Stentura Protégé®
User Guide

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Congratulations on the purchase of your Stentura Protégé!

We strongly encourage you to read the User Guide and practice using your machine according to the instructions contained therein. This will allow you to become comfortable and familiar with your new writer before taking it into class.

Your Stentura Protégé comes with one rechargeable battery pack. Advanced battery technology prevents the batteries from overcharging so you don't have to worry about leaving the battery charging overnight or over a weekend. Be aware that batteries are consumable items and are usually ready to be replaced every twelve to eighteen months.

EasyLock® tripod positioning with a positive-locking mechanism provides quick and easy setup. Simply open and set the tripod on the floor and place your machine on it according to the instructions in this guide. The design of the tripod assures a smooth, even writing platform for you to enjoy.

You'll probably notice how light the Stentura Protégé is -- just over 5 pounds which makes it a lot easier to carry than earlier models. The wheeled backpack also lightens your load.

Be sure to check the Stenograph web site, www.stenograph.com, for updates to the Stentura Protégé. The Stentura Protégé was designed with you in mind. We know you'll enjoy using it!

STENOGRAPH, L.L.C.

The Importance of Working Comfortably and Effectively

Stenograph believes that the Stentura Protégé shorthand machine, when used in compliance with the enclosed instructions and information, is safe. Certain sources, though controverted, suggest a relationship between injuries of the hands and forearms with prolonged use of any type of keyboard or other equipment involving repetitive movements of the hands. At the same time, other sources indicate that there is no such cause and effect.

Because the safety and well-being of persons using Stenograph equipment is of paramount concern and because we recognize that these medical and scientific questions are not definitively resolved, Stenograph encourages all users of our writers to carefully review the following Work Area Checklist and to use appropriate work habits.

Remember, personalizing your environment so that it is comfortable for you, promotes a healthy physical and mental work lifestyle.

The following Work Area Checklist is not intended to be all inclusive but a guideline for you to use. Only you can determine what is best for you. Use the checklist to assess and adjust your work area to suit your own needs. Personalizing your environment so that it is comfortable for you promotes a healthy physical and mental work lifestyle.

Work Area Checklist

At Your Stentura Protégé

- ✓ Use a comfortable chair conducive to correct posture.
- ✓ Adjust the height of the shorthand machine appropriately for your body.
- ✓ Position the shorthand machine comfortably close to you.
- ✓ Place the tripod between your knees. Do not sit “sidesaddle”.
- ✓ Minimize the use of the shorthand machine on surfaces other than the tripod stand.

At Your Computer

- ✓ Place the monitor screen perpendicular to the window to help avoid glare.
- ✓ Adjust or close window coverings.
- ✓ Arrange materials such as reference books or a telephone close to you to help avoid excessive reaching or twisting.
- ✓ Clear the area under and around the desk to leave room for your feet and legs.
- ✓ Remove sources of distraction around the monitor.
- ✓ Keep noise to a minimum.
- ✓ See accompanying materials provided by the computer keyboard manufacturer.

Your Body

- ✓ Take frequent breaks to stretch or exercise.
- ✓ Maintain a straight wrist position.
- ✓ Avoid resting your wrists while writing.
- ✓ Keep your hands level with your forearms.
- ✓ Let your fingers curve naturally.
- ✓ Let your forearm go up and down a little when you write, pivoting at the elbow, not at the wrists.
- ✓ Pull your steno machine comfortably close to you.
- ✓ Keep your feet on the floor or supported by a footrest.
- ✓ Support your lower back.
- ✓ Assure that your knees are bent at an angle of 90° or more and your thighs at an angle of 90° or greater in relation to your torso.
- ✓ Adjust the chair position and your posture throughout the day.
- ✓ If you experience any aching, numbing, or tingling in your arms, wrists, or hand, consult a qualified health care professional.

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Introduction

Congratulations on the purchase of your Stentura Protégé steno machine. Read this guide to become familiar with the writer's components. It provides detailed information about setting up your tripod, charging your battery, loading paper and making adjustments to the Stentura Protégé to suit your personal writing needs.

Chapter 1, Introduction:

- highlights the features of your Stentura Protégé
- describes typographical conventions used in this guide
- outlines the organization of this guide

Stentura Protégé Features

The Stentura Protégé provides you with the following features:

- Realtime ready through USB cable with USB compatible CAT software such as Case CATalyst V4.0 and higher.
- Realtime ready through serial port.
- Update Stentura Protégé software from Internet download via USB.
- Wireless capabilities. (optional)

Typographical Conventions in this Guide

We use symbols and typographical conventions in this manual to make it easier for you to use:

- A bullet indicates an item in a list.

1. Numbered lists take you step-by-step through procedures.

☞ A note indicates supplementary information.

Bold text indicates a key you press or emphasizes a selection choice.

How this Guide is Organized

This Stentura Protégé User's Guide contains chapters and sections. A chapter is built around a specific topic and a section is a component of the chapter.

Chapter 1: Introduction

Introduction acquaints you with the Stentura Protégé features and explains this user guide.

Chapter 2: Setting Up Your Stentura Protégé

Setting up your Stentura Protégé explains how to prepare the Stentura Protégé for writing.

Chapter 3: Understanding the Shorthand Machine

Understanding the Shorthand Machine provides an overview of the machine shorthand keyboard.

Chapter 4: Using the Stentura Protégé

Using the Stentura Protégé explains the features used during writing.

Chapter 5: Inside the Stentura Protégé

Inside the Stentura Protégé discusses the occasional adjustments that may be necessary to your writer.

Appendix A: Installing the USB Driver

Installing the USB Driver instructs you how to install the USB driver required for USB cable connection between the Stentura Protégé and USB compatible software, such as Case CATalyst V4.0 and higher.

Appendix B: Updating Stentura Protégé Software

Updating Stentura Protégé Software instructs you on how to download available updates for your Stentura Protégé from the Stenograph web site.

Appendix C: Troubleshooting

Troubleshooting suggests possible solutions to some common situations that you may encounter when using the Stentura Protégé.

Stentura Protégé Technical Support

If you encounter a problem you cannot solve, a Stentura Protégé Support Specialist is available to assist you at:

1-800-323-4247, press 2, then 2

or

+1-847-803-1400

8:00 a.m. to 6:00 p.m. (CT)

Monday through Friday

Excluding Stenograph Holidays

To assist the Specialist, have the Stentura Protégé with you, know your customer number, and be prepared to describe your question or the problem in detail.

Additional Help topics are available at www.stenograph.com. Click **Support/Go to Help Desk now**.

To order supplies and accessories visit www.stenograph.com.

Setting Up the Stentura Protégé

Chapter 2, Setting Up the Stentura Protégé, discusses how to set up the Stentura Protégé on the tripod, attach the paper tray, thread the paper and charge the battery. Although you can use the writer with the AC adapter/charger, it is recommended that you charge the battery so that it is ready when needed.

Tripod

On the bottom of the Stentura Protégé is a positive locking mechanism that looks like a large, round keyhole. The top of the EasyLock tripod fits like a key into the hole.

EZ Lock Tripod Top

Attaching the Tripod

To attach the tripod:

1. Fully extend each leg of the tripod, making sure the braces lock.
2. Place the tripod firmly on the floor.
3. Loosen the thumb-lock knob on the tripod base.

4. Extend the inner tripod tube fully and tighten the thumb-lock knob.
5. Turn the tripod so that the flat side of the silver disk on the top of the tripod tube is facing you.
6. Lift the Stentura Protégé on both sides of the machine and lower it as evenly as possible onto the top of the tripod. Rotate the machine clockwise until you hear a solid click. The Stentura Protégé should be firmly attached to the tripod pole.
7. Adjust the tripod height:
    a With one hand, grasp the tripod pole firmly, directly beneath the Stentura Protégé.
    b. Using your other hand, loosen the thumb-lock knob on the tripod. As you loosen the thumb-lock, support the weight of the writer with your other hand.
    c. Adjust the Stentura Protégé to the desired height.
    d. Tighten the thumb-lock knob

☞ If you hear a grinding noise as you begin to use the Stentura Protégé, the writer is not level on the tripod. This does not harm the machine. Reseat the Stentura Protégé on the tripod. See the Removing the Tripod section for instructions on how to remove the tripod from the writer.

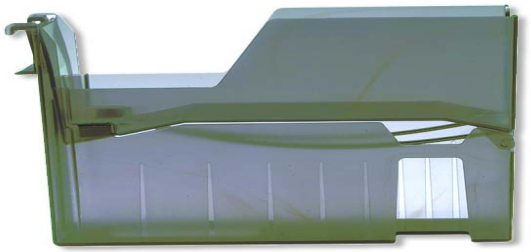
Removing the Tripod

To removing the tripod, follow these steps:

1. Position the tripod firmly on the floor.
2. Locate the quick release lever on the left underside of the Stentura Protégé.
3. Push the quick release lever towards the back of the writer, then rotate the Stentura Protégé counterclockwise one quarter of a turn.
4. Lift the Stentura Protégé from the tripod.

Paper Tray

The paper tray attaches to the back of the Stentura Protégé, just below the platen roller. The paper tray assembly has an upper and lower tray. The lower tray is deeper to accommodate a new steno pad.



“Suspenders” on the underneath of the upper tray provide a smooth gliding surface for the paper and help to reduce paper noise. Under normal conditions, the suspenders do not need replacement. Replacement suspenders are available from Stenograph should they accidently rip or break.

Attaching the Paper Tray

To attach the paper tray to the Stentura Protégé:

1. Attach the two hooks at the top of the paper tray to the ledge just under the platen assembly. The lip under the hooks fit into the Stentura Protégé.
2. Push **Down** on the paper tray to secure it in place.
3. Be sure the upper tray is pressed firmly into the lower tray. This prevents the paper from buckling.

Threading the Paper

1. Open the upper tray completely.
2. Fan the steno pad at both ends to help reduce static.
3. Place the steno pad in the lower tray.
4. Grasp the end of the paper and pull a few folds toward you.
5. From the back of the Stentura Protégé, feed the paper under and around the platen, under the roller assembly and then into the upper tray.

6. Push **Down** on the upper tray to ensure it is fully closed. It should fit snugly into the lower paper tray. The paper must be able to move freely up through the paper tray.
7. Refold the paper in the same manner it was unfolded and lay it in the upper tray. Be sure the paper lays smoothly and does not billow in the tray.

Detaching the Paper Tray

To detach the paper tray:

1. Tear off the steno notes at the next perforation and remove the paper from the upper tray.
2. Gently lift the bottom back corner of the paper tray. Do not use too much pressure or force; doing so may damage the paper tray.

Bench Stand

The wire bench stand is attached to the bottom of the Stentura Protégé. The bench stand allows you to use the steno machine and paper tray without the tripod.

To use the bench stand:

1. Remove the Stentura Protégé from the tripod. For more information about removing the tripod, see Tripod in this chapter.
2. Unfold the stand until it clicks into place.
3. Place the Stentura Protégé on a flat surface. Rest the bench stand first and then the paper tray. If the paper tray contacts the surface before the bench stand, the tray may come loose from the machine.

Battery

The Stentura Protégé comes with one rechargeable battery pack and an AC adapter/charger. You can operate your writer using only the battery, using only the AC adapter/charger or using the AC adapter/charger while the battery is in the writer charging. When the Stentura Protégé is powered by the AC adapter/charger, the battery level is automatically maintained.

The battery fully charges in 3.5 hours. A completely discharged battery fully charges in 12 - 14 hours. A fully charged battery operates the Stentura Protégé for approximately 3 - 4 days. As the battery becomes progressively low, the battery icon on the LCD display flashes. The Stentura Protégé also beeps when the battery is low.

Charging Recommendations

To utilize the full capacity of the battery, Stenograph recommends that you charge the battery when you are not using your Stentura Protégé. Continuous charging does not damage the batteries.

If you do not use your Stentura Protégé for an extended period of time, recharge the batteries approximately every month. Stenograph recommends you store your Stentura Protégé with the battery installed.

Use only the battery adapter/charger supplied with the Stentura Protégé. Although other adapters/chargers may appear to fit the Stentura Protégé, they may not charge the battery and could damage the machine.

Battery Charging Procedure

To charge the Stentura Protégé:

1. Slide the battery into the battery slot of the Stentura Protégé and press firmly until it locks into place.

2. Plug the AC adapter/charger into a wall outlet.
3. Insert the small plug on the AC adapter/charger cord into the AC port on the back of the Stentura Protégé.

The Stentura Protégé powers On. When the AC adapter/charger is connected to the Protégé charging the battery, the battery icon on the LCD displays in steady view.

Nameplate

Your Stentura Protégé comes with three interchangeable nameplates.

Attaching a Nameplate

To attach a nameplate:

1. Select a nameplate.
2. With the front of nameplate facing you, place the bottom edge into the bottom lip of the nameplate frame.

3. Push on the top gently to slightly bow the nameplate and insert the top into the top of the nameplate frame.

Removing the Nameplate

To remove a nameplate from the Stentura Protégé:

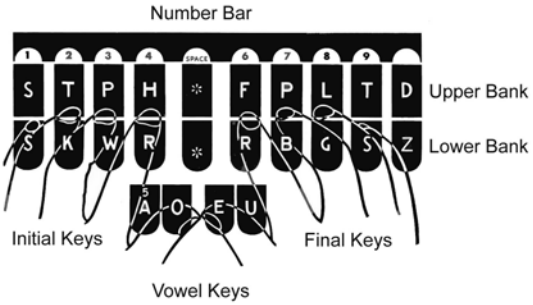
1. Face the Stentura Protégé.
2. Using a small, narrow, flat edged screwdriver, gently insert the end between the top of the nameplate and the Stentura Protégé.

3. Push gently against the nameplate until released from the Stentura Protégé.

Understanding the Shorthand Machine

Chapter 3, Understanding the Shorthand Machine, provides an overview of the machine shorthand keyboard. It also describes machine shorthand and how an individual uses the writer.

The shorthand machine is designed to accurately make a written record of spoken words at high speeds. Using sounds instead of spelling out each letter, a machine shorthand writer presses down several keys at once to record a word. This is much faster than a typewriter or computer keyboard where you can only press one key at a time. This means that the machine shorthand writer, using sounds, can write whole words or even a phrase in just *one* downward motion of their fingers.



As you look at the front of your writer, notice that the keyboard is divided into four sets, or banks, of keys:

- *Number Bar*—the long solid bar at the top of the keyboard.
- *Upper Bank*—the row of 10 keys just below the number bar.
- *Lower Bank*—the remaining consonant keys located below the Upper Bank.
- *Vowel Keys*—the four keys at the front of the keyboard.

The Upper and Lower banks of keys to the left of the asterisk are the Initial keys. These consonants are generally used to begin a word. The Upper and Lower bank of keys to the right of the asterisk are the Final keys. These constants are generally used following the vowels to end a word or abbreviated phrase.

The Number Bar is used in conjunction with the upper bank of keys to write numbers. When the Number Bar is depressed along with the initial "S" on the left side of the keyboard, it produces the number 1. When the Number Bar is depressed with the initial "T" it produces the number "2" and so on. The Number Bar depressed with the asterisk key produces a space in the steno notes.

The asterisk key produces an asterisk. The asterisk symbol is generally used to denote a mistake, indicate a correction, or to distinguish homonyms.

Similar to a typewriter, your fingers have a home position on the keyboard as shown in the previous diagram. Notice that the Vowel keys are slightly lower than the other three banks of keys. This allows for the natural position of your thumbs.

Unlike the typewriter where each key is pressed one at a time, any number or all of the keys on a shorthand machine can be "stroked," or pressed down at the same time. This means that a machine shorthand writer can write an entire word, syllable, or phrase in just one stroke. Although the keyboard does not contain all the letters of the alphabet, letters are used in combination to identify the remaining consonants. You will also notice, that while some letters do not appear at all, other letters appear twice.

The machine shorthand keyboard was designed to write sounds. Most word and syllable sounds begin with one or more consonants, followed by a vowel, and end with one or more consonants. For example: R E D; SH O P; ST A RT. While the machine shorthand writer may write words exactly as they are spelled, R E D or SH O P, they often are writing the words or syllables as they phonetically hear them. For example, in two strokes they may write

"courthouse"-- K O R T/H O U S or "workhorse"-- WORBG/HORS. The writer may also record an entire phrase in just one stroke, "state your name"-- ST A U R PL or "could you tell us" -- KOUTS. The machine automatically creates spaces between the strokes, so the writer never needs to take their fingers off the keyboard to press a Return or Enter key.

Computer software translates each stroke or group of strokes immediately into text by comparing the strokes to an electronic table of words and phrases called a "dictionary." This dictionary automatically provides for correct spelling of words, punctuation and spacing between words. Once the steno strokes are translated into words, text editing software is used to make corrections and to produce a final printed transcript.

The first shorthand machines were developed in the late 1800s and have evolved over time to the present-day Stentura Protégé. To learn more about the evolution of the shorthand machine that brought the technology to this point, visit www.stenograph.com and view “The History of Machine Shorthand.”

Using the Stentura Protégé

Chapter 4, Using Your Stentura Protégé, discusses how to turn on your writer, LCD icon descriptions, how to connect the writer to your computer for realtime writing, and details about storing steno strokes in the Stentura Protégé memory.

Turning the Stentura Protégé On and Off

Pressing the first gray button on the left side of the Stentura Protégé turns the writer On and Off. This button is recessed to prevent the Stentura Protégé from accidentally turning on during transport or off during use.

LCD Icon Descriptions

The Stentura Protégé displays icons on the LCD. Each icon represents a particular function:

- A row of rectangular black blocks (▮▮▮) display at the top of the LCD indicating the amount of available memory (RAM). When all the bars display, the memory is empty. As the memory fills, the bars disappear from left to right. Each block is equal to approximately 4% of the total memory capacity.
- A single black block (▮) displays when you press a key. When you write, the row of memory (RAM) blocks disappears and is replaced by the single block indicating the key stroked. The row of memory blocks redisplays anytime you pause during writing.

  There is a corresponding block for each letter on the keyboard. Which block displays depends on the key stroked. A block displays from left to right for each key in the following order:

  # S T K P W H R A O * E U F R P B L G T S D Z

- Stroking the number bar displays a **#** sign on the left-most side of the LCD.
- The speaker ( ) icon displays when in key contact adjustment mode. When adjusting key contacts, the Stentura Protégé beeps when contact is made.
- The RAM **(RAM)** icon indicates memory is available. This icon flashes when clearing the memory.
- The serial port ( ) icon displays when serial realtime communication is established between your writer and your computer. The icon only displays when there is an active serial realtime connection. When you end realtime or disconnect the serial cable, the icon does not display.

  The serial port icon does NOT display when using a USB cable for realtime communications.

- The battery ( )icon:
  - flashes when the battery is low. The writer also beeps when the battery is low.
  - displays constantly when the AC adapter/charger is plugged in, regardless of whether or not there is a battery in the Stentura Protégé. The icon does **NOT** indicate the battery is charging.
- A black dot ( ) displays in the lower right corner of the screen indicating the writer is On.

Connect the Writer to the Computer

Your Stentura Protégé is used in combination with a computer and transcript production software. To connect your writer to your computer for realtime writing, you must have **one** of the following:

- a USB cable included with the Stentura Protégé. You must be using USB compatible software, such as Case CATalyst V4.0 or higher.
- a serial realtime cable kit. You can order a Stentura Protégé Realtime Cable kit including adapters from Stenograph (P/N:35856).

USB Cable

To use a USB cable for realtime connection, you must be using USB compatible software, such as Case CATalyst V4.0 or higher and have installed the Stentura Protégé USB driver on your computer. See the *Installing the USB Driver* appendix for instructions on loading the driver.

To connect the writer to a computer with a USB cable:

1. Turn your computer and Stentura Protégé **On**. Allow your computer to boot completely.
2. The USB cable has a different connection plug on each end. Connect the appropriate end of the USB cable to the back of the writer and the other end to a USB port on the computer.

Stentura Protégé COM Ports

3. Start your transcription software. Select the appropriate setting in your software for USB realtime connection between your computer and the Stentura Protégé.

   In Case CATalyst, select the realtime translate option **Protégé - USB** as your writer source.

4. Write a few strokes on the Stentura Protégé before starting realtime. In USB mode, the Serial Port icon does not display on the LCD. The Serial Port icon only displays when using serial cable communications.

   If you leave the USB realtime connection active when you take a break, the realtime screen on the CAT system may not display the new steno strokes when you resume writing. This is a function of the USB port on your computer when it remains idle for a period of time. If this occurs, disconnect the USB cable from the back of the Stentura Protégé and reconnect it. This does not affect your realtime file. Once you reconnect the cable, the new steno strokes display on the realtime screen.

5. When you are finished writing realtime using a USB cable, it is important that you complete the following steps in order. This ensures your computer shuts down properly.

   a. Press **End** on the Stentura Protégé to close the file.

   b. Close and save the realtime file in your CAT program.

   c. Unplug the USB cable from your computer and the Stentura Protégé.

Powering With the USB Cable

When the Stentura Protégé is connected realtime via USB cable to your computer with USB compatible CAT software, the USB cable continues to power the writing machine in the event the battery becomes low. The USB cable will not power the Stentura Protégé, however, when the battery is completely discharged. When powered by the USB cable, all features on the Stentura Protégé are available.

Updating With the USB Cable

Software updates for your Stentura Protégé, when available, can be easily downloaded from the Stenograph web site. Once downloaded onto your computer, you can load the software update onto your Stentura Protégé over the USB cable. For more information about updating the Stentura Protégé, see the *Updating Stentura Protégé Software* appendix.

Serial Cable

Connect the writer to the computer with a serial realtime cable. You can use a serial cable with Case CATalyst and other CAT software. Serial communication is only accessible through the serial port with the Stentura Protégé Realtime Cable kit (P/N:35856). To use the serial port with other CAT software, the CAT software must have interface capabilities with the Stentura® or SmartWriter® writing machines.

To connect the serial cable:

1. Be sure your writer and computer are turned **Off**.

2. Connect the purple male 9-pin adapter on the realtime cable to the 9-pin COM port on the back of the writer. The Stenograph Stentura Protégé Serial Cable kit (P/N:35856) including adapters is available from Stenograph.

Stentura Protégé COM Ports

3. Connect the female 9-pin adapter to the COM port of the computer.
4. Connect the realtime cable to the jacks on the back of the adapters.
5. Turn your Stentura Protégé **On**.
6. Turn your computer **On** and start your realtime program. Refer to your CAT software manual for instructions on starting realtime.

   In Case CATalyst, select the realtime translate option **Protégé** as your writer source.
7. When communications are successfully established, the realtime connection icon ( ) displays.
8. Begin writing. The translated steno displays on the computer screen.

Reestablishing Realtime Connection

If the realtime connection icon ( ) goes off while you are writing, communication between the writer and the computer is broken. Do not turn your Stentura Protégé off. Follow the restart instructions in your CAT software manual to reestablish communication. Translation resumes where you left off.

Paper Spacing

You can change the spacing between steno strokes on the paper. Paper spacing on your Stentura Protégé can be adjusted before or after you being writing.

When using the Stentura Protégé in manual mode, you can make changes to the paper spacing by adjusting the depth of stroke. See the chapter, *Inside the Stentura Protégé* for information on adjusting the depth of stroke.

To change the paper spacing:

1. Press the **3rd** and **6th** gray buttons at the same time to access the paper spacing mode.
2. Release the buttons. A bar graph displays on the LCD.
3. Do either of the following:
   - *To increase the spacing*—press the **4th** function button.
   - *To decrease the spacing*—press the **3rd** function button.
4. To exit from paper spacing mode, wait approximately 10 seconds after pressing the 3rd or 4th function key.

Reading Steno Notes

You can read steno notes into your CAT software via USB cable or serial realtime cable. Steno notes on the Stentura Protégé are written into one file in the memory; File.001. If you have multiple lessons to separate, use a steno break feature such as writing a stroke five or more times to separate files. Your CAT software must be able to recognize the steno break for this to indicate separate files when reading.

USB

To use a USB cable for reading steno notes, you must be using USB compatible software, such as Case CATalyst V4.0 or higher; have CAT software that supports the reading of steno notes from a Stentura; and have installed the Stentura Protégé USB driver on your computer. See the *Installing the USB Driver* appendix for instructions on loading the driver.

To read steno notes via USB cable:

1. Turn your Stentura Protégé **Off** to close the open file and save the last steno written.
2. Turn your computer and Stentura Protégé **On**. Allow your computer to boot completely.
3. Connect the appropriate end of the USB cable to the back of the writer and the other end to a USB port on the computer.
4. Start your transcription software and open your Read program. Refer to your CAT software manual for instructions on reading steno notes.

In Case CATalyst, select the following Read options:

a. Device - **Protégé**

b. Method - **USB**

c. Drive: **RAM**

5. After successfully reading your steno notes, you may want to clear the notes from the Stentura Protégé memory. See "Clearing the Memory" in this chapter for more information.

Serial Cable

You must use the Stentura Protégé Realtime Cable kit (P/N:35856). to read steno notes via serial cable. You can use a serial cable with Case CATalyst or other CAT software that has interface capabilities with the Stentura or SmartWriter writing machines.

To connect the serial cable:

1. Be sure your the Stentura Protégé and computer are turned **Off**.
2. Connect the 9-pin male end of the serial realtime cable to the COM port on the back of the writer and the 9-pin female end to COM port of the computer.
3. Turn your Stentura Protégé **On**.
4. Turn your computer **On** and start your Read program. Refer to your CAT software manual for instructions on reading steno notes.

   In Case CATalyst, select the following Read options:

   a. Device - **Protégé**

   b. Method - **Direct (cable)**

5. After successfully reading your steno notes, you may want to clear the notes from the Stentura Protégé memory. See "Clearing the Memory" in this chapter for more information.

Steno Note Storage

Your Stentura Protégé memory can store approximately 50 pages in memory. When the memory is 88% full, three memory blocks display. At 92% of capacity, two memory blocks display. At 96% of capacity, one memory block displays. You can continue to write when the memory is full but no more steno strokes are saved in memory.

An internal battery supports the Stentura Protégé memory. The life expectancy of this battery is approximately 10 years. Only a Stenograph Authorized Service Provider can service this battery.

Clearing the Memory

You can clear the memory at any time. When the memory reaches capacity, no further steno strokes are recorded in memory. It is important to clear the memory if you are using software that translates steno notes from memory.

To clear the memory, do the following:

1. Press the **3rd** and **4th** gray buttons at the same time to access the clear memory mode.
2. Release the buttons. There is a short beep when you release the buttons and the **RAM** icon flashes.

   If you do not want to continue and clear the memory, press any other gray button on the writer to exit the clear memory mode.
3. Clear the memory. Press and release the **3rd** and **4th** gray buttons again. The writer clears the memory and confirms this action by:
   - sounding three short beeps.
   - displaying the memory blocks.
   - changing the flashing RAM icon to a solid display.

Reset

Like other computer equipment, the Stentura Protégé can seem unresponsive when it receives a series of commands it does not recognize. If the Stentura Protégé appears unresponsive, disconnect the USB cable, if connected, and then remove the battery. Reinstall the battery and reconnect the USB cable if necessary.

If you had a file open before removing the battery, the Stentura Protégé ends the job and the file closes. When you begin writing, a new file opens.

Test Mode

Test mode allows you to write to the realtime screen without writing to memory. The Stentura Protégé must be connected to the computer for realtime writing.

To use Test Mode:

1. Connect the Stentura Protégé to your computer for realtime writing. For more information, see “Connect the Writer to the Computer” in this chapter.
2. Press the **3rd** and **5th** gray buttons to enter the Test mode. The file folder and RAM icons on the LCD flash to indicate that the Stentura Protégé is in Test mode. The memory blocks on the LCD do not display.
3. To exit Test mode, turn the Stentura Protégé **Off**.

Inside the Stentura Protégé

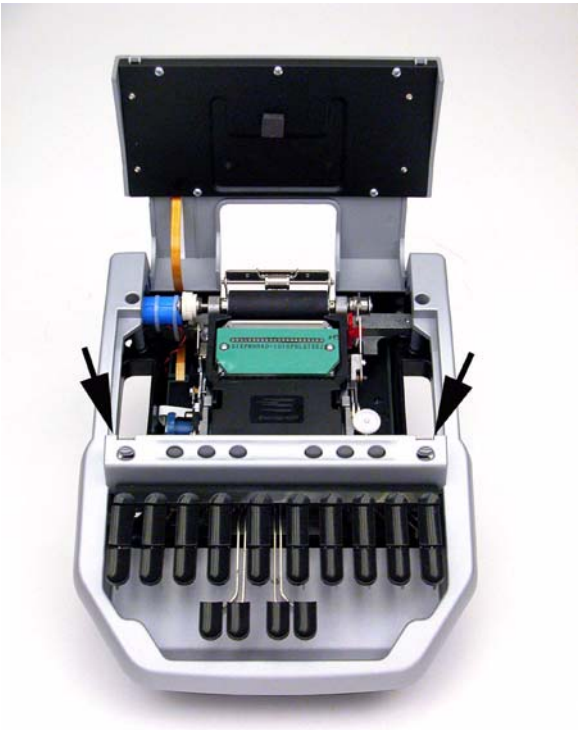
Chapter 5, Inside the Stentura Protégé, discusses the occasional adjustments of some components that may be necessary to customize the writer to your personal touch. These adjustments include:

- adjusting the keystroke tension
- adjusting depth of stroke
- adjusting the key contacts
- changing the ribbon
- switching between electric and manual mode

To protect the inside of the writer, keep the cover of your Stentura Protégé closed at all other times.

Opening the Cover

To open the cover on your Stentura Protégé, locate the small oval levers above the initial “S” and final “D” keys. Using your thumbs, pull these cover release levers toward the front of the unit, and lift the cover open. Refer to the arrows in the following graphic.



Adjusting Depth of Stroke

The depth of stroke is how far the keys go down when you press them. The depth of stroke adjustment changes the depth for all the keys on the keyboard except the number bar.

The depth of stroke knob controls the paper spacing when you are in manual mode. Although there is very little change in the spacing when in manual mode, you may need to adjust the depth of stroke if you switch modes.

If you set the Stentura Protégé to the shortest depth of stroke and the lightest keystroke tension, you may experience shadowing. If you experience undue shadowing, try adjusting the key contacts. See Adjusting Key Contacts in this chapter.

To adjust the depth of stroke:

1. Locate the **red** Depth of Stroke knob inside the writer, directly behind the left Cover Release lever. Refer to the arrow in the following graphic.
2. Press the right bank of keys on the keyboard slightly so that they are not all the way up or all the way down. This makes it easier to turn the knob.

3. Do **one** of the following:

    - *To shorten the depth of the keystroke*—move the red knob downward, toward the back of the writer. This adjustment decreases the paper spacing in manual mode.
    - *To lengthen the depth of the keystroke*—move the red knob upward, towards the front of the writer. This adjust increases the paper spacing in manual mode.

4. Check your key contacts for possible adjustments. See Adjusting Key Contacts in this chapter.

Adjusting Key Contacts

Each key contact on your Stentura Protégé writer connects to an electronic switch. The key contacts are preset at the factory to a setting appropriate for most users. Your touch may be lighter or heavier than the factory settings and may require an adjustment to key contacts. An adjustment is necessary if:

- the character appears in the steno note file in memory or on the computer but does not display on the paper.
- the character prints on the paper but does not appear in your steno notes in memory or on the computer.
- the character repeats an unwanted character or half characters appear in the steno note file on the paper, in memory or on the computer.
- the platen stops when a key is pressed.

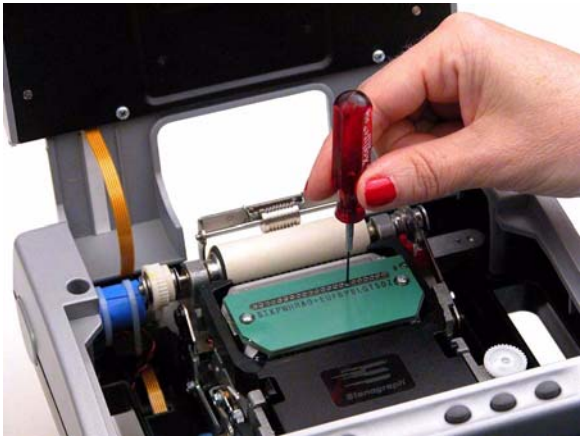
Key contact adjustments should always be made in extremely small increments. Each individual adjustment should not exceed 1/8 turn of the adjusting screw head. **To prevent damage to the contact switch, never turn the adjustment screw so that it is below the surface of the key contact adjustment plate or to the point at which it is falling out of the contact plate.**

To adjust the key contacts:

1. Turn the Stentura Protégé **On**.
2. Press the **2nd** and **6th** gray buttons to enter the adjustment mode. The speaker icon displays on the LCD.
3. Slowly press the key you want to adjust. When contact is made, the writer beeps, the corresponding block displays on the LCD and the corresponding character displays on the paper. Adjust the key if the letter does not print on the paper or if it prints very dark.
4. Test the remaining keys, noting the ones requiring adjustment.

5. Open the cover of the Stentura Protégé. The key contact assembly is a series of 22 adjustment screws, one for each letter on the keyboard. The number bar adjustment screw is located to the right of the letter Z and marked with the pound (#) sign.

6. Insert the wrench into the adjustment screw of the key you want to adjust.



   Adjust the number bar contact only when <u>all</u> your number settings are either too heavy or too light. To adjust an individual number, adjust the contact of the corresponding letter for that number. For example, to adjust the number 8, adjust the key contact for the final L. By adjusting the number 8, you also adjust the letter L.

7. Slowly press on the corresponding key. When you hear the beep, lift your finger from the key. Repeat as necessary to find the feel of the contact of the corresponding key with the beep.

8. Examine the paper tape to determine how to adjust the key. Do **one** of the following:

    - *Set the key for heavier contact*—move the wrench counterclockwise an 1/8 turn. Set for heavier contact if during the key test the character is barely visible or missing from the paper tape.
    - *Set the key for lighter contact*—move the wrench clockwise an 1/8 turn. Set for lighter contact if during the key test the character is very dark. You may also adjust for lighter contact if the character clearly displays as a half character on the paper but the corresponding block does not display on the LCD; or the platen stops when the key is pressed.

9. Continue adjusting each necessary key.

10. When finished making adjustments, press the **2nd** and **6th** gray buttons at the same time to exit the adjustment mode. The Stentura Protégé beeps when you release the buttons.

11. Test the changes. Repeat key contact adjustments steps if necessary.

12. When finished adjusting keys, adjust the depth of stroke for your personal preference.

13. Write on the Stentura Protégé at full speed. Make additional depth of stroke and keystroke tension adjustments as necessary.

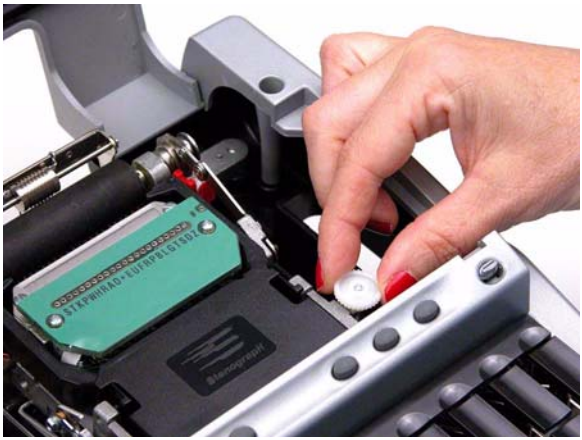
Adjusting Keystroke Tension

Adjusting the keystroke tension changes the stroke to be firmer or softer. Keystroke tension works in conjunction with depth of stroke.

The Stentura Protégé keyboard is factory set to a short (low) depth of stroke. If the Stentura Protégé is set to the lightest keystroke tension and shortest depth of stroke, shadowing may occur. Lengthen the depth of stroke or adjust for heavier key contact. See Adjusting Depth of Stroke and Adjusting Key Contacts in this chapter.

To adjust the keystroke tension to your individual touch:

1. Locate the **white** Keystroke tension wheel on the right, next to the ribbon cartridge.



2. Do **one** of the following:
    - *To decrease the tension*—make the stroke softer by turning the knob clockwise, towards the right.
    - *To increase the tension*—make the stroke firmer by turning the knob counterclockwise, towards the left.

Ribbon Cartridge

The Stentura Protégé has a ribbon cartridge which contains a self-inking, continuous loop ribbon. The cartridge is rated for 60 pads of paper, based on 24,000 strokes per pad.

Changing the Ribbon

1. Open the cover of the Stentura Protégé.
2. Thread some paper through the platen to protect it.
3. Squeeze the handles on each side of the ribbon cartridge and lift it up and out of the Stentura Protégé.
4. Grasp the new cartridge by the handles.
5. Tighten the ribbon. Insert a pen or mechanical pencil into the round hole on the bottom side of the ribbon. Turn the gear in either direction.

6. Press the number bar down with one hand. With the other hand, squeeze the cartridge handles and insert the new cartridge into the Stentura Protégé, placing the ribbon between the row of type bars and the platen.
7. Press the cartridge into place.

8. To remove the slack advance the ribbon using the ribbon advance knob. See Advancing the Ribbon in this chapter.

Advancing the Ribbon

You can advance the ribbon while the ribbon cartridge is in the Stentura Protégé.

To advance the ribbon:

1. Open the cover of the Stentura Protégé.
2. Locate the **blue** Ribbon Advance knob to the left of the ribbon cartridge assembly.

3. Turn the knob towards the front of the Stentura Protégé as indicated by the arrowheads on the rim of the knob. You should only turn this knob toward the front of the steno machine.
4. Verify the ribbon is moving. If the ribbon does not move, remove the cartridge, tighten the ribbon and reinsert the cartridge into the Stentura Protégé. See Changing the Ribbon Cartridge in this chapter.

Switch Between Electric and Manual Mode

The Stentura Protégé allows you to switch from electric mode to manual mode. In manual mode, you can continue to write to paper when battery or AC power is not available. You may, for example, need to switch to manual mode if the battery becomes completely discharged or the platen drive fails in electric mode and paper no longer advances.

When switching to manual mode, you may need to adjust the spacing on the paper. See Adjusting Depth of Stroke in this chapter.

To switch modes:

1. Open the Stentura Protégé cover.
2. To the right of the platen, locate the red electric/manual mode lever.
3. Do one of the following:
    - *Switch to manual mode*—pull the lever toward the front of the Stentura Protégé.
    - *Switch to electric mode*—push the lever toward the back of the Stentura Protégé.

Troubleshooting

Chapter 6, Troubleshooting, suggests possible solutions to some common situations encountered when using the Stentura Protégé. Most users can remedy the following situations themselves. For more troubleshooting information, check Stenograph's web site, **www.stenograph.com**. If a problem persists, call Stenograph Technical Support at **800-323-4247 or 847-803-1400**.

Cannot Update Software via USB Cable

To load the Stentura Protégé software update via USB cable, you must first install the Stentura Protégé USB driver on your computer. The Stentura Protégé USB driver comes on the Stenograph Writing Machine Utilities CD with your Stentura Protégé. To load the Stentura Protégé USB driver, see the *Installing the USB Driver* appendix for instructions.

Stentura Protégé Appears Unresponsive

If the Stentura Protégé appears to unresponsive, disconnect the USB cable, if connected, and remove the battery to reset the writing machine. Reinsert the battery and reconnect the USB cable, if necessary. Turn On the Stentura Protégé. Resetting the Stentura Protégé does not affect an unresponsive CAT system.

If you had a file open before removing the battery, the Stentura Protégé ends the job and the file closes. When you begin writing, a new file opens. You can merge the files together on your CAT system.

Steno Outlines Overlap or “Stack”

The Stentura Protégé keyboard is factory set at a very short (low) depth of stroke. Depending on your writing style, you may experience excessive overlapping of steno outlines or “stacking” due to the short depth of stroke. If you experience stacking:

1. Adjust the depth of stroke to the longest stroke. See Adjusting Depth of Stroke in the *Inside the Stentura Protégé* chapter, for step by step instructions.
2. After adjusting the depth of stroke, continue to write on the machine. Gradually shorten the depth of stroke and continue to practice writing between adjustments.
3. Once you begin experiencing the overlapping of steno outlines, adjust the depth of stroke a little higher.
4. If after making the above adjustments, you experience specific keys in your steno outlines that should not be there, you may want to adjust the key contact for that specific key. See Adjusting Key Contacts in the *Inside the Stentura Protégé* chapter for step by step instructions.

USB Realtime Connection Appears Unresponsive

If you leave the USB realtime connection active when you take a break, the realtime screen on the CAT system may not display the new steno strokes when you begin writing. This is a function of the USB port when it remains idle for a period of time. If this occurs, disconnect the USB cable from the back of the Stentura Protégé and reconnect it. This does not affect your realtime file. Once you reconnect the cable, the new steno strokes display on the realtime screen.

Installing the USB Driver

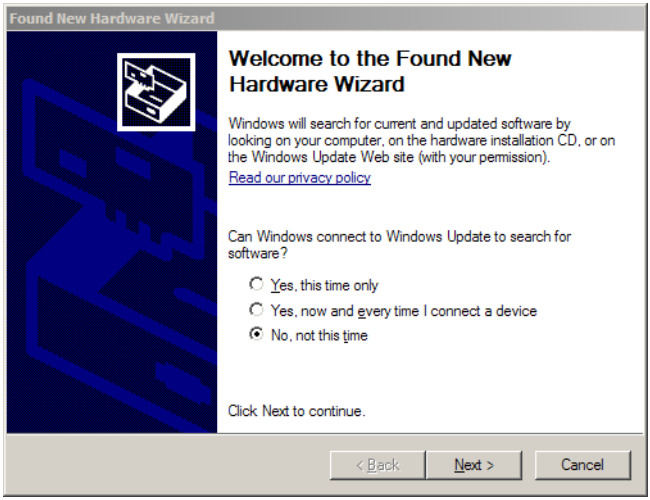
Appendix A, Installing the USB Driver instructs you how to install the USB driver required when using a USB cable to connect your Stentura Protégé writer with Case CATalyst. The driver is located on the Stenograph Writing Machine Utilities CD, which comes with your Stentura Protégé.

You can only use USB communications with USB compatible CAT software, such as Case CATalyst V4.096 or higher. If you have questions about installing the Stentura Protégé USB driver, please contact Stenograph Technical Support at **800-323-4247** or **847-803-1400**.

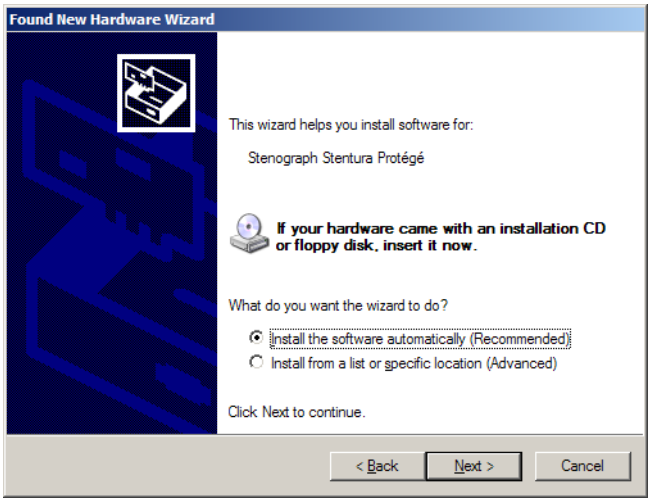
To install the Stentura Protégé USB driver onto your computer:

1. Turn your computer and the Stentura Protégé **On**. Allow your computer to boot completely.
2. Insert the Stenograph Writing Machine Utilities CD into the CD-ROM/DVD drive on your computer.
3. Locate the USB cable and connect the appropriate plug on the cable to the USB port on the back of the Stentura Protégé. Connect the other end of the cable to a USB port on the computer.
4. When you plug in the USB cable, the Found New Hardware message bubble may display.

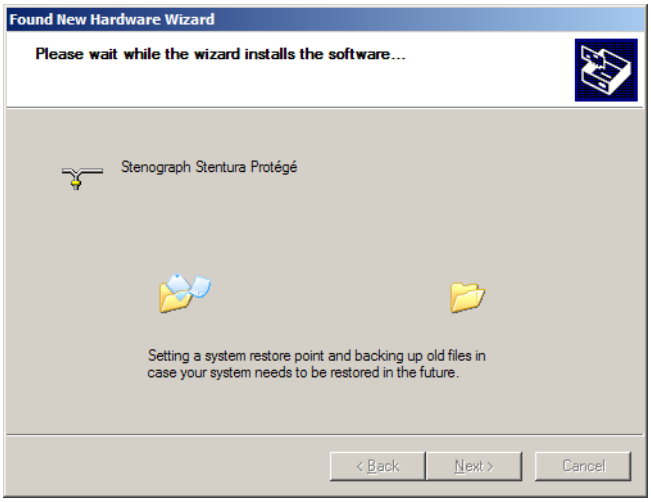
In a few seconds, the first Found New Hardware Wizard screen displays.



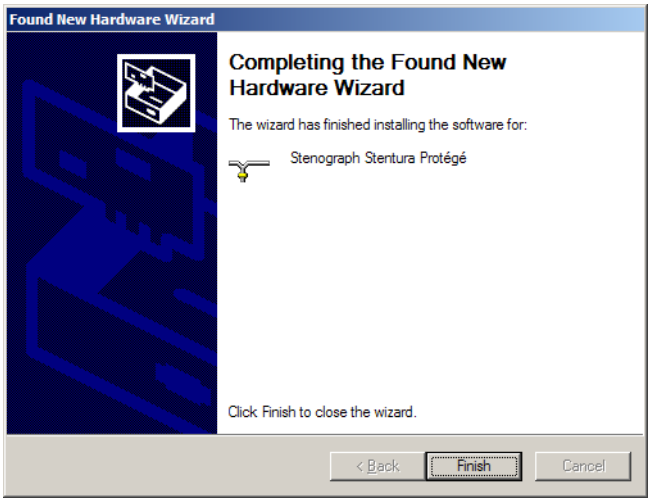
5. Verify the option, *No, not at this time* is selected and press **Enter** (**Next**). The second Found New Hardware Wizard screen displays.



6. Verify the option, *Install the software automatically (Recommended)* is selected and press **Enter** (**Next**). The wizard installs driver.



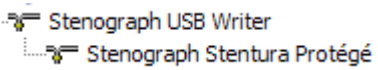
7. The Completing the Found New Hardware screen displays.



8. Click **Finish**. The Found New Hardware message bubble may display confirming the installation.

9. Confirm the driver installed correctly through the computer's Device Manager. Right click the **My Computer** icon on your desktop.
10. From the menu, select **Properties**. The System Properties dialog box displays.
11. Click the **Hardware** tab.
12. On the Hardware tab, click **Device Manager**. The Device Manager dialog box displays.
13. Locate, **Stenograph USB Writer**.

    If you do not see the Stenograph USB Writer, it probably indicates your Stentura Protégé is not plugged into the computer via USB cable and turned On.
14. Click the plus sign next to Stenograph USB Writer. The following heading displays:



Updating Stentura Protégé Software

Appendix B, Updating Stentura Protégé Software details how to download available software updates for your Stentura Protégé from the Stenograph web site. Once downloaded to your computer, you can load the update onto your Stentura Protégé over a USB cable. You can update your Stentura Protégé via USB cable regardless of the CAT system you are using.

To load the software update via USB cable, you have must have the Stentura Protégé USB driver installed on your computer. See the *Installing the USB Driver* appendix.

Download the Update to Your Computer

Complete the following steps to download the update from the Stenograph web site onto your computer.

1. Download the update to your computer. Connect to the Stenograph web site, www.stenograph.com, and select **Support/Downloads/Stentura/Protégé**.
2. Right click on the selected update file to download and choose **Save Target As**. The Save As dialog box displays.

   The File name field displays the name of the selected file to download. Do not alter this name.
3. Select a location on your computer where you want to place the download file and select **Save**. Stenograph recommends saving the file to your Desktop.

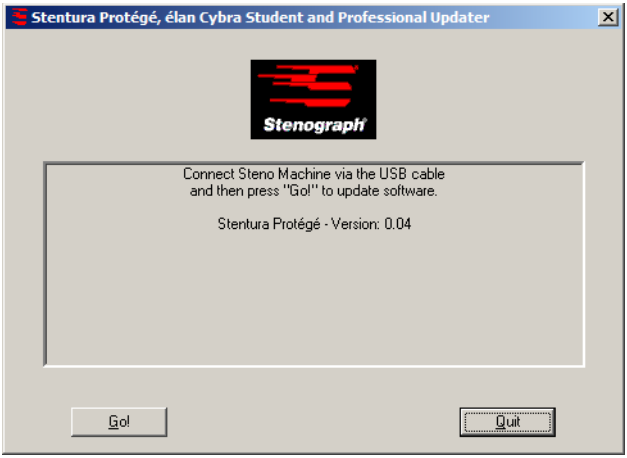
   The File Download dialog box displays until the download completes copying files to your computer.
4. When the download is complete, the file displays on your Desktop, if the Desktop was selected for the download location.
5. Load the update onto your Stentura Protégé. See “Update the Stentura Protégé” in this appendix.

Update the Stentura Protégé

Complete the following steps to load the update onto your Stentura Protégé from the downloaded file on your computer.

To update your Stentura Protégé, it is necessary to first download the update from the Stenograph web site to your computer. To download the update to your computer, see “Download the Update to Your Computer” in this appendix.

1. Be sure your writer and computer are turned **On**.
2. Connect the appropriate plug on the USB cable to the USB port on the back of the Stentura Protégé and the other end to a USB port on the computer
3. Using My Computer, navigate to the location on your computer where you downloaded the Stentura Protégé update file.
4. Double click the Stentura Protégé update file. The Stentura Protégé Update dialog box displays.



5. Select **Go**. The Stentura Protégé beeps twice and then displays the message: *Usb: Programming Flash.*
6. When the update is complete the Stentura Protégé reboots and your computer displays a successful update message.
7. In the Stentura Protégé Update dialog box on your computer, select **Quit**. The Stentura Protégé Update dialog box closes.

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