



eScript One Mobile for Android Devices

User Guide

Table of contents

Introduction	4
System Requirements	4
Installing eScription One Mobile for Android Devices	4
Starting eScription One Mobile for Android	5
Setting up Multi-Factor Authentication	8
Select Region	11
Email Verification	11
Resetting your Password	12
Using eScription One Mobile for Android	14
The Patients Tab	14
Dictating with eScription One Mobile for Android	16
Dictations from Uploaded Appointments	16
Creating a New Dictation	16
Templates Tab	16
The Info Tab.....	17
The History Tab.....	17
Recording Controls.....	18
Transcriptions Tab	19
The Folder View	19
Transcription Viewer	20
Transcription Editor	21

Settings Tab..... 22

Accounts 24

Inpatient 24

Updating eScript One Mobile..... 26

Removing eScript One Mobile 26

Frequently Asked Questions..... 26

Additional Support 27

Introduction

eScription One Mobile for Android offers a convenient, portable, end-to-end documentation process. Clinicians can easily create, review, edit and complete documentation on their mobile device, as well as submit them for transcription.

eScription One Mobile is a safe, secure application that supports HIPAA compliance.

Note: This manual refers to using the application on mobile devices, meaning any device running the Android operating system, such as tablets or phones.

System Requirements

- eScription One Mobile for Android requires an Android operating system that still receives security updates from Android. As of 10/9/2020, version 9 or higher of the Android operating system is required. Open “Settings” and tap “About Phone” then “Software Information” to confirm that the “Android Version” or “Firmware Version” listed is 9 or higher.
- Internet Access through a wireless Local Area Network (LAN) connection or through a phone service provider. It is strongly recommended to use a Wi-Fi LAN connection when uploading dictations. Minimum bandwidth: LTE/4G data connection; recommended is stable Wi-Fi with 3 Mbps download/1 Mbps upload or greater.
- A microphone for dictating is needed.
- Communicates over port 443 to <https://mobile.escription-one.com> using TLS 1.2.

Installing eScription One Mobile for Android Devices

To install the eScription One Mobile app, first start the Play Store and search for “eScription One Mobile”.

Choose the eScription One Mobile application, then tap the Install button. Select the Accept and Download button to download and install the application.

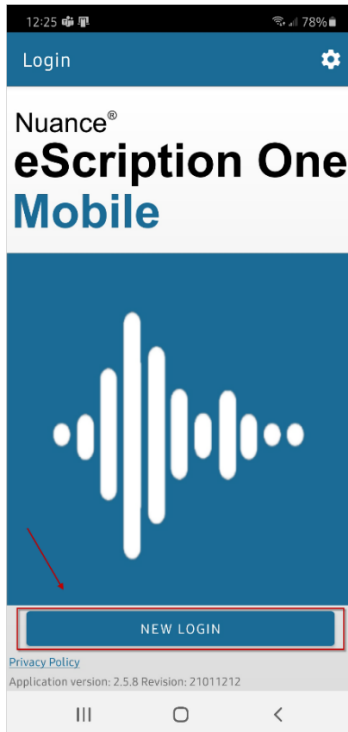
Starting eScription One Mobile for Android



eScription
One

To start eScription One Mobile, tap the application icon. Use your InQuery login credentials to log into eScription One Mobile. Both dictating users and non-dictating staff can log into eScription One Mobile.

To log in, press the **New Login** button.



The credentials screen opens. →

Enter your username, password, and client information, then press **Log In**.

The “Forgot Password?” link next to the Login button allows users who have saved a valid

email address to receive password reset instructions by email if it is lost or forgotten. For more information, go to [Email Verification](#) and [Resetting your Password](#).

Note: If multi-factor authentication (MFA) has been enabled for your company, please see ‘Setting up Multi-Factor Authentication’.

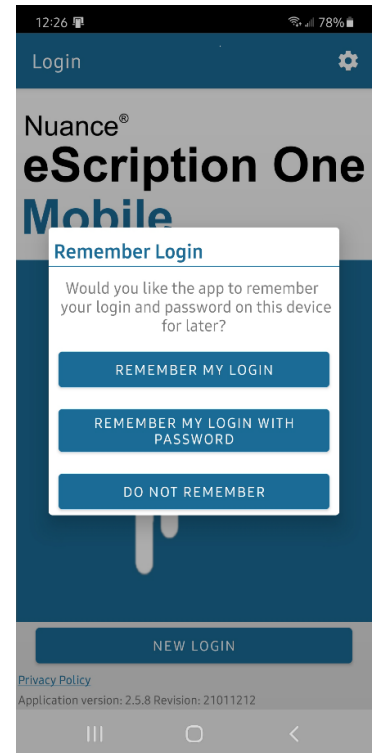
If your password is expired, you are prompted to change it. Enter your current password and then your new one. After verifying it, click **Change Password**.

The first time you log in, the **Remember login?** screen will appear next, asking if you want the app to remember the login name or login name and password on the device you are logging into.

(The 'Remember my login with password' option will not appear if the admin has disabled this feature for clients/users.)

You can also choose **Do not remember**.

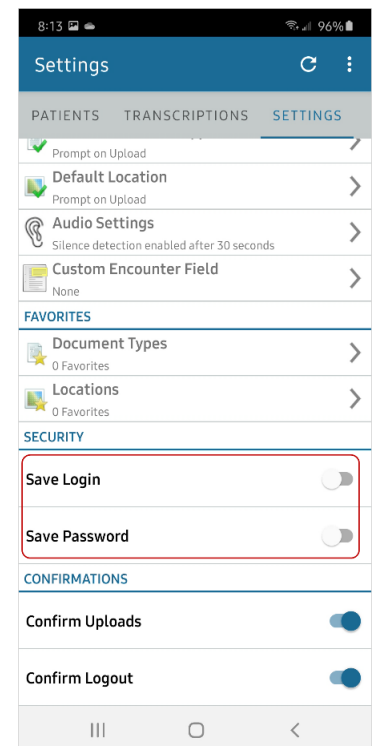
Note: This screen will initially appear for each profile you log into if you have multiple profiles.



If you later want to change your login options, go to the app's Settings screen.

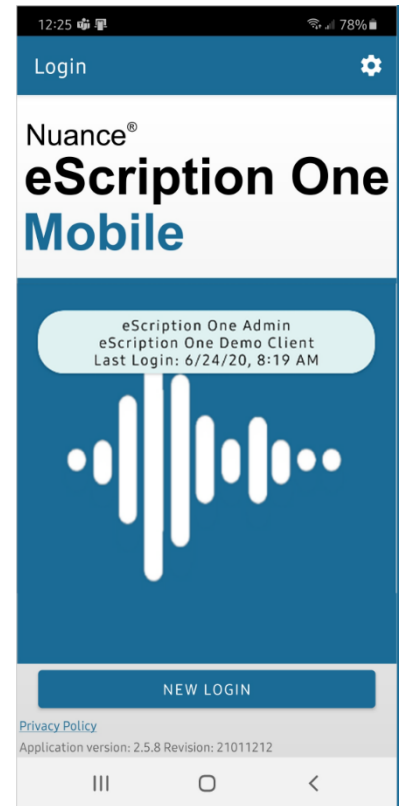
If saving passwords is not allowed for users, the 'Save Password' option will be disabled on the Settings screen.

Note: Please note that with 'Save Password' enabled, anyone with access to your device can access your eScription One account and the confidential medical records in it.



When the login name is saved, the profile appears on the login screen (with a combination of First name Last name username up to 20 characters long). Tap the profile to log in as that user. You will be prompted for the password if it has not been (or cannot be) saved.

Only the last saved profile to log in will appear on the login screen. You can still link multiple profiles in the Account tab to switch between profiles quickly.



Setting up Multi-Factor Authentication

Multi-factor authentication is another way to verify a user's identity, adding an extra level of security to the login process. For eScription One applications, it is recommended that users set up MFA using the Auth0 Guardian authentication application. However, due to a limitation with the Auth0 Guardian app, users cannot set up MFA for the mobile apps on a mobile device. To do so, you must perform the initial setup on InQuery or InSync. Once this initial setup is complete, MFA will work for the mobile app as well. Logging in will require you to accept a notification sent to your phone.

Note: Other authentication apps may work as well but are not officially supported.

Logging in with Multi-Factor Authentication

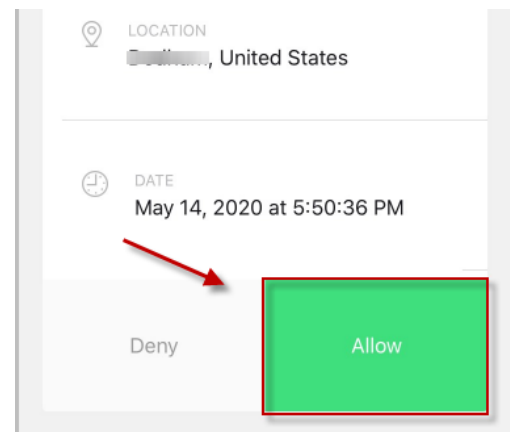
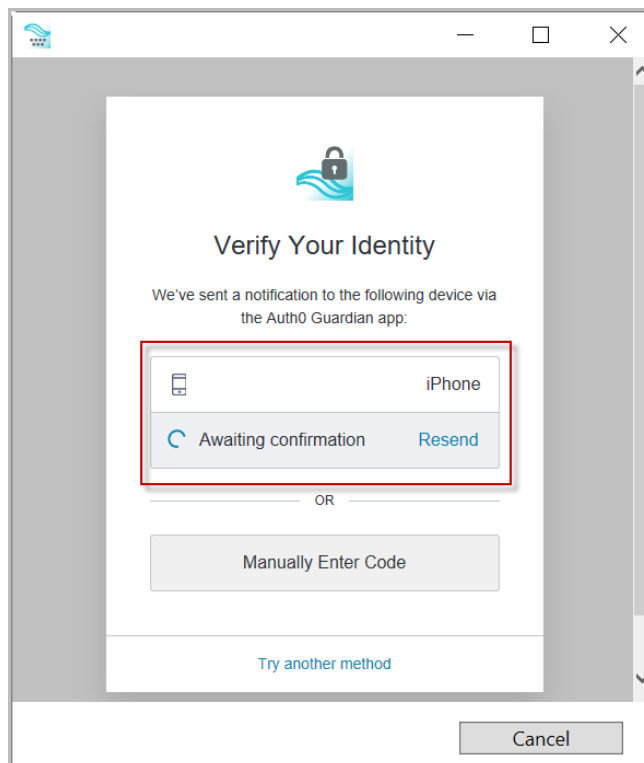
Once the initial MFA setup has been completed, you will subsequently log in to your mobile app as shown in the steps below.

Note: If you log in with saved credentials for both username and password, you will not need to authenticate with MFA. No notification will be sent to your phone.

1. Open the Guardian app.
2. In your eScription One app, enter your login credentials.

The Verify Your Identity screen opens, indicating that a notification has been sent to your phone and is awaiting confirmation.

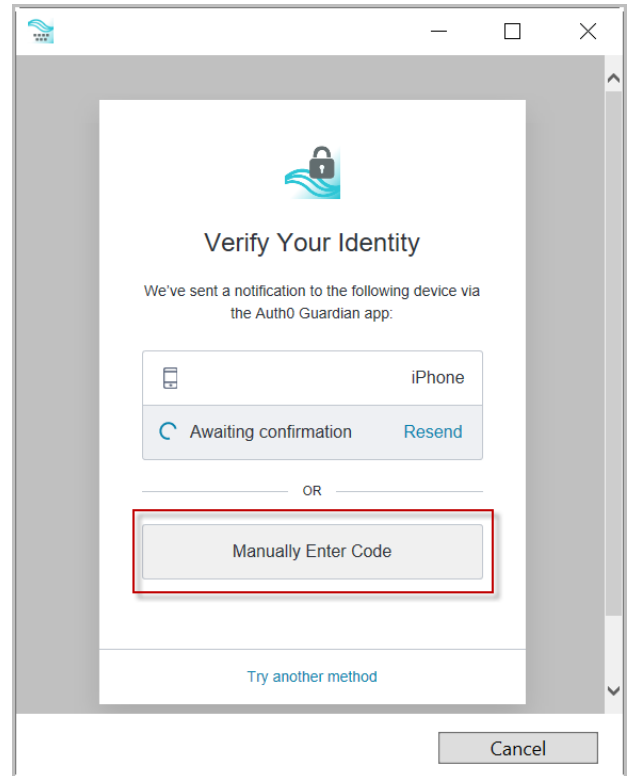
3. In the Guardian app, click **Allow**.



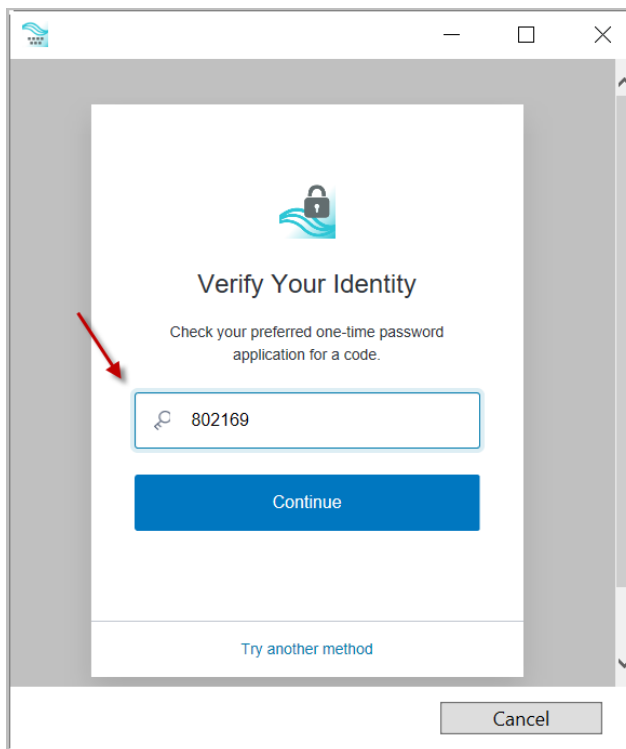
After successful authentication, you will automatically be logged into your eScription One app.

If you do not receive the notification, you can choose to have the notification resent, or you can manually enter the code at the bottom of the Guardian app (see below).

To manually enter the code, choose **Manually Enter Code** on the 'Verify Your Identity' screen.



A one-time code will appear at the bottom of the Guardian app. Enter this code on the 'Verify Your Identity' screen.



Verify Your Identity

Check your preferred one-time password application for a code.

802169

Continue

[Try another method](#)

Cancel

Click **Continue**. After successful authentication, you will automatically be logged into your eScription One app.

Note: If for some reason you cannot log in with MFA after having done so previously, please contact your admin to have it reset.

Select Region

Upon the first time running eScription One Mobile you will be prompted to select a region. This allows the app to connect to the proper servers for your client. Choose the region that applies to your location or client and press Select.

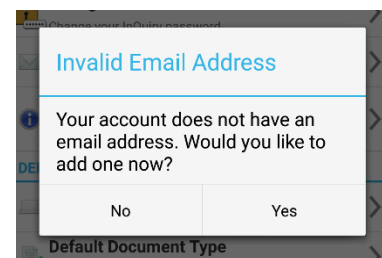
In the unlikely event that you need to change your region, press the menu button (gear icon) to reopen the region selection list.



Email Verification

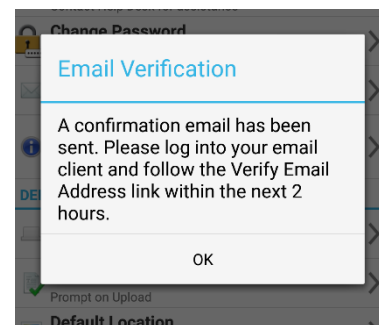
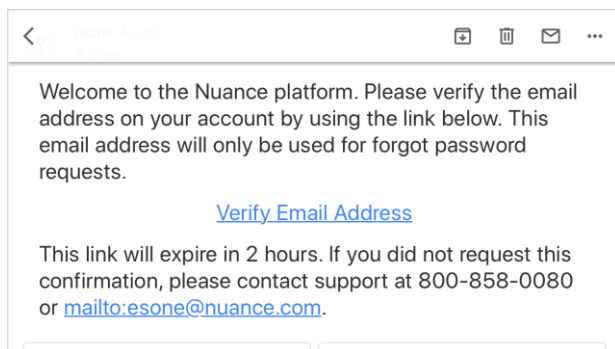
After logging in, the eScription One Mobile application checks for a valid and verified email address.

Valid Email Check: If you have not entered an email address, you will be prompted to add one. You can skip this step, but will be prompted again on your next login.



Email verification: Once an email address is added, an email is sent to your address to verify it.

Click the link in the email, and your address will be verified.



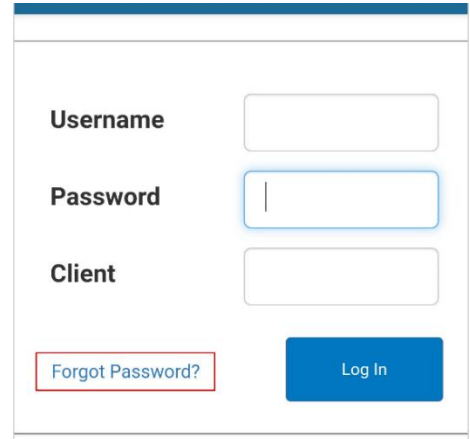
When accessing the eScription One Mobile application without a verified email address, you will receive a notice, but will still be able to use the application.

Editing email address: To edit the user email address, go to Change Email in the Settings tab. If the email address has previously been verified and is then edited, you will be prompted to verify the updated email address.

Resetting your Password

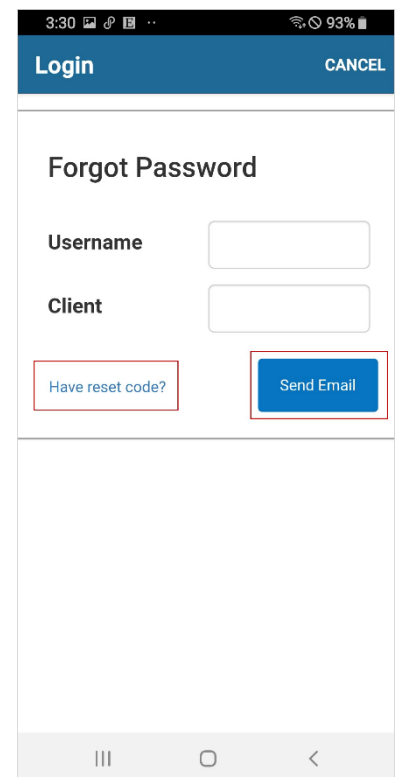
If you have forgotten your password, you can reset it using the steps below.

1. On the login screen, enter your Username and Client code, then click [Forgot Password?](#).



A web-based login form with a white background and a blue header bar. It contains three input fields: 'Username', 'Password', and 'Client'. Below the 'Client' field are two buttons: a blue button labeled 'Log In' and a red-outlined button labeled 'Forgot Password?'.

2. On the 'Forgot Password' screen, click either the **Send Email** button or '[Have reset code?](#)' link (if you already have a reset code).



A mobile application screen titled 'Forgot Password' with a blue header bar containing 'Login' and 'CANCEL'. It features two input fields for 'Username' and 'Client'. Below these are two buttons: a red-outlined button labeled 'Have reset code?' and a blue button labeled 'Send Email'.


- If you choose **Send Email**, you must have a verified email address (see above). If so, an email will be sent to you with instructions and a link for resetting your password. Once you click the link, the 'Reset Password' screen appears with the reset code filled in. Enter the remaining information, then click the **Reset Password** button.

If you choose '[Have reset code?](#)', the 'Reset Password' screen appears without the reset code filled in. Enter the code and remaining information, then click the **Reset Password** button.

If you selected 'Send Email', you can also copy and paste the code from the email and paste it here.

Using eScript One Mobile for Android

After logging in, the eScript One Mobile application displays the Patients tab. Uploaded patient appointments appear here. Two additional tabs appear to the right of the Patients tab: Transcriptions and Settings.

Tap the Menu button to access additional options on this or any other screen. If the device does not have a built-in Menu button, the Menu icon  will be found in the upper or lower right corner of the screen. The menu includes items such as Accounts and ways to change the appearance of the current tab. Tap the Accounts menu item to log out of the application or switch to a different account. To close the application, press the device's home key. eScript One Mobile may not log out when the home key is pressed; the medical facility can approve the use of resuming sessions, which allows users to switch between applications without logging back in each time.


The Patients Tab

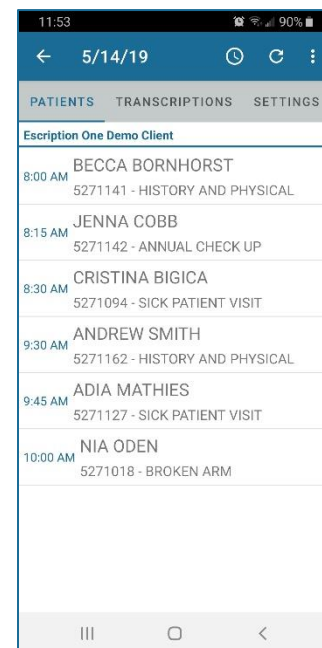
By default, this tab is named "Patients". The account administrator can change this label to something more appropriate to the client.


Use the Patients tab to view a list of patient appointments and create dictations.

To create a dictation from an existing appointment, tap the appointment to open the Recording screen.

To refresh the appointment list, swipe down or tap the Refresh icon. 

Tap the Earliest Started Dictation icon  to open the calendar to the earliest date with a started dictation that has not yet been uploaded.




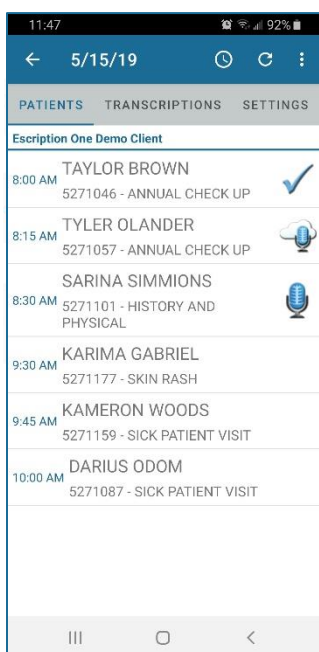
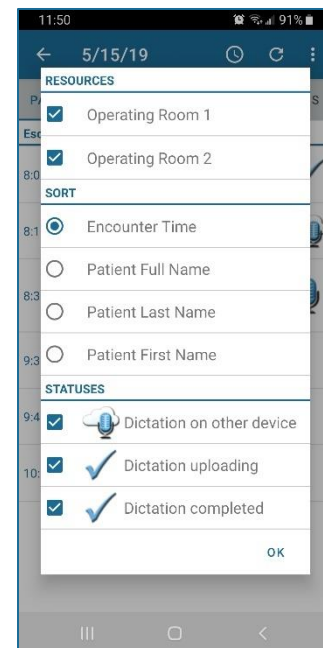
To change the way the appointment list appears tap the Menu button  then the *Change sorting and filtering* option. Users can choose different resources and statuses to filter the list, as well as different options for sorting.

Statuses available for filtering are:

- **Dictation on other device** - appointments with a dictation uploaded from a different device
- **Dictation uploading** - appointments with an uploading dictation from this device
- **Dictation completed** - appointments with a completed dictation from this device

Tap the date in the upper left of the screen, or swipe the screen left or right, to change the current date.

Tap the Menu button  (while on the Patients tab) then *Agenda View* to view appointments for multiple days in chronological order and *Day View* to view appointments for one day.



An appointment may have one of three icons to its right:



A different device created and uploaded the dictation, such as InTouch or InSync, another mobile device, or this android device created the dictation, and removed it to make room for new dictations.



The eScription One servers have received the dictation, and the audio file is still on the Android device. No changes can be made to a dictation after it has been uploaded.



The device has a recorded dictation for this appointment, but the eScription One servers have not received it. eScription One Mobile can make changes to a dictation until it is uploaded.

Note: An appointment without a dictation file will have no icon next to it.

Dictating with eScript One Mobile for Android


Dictations from Uploaded Appointments

A list of appointments will appear on the Patients screen if the facility sends patient appointment information to eScript One. Selecting one of these appointments brings up the Recording screen.



This screen has three tabs: Templates, Info, and History. See pages 16 - 17 for more information.

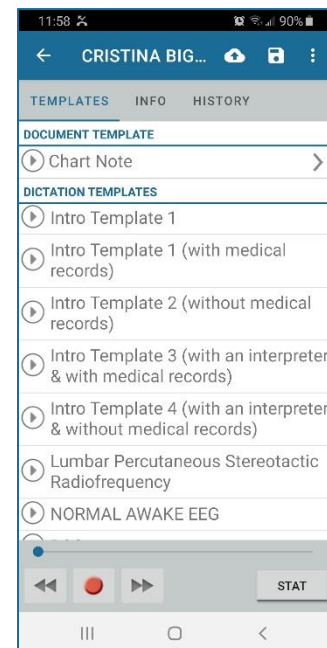
Use the Settings screen to set default document type and location, and to set a list of favorite document types and locations. See page 22 for details.

Creating a New Dictation

To create a new dictation without selecting an appointment from the Patient tab, tap the menu button  then select *New dictation*. Tap the Patient ID field to enter an MRN for the patient of this dictation. The History tab will populate with any prior transcriptions related to that patient. The Document Type and Location fields are also editable, and the Templates tab is available for reference.

Templates Tab

The Templates tab displays Document and Dictation templates to be referenced during dictation. To view the full text of a template, tap the expand template  button. To select a document type, press the expand list  button. (This button is also available on the Info tab.)



The Info Tab

The Info tab contains information about this patient and appointment.

- **DICTATION INFORMATION:** Allows user to edit the Document Type and Location fields. Tap on the field and make a selection from the provided list to add or change the document type or location. These fields are highlighted in red when they are empty. eScript One Mobile fills in the Receipt Code and TID fields after uploading the dictation; these fields cannot be changed by the user.
- **PATIENT DEMOGRAPHICS:** Displays patient information. The user cannot edit these fields for an existing appointment, but can add a Patient ID to a New Dictation.
- **The ENCOUNTER:** Displays any additional information about this appointment. The user can make changes to Appointment Date and Time for new dictations, but not for appointments selected in the Patients screen.

4:18 83%

← ALVARADO, FILIBERTO →

TEMPLATES INFO HISTORY (1)

DICTATION INFORMATION

Document Type
Chart Note

Location
Hospital

Receipt Code

TID

PATIENT DEMOGRAPHICS

Patient ALVARADO, FILIBERTO Patient ID 2432

Date of Birth October 24, 1933 Age 85 Gender M

ENCOUNTER

Admit Date May 21, 2018 Discharge Date

Encounter Description

◀ ▶ ⏹ STAT

The History Tab

The History tab displays any existing transcriptions for this patient. These transcriptions are available for reference while dictating, but cannot be edited from this screen. The History tab will populate when the user adds a Patient ID to a new dictation if prior transcriptions have been delivered for this patient.

1:37 82%

← ALVARADO, FILIBERTO →

TEMPLATES INFO HISTORY (4)

Exam of Chest 3/19/19 3:30 PM
Demonstration User

Follow Up Visit 4/12/18 5:45 PM
Jane Doe

Chart Note 3/2/18 8:15 AM
Demonstration User

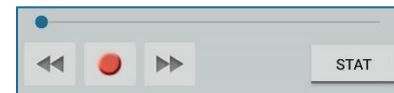
Pre-Op History & Physical 2/28/18 11:00 AM
Attending Doctor

◀ ▶ ⏹ STAT


Recording Controls

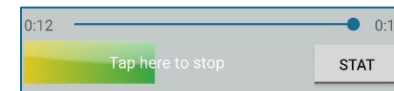
The recording controls appear at the bottom of the screen for all three tabs: Templates, Info, and History. There is a progress bar and buttons for Rewind, Record, and Fast Forward.


To the right of those controls is a button for marking the dictation as STAT. The STAT indicator can be turned on or off at any time prior to uploading the dictation.



The voice detection bar appears while recording, showing the level of sound detected. Tap anywhere within the detection bar to stop recording.




The Upload button  sends a dictation in for transcription. eScription One Mobile cannot make changes to an uploaded dictation.

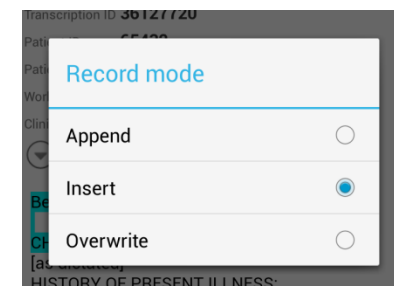


The Save button  saves a dictation without uploading it; saved dictation can be reopened and changed. If the user leaves dictations on the device for longer than three days without uploading, eScription One Mobile displays a reminder.

Tapping the Menu button opens a menu with the following options:

- **Cancel:** Deletes the dictation file. eScription One Mobile displays a warning screen to confirm removal of the dictation. An appointment from an uploaded schedule will remain on the Patients tab. Canceling a new dictation removes the appointment.
- **Toggle Button Size:** Increases or decreases the size of the recording control buttons.
- **Record Mode:** Lets the user change the record mode from Append (the default) to either Insert or Overwrite. Changing the record mode causes the Record button to change appearance, based on the selected mode (see below). eScription One Mobile will use the same record mode on all future dictations after this is changed.



- Append Mode 
- Insert Mode 
- Overwrite Mode 



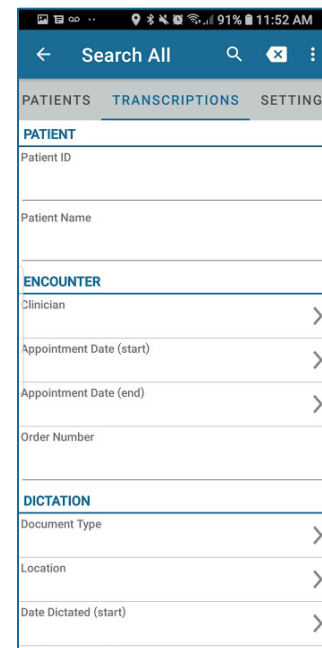
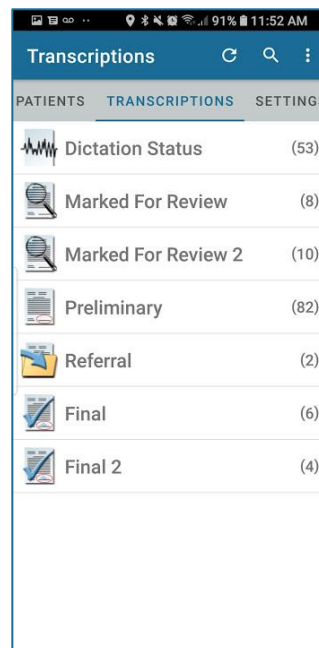
Transcriptions Tab

The Transcriptions tab provides a view similar to the workflow summary in InQuiry. Use this tab to review, complete, or edit transcriptions.

Tap on a folder name to bring up a list of the dictations/transcriptions currently in that stage of the workflow. The “To Be Typed” folder contains dictations that are at the transcription company, but not transcribed.


Use the Search All button  on the lower right hand side of the Transcriptions screen to search for any dictation. On the Search All screen, select or type in the desired search parameters, then tap the Search button  at the bottom of the screen.

A list of results will appear. Tap on an item from the list to view it.



The Folder View

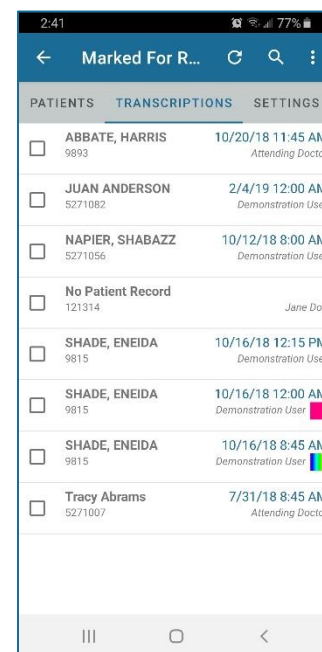
Tap on a workflow folder to display the transcriptions that are currently in that stage of the InQuiry workflow. eScription One Mobile shows the Patient Name, Patient ID, Appointment Date and Time, and Dictating Clinician's Name for each transcription in the list. Use the Settings tab to add an additional data field (see page 22). The app displays the workflow folder name at the top of the screen. To return to the summary list of all workflow folders, tap on the name of the workflow folder.

The transcriptions can be reordered by pressing the Menu button  then choose Sorting. Users can sort by Patient Name, Appointment Date, or Date Dictated.

The Menu button has options to Complete All and Complete Selected (if allowed by the client). To Complete Selected transcriptions, tap the checkbox to the left of the Patient Name for each transcription you want to complete, then select Complete Selected from the menu.

The completion of a transcription cannot be undone. The Complete All option will be available to you based on the settings of your user account. eScription One Mobile can give an additional prompt before completing the transcriptions, based on the user's settings. See [Settings Tab](#).


Tap the Transcription details line (not the checkbox) to open the transcription viewer.





Transcription Viewer

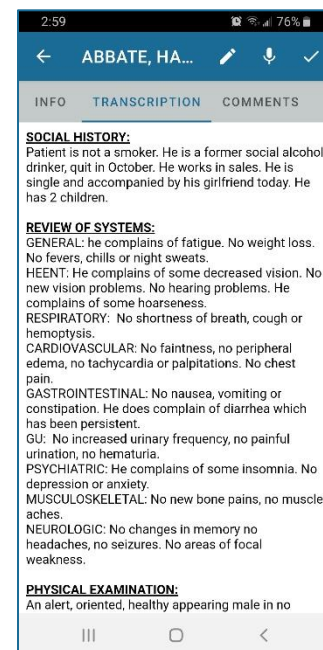
Tap on a specific transcription to open the transcription viewer screen and review the transcription information and text. eScription One Mobile displays the Patient Name at the top of the screen; tap the Back arrow next to the name to return to the complete folder listing.

The View screen has three tabs: Info, Transcription, and Comments. The Info tab contains header information about the transcription, including Patient and Appointment Demographics, Document Type and Location, as well as Associates and any Signatures already on the file (signing the transcription causes the 'date signed' to appear). The Transcription tab displays the text of the document. The Comments tab displays comments or comment tags that have been added to the transcription.





Tap the complete icon  to complete the transcription. Unlike completion from the Workflow folder, eScription One Mobile may **not** provide a prompt asking the user to verify this action, depending on the user's settings within the mobile app (see page 22). Completing a document cannot be undone.





Tap the Edit icon  to open the Transcription Editor from any of the three tabs in the Transcription Viewer.


Tap the New Dictation icon  to start a new dictation with the same demographic information as the original document. When eScription One Mobile uploads the new dictation, it will ask if the new dictation should be appended or prepended to the original dictation, or if a new, unlinked dictation should be created.



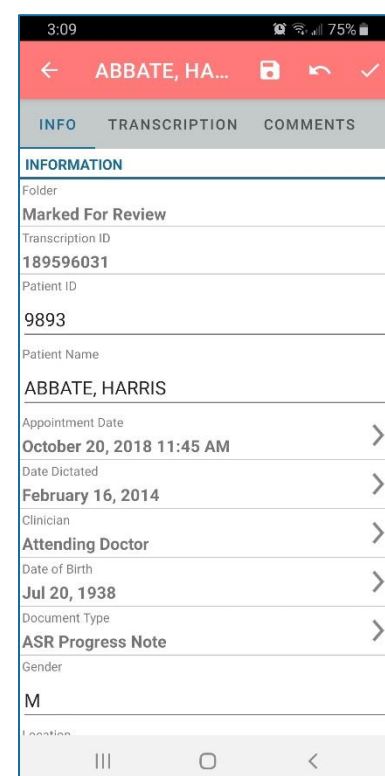
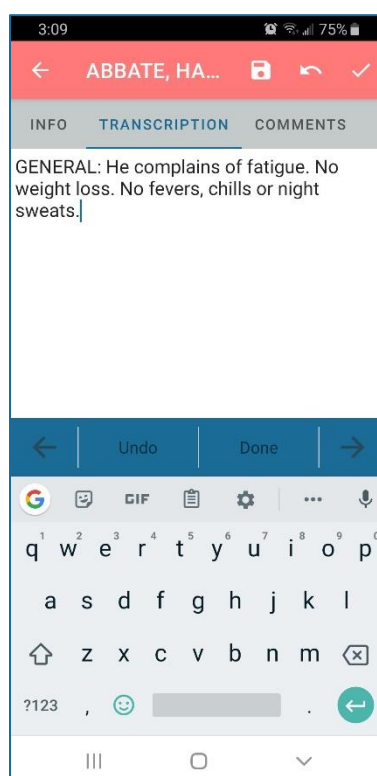
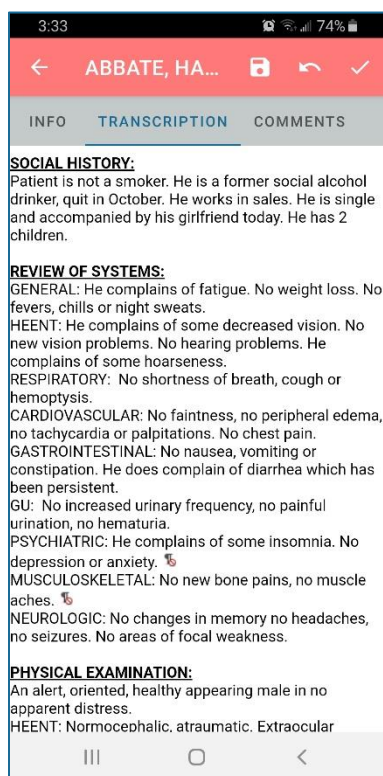
Transcription Editor

Tap the Edit icon  to open the Transcription Editor from any of the three tabs in the Transcription Viewer. The title bar turns red when the editor is active. Use the Save button  to save changes to the document and close the editor. Tapping the Complete button  while editing a transcription will save changes and complete the job from the workflow folder. Tapping the Cancel button  while editing allows the user to cancel all changes made.

To edit the body of the transcription from the Transcription tab, tap on the section of the transcription text. eScription One Mobile provides an additional menu at the bottom of the editing pane with four buttons. Use the arrows   to jump the editor to the prior or next section of text to continue editing. The Undo Last button  undoes the last change, and the Done button  changes the view back to the full text of the transcription (changes are neither saved nor lost).

Use the Info tab to change demographic information about this transcription. All fields with an angle bracket  are editable.

Comment Tags and Comments (in the Comments tab) cannot be edited in the mobile application.



Dual Resident/Attending Workflow

If the 'Dual Resident/Attending Workflow' option has been enabled for a client in InCommand, attending physicians (authenticators) will be allowed to complete documents in the workflow even if the dictating resident has not yet reviewed or approved the document. With this option, documentation can be completed more quickly if needed.

In this workflow, a transcription requiring an extra signature(s) will appear in the resident's and attending's Preliminary folders at the same time. Either the dictating resident or attending physician can review and edit the document (provided they have proper rights to location and document type).

Note: The attending physician should not have proxy to the resident dictator when this workflow is enabled.

There are two paths this workflow can follow:

- Resident Reviews/Approves an Uncompleted Transcription, then Attending Completes

The resident can review and approve the transcription in the Preliminary folder. After the resident completes the job, it is removed from their Preliminary folder. The attending can then complete the transcription and it will move on to the next workflow folder.

- Attending Completes an Unreviewed Transcription

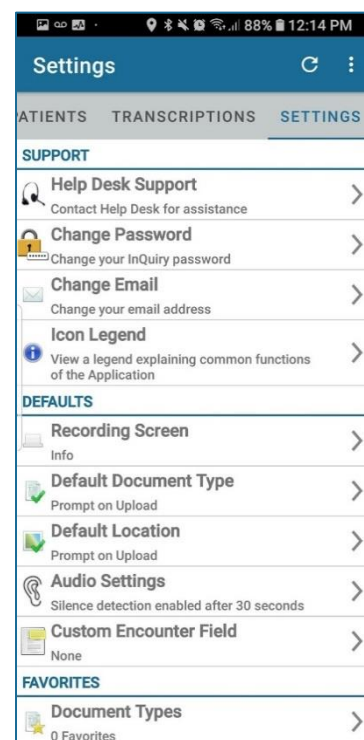
An attending can also complete an unreviewed transcription in the Preliminary folder. In this workflow, the resident has not reviewed/approved the transcription.

Once the attending completes the job, the transcription moves on in the workflow and out of their Preliminary folder. The next time the resident searches or refreshes their Preliminary folder, the dictation will no longer be shown.

Settings Tab


Use the Settings tab to set default screens and behavior for the eScription One Mobile application and to access the Help pages for the application.

- **SUPPORT:** Contains reference information and user support options.
 - **Help Desk Support:** Includes instructions for accessing eScription One support staff by phone or email, as well as a feature for uploading information to eScription One.
 - **Change Password:** Change the account password (to be used in the mobile application and in InQuery). The password requirements configured for the company are shown at the top of the screen. If the password does not meet these requirements, the screen will display which ones have not been met after the user presses the 'Change Password' button.



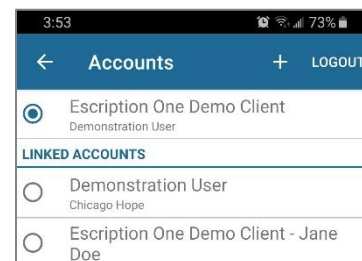
- **Change Email:** Change the user email address.
- **Icon Legend:** View a legend of common icons in the application.
- **DEFAULTS:** Set default behavior for various aspects of the eScription One Mobile application.
 - **Recording Screen:** Select which tab opens by default when recording a dictation: Templates, Info, or History.
 - **Default Document Type:** Select a document type to set as default for all new dictations. This setting will not override Document Type information already attached to the appointment record.
 - **Default Location:** Select a location to set as default for all new dictations. This setting will not override Location information already attached to the appointment record.
 - **Audio Settings:** Opens the Sound and Silence Detection settings. Follow the on-screen instructions to set these levels for your device, as well as customize the length of time eScription One Mobile will continue to record silence.
 - **Custom Encounter Field:** Set a custom field to show next to appointments in the Patients tab.
- **FAVORITES:** Set up Favorites lists for Document Types and Locations. If your facility has several documents types and locations, and you typically dictate for only a small number of them, you can select which document types and locations will initially display in your Locations list.
- **CONFIRMATIONS:** Enable or disable prompts to confirm Upload and Logout actions.

Accounts

eScription One Mobile can access user accounts across multiple medical facilities by linking accounts. To log in and out of these accounts, tap the Menu icon , then tap Accounts. The Accounts screen lists all Linked accounts and allows the user to log out.

Tap the + button to add an account. eScription One Mobile will prompt for login information. Tap on the linked account to log in as that user; login credentials are not required to switch to a linked account. A blue circle indicates the current logged-in account. To remove a linked account tap the x next to the account name.

Tap Logout to log out of the eScription One app entirely.





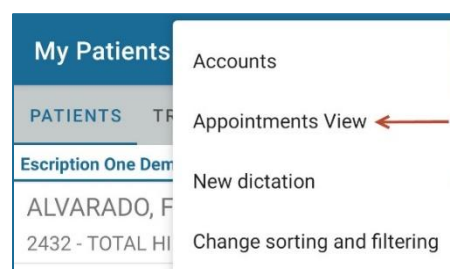
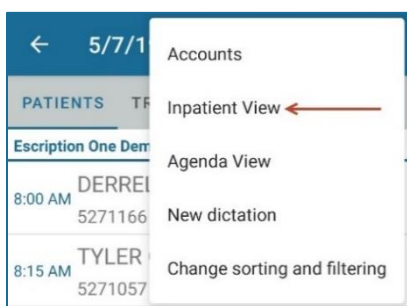
Inpatient


This optional feature is active only if requested by the Client, and is not available for all users.

The inpatient workflow is an alternative scheduling method that lists patients based on inpatient encounters, rather than listing patients by appointment.

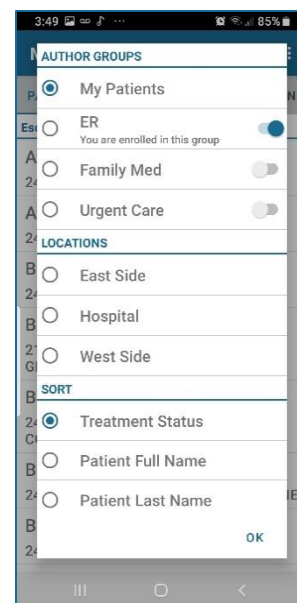
For example, a physician is required to make regular rounds to all patients admitted to Critical Care. The inpatient workflow allows the physician to easily track which patients are on his ward, and if he has dictated on them today, or if he still needs to visit them. Inpatient also allows the physician to clear his schedule manually when he needs to see patients more frequently.




To switch between the standard appointment screen and the inpatient feature, tap the Menu icon  on the upper right corner of the Patients screen, then tap "Inpatient View". To change back to the Appointments View, tap the Menu icon  and then tap "Appointments View".




eScript One Mobile can list Inpatient encounters by Author Groups or Location. To change views between Author Groups and Location, tap the Menu button  then choose *Change sorting and filtering*.

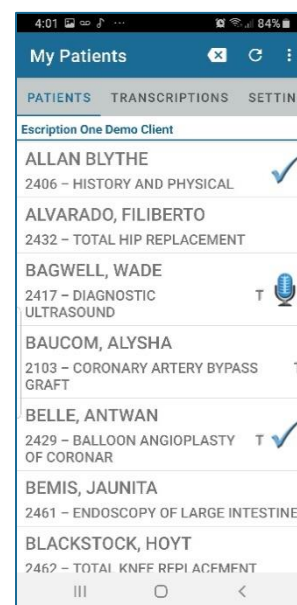
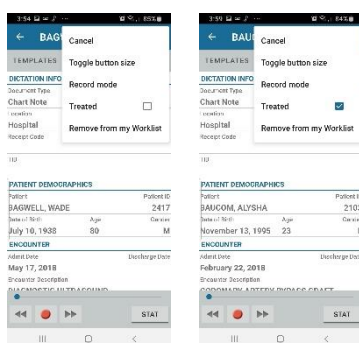
- **AUTHOR GROUPS:** Use Author Groups to group patients based on the schedule resource. The account administrators can enroll users in multiple Author Groups. Select an Author group to view all patients for all users enrolled in this group. You do not have to be enrolled in a group to view the patients. To view an Author Group, tap on the group name. Enrolling in a group allows other users to view your patients. Tap the toggle button to enroll and disenroll.
 - **My Patients:** Displays all patient encounters linked to the default schedule resource of the logged-in user. This is the default view in inpatient mode.
- **LOCATIONS:** Use Locations to show all inpatient encounters based on the location resource, regardless of the associated schedule resource.
- **SORT:** Use the Sort option to order the patient encounters by Treatment Status (marked as Treated or not), Patient Full Name, Patient First Name, Patient Last Name, or Admit Date.




Patients who have received treatment are marked with a treated icon . The checkmark  still indicates a completed dictation; the microphone  indicates a dictation on hold.

Patients are automatically marked as treated when a dictation has been started. Patients can also be manually marked as treated or not treated using the Set Treatment Status option in the options menu. To remove patients from a work list, choose Remove from my work list.

To add patients to a work list, press the Menu button  and choose New Dictation. Search for a patient with an existing inpatient encounter record.



Note: Inpatient encounters do not use the Cloud Icon.

To remove the Treatment Status icon from all patients, press .

Updating eScription One Mobile

To update eScription One Mobile to the newest version, open the Play Store application from your device, select the Menu button, and then select My Apps. The Play Store will show a list of the applications on the device, and whether those apps are up to date. If eScription One Mobile is in the list of applications that need updating, tap the Update button. If you would like the application to auto-update, mark the checkbox to allow automatic updating whenever a new version is available.

Removing eScription One Mobile

Remove eScription One Mobile the same way as any other application on your Android device. From the Settings screen, open your Apps list, choose the eScription One Mobile application, and then select Uninstall.

Frequently Asked Questions

Q: How do I find out what version of Android OS is on my device?

A: To check the version of your Android OS, go to the Settings menu. From the bottom of the Settings list choose About Phone, then Software Information; the version of your device is under Android Version.

Q: How do I get a list of my appointments to show up on my device?

A: Your transcription company can do this manually, or we can set up an export from the software your facility uses for scheduling. ShadowLink, an eScription One application, can import information delivered to us by your facility into our system.

Q: How long is a dictation that I have put on hold and not uploaded, kept on the device?

A: An On-hold dictation stays on the device until you complete it. There is no expiration on saved dictations.

Q: How long are the audio files saved on my device after I dictate and upload them?

A: eScription One Mobile keeps dictations for two weeks.

Q: My device stopped recording and is preventing me from making any more recordings. What is happening?

A: Your device does not have enough storage space to save the audio files. Remove files or programs from the device until there is enough memory to save additional dictations.

Q: I pressed the Record button but nothing is being recorded and the dictation playback buttons do not appear. Why?

A: The eScription One Mobile app must have permission to use the microphone. To ensure it is enabled, go to your device's Settings menu, then tap Apps. Find and tap on the eScription One Mobile application, then tap Permissions. Make sure permissions for all three settings (Microphone, Phone, and Storage) are enabled.

Additional Support

Get additional assistance for the eScription One mobile application, and all other eScription One applications, here:

Phone Support: 1-800-858-0080

Support Email: esone.support@DeliverHealth.com