

IT'S A TECHNO WORLD

Ohio Court Reporters Association

Saturday, January 21, 2017



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.

TECHNOPHOBIA?

*The fear or dislike of advanced technology or complex devices,
especially computers*



DON'T FEAR TECHNOLOGY



IT CAN ALWAYS BE TURNED OFF



COMPUTER SHOPPING



Type

Desktop

Laptop

Tablet

Hardware

Processor (CPU)

RAM

Hard Drive

Sound Card

Ports

Software

Operating System

- Windows
- Mac
- Linux

Antivirus/Malware

Professional Software

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**

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

HARDWARE

These are the bare minimum requirements.

The faster the processor, the better. The more RAM, the better. The bigger the hard drive, the better.

Processor (CPU)

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 GHz on desktops and 1.6 GHz on laptops.

**2 GHz or
higher**

RAM (memory)

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.

**2 GB or
higher**

Hard Drive (Permanent storage)

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.

**80 GB or
higher**

Audio

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.

Ports

- 2 USB
- HDMI
- Workstation docking (if laptop)

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.

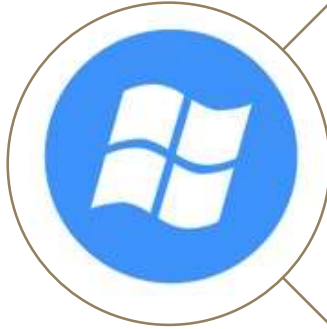
A SSD-equipped PC will boot in less than a minute, and often in seconds.

SOLID STATE HARD DRIVE (SSD)



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

Your software vendor can provide you with a computer requirements checklist





WINDOWS 10

IT'S NOT SO SCARY



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'S NEW IN WINDOWS 10



Microsoft Edge
Web Browser



New and Improved
Start Menu

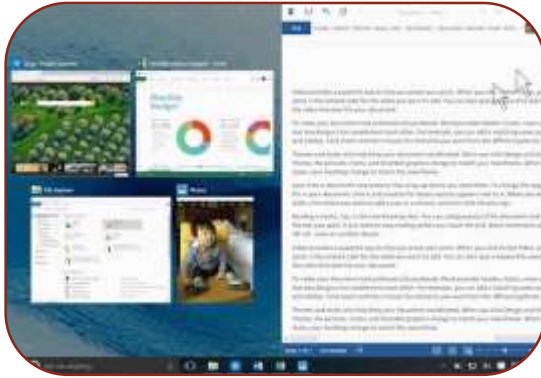


Windows Store
Apps for your
Desktop



New Virtual
Desktops and Task
View

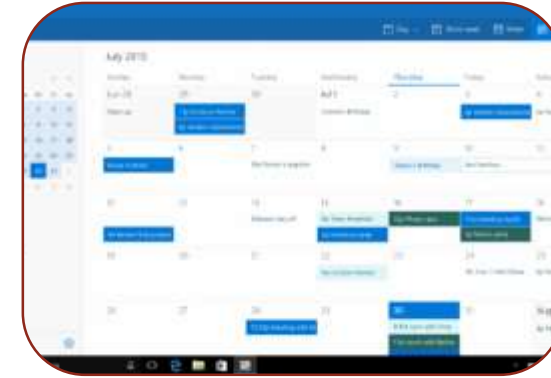
WHAT'S NEW IN WINDOWS 10 CONTINUED



Improved SNAP
Assist for Multi-
Tasking



Tablet Mode

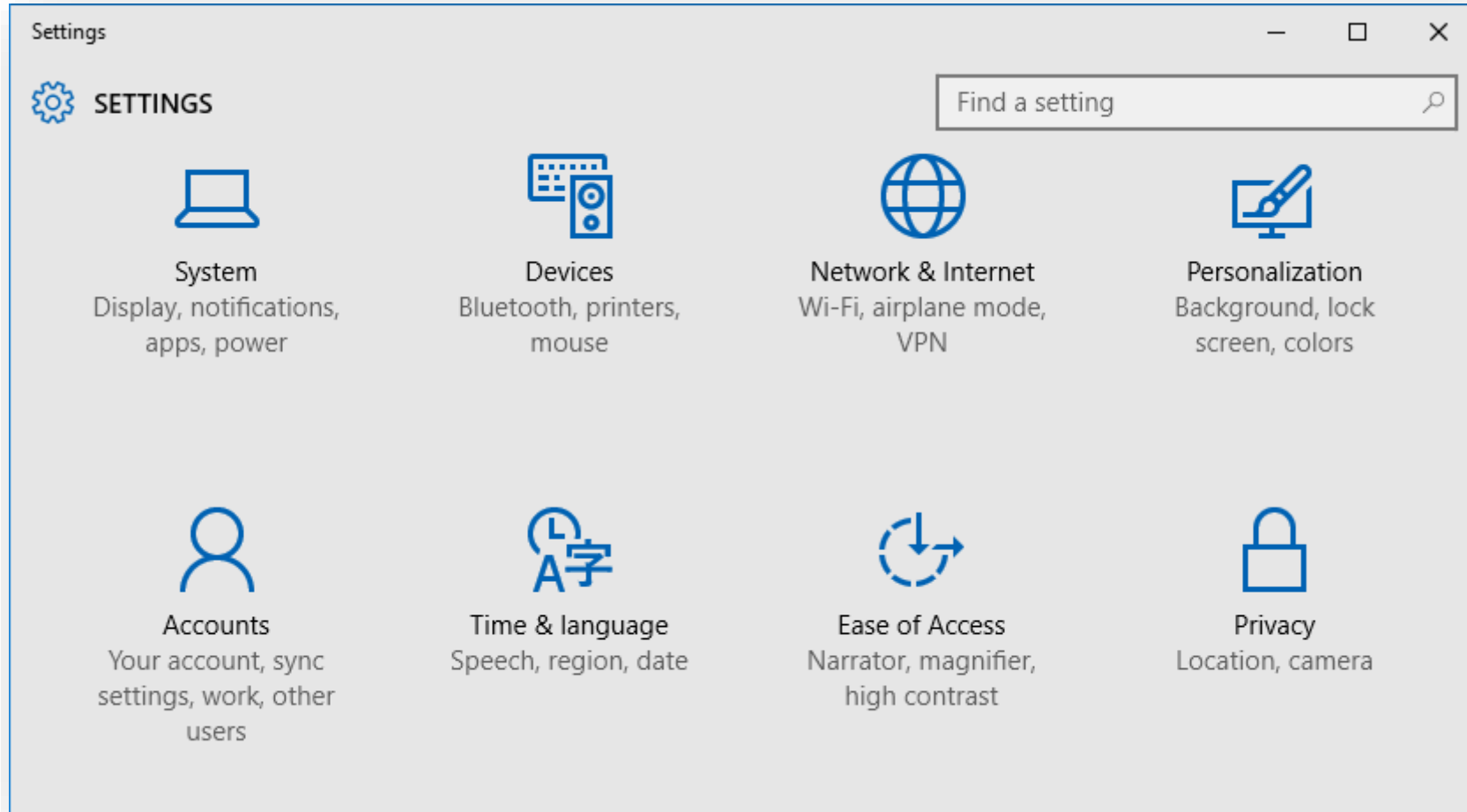


Improved Mail and
Calendar Apps



Action and
Notification Center

SETTINGS: A FAMILIAR PLACE WITH USER-FRIENDLY OPTIONS



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



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

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

Information
provided by

MELISSA CASE, RPR

Official Court Reporter in
Cleveland



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

Stability



- 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.
- 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.
- 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.



Time Machine Backups

- 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.
- 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

- 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.

Syncing

- 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

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

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.

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.

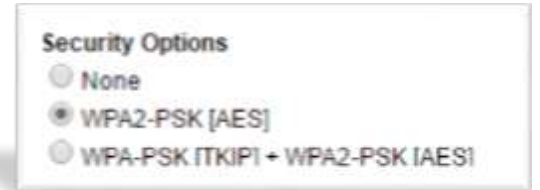
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SECURE COMPUTING

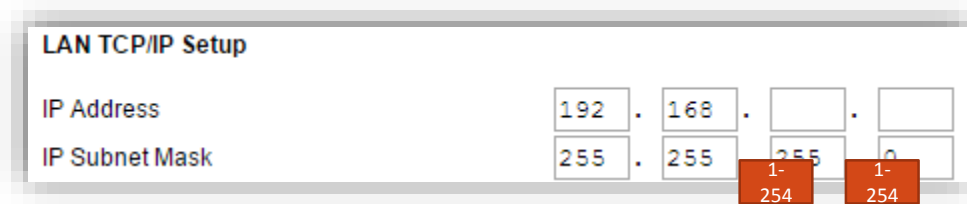
SECURE NETWORKING

- 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



SECURE NETWORKING - CONTINUED

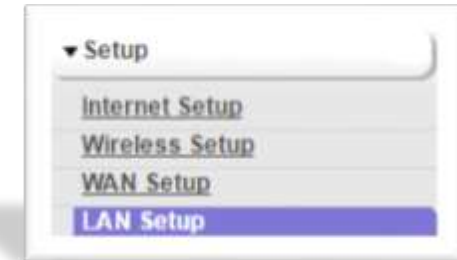
- Change the default IP address of your router
 - Look for LAN settings
 - Change the last two numbers of the IP address to any number between 1 and 254
- (Don't change subnet mask)



LAN TCP/IP Setup

IP Address	192	.	168	.		.	
IP Subnet Mask	255	.	255	.	255	.	0

Red boxes highlight the last two octets of the IP address (currently empty) and the last two octets of the subnet mask (255 and 0), indicating they should be changed to values between 1 and 254.




- 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

SECURE EMAIL - ENCRYPTION

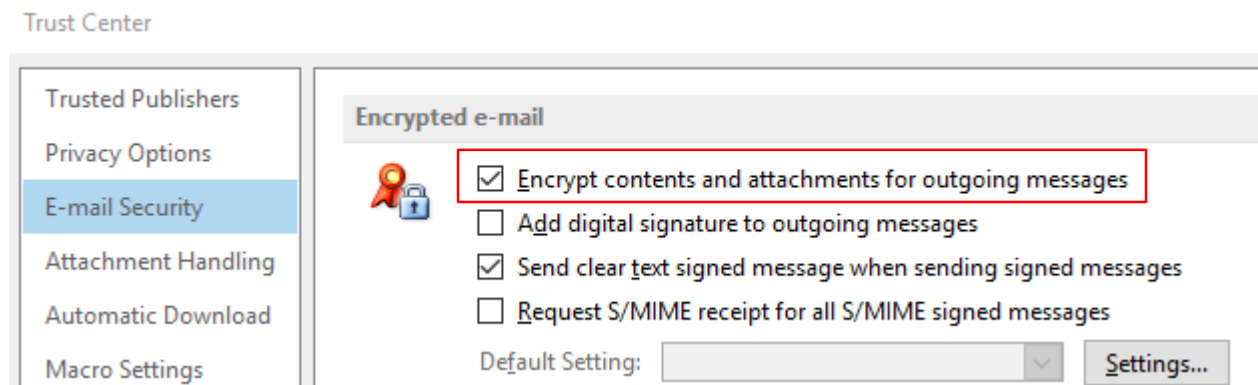
- Encrypting Email - Gmail

- 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

 <https://chrome.google.com/>

- Encrypting Email – Outlook for Desktop

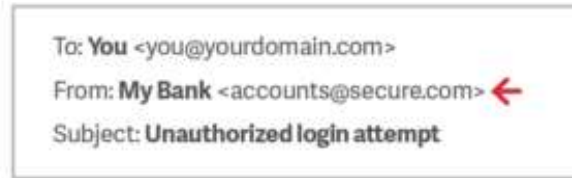
- Navigate to File->Options->Trust Center and click on “Trust Center Settings”



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

BitLocker Drive Encryption

Help protect your files and folders from unauthorized access by protecting your drives with BitLocker.

Operating system drive

C: BitLocker off




 Turn on BitLocker

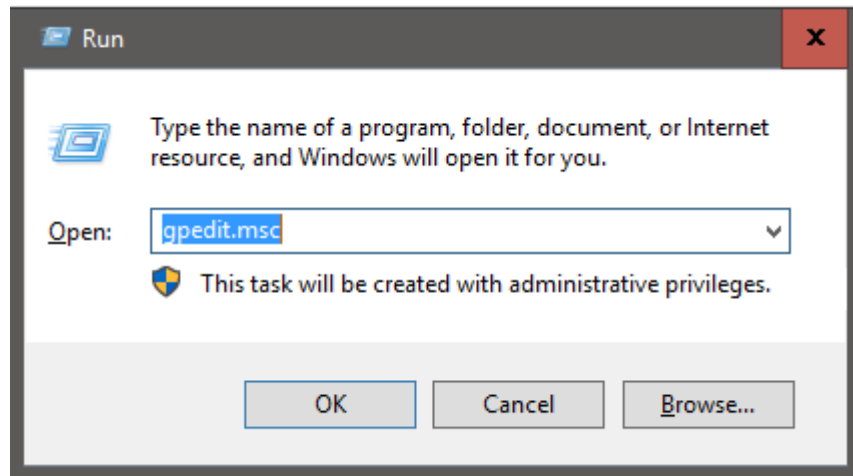
- Turn on BitLocker - Chances are you'll get this error

Starting BitLocker


- ✗ This device can't use a Trusted Platform Module. Your administrator must set the "Allow BitLocker without a compatible TPM" option in the "Require additional authentication at startup" policy for OS volumes.

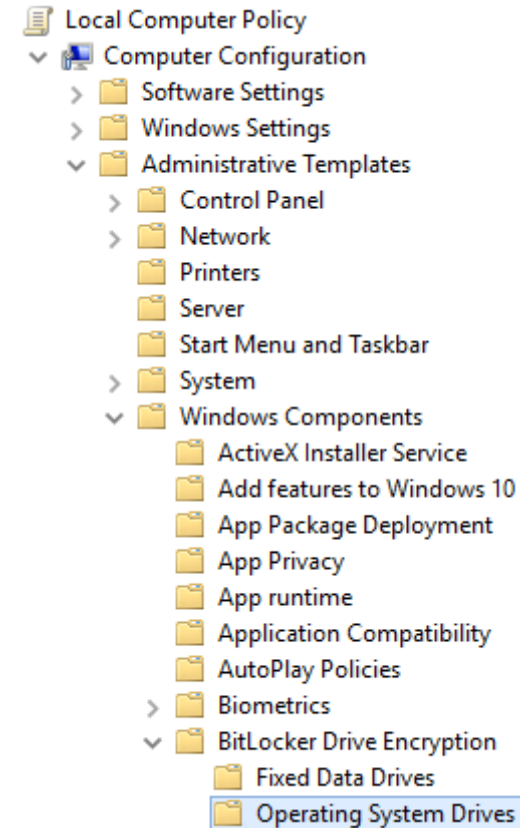
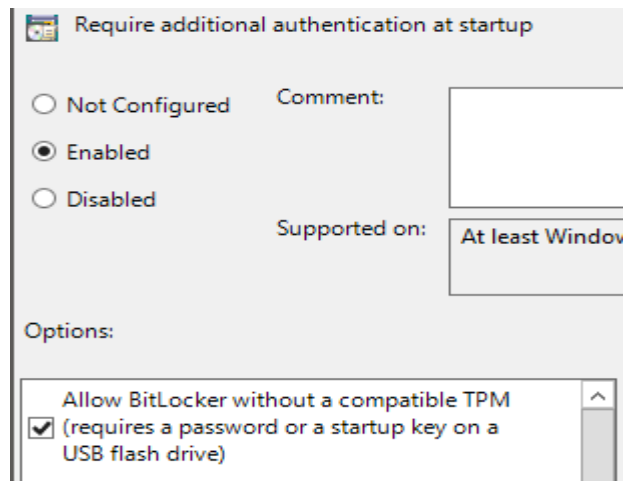
SECURING YOUR PC CONTINUED

- BitLocker Workaround:
 - Press  + 
 - Type gpedit.msc and press Enter
 - This will open the Group Policy Object Editor



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



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.

Choose how to unlock your drive at startup


 Some settings are managed by your system administrator.

To help keep your data more secure, you can have BitLocker prompt you to enter a password or insert a USB flash drive each time you start your PC.

→ Insert a USB flash drive

→ Enter a password

How do you want to back up your recovery key?

 Some settings are managed by your system administrator.

A recovery key can be used to access your files and folders if you're having problems unlocking your PC. It's a good idea to have more than one and keep each in a safe place other than your PC.

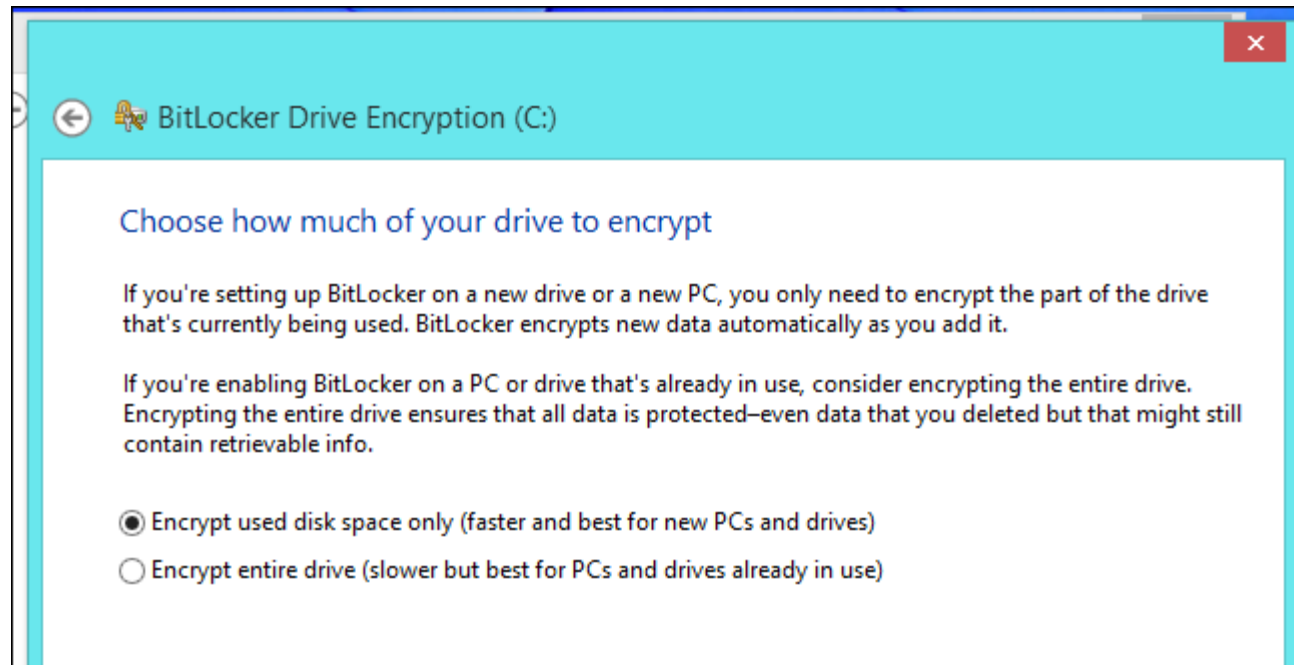
→ Save to a USB flash drive

→ Save to a file

→ Print the recovery key

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.

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 (tips in Organization session later).** 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
Trevor Boardman - boardmantm6147@gmail.com - (614) 716-8871



GADGETS, GIZMOS, AND GEAR

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 as \$10 per month)

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

WHAT'S YOUR FAVORITE GADGET OR GEAR?

A notebook that you microwave?



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.



SHOW AND TELL



- 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

WHAT'S IN YOUR BAG?

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

- 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

WHAT'S IN YOUR BAG? *CONTINUED*

2 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?

- 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

- Mimo monitor for CART
- Mini keyboard
- Computer stand

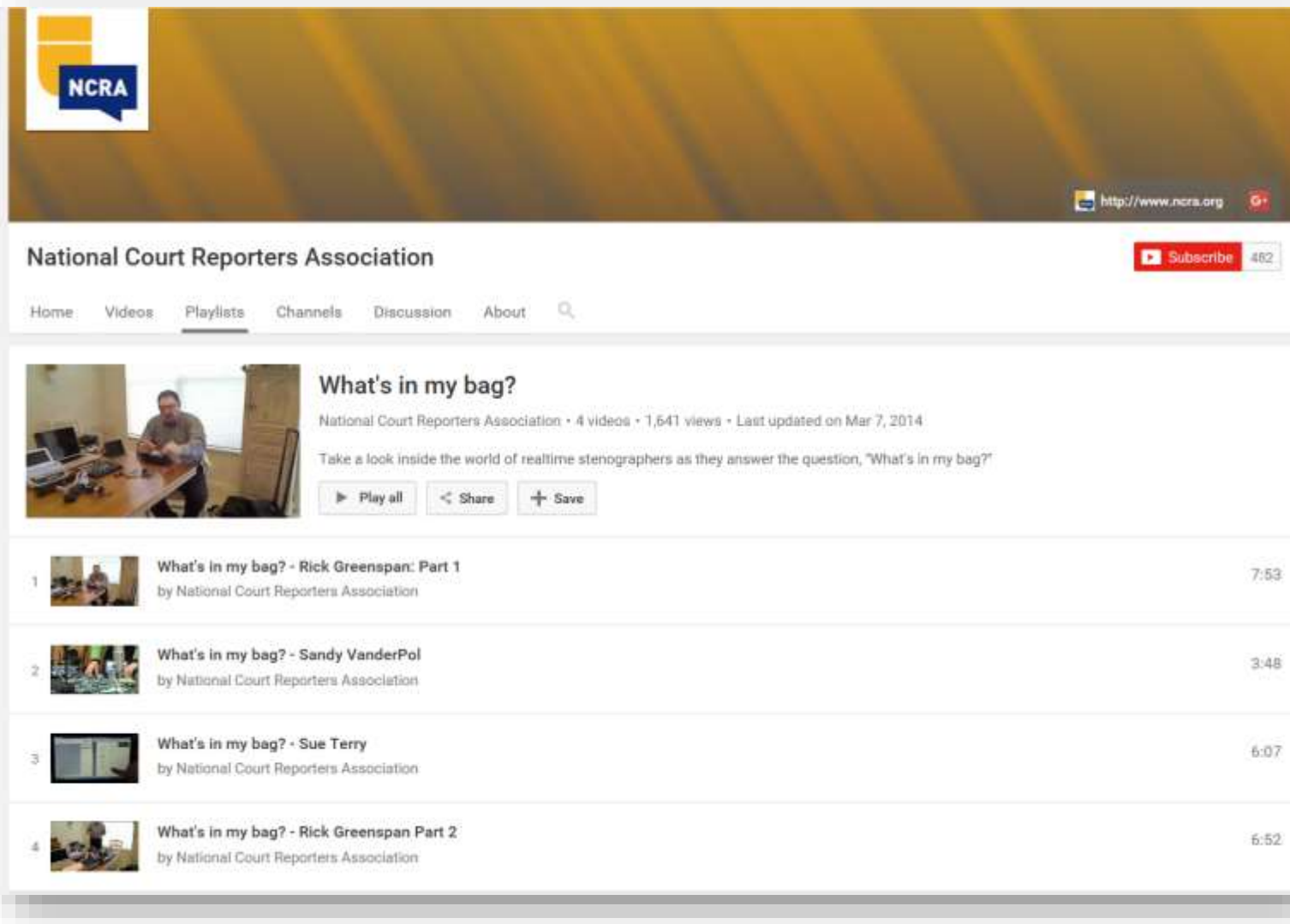
- Computer
- Backup computer
- Computer locks
- Realtime cords
- Backup realtime cords
- Charger
- Travel docs (copy of ID, passport, insurance)
- Backstage light
- Inflatable cushion
- Paper holder
- Magnets
- Stickies
- Candy

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

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?



The screenshot shows the NCRA YouTube channel page. At the top is the NCRA logo, which consists of a yellow square with a blue 'U' shape inside, and a blue speech bubble with 'NCRA' in white. Below the logo is the channel name 'National Court Reporters Association' and a 'Subscribe' button with '462' subscribers. The navigation bar includes 'Home', 'Videos', 'Playlists', 'Channels', 'Discussion', and 'About'. The main content area features a playlist titled 'What's in my bag?' with a thumbnail of a man at a desk. Below the title, it says 'National Court Reporters Association • 4 videos • 1,641 views • Last updated on Mar 7, 2014'. A description reads: 'Take a look inside the world of realtime stenographers as they answer the question, "What's in my bag?"'. There are buttons for 'Play all', 'Share', and 'Save'. The playlist contains four videos:

Video Number	Video Title	Channel	Duration
1	What's in my bag? - Rick Greenspan: Part 1	by National Court Reporters Association	7:53
2	What's in my bag? - Sandy VanderPol	by National Court Reporters Association	3:48
3	What's in my bag? - Sue Terry	by National Court Reporters Association	6:07
4	What's in my bag? - Rick Greenspan Part 2	by National Court Reporters Association	6:52

www.youtube.com/user/NCRAonline

Your turn!

Any tips?

Your favorite site?

Gadget? Software?



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Ohio Court Reporters Association

Saturday, January 21, 2017



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Real Quality

Realtime