

Quick Start and Common Questions

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Set up your profile

If the Open TranscriptLive button at the end of installing shows an error, open TranscriptLive from your desktop or Start menu. After you sign in, Set Up Your Profile is required once before your first job. A new account, and anyone setting up TL for the first time (people updating from an earlier version too), starts with the quick start: 4 questions on one page (your name, your role, Add This Computer, and your CAT system). Your role is one choice of four: Court reporter, Transcriber or agency, Scopist, or Proofreader. Your role decides which setup steps you see; the person who sends you a job chooses whether you edit it or add notes. Under the four choices, one line says what the chosen role means. A Transcriber or agency is not asked the CAT system, and right after the quick start chooses the text file layout for their template. A Scopist or Proofreader is not asked the CAT system either, so they see 3 questions. Watch how, beside More, plays the Set Up Your Profile video. Tips are on for a new account; turn them off in Settings > Screens. Finish and Open Home starts everything else with the usual settings; optional features stay off. Review all options goes through every step instead (about 15 minutes). A Transcriber or agency is asked only Page Layout, Words and Numbers, and the text file layout of the Formatting pages; the others keep their usual settings and stay in Formatting. If you finished setup in an earlier copy of this version, only the options added since are asked. Finish Later keeps your place. Settings > Your Role changes your role at any time, and Settings > Run Setup Again goes through every step again. Jobs you already started keep their own path.

Getting started

Choose New Transcription. On Step 1, This job shows Quick Review (straight to Export) or Full Review, chosen from your role; change it for this job before it is transcribed. Quick Review has no voice samples and no review screens: Export makes Word and your text file, and the Job Report lists every place TL is unsure of. For a deposition or EUO, type the witness name; for a hearing, a trial or any other proceeding, on Quick Review or Full Review, type the case parties (for example State v. Pat Example) instead. Then add each person on the Add a person line: choose the role, type the name, and press Add (Mr., Ms., or Mrs. shows for an attorney). For a second attorney in the same role, choose the role again: TL numbers them for you (Witness Attorney 1, 2), with no limit. Job number, proceeding type, and case name are on the page with the witness name (More at the top right can hide them). Choose the proceeding type; a new job has none until you choose it. A court reporter is included for every proceeding; Meeting starts with only the court reporter. A Quick Review job for a Transcriber or agency, and a Quick Review hearing, trial, or other proceeding that is not a deposition or EUO, starts without one and needs no one else (add a court reporter with Add a person when there is one). For a hearing or trial, the Role list also has The Clerk and The Defendant, shown as THE CLERK and THE DEFENDANT, with no name needed, and for a family-law hearing Petitioner, Respondent, Minor's Counsel, and Guardian ad Litem, shown as PETITIONER, RESPONDENT, MINOR'S COUNSEL, and GAL (no THE). To keep the people you add in People I Work With (Settings) on this computer, turn on More > Remember New People for Later Jobs (off until you turn it on; a witness is never remembered). TL then suggests them as you type. Add Case Papers..., on the left, takes the notice or caption and other papers (change Read as if TL guessed wrong); the people a notice names show under Suggested people, and you check each one before it is added. For a hearing, trial, or arbitration with more than one witness, add each witness on the Add a person line. Each one is shown as THE WITNESS, and TL flags each change of witness Confirm new witness. If a person is selected in the list and you type a different name, Save Attendee Changes asks first: Add as New Person adds the typed name as a new person, Rename (name) changes the selected person to it, and Go Back goes back. Nothing is saved until you choose.

Recordings

Add your recording files in order. Multiple files belong to one job. Save keeps the current screen open. Save and Return to Home (bottom right, beside Back) saves your progress and returns you to Home. Settings > Folders and files > Change Folders (Input folders) sets the folder each file picker opens in. Clock time on the record, Part of the recording on the record, and Your own files show on every job in Step 2. A line under the CAT file boxes in Your own files says what TL uses each file for: an RTF/CRE export (or AI notes) gives wording hints in Check wording, and a realtime CAT file (.ecl) or an RTF/CRE export is what More > Check My Rough in ListenList compares with the draft. Notes on who spoke when go in the Notes and log sheets card (beside Spellings), not in Spellings. Add Notes or Log Sheet... takes a court log sheet (HTML or PDF), your typed notes (TXT, Word, or PDF), a case paper such as an exhibit list or case summary (PDF, Word, or TXT), or a photo of the TL notes form; each file is listed with what TL read from it (a notes form photo shows Not read yet), and Remove takes it out again with the names and notes it added. Full names from a log sheet (a first and last name) go into Spellings, where you can delete any; a first or last name alone is not added there unless the log spells it out letter by letter; a log sheet with several cases lets you choose yours. A case paper gives full names (and a one-word party in its caption) for Spellings, people to check in Step 1 and exhibits for the Job Report, never words in the transcript. Read as, in the row of a PDF, Word, or TXT file, shows how TL read it (Court log, Exhibit list, Case summary, Other case paper or Typed notes); choose another and TL reads the file again that way and takes back what the first reading added. A recess in a log sheet, or a pause between FTR sessions, gets your break wording in the draft. More > Your Notes for TL... in the card opens your notes. The files stay with the job on this computer and are not sent with the recording. A court recording from FTR: press Choose a Folder... beside Browse... and choose the folder the court sent, as it is (no zip needed), or choose the zip as you downloaded it, or one .trm file in its folder. You can also drag files from File Explorer onto the Recording box, Notes and log sheets, Spellings, the case papers and word list rows, or Your own files; each box checks them as its own button does. For an online job, the recording starts sending in the background as soon as you choose it, while you fill in the rest: the line under the Recording box shows how far it is (Try Again is beside it if it stops), and Start then sends only the small files. Choosing another recording or opening another job stops it, and the service deletes what it had. Nothing is transcribed and no hours are used until you press Start. If you choose On this PC instead, the background upload stops and TL asks the service to delete what it received. TL reads the whole folder on this computer, lists the sessions in order, the time not recorded between them and any missing recording, shows a very short session with an Include box, and lists only the microphones with sound. A court recorder file (.dcr) opens the Court Recording window: select the microphones to use, press Listen to hear any of them, then press Use This Recording. For a court recording, TL mixes only the microphones with sound. For any other recording with three or more channels, press Choose Microphones under the Recording box and select the microphones TL listens to; TL makes its own one-channel copy of them and your recording is not changed. Without a choice it is read as before: a recording with 3, 6, 7 or 8 microphone channels may have one of them left out of the transcript, and the Recording check in Step 4 says so. To use every microphone, press Choose Microphones under the recording in Step 2 before transcribing. Windows Media (.wma) and AAC (.aac) recordings are accepted. When Step 4 opens, TL checks the recording on this computer and says what may affect the transcript. It never stops you from starting. Choose Another Recording shows only for a problem that may seriously affect the transcript; for a small note the card says there is nothing to do now and where to listen in Review. Every job is processed Online, through TranscriptLive, and Step 4 shows its estimated time. Step 2 says under each time row what it is (the clock time, or the part of the recording file that is transcribed), and Continue to SpeakerSure waits until you choose the recording. Save and Return to Home is in the bottom bar on every step. A recording the online service does not take as it is (some Zoom and phone formats), or a file over 4 GB, gets Make a Copy TL Can Send, or TL says it cannot be sent. Your original recording is never changed. After an online job is sent, the green

Sent line says you can close TL; your draft shows under Jobs as Ready to review.

Printable notes form

Help and Support > Print the Notes Form opens the TL notes form (form TL-NF1, one Letter page) in your PDF viewer. Print it there at actual size; TL also saves a copy in Documents\TranscriptLive\Printable Forms. During the job, write a line each time a new person speaks or something happens: the time in the time boxes, the person's initials, and the first words you heard. The people key says who each set of initials is. Write in block capitals inside the boxes, and keep the black corner squares and the form code on the page. To use a filled form, type its lines into Your Notes for TL in Step 2, one note per line with the time first.

Transcribe and stopped jobs

If no words were transcribed by either pass, the job stays Stopped. This does not establish silence. Listen to your original recording or contact TL Support. TL retains the saved run and successful responses; no transcript, export, or comparison packet was made. Use the same job's retry only when offered. Completed saved requests are reused, so retrying does not send those sections again or supply missing words. Service copies of stopped jobs follow the usual 14-day cleanup schedule without an update. Keep your own original recording. If TL says the job save could not be confirmed, contact TL Support before continuing.

SpeakerSure™ voice matching

The step shows a short Next step line, one clip area and Clip options. Skip for Now sits beside the teal Find Clips at the bottom right. Clip options says when to change Start looking for clips at (to skip talk before the record starts) and when to use Match Saved Samples (a job with more than one recording); once clips are found they step aside, and More > Show Clip Options or Find Clips Again opens them. Check Start looking for clips at before pressing Find Clips. For a new scan, TL uses the beginning you entered under Part of the recording on the record in Step 2; otherwise it uses 00:00. The same recording keeps its saved scan start. Reopening SpeakerSure does not start a scan. Find Clips creates samples: it listens at the beginning, where the questioning changes and near the end, then at more points only while someone still has no voice (at most five short parts), and the line under the clips says where it listened. Each sample says where it came from, such as from 1:42:10, near the end. The same part of the recording is never offered for two people. When another voice search is already listening to the same part, TL waits for it and uses its answer. A voice confirmed here is carried into Review > Confirm Voices, so you are not asked again. Match Saved Samples compares samples already on this computer across recordings. Choose the attendee, listen, then select Use this voice. Several clips of the same person are grouped on one card. A suggested group is not a confirmed identity; listen before accepting it. Use Separate This Clip when a group contains different people. Each card shows Voice 1, Voice 2 and so on, with Person speaking and Clip; Listen turns into Stop while its clip plays. A person with no clip has a small card that says so. Selecting Use this voice confirms that sample, and the card shows Sample confirmed. If you have not listened yet, TL plays the sample first; if it does not play, the voice is chosen but not confirmed. A Quick Review job skips this step: TL tells the speakers apart by itself (each one a best guess, listed in the Job Report). More > Voice Samples (Optional), on Recording or Transcribe, opens it when you want voice samples anyway.

Do all attendees need a sample?

No. Someone who does not speak in the scanned sections may have no sample. Do not assign a different person's voice just to fill the list. You can scan another time to look for someone missing. TL keeps references for more than four attendees; larger catalogs can take longer to process.

Review: listen to the whole job

If a transcription pass or a speaker-reference batch returns no words, that result does not establish silence. Listen to the original section. Words retained from another pass remain for review. Missing speaker-reference coverage keeps the speaker choice uncertain; a draft suggestion is not a confirmed identity. TL's flags mark the places TL is unsure of. They never replace listening to the whole job, and the reporter certifies the record. TL reviews the whole draft before the job shows as ready, and flags every paragraph it changed. The bar at the top of ListenList says how many passages are left to review. Press Run the Checks first to clear many at once: a small window walks through the checks in 6 steps (Voices, Who said it, Words, Names, Record, and Cut-offs). Press Continue (the teal button names the check it opens); Skip this step passes over the whole step. Double-click a step in that window to go straight to it. When you finish a check's own window, the next check opens straight away; Stop for now or Esc goes back to ListenList. Stop for now keeps your place. Listen and Choose (step 3 of Run the Checks, or More in ListenList) plays each unsure wording place with 2 seconds either side: press 1 for TL's words, 2 for the other listen, 3 to type, or S to skip. Check quick picks puts small one-word differences in one list. A short yes/no answer the two listens heard differently stays marked until you listen and press Save and Next Passage (a passage never played plays at the first press; with Play audio automatically on, you can answer Yes to Accept without listening?). A question the asker answered only with their own Okay is marked: A short answer may be missing here. Ignore takes an item out of a check (Confirm Voices, the checks in Run the Checks, and Related Passages Together); its passage stays flagged in the list. Ignored speaker or name questions count separately as Set aside. Other unresolved questions in the same passage keep it in the passages to review. Show Ignored and Stop Ignoring bring the item back into its check; Ignore does not approve it. Click a list heading to sort it; Time order puts the passages back in recording order. Run the Checks opens at the first check that is not done. Recheck unclear words uses verified saved checks when available, or asks before sending unclear areas for a new third listen. Settings > Review has Recheck unclear words when a job opens and Third listen for short yes or no answers; both use hours and are off until you select them. Settings > Review also has Show short replies only one listen heard: it uses no hours, and when selected, a short reply such as "Yes." that only the speaker listen heard goes into the draft at its time, marked for review, where it stands as its own sentence; the Job Report lists the others with their time. When it is off, the draft text does not change and the Job Report still lists each one with its time. It is off until you select it. TL can reuse verified saved transcription checks that cover the same passage without sending it again. Saved audio check and Saved enhanced audio check notes are separate listening evidence, not confirmation; your words and review flags remain for you to decide. Different saved answers leave the wording uncertain. If a saved check covers only part of the requested clip, its hints remain available and no new wording check is sent. Review the passage or contact TL Support for the separate context. If saved checks cannot be verified, TL keeps your words and flags, sends no wording check, and asks you to contact TL Support. What it heard is shown beside each unclear word, and nothing is cleared for you: you decide each one. A person's name TL cannot confirm stays flagged until you choose its spelling; the rough TL exports does not print (ph) after it. More > Nearby Lines Together shows flagged lines that are close together as one moment: Play moment plays it once, and you answer each line. Skip moment leaves its lines flagged. Each passage has Listen, With Context, Skip This Passage, Leave Out, and Split. Skip Review and Export, beside Save and Next Passage, goes to Export after one question; the passages left stay marked in the Job Report and none is marked checked. You still listen to the whole job. When TL sees two speakers in one passage, Split reads Split Here and opens cut where the speaker changes, and nothing is split until you save. When a passage may hold two speakers, the box under the words fixes it: click the first word the next person says, choose who says it, and press Split at This Word. Use for all lines from this voice, under Person speaking, puts the person you choose on the other open lines of the same voice when you save. More > Replace Speaker Label changes every line shown as one label to another person in one step (also beside Open Full Review on a Quick Review job), Show

Unknown Voices as SPEAKER 1, SPEAKER 2 shows each voice TL cannot name as a SPEAKER number, matched across the whole recording (one person can still have more than one number), and Undo Speaker Change puts the last change back. A name written two ways in one job is flagged, and Check names offers the other spelling; no word changes until you choose. When you changed the words of a Review wording passage, choose I corrected the wording: it clears the flag only after the words were changed. Send to Scopist and Send Back start when TL finishes rechecking the job. A recheck that had not finished when the job was closed runs the next time the job opens, and the status line says what happened. Leave Out asks first when the open passage has a change that is not saved: Leave Out leaves it out without that change (its saved words are kept), and Keep Editing keeps your typing and leaves nothing out.

Off the record

After transcription, where TL is sure, TL takes break talk (a clear "off the record" through "back on the record") and any Social Security number said off the record out of the draft, the job, and any copy you send. Numbers said before the record opens or after it closes are removed only when TL is sure, or after you choose Leave out; otherwise the draft hides them until you choose Keep. Text files without recording times are not searched. The screen lists each time that was taken out. The recording is never changed. Check off the record offers Keep or Leave out for talk before the record opens or after it closes, and Keep or Remove for announcements such as Recording in progress. When TL is not sure of a break, TL takes nothing out and asks you. Quoted, asked, or suggested statements are offered as Keep or Leave out.

In ListenList, open Choices for this passage to answer the off-record, announcement, exhibit, read-back, clip, or quotation questions offered for that passage. Nothing is selected for you. Choose the answers you want, then press Save these choices. Ordinary Save keeps your edits; it does not answer these questions. Before leaving with selected answers, choose Save choices (or Save edits, then choices), Discard choices, or Cancel. Cancel keeps your words and selections on screen. Discard choices leaves those questions unanswered. If saved edits change a question or its nearby context, TL resets the unsaved answer and asks you to listen and choose again. Other unresolved checks remain open; these choices do not approve independent Final Check questions.

Exhibits and quotes

Check exhibits and quotes offers exhibit markings, read-backs, clips played, and text read aloud as parentheticals. Choose Keep or Remove for each. An exhibit marked for identification prints in the rough until you choose, and stays on your review list until you choose Keep or Remove. Formatting Preferences sets the wording of every parenthetical. Video or audio played in court that a log sheet marks is transcribed in colloquy after your played-video or played-audio wording; a person in the clip whom TL cannot name shows as VIDEO SPEAKER or AUDIO SPEAKER (Formatting Preferences can change these labels), and each clip stays marked for review. In a hearing, trial, or arbitration (early access), TL also finds a clip from the words when no log sheet marks it, puts it between the played wording and "(Video ends.)", and never shows its voices as a person in the case; such a proceeding stays colloquy unless a sworn witness is clearly being questioned, and people in Step 1 are optional. With Parentheticals from the court log selected in Formatting Preferences (off until you select it), a log sheet's witness sworn or excused, exhibits offered or received, rests, openings, and closings go into the draft at the log's times, each marked for review. While it is selected, a wording box for each of these lines shows under it, so you can type your own wording.

Check my rough

Check my rough lists differences from your optional CAT realtime file or RTF/CRE export. Show starts with Not settled. Wording already checked is separate and requires your exact current explicit wording choice; Every place keeps all differences. Other review reasons remain open. This does not prove your rough is correct or change transcript words or flags. If the draft or saved choices change, choose Check my rough again before using or exporting that list. Check my rough runs on this computer: it uses no hours and sends nothing online.

Direct, cross, and other examinations

Set examination headings and the examining attorney in Review at the passage where an examination begins. Formatting Preferences sets the first examination heading; later headings are proposed and marked for you to confirm. After an objection, other colloquy, or a parenthetical, the witness's answer starts with THE WITNESS: or A., as you choose in your formatting profile; the BY line goes before the next Q. either way.

Export

On a Quick Review job, Export has a **Before you send** card with three existing checks: **Check Spellings**, **Check Short Answers**, and **Check Unsure Speakers**. Each opens its own check window, so you can make these choices without opening Full Review. The counts show what is waiting in those checks; they do not mean that the whole job has been checked. Ignore sets an item aside without approving it or clearing its passage. Show Ignored and Stop Ignoring bring it back. If TL found talk that may be off the record, or an announcement by the recording or call software, and you have not chosen yet, TL asks one question for all of those places when you press Export. **Keep** is selected first and puts the words in your files as they were said. **Remove** leaves them out of every file this export makes and out of the copy you send. **Not Now** exports nothing. Your choice is saved with the job, so a later export does not ask again.

Rough Ready to Send on Export makes the clean copy to send in one press: Word, your CAT file (the .ecl for CAT software that uses .ecl files, or RTF/CRE), and Text when you save one, with one title page, appearances and index (a certificate only when Certificate is ticked on Export; a rough is uncertified). Rough Ready to Send asks first about passages not reviewed and blank title page fields. Change Folder... chooses once where these copies go; each is named for the witness and volume, and nothing is written over. A Transcriber's Export has Copy Ready to Send (Word and Text). Combine With Another Job (on Export, or More in Jobs) makes two jobs of the same deposition one rough, in order; both jobs stay as they are. Export > More > Rebuild Q./A. and Headings applies this version's rules to a finished job with no hours used; your own choices are kept and every change is marked for review. Before Export saves anything, TL says when a deposition has no Q. and A., no examination heading or no BY line, with a way to fix it.

The working Job Report keeps examination headings, saved reporter directions, job spellings, current wording questions, and recording-file time pointers together for review. Send to Scapist includes it for a Scapist or Proofreader; TL does not add it as an extra attachment to a clean attorney or client copy. It does not confirm voices or wording.

Read the preview, choose Rough draft or Draft preview and select the files (Word, Text, PDF, RTF), then press Export. If passages are still marked for review, Before You Export asks: Review First opens them, and Export Anyway exports, and the Job Report beside the rough lists what is still marked. The client copy without review marks box saves the same rough with no review marks beside your rough (if possibly off-the-record speech still needs a choice, the Off the record window opens at Export with each place on Keep, and the export goes on

once you save); it also leaves out TL's own "(Not yet chosen: ...)" notes. The Word copy writes every apostrophe straight ('), and Formatting Preferences can add two spaces after a speaker label (off until you select it). It can also add two spaces after a sentence ends (off until you select it). Settings > Folders and files > Change Folders chooses where exports go (Export folder) and Word or PDF for the Job Report (Job Report format). Before you certify, press Final Check (beside Export, and under Export in the step list) to read your finished transcript on this computer and list places to check. It never changes the file, and its report is saved only when you press Save the Final Check Report. A transcript that never names this job's witness is not compared with this job: TL says it looks like it belongs to another job and offers to check it on its own. On Home, Check a Finished Transcript checks any transcript with no job. Final Check uses no hours and sends nothing online. Where offered, Mark as Checked saves your decision about the identical question; Skip Without Checking does not approve it. Both remain visible as saved choices. Ask This Question Again brings it back. Changed questions or nearby words are checked again. Unrelated final edits keep a choice matched to one passage. Questions that cannot be matched to one passage use the whole transcript: changes to its content or Final Check options ask those questions again. Review's Okay, Ignore and wording choices do not approve separate final checks; you still review and certify the transcript. Formatting Preferences > Review mark style chooses how review marks start, for example ??? or ***. Formatting Preferences > Your text file layout changes only the .txt file: Standard (tabs and page breaks) or Plain (one line per paragraph, starting with a tab or spaces), with a live preview. Formatting Preferences > Start From a Common Layout fills in the page settings from the published transcript format rule for federal courts, California, Florida, Georgia, New York, or Texas, and names its source. For federal courts, Georgia, New York, and Texas it also says what TL cannot match, for example the drawn margin lines or a deeper speaker name.

Send to Scopist

A job you send is locked so only that person can open it. They need the newest version of TL and must sign in once and add their computer before you send. A linked scopist or proofreader (Settings > Linked Accounts) is offered in a list. Settings > My Computers lists the computers that can open jobs sent to you. Choosing the person and sending are one step: Send to Scopist sends the job, and Hand-off History then says Sent. Next time, TL offers the person of the last confirmed send only while the link still matches uniquely. If a send does not go, the job on Home and in Jobs says Not Sent with the reason, and a notice says so even after the Send window was closed. If passages still need Keep or Leave out for possibly off-the-record speech, the Send window says so as it opens, with Go to Them, and sends once they are chosen. A missing, changed, or ambiguous link leaves the address for you to choose or type; it never switches silently to an older person. You can always change the email and role before sending. Your linked people show up under Their sign-in email as you type. Send to Scopist and Send Files keep sending in the background, with progress on Home and a Sent or Not sent message (with Send Again). Closing TL while something is sending asks first. While a set of files is still sending, Check For Returns and Take It Back wait: finish the send (Home shows how far it is) or press Stop Sending first.

Files and jobs sent to you

When someone sends you files or a job, TL shows New files from (or New job from) their name, with Open, when TL starts and while it is open. Sent To You in the sidebar shows a count of what is waiting until you open each one. Sent To You lists every job and set of files sent to you in one list: select one and press the button beside it (Open Job, Download, or Open Folder). TL says where it saved them (Open Folder shows them), or why it could not and whether to press Download again or ask the sender to send it again. Download again uses up no other download when the files already reached this computer. TL also sends you one email when files start waiting for you, or when your scopist or proofreader sends your work back, if TL has not collected them about 15 minutes later. It names no job, file, or person. To stop these emails, open the stop link in the email, or clear Email me when files are waiting for me in Settings > Email notifications.

Returned Changes can include explicit saved Review and Final Check choices. Choose Keep or Undo for each change. Kept choices retain their original order and dates. A changed history, a later choice you made, or changed words, people, or recording can cause a conflict; your saved work stays. A returned Ask again choice needs its earlier checked or set-aside decision to be kept first or in the same return. Final Check checks the actual finished transcript again. A returned choice does not approve changed text or independent questions; you still review and certify the transcript.

Your computers and the second sign-in step

Adding a computer to your account, the first one too, needs the second sign-in step: after your password, a 6-digit code that TL Support emails you, typed into TL. If TL says your email is not confirmed yet, press Confirm My Email (in the code box, or in Settings > Account) and type the code TL Support emails you first. Settings > My Computers lists the computers that senders lock jobs for; a new one waits until you confirm it on a computer you already use by typing its whole 20-digit code. The first time you send to someone, they read you the 20-digit code from their My Computers, and you type or paste it (four groups of 5; spaces and dashes do not matter). The Sent message also shows your own computer code, because the first time they open something from you, they need it. My Computers shows your computer code at the top, with Copy beside it. Files You Sent shows how often each set was downloaded, of the limit you chose; when the limit is reached, Send Again takes the set back and sends it again. When TL needs a code from the sender before it can open a job or files sent to you, it asks before it downloads anything, so the code never uses up a download. Cancel downloads nothing. If you type the code later, TL uses the copy it already downloaded.

Rough draft (optional)

New Job From My Own File (Home, Jobs, or Calendar) makes a job from your own transcript, CAT file, or recording, without a TL rough draft. TL keeps copies and never reads what is inside your own files, so check them yourself before you send. Files that can run a program (programs, Office files with macros, web pages, and disk images) are never opened, sent, or accepted. Send Files sends them to your scopist or proofreader; what comes back is saved as a new dated version beside your files.

Calendar subscribe link

In Calendar, Subscribe in Google, Outlook, or Apple Calendar gives you a private address for your calendar app. Each booking shows only its date, time, and place, in the time zone it was booked in. The agency and video links are left out unless you select them. The address is shown hidden; Show shows it and Copy Address copies it. Keep it private; Reset Address makes a new one. TL sends your bookings automatically after each change; the line in Calendar says when they were last sent.

Screens and More

Each screen shows what a job needs most. Everything else is under More at the top right of each step; a long More menu shows its sections side by side. More > Help With This Step says what to do there. This version moved everyone to the simple screens once. To show every option again, select Settings > Screens > Show all options.

Tips

Tips are on for a new account; an account that used TL before keeps its choice, and Settings > Screens > Show tips turns them on or off. TL then shows at most one short tip a day, never while you listen, review, export, or send. Do Not Show Tips turns them off again. Help and Support > Features Not Tried Yet lists what you have not opened yet. This is kept on this computer only, separately for each person who signs in.

Finding saved work

Use Jobs in the sidebar, search by witness, case, or job number, then click the job to open the saved work. If a downloaded online job will not open, sign in to the account that brought it in, select that one job in Jobs, and choose More > Verify Saved Copy. TL checks the saved copy on this computer and keeps your saved Review. It does not download a replacement, upload the recording or transcribe it again. If the copy is already verified, TL says so; open the job again. If finishing a downloaded job stopped part-way, its status says Not finished on this computer: Verify Saved Copy finishes it on this computer, keeps your saved Review, and the service copy is removed at the next check. This check is for downloaded online jobs, not jobs transcribed on this PC. If it does not apply or the copy cannot be verified, follow the message shown; your saved Review is kept. Open Another Saved Folder is available for work not listed there; a Quick Review job opens on Export, as it does from Jobs. On a Quick Review job, Open Full Review (on Export, beside This job: Quick Review) turns on the review screens for that job, with voice samples skipped, and the change is dated in the job history. A Scapist or Proofreader sees Sent To You first on Home; New Transcription is under More ways to start. Home shows This Week: your bookings and due dates for the next 7 days. To find a finished online draft on this or another computer, sign in to the same account and choose Online jobs on your account... beside Refresh List in Jobs. Choose Refresh, select an available finished draft, then Bring In and a save folder. After Saved on this computer, open it from Jobs. Bring In downloads the finished result without sending the recording for transcription again. Check Service keeps until before the draft expires. Finished online; not brought in before removal means contact TL Support; Brought in on a computer means use that computer's saved job, not another service download.

Cancel or remove?

Cancel Job asks Stop setting up this job? Everything is kept, and you can pick it up later from Jobs. Remove Job takes the job off your Jobs list; your recording and transcript files stay in their folder. Hold Ctrl or Shift in Jobs to select several jobs and remove them together; jobs that are processing online, out with your scopist, or open now are skipped. More > Show Removed Jobs / Put Back brings a job back. While the current job is processing, cancel requests a safe pause. If a job shows Stopped in Jobs, open it and follow the reason shown (Send Again only when offered), or contact TL Support; your saved work is kept.

Account and offline work

Settings shows your account and save location. Text too small? Choose Large or Larger in Settings > Screens > Text size; every screen changes at once. Sign Out and Sign In are also in the Home sidebar. Open Saved Jobs Offline lets you review and export existing local work; new transcription requires internet. About TranscriptLive™ in Help and Support shows your version and where to read the License Agreement. Your formatting choices and preferences are kept with your account, so a second computer asks only its own setup steps; typed wording, saved profiles, and word lists stay on each computer (Settings > Export to a File and Import a File). Home shows your hours left.

Chat with TL Support

Help and Support > Chat with TL Support (also on Home, under Help and Support) sends a question to TL Support from inside TL. The answer shows in the same chat, and by email if you have closed TL. A teal dot on Home's Chat with TL Support button means an answer is waiting. TL Support may also start a chat with you: its message shows in Chat with TL Support with the teal dot, and TL Support emails you "TL Support sent you a message". TL adds only your TL version and Windows version to each message. Please leave out passwords and confidential case details.

Need help?

Return to Help and Support and describe the problem. Prepare Support Email opens your email app for you to review and send. If no email app opens, use Copy Email Details. The TL and Windows versions and recent error notes (error type and place in TL only, file names removed) are included; no transcript, audio, or files are attached. Messages from TL shows our messages again, with Reply. How-To Videos has short videos for each step. Search the Guides finds a few words in every guide and shows the section inside TL. Check for Updates asks whether a newer version is ready.

Cannot reach TranscriptLive?

TL says what TL found and how to fix the problem. If your network may be blocking TranscriptLive (common at workplaces, courthouses, and schools), try another network, such as home Wi-Fi or a phone hotspot, or ask your IT team to allow api.transcriptlive.com (HTTPS, port 443). If security or antivirus software is scanning secure connections, ask IT, or turn off HTTPS scanning for api.transcriptlive.com. Help and Support > Test Connection checks each step between this computer and TranscriptLive, then your sign-in, your processing setup and that TL can save in your job folders, and says which one did not pass; Copy Results gives TL Support what the check found. The check sends no job, no names, and no words. When a job folder is inside Google Drive, OneDrive, or Dropbox, TL shows a short tip once for that job: the job works there, but saving can be slower while the files are copied. Keep Here closes it; Jobs > More > Move Job Folder moves a finished job, and Settings > Folders and files > Change Folders (Save location) chooses where new jobs go.