

# BIGHAND3 BLACKBERRY® CLIENT BIGHAND DATASHEET

Record digital dictations on your BlackBerry and wirelessly submit them into the BigHand3 workflow. The interface is simple and intuitive and takes full advantage of the convenient BlackBerry features.



“The format requires only 90 kb of storage per minute...”

“Managing the deployment of the digital dictation application will be a familiar task for any BlackBerry Enterprise Server administrator.”



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## BIGHAND & PAPERIQ PARTNERSHIP

BigHand has partnered with PaperIQ, a BlackBerry software developer, to create the world's first true digital dictation workflow system for BlackBerry.

PaperIQ's Digital Dictation and Dictation Bridge applications work with the BigHand3 server to enable authors to record and submit dictations using only a BlackBerry smartphone.

## HOW IT WORKS

Digital Dictation is installed over-the-air on to the smartphone. The user records, edits and submits dictations using this intuitive application. The application takes advantage of hardware features like the trackwheel, trackball and convenience buttons on the side.

The Digital Dictation Bridge is a server component that receives the BlackBerry dictations and submits them to the BigHand3 server. The Bridge can be hosted on the BigHand server, if your firm uses BlackBerry Enterprise Server, or on an internet-facing server if you use BlackBerry Internet Service.

BlackBerry dictation submissions are processed by the BigHand server in the same way as dictations submitted by any other means, making them instantly available for transcription.

## FILE FORMATS

The dictation application records in a file format based on AMR Narrow Band at 12.2 kbps. AMR-NB is extremely efficient and takes advantage of the voice processing hardware inherent in every BlackBerry smartphone. The format requires only 90 kb of storage per minute of dictation and is therefore well suited to the constraints of onboard device storage (~2 hours) and wireless transmission.

Recent BlackBerry smartphones support removable micro SD storage cards – extending the storage capacity to hold many hours of dictation.

## SECURITY

The PaperIQ-BigHand system fully exploits the world-renowned security of the BlackBerry wireless solution.

In a BlackBerry Enterprise Server environment the wireless connection between BlackBerry and server is encrypted using 128 bit triple DES or 256 bit AES encryption. In the case of BlackBerry Internet Service, the dictation application can use an HTTPS server to protect the dictation in transit using 128 bit SSL security.

The micro SD card on the BlackBerry can be encrypted according to the unique identity of the device, the user's password, or both, ensuring that dictations remain secure if a card is lost.

BlackBerry Enterprise users can have their devices remotely wiped and disabled if it is lost or stolen.

## CONNECTIVITY

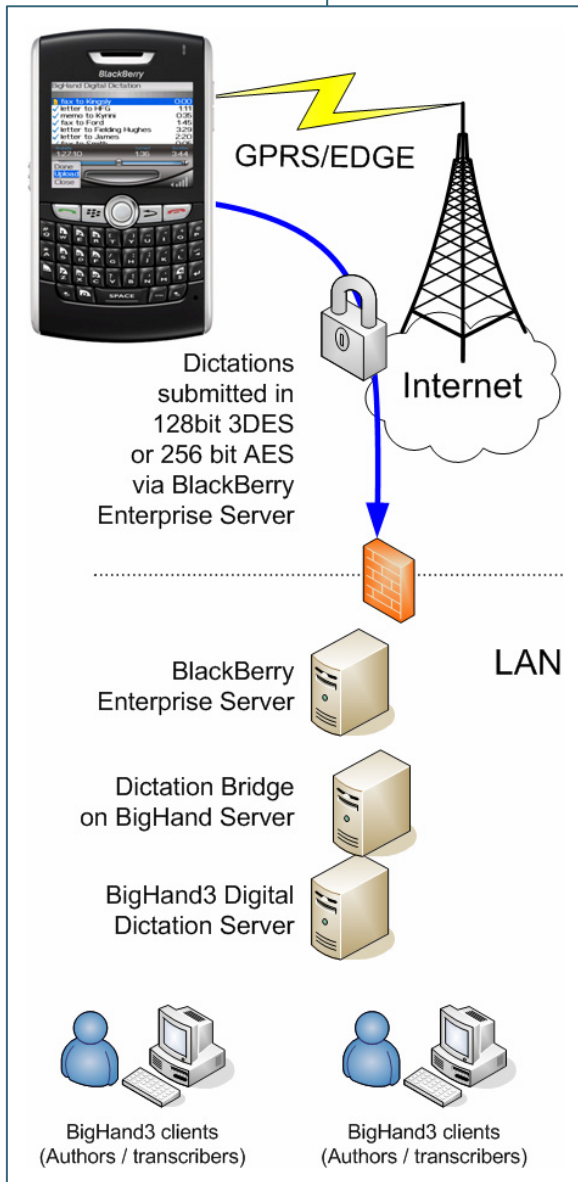
PaperIQ Digital Dictation automatically selects the optimal and most secure route for transmitting the dictation to BigHand3.

BlackBerry Enterprise Server, BlackBerry Internet Service and direct TCP transmission modes are supported, with dictation uploads included in your existing BlackBerry data subscription where supported by your local carrier. PaperIQ's proprietary upload protocols ensure that your dictations are transmitted in the optimum way for the chosen transport mode.

# BIGHAND3 BLACKBERRY CLIENT

## SYSTEM ARCHITECTURE

The PaperIQ Digital Dictation Bridge may be implemented using either BlackBerry Enterprise Server or BlackBerry Internet Service.



## DEVICE MANAGEABILITY

Digital dictation leverages the built-in IT Policy features of BlackBerry Enterprise Server, enabling the administrator to pre-configure, deploy and upgrade large numbers of BlackBerry smartphones.

This feature is critical in an environment containing many devices because it minimises application configuration, maintenance and support. Managing the deployment of the PaperIQ Digital Dictation application will be a familiar task for any BlackBerry Enterprise Server administrator.

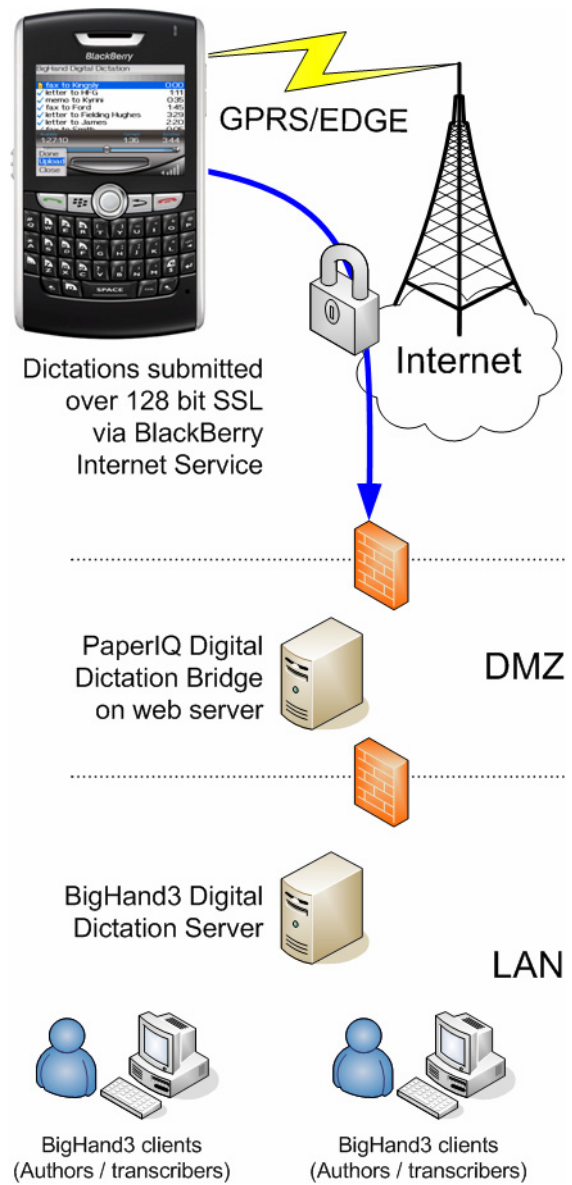
## MINIMUM SYSTEM REQUIREMENTS

The Digital Dictation application requires BlackBerry OS 4.2 or higher. This operating system includes the BlackBerry Curve™ 8300, the BlackBerry 8800 smartphone, BlackBerry Pearl™ 8100 and any other model that has been upgraded to OS 4.2.1.

The digital dictation bridge for BigHand requires Internet Information Services 6.0 with ASP.NET on a Windows Server 2003 Web Edition server.

The Dictation Bridge can be hosted on the BigHand3 server, in smaller BlackBerry Enterprise Server environments, but a separate server is recommended for large BlackBerry Enterprise Server and BlackBerry Internet Service environments.

In BlackBerry Internet Service environments, the Dictation Bridge server should be located in the demilitarized zone (DMZ) of the internet-facing architecture.



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