibility to the maintenance history of every machine makes it impossible for them to offer quality service and troubleshooting. Every month we receive about two machines for service that have been "worked-on" by non-Stenograph service people. Unfortunately, by obtaining inadequate service the first time, writer owners are stuck paying for service twice.

It goes without saying that service is a shrinking business for Stenograph. Today it only represents approximately 5% of our total revenue. However, because of our dedication to our customers and our belief in the importance of quality maintenance and service of our writers, we believe that service is a model worth pursuing. Each machine and every service call is logged so that root causes of issues can be identified and corrected – it is no longer just a simple mechanical adjustment. This only helps to make our next generations products even stronger. We take this responsibility and commitment very

seriously. Our policy to be the sole provider of service is designed with the customer in mind to ensure the highest level of reliability for our machines.

Meet Stenograph's New Director of Marketing



It is with great pleasure that we introduce the newest member of the executive management team. Star Levandowski has joined the Stenograph team effective March 22nd as the new Director of Marketing. Star is quite familiar with Stenograph, Heico, and the legal community. For the last four plus years, she has been the Legal Operations Manager at Heico where she takes on those “hot situations” that may occur in any of the Heico companies around the world. Prior to joining Heico, Star worked with a number of major law firms as a paralegal and manager of the paralegal department. Her education background is quite strong with a degree from the University of California at Santa Barbara. She’s had additional studies at the University of San Diego, University of Illinois, and is currently enrolled in the prestigious Executive MBA Program at the Kellogg School of Management at Northwestern University. Star’s diverse educational and business background will be a welcomed addition to the Stenograph team.

5 Tips from Stenograph Technical Support

By Justin Sieger, Support Technical Advisor, Stenograph

Stenograph Technical Support answers over 60,000 Case CATalyst and Stenograph writer questions every year. Many times we notice a trend that customers are asking similar questions so we thought it would be a good idea to cover some of our more common questions and give tips on how get the answers.

1) When updating to Windows 10 from Windows 7 or Windows 8.1 you may notice that the Stenograph PDF printer is no longer installed. You can easily reinstall the printer by running the sgpdf.exe as Administrator, followed by the installpdfprinter.bat file located in the CAT4 folder. You can find all the steps to reinstalling the Stenograph PDF printer by going to www.stenographsolutions.com and searching for “Stenograph PDF Printer.”

2) Some customers have noticed that while in CATalyst, the screen on their computer will go black for a few seconds and then return with a message appearing in the lower right corner saying “Display driver stopped responding and has recovered.” We have seen this on computers using the integrated Intel Graphics series of video cards. Although you may only experience this issue in Case CATalyst, the issue is also present in other programs such as streaming videos and video games. The cause of this issue is the drivers that control the display are failing and it is not Case CATalyst causing the issue.

Intel has said they are aware of the issue and have released updated drivers on their website. Stenograph recommends that if you are experiencing this issue; check your computer manufacturer’s website for the latest video drivers. Alternately, you can check Intel’s website for the latest drivers, but keep in mind that Intel’s drivers are general drivers and the computer manufacturer may have added extra features to them, so it’s best to check with the manufacturer first.

3) The Luminex is Stenograph’s lightest and most technologically advanced writer we have ever created, but there is some slight confusion about how the Luminex charges the battery via the USB cable. First, Stenograph recommends you always plug your AC charger into your Luminex when not in use; you cannot overcharge the battery. Second, when the USB cable is plugged in, the Luminex will charge the battery only when the battery needs to be charged. It is a good idea to have your AC adapter with you in your Luminex case.

4) Case CATalyst version 17 comes with a new feature that allows numbers to attach to alphabetic characters using the {Glue} command. Say, for example, the letter “W” is defined in your dictionary as “{Glue}W”. You write the stroke for “{Glue} W followed by 2, the result is W2. There is an option to disable this feature by going to Translate, Options, Advanced and setting the option “Digits attach to {Glue} alphabet” to No.

5) Getting a new computer setup for Case CATalyst can seem like a daunting task. Restoring your files, setting up real-time and Audiosync may seem like hours of work, but it’s actually pretty simple. We created a guide to help Case CATalyst users setup their new computers quickly. This guide shows how to setup a new computer from scratch. The guide can be downloaded from the Stenograph Solution Center website by going to www.stenographsolutions.com and searching for “setup guide”.

The Truth About Bluetooth Technology

By Linda Fifield, Doris O. Wong Associates, Inc.



Writing realtime is serious business. Reporters want to make a connection with the writer and laptop as seamless and reliable as possible. For those reporters who want to get rid of the cables and external routers, Bluetooth is the way to go.

At a recent Liaison Committee meeting at STARtech16 in Chicago, the discussion of the reliability of Bluetooth came up. Support had been receiving calls about dropped connections. Reports like this go from support to software development to research the issues and concerns.

Many laptops are now being configured with a built-in Bluetooth adapter or wireless switch, and so reporters are using this technology to make their connection from laptop to writer. As many of you have found issues with sound quality from laptop to laptop, the same can be said for the reliability of the Bluetooth adapter installed in your computer. There are many manufacturers out there with different quality standards, and you never know which adapter you'll get.

As a court reporter, we rely on the highest standards of quality and excellence in our equipment.

If you want to use Bluetooth technology, Stenograph recommends the BlueSoleil® for your laptop and the Cirago® for the writer. This **kit** is recommended for many reasons.

- Stenograph has extensively tested the devices in-house and know that they are up to their high quality standards
- The adapters were the most reliable during testing and handled the writer going in and out of range much better than the competition. For example, you are in court and need to go to sidebar or in chambers. This connection works within a 100-meter (or 300-foot) range.

Many thanks to Megan Reid, Stenograph Senior Software Developer, for helping me understand the intricacies of Bluetooth and the importance of investing in reliable technology.

Refer new members to increase your odds of winning!



Stenograph • Technology • Agencies • Reporters



Share the
Success of STAR
New STAR Members Who
Join by October 7, 2016,
are eligible to win an Apple
Watch (up to \$350)

If you were the referring member for a 2015-2016 New STAR Member, you could win one of three prize pools:

1+ referrals - You Are Entered to Win One Free Year of STAR Membership.

3+ referrals - You Are Entered to Win 1/2 Off Your Conference Registration.

5+ Referrals - You Are Entered to Win a Free Conference Registration (for either Spring or Annual Meeting)

Membership drive will conclude October 7, 2016, and winners will be announced at the 2016 Annual Meeting in Scottsdale, AZ, October 20-22, 2016.

Society for the Technological Advancement of Reporting

www.staronline.org

800-565-6054

Need not be present to win.