IT'S A TECHNO WORLD

Ohio Court Reporters Association
Saturday, September 24, 2016

OCRA

Real People   Real Quality   Realtime

TECHNOLOGY IS …

- the application of scientific knowledge for practical purposes, especially in industry.
- a capability given by the practical application of knowledge.
- the use of science in industry to invent useful things or solve problems.
- an activity or means that changes culture.

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TECHNOPHOBIA?

The fear or dislike of advanced technology or complex devices, especially computers
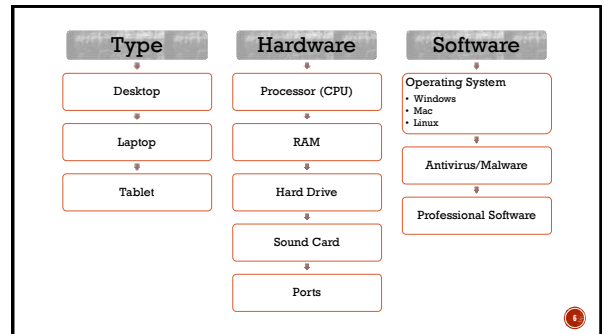
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DON'T FEAR TECHNOLOGY

IT CAN ALWAYS BE TURNED OFF

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COMPUTER SHOPPING

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Type	Hardware	Software
Desktop	Processor (CPU)	Operating System • Windows • Mac • Linux
Laptop	RAM	Antivirus/Malware
Tablet	Hard Drive	Professional Software
	Sound Card	
	Ports	

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DESKTOP? LAPTOP? TABLET?

❏ **Where will you be using the computer?**
  ▪ **Home office**
  ▪ **Depositions**
  ▪ **Court**
  ▪ **School**

❏ **What will be the computer's main purpose?**
  ▪ **Client view**
  ▪ **Workhorse computer**
  ▪ **Home/family shared**

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THINGS TO CONSIDER IN COMPUTER TYPE

Desktops
• Stationary
• Least expensive versus laptops
• Longer lifetime

Laptops
• Portable
• Ability to dock/make into desktop workstation
• Numerous options of brands, sizes, etc.

Tablets
• Extremely portable
• Inexpensive to very expensive
• Simplistic builds

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HARDWARE

These are the bare minimum requirements.
The faster the processer, the better. The more RAM, the better. The bigger the hard drive, the better.

Processor (CPU)	RAM (memory)	Hard Drive (Permanent storage)	Audio	Ports
This is the brains of the computer and its power is generally measured in clock speed (CPU cycles). Today's CPU's clock speeds will exceed 2 GHs on desktops and 1.6 GHz on laptops.	Non-permanent storage measured in megabytes (MB) or preferably, gigabytes (GB). Desktops should have at least 2 GB of RAM while laptops may have 1 GB but should have 2 GB of RAM.	Unlike RAM, data stored in permanent storage remains after the power is turned off. Storage, like RAM, is measured in gigabytes (GB). Desktops should have at a minimum 500 GB of storage, while laptops may suffice with 250 GB.	Quality of an audio recording is directly proportional to the audio adapter in your PC and the microphone attached to it. Use an external USB adapter and a high-quality microphone for best results.	- 2 USB - HDMI - Workstation docking *(if laptop)*
2 GHz or higher	**2 GB or higher**	**80 GB or higher**		

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HARD DRIVE VERSUS SOLID STATE DRIVE

A traditional hard drive uses a spinning magnetic disk to store data, and can store a lot of data relatively inexpensively; however, they are slow because in order to access data, the hard drive must spin to the right location.

SSDs (solid state drives)

- have no moving parts, and all data can be accessed equally easily.
- are way faster and use less power.
- make virtually no noise at all since they are non-mechanical.

A SSD-equipped PC will boot in less than a minute, and often in seconds.

SOLID STATE HARD DRIVE (SSD)

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FEATURES OF OPERATING SYSTEMS

single-user operating systems

Easy to use
Performance monitor
Files management
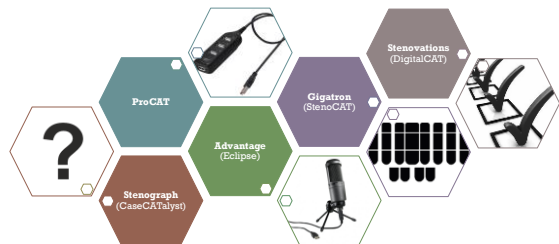Plug and play
Based on MS-DOS

Security
Reliability
Ease of use
Integration with Apple and Other products

Open Source Operating System
Free software
Runs on a wide range of systems (PC to phones)
not compatible as standalone with most popular professional software

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Your software vendor can provide you with a computer requirements checklist

?

ProCAT

Stenovations (DigitalCAT)

Gigatron (StenoCAT)

Advantage (Eclipse)

Stenograph (CaseCATalyst)

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WINDOWS 10
IT'S NOT SO SCARY

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Your very own personal assistant!

Cortana is your digital agent. She'll help you get things done. The more you use Cortana, the more personalized your experience will be.

To get started, type a question in the search box, or select the microphone and talk to Cortana. (Typing works for all types of PCs, but you need a mic to talk.)

Here are some things Cortana can do for you:

- Give you reminders based on time, places, or people.
- Track packages, teams, interests, and flights.
- Send emails and texts.
- Manage your calendar and keep you up to date.
- Create and manage lists.
- Chit chat and play games.
- Find facts, files, places, and info.
- Open any app on your system.

MEET CORTANA

What can I help you with?

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WHAT'S NEW IN WINDOWS 10

Microsoft Edge Web Browser

New and Improved Start Menu

Windows Store Apps for your Desktop

New Virtual Desktops and Task View

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WHAT'S NEW IN WINDOWS 10 CONTINUED
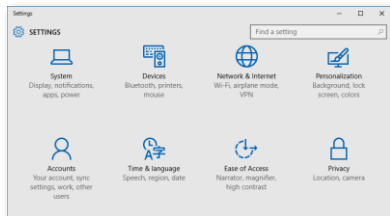
Improved SNAP Assist for Multi-Tasking

Tablet Mode

Improved Mail and Calendar Apps

Action and Notification Center

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SETTINGS: A FAMILIAR PLACE WITH USER-FRIENDLY OPTIONS

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KEYBOARD SHORTCUTS
JUST FOR WINDOWS 10

Windows key + A:
Open the Action Center
Windows key + C:
Launch Cortana in listening mode (for voice commands)
Windows key + I:
Open the Settings app
Windows key + L:
Lock screen
Windows key + X:
Launch Quick Access menu
Windows key + Tab:
Open Task View
Windows key + Ctrl + D:
Create a new virtual desktop
Windows key + Ctrl + F4:
Close the current desktop

KEYBOARD SHORTCUTS

Windows 10
Keyboard Shortcuts

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ONCE YOU GO MAC
DO YOU EVER GO BACK?

MY EXPERIENCE WITH MAC

- Stability
- Time Machine Backups
- Syncing
- Transferring Files
- Owning all Mac/Apple Products
- Work-related (Stenograph-CaseCATalyst/Realtime)

COST

o Investment in the beginning. Higher cost than Windows PC.
o Don't have to pay for anti-virus with Macs.
o Don't have to pay for upgrades.

Information
provided by

MELISSA CASE, RPR

Freelance reporter
Cleveland

MacBook Pro, mid-2012 version
iMac, late-2013 version

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Stability

o I've had my computers for three + years. I've had one issue. They don't crash on me. I've never had a blue screen of death. They've worked every single time (except once). I am confident with my Macs. I know I can walk into a depo and it's all going to work.

o Problems – My MacBook Pro kept crashing. There was no consistent reason why it would crash. I took it to the Mac store, they fixed it for free under Apple Care. I took it on a Saturday and it was back to me by Wednesday. I didn't pay a penny.

o I have had one issue on a job where CaseCAT just would not work. I was not able to figure out what happened, but this happened once in three + years. Works just fine every time now.

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Time Machine Backups

o Backups are key. I have an external drive I take with me to jobs. I plug it into my Mac and let it sit until the end of the job. Time Machine automatically backs up my laptop every hour on the hour. No more worrying if something didn't save.

o It is also so easy to restore my Mac, if need be. When I got my iMac, I took my external drive that I usually use with my MacBook and plugged it in. I told the iMac to copy the entire user. A few hours later, everything matched up.

Transferring Files

o I like to work from a big screen. My MacBook Pro is 13 inches. My iMac is 21.5 inches. It is so easy to transfer files with the lightening port. I have a cord I plug into both of my Macs. I enter the server address, and my entire user is transferred in less than ten minutes. If I have to just transfer one job back and forth, it's a matter of a minute.

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Syncing

o I own a MacBook, iMac, iPhone, and iPad. I love having apps sync across. I use iStudiez Pro to keep track of when depositions are due. It also sends reminders the day before I need to turn something in. I can add the order in on my phone and when I drive home I can see when it is due on my iMac.

Owning all Mac/Apple Products

o This goes along with the syncing. Owning all Mac products, I'm very familiar with how they all work.

o I have the iCloud drive where I keep an Excel spreadsheet that I can access wherever I have internet where I can look up. I could fill in my job card and have it sitting for me at home ready to go.

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Using the Mac Professionally

Realtime: YES! You can realtime with the Mac. I have downloaded CaseViewNet Cloud Gateway. It has worked every single time I have needed it to.

Stenograph: Stenograph indicates they will not support Macs. When/if I call support, half the time they don't know I'm on a Mac.

Problems I've run into with CaseCATalyst:

Cloud Backup – I have a user on a shared drive. The Cloud Backup will not recognize the shared user. I have called Stenograph and they don't seem to have a fix for it, nor are they interested in it. Solution? None really. I didn't want to have another user in the C drive and use all of that space. I just copy my dictionary over to the C drive every week so I have just ONE more backup.

Cat Scratch – When you CTRL R , J, or D something, it pops up with Add 2 Cat Scratch. Mine does not work. I have called Stenograph, they don't have an answer for it. I've worked around it by making a macro. Macro works just fine.

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Running Windows on a Mac

Boot Camp
- Boot Camp helps you install Microsoft Windows on your Mac. This is an Apple product that is included on Macs. One downfall is that Boot Camp does not allow you to transition between Windows and the Mac OS. Instead, you must restart your Mac in order to switch between operating systems.

Parallels
- Parallels is a software providing hardware virtualization for Mac computers with Intel (Windows) processors. Unlike Apple's Boot Camp, Parallels lets you run both operating systems at the same time.

VMware Fusion (or Fusion Pro)
- VMware Fusion Pro and VMware Fusion let anyone run Windows and hundreds of other operating systems. Like Parallels, VMware allows you to run both operating systems at the same time without rebooting.

VirtualBox
- VirtualBox is an open-source software virtualization package that installs on a operating system as an application. It allows additional operating systems to be installed as guest operating systems, which run in a virtual environment.

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SECURE COMPUTING

SECURE NETWORKING

- Set a password on your wireless network – Should be at least 8 characters, lower and upper case letters, at least one number and one symbol.

- Use the WPA2 (AES) security encryption standard on your router

- Change the default admin password on your router
  - Open up Command Prompt and type "ipconfig"
  - The "default gateway" IP address is your router
  - Type that address into your browser and login to your router (default credentials are different for each manufacturer)
  - Look for an "administration" tab

- Disable the guest network
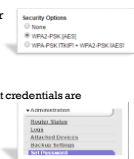
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SECURE NETWORKING - CONTINUED

- Change the default IP address of your router
  - Look for LAN settings
  - Change the last two numbers of the IP address to any number between 1 and 254

  (Don't change subnet mask)

- Perform router updates frequently – When you login to your router, it should notify you that an update is available

- Always logout of your router when you're finished making changes
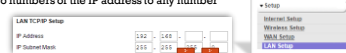
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SECURE EMAIL - ENCRYPTION

- Encrypting Email - Gmail

  - Use the "Secure Mail for Gmail" Chrome extension to send encrypted messages
    - Recipient will need to know the password that you have decided for the email
  - Always make sure that you are viewing email with an https connection

- Encrypting Email – Outlook for Desktop
  - Navigate to File->Options->Trust Center and click on "Trust Center Settings"
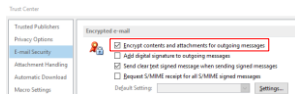
SECURE EMAIL
IDENTIFYING PHISHING ATTACKS

- Don't trust the display name

- Look but don't click – Always check links
- Check for spelling mistakes
- Don't give up personal information
- Watch for urgent language in the subject line – "Your account has been suspended"
- Don't open any attachments you weren't expecting to receive
- If you receive a suspect email from a contact, verify that they meant to send it to you
- Flag known phishing attempt emails as spam (Gmail lets you flag as phishing)

SECURING YOUR PC

- Don't skimp on antivirus
  - Sophos, Webroot, Avast
  - Download Malwarebytes free and scan once a week

- Keep your PC Running fast - Use CCleaner

- Firewall
  - Purchase the antivirus + firewall package from the above listed companies
  - Make sure Windows Firewall is enabled

- Perform Windows Updates regularly – They are released every second Tuesday of the month

SECURING YOUR PC CONTINUED

- Encrypt Your Drive(s)
  - Use Bitlocker
    - Control Panel->System and Security->BitLocker Drive Encryption
    - Turn on BitLocker - Chances are you'll get this error
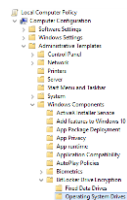
SECURING YOUR PC CONTINUED

- BitLocker Workaround:
  - Press [⊞] + [R]
  - Type gpedit.msc and press Enter
  - This will open the Group Policy Object Editor
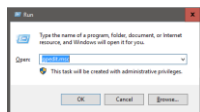
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SECURING YOUR PC CONTINUED

- Navigate to "Operating System Drives"
- On the right hand side, find:
  - Require additional authentication at startup   Not configured
- Double click on the item and check "Enabled"
- Also make sure that "Allow BitLocker without a Compatible TPM" is checked

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SECURING YOUR PC CONTINUED

- Now you can go back to the BitLocker portion of the Control Panel and click "Turn on BitLocker"
- You will have multiple options available to you regarding how to unlock the drive and where you want to store a recovery key.

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SECURING YOUR PC CONTINUED

- You will then be given the choice of encrypting the whole drive or only the portion with data

- You will be prompted to restart the computer.

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SECURING YOUR PC — ALL SECURE!

- You're all set!
- Tips:
  - Encrypt any drives that you have in your computer
  - Use "BitLocker To Go" for any flash drives that contain sensitive data
  - Store the recovery key in multiple places (you can select more than one option during setup)
  - **Keep track of your passwords**. If you forget your password AND lose your recovery key, you lose all of your data
- **Security is a state of mind**

Feel free to contact me with any questions/help needed
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GADGETS, GIZMOS, AND GEAR

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Do you still fax?

"We don't use a traditional fax machine. We accept and send e-faxes via Ring Central."

Internet faxing (efax) is a great option

Online fax services:
- Ring Central (as low as $7.99 per month)
- eFax (as low as $16.95 per month)
- MyFax (as low was $10 per month)

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WHAT'S YOUR FAVORITE GADGET OR GEAR?

"I'd have to say my favorite gadget right now is my Fujitsu ScanSnap scanner. It's awesomesauce!"

Fujitsu ScanSnap scanners start at $229

My favorite gadget is my iPad. I started proofreading on my iPad a few years ago and I absolutely love it!
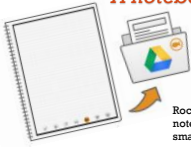
iAnnotate 4 app by Branchfire for iPad $9.99

ezPDF Reader for iPad and Android $3.99

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9/27/2016

WHAT'S YOUR FAVORITE GADGET OR GEAR?

A notebook that you microwave?

Rocketbook

Rocketbook (and the app Rocketbook Wave) connects your physical notebook with handwritten notes, doodles, lists, and more to your smartphone and the cloud.

1. Write in your notebook with the provided pen, indicate a subject it relates to by choosing the corresponding icon at the bottom.
2. Open your smartphone app and take a picture of the page. It will be filed into the proper folder based on your chosen icon.
3. Is your notebook completely full? Simply place it in the microwave for 30 seconds and your pages are wiped clean!
4. Begin using your 'once-again-new' Rocketbook for your next set of notetaking and scribbling.

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SHOW AND TELL

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WHAT'S IN YOUR BAG?

- Tutto steno case
- Power strip
- 2 laptops
- Realtime viewers (2 iPads/1 netbook)
- Laptop stand with tripod
- Verizon MiFi
- Linksys Router
- Martel microphone
- 2 Sound Professionals USB mics
- 4-port USB hub
- 5-port USB charger station
- Multiple jump drives and SD cards
- Headphones and earbuds

- Cables for machine to computer
- MiFi
- iPad
- Extra SD cards
- 3 microphones
- USB mic for computer
- Depobook
- Flat extension cord
- 4-plug mini extension cord
- 2 tripods
- Surge protector
- Noise cancelling earphones
- Earbuds
- Cough drops
- My business cards
- Tape
- Paperclips

While most answers overlap, there are some unique items in some reporters' bags. How do these compare to what you have in your bag?

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WHAT'S IN YOUR BAG? *CONTINUED*
2 of 3

- Laptop
- iPad with charger
- Pens and pencils
- Post-its
- Rubber bands
- Paperclips
- Lightweight notebooks
- 2 extension cords
- Extra machine battery charger
- Portable router with charger
- Realtime cables
- Large roll of tape for cords

- Portable scanner
- 2 iPads
- USB jump drive (large capacity)
- Office supplies (stapler, tape, Sharpies, highlighters, rubber bands, paperclips, binder clips, Post-its)
- Legal pads
- Internet hotspot
- USB mic from on stand
- Ethernet cable
- 6-plug surge protector
- Dictation headphones
- Extra SD cards and USB jump drives

While most answers overlap, there are some unique items in some reporters' bags. How do these compare to what you have in your bag?

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Slide 45

- Steno machines and accessories
- 6 iPad minis
- iPad stands and charges
- Side table for tight spaces
- Cables
- Cords
- Microphones
- Laptop
- Depobook
- Headphones/earbuds

Items split between Zuca roller bag and matching Zuca backpack

- Extra laptop battery
- Extra laptop power cord
- Extra realtime cable
- Hand sanitizer
- Cough drops
- Stapler
- Earbuds
- Cell phone charger
- Portable scanner

- Mimo monitor for CART
- Mini keyboard
- Computer stand

- Computer
- Backup computer
- Computer locks
- Realtime cords
- Backup realtime cords
- Charger
- Travel docs (copy of ID, passport, insurance)
- Backstage light
- Inflatable cushion
- Paper holder
- Magnets
- Stickies
- Candy

WHAT'S IN YOUR BAG? *CONTINUED*
3 of 3

While most answers overlap, there are some unique items in some reporters' bags. How do these compare to what you have in your bag?

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YouTube — National Court Reporters Association

What's in my bag?

www.youtube.com/user/NCRAonline

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Slide 47

Your turn!

Any tips?
Your favorite site?
Gadget? Software?

Questions

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Slide 48

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