

HAPPY FACES
TRANSCRIPTION SERVICE

DIAL → **770-414-7649**

LOG-IN → Enter your 6 digit ID [38XXXX] then # to log-in to the system.

PRESS → 1, 3, 5 or 7 followed by # to indicate number of turnaround days.

PRESS → 2 followed by # to begin dictation.

END CALL → Press * or just hang up to end call, or # to end call and begin a new dictation.

TELEPHONE KEYPAD |

| | | |
|---|--------------------------|---|
| 1 | 2 RECORD ¹ | 3 |
| 4 REWIND <small>44 Skip to the beginning</small> | 5 STOP | 6 F.FORWARD <small>66 Skip to the end</small> |
| 7 | 8 PLAY | 9 |
| * DISCONNECT <small>Or just hang-up phone</small> | 0 | # SEND this Dictation and Start a New Dictation |

TIPS FOR HIGH QUALITY RECORDINGS

Enunciation: When speaking, end sentences strongly and clearly. Be very clear with contractions, "did" and "didn't" can be hard to differentiate if not spoken clearly.

Clarity: Speak into the phone when recording. Refrain from using speakerphones when possible, as the silence detection might trigger erroneously. Other sounds such as ringing phones, paper shuffling or banging the desk can disrupt the audio of your voice.

Spelling: When in doubt, spell it out. Was it "Cathy" or "Kathy"?

Recording: When you select "2" to begin recording, our system will record everything it hears. It is best if you are able to begin your dictation when ambient sounds are minimal. If you need to step away, answer a phone, or even yawn, you are able to pause the recording by pressing 5. You may resume your dictation when you are ready by pressing record again "2". If you are able to come back to the dictation, try to avoid hanging up as the job will be created with whatever was recorded to that point.

Dictation System

- When choosing the number of turn around days for a job, you may select 1,3,5 or 7. If you choose any other number, the system will default to 1 day. These are BUSINESS DAYS. Job will be returned by noon on the selected number of business days following the dictation. 4:00pm Cut Off Time
- Remember to begin your call with your name, subject, document date and type of contact to ensure a proper header.
- If you are using a specific template, please indicate the template at the beginning of your call.



HAPPY FACES
REPORTING SERVICE

Support Options

Business Hours Support (8:00am-5:00pm)

Michael Hairston - Director of Operations

Direct - 770-414-6735

Mobile - 404-610-9207 (For afterhours support)

mhairston@happyfaces.net

Rhea Howard - Technical Support Lead

Direct - 770-810-0078

rhoward@happyfaces.net

Message or Live Chat via HF Portal

<https://hfweb.happyfaces.net/portal>