

Dictate+ Set Up Guide

Integrating Dictate+ with your Sterling Account

This guide will walk you through setting up the Dictate+ app on your Apple device and adding Sterling Transcription as your chosen transcription service provider. Follow the steps below to get started.

1 Importing Configuration Settings & Setting Up File Destination

Before you can send your dictations (audio files) to Sterling Transcription to be transcribed, you need to tell the Dictate+ app where to send the dictations (file destination).

All it takes is a click of a button while on your mobile device and the necessary settings will automatically import into the app. Here's how to configure your Dictate+ app so your dictations are sent to Sterling Transcription's server.

1. Using the Apple device on which you downloaded the Dictate+ app, open your internet browser.
2. Head to: <https://www.sterlingtranscription.co.uk/dictate-plus-set-up/>
3. Tap the “Import Settings” button. When asked if you want to open in Dictate+, tap “Open”.
4. You will receive two prompts asking for confirmation. Tap “Import” both times.
5. Tap “OK” to close the *Import Successful* message.



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2 Connecting the Dictate+ app to your Sterling Client Account

The next step is to connect the Dictate+ app to your Sterling Transcription client account. This step ensures your dictations (audio files) and completed letters (transcripts) are assigned to your individual client account^{###}.

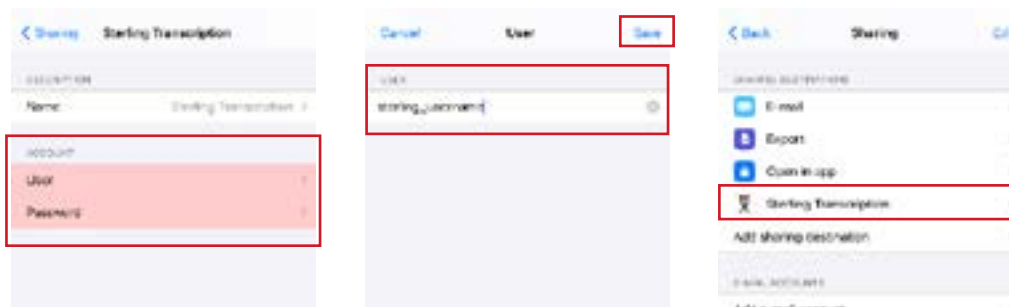
Note: You only need to connect the app to your client account when you use the app for the first time, or, if you update your password in your client account, at a later date.

1. Open the Dictate+ app.
2. Navigate to the Settings section (the cog icon on the bottom right of screen).
3. Tap “Sharing”.
4. Select “Sterling Transcription”.
5. Tap into the username field and enter your Sterling client account username. In the top right of the field, tap “save”.
6. Tap into the password field and enter your Sterling client account password. In the top right of the field, tap “save”.



Remember: Your password is case-sensitive.

Navigate back to “Sharing” via the button in the top left corner. The red “Incomplete” next to Sterling Transcription should have disappeared.



Important: You cannot tell if you have entered the correct details until you try to send your first dictation. If incorrect, you will receive an “upload failed” error. Be sure to keep this in mind so you can edit the username and/or password fields later, if required.

^{###}After completion of your transcripts, your dictations are deleted from your Sterling client account immediately, and your transcripts are deleted from your Sterling client account after 90 days. For further details please [contact us](#).



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3 Unlocking Dictate+ Premium Features

To unlock all features of the app, including the ability to record dictations longer than 30 seconds, Dictate+ requires users to purchase a subscription.

This can be done in the “Feature Unlock” section on the main settings page. Follow the prompts to purchase your Dictate+ subscription.

Note: “Feature Unlock” is not a requirement of Sterling Transcription. We do not determine the pricing, nor do we receive any portion of the subscription sale.



4 Updating your Password

If you come across the error on the right, it will likely be due to a recent password change in your Sterling client account.

This error can be simply solved by updating your Sterling client account password in the Dictate+ app settings.

Note: Your Sterling client account is the account where you [log in](#) to download your completed letters (transcripts).

Every time you update your password in your Sterling client account, you must also update the password in your Dictate+ app settings.



After logging into your Sterling client account on our [website](#) and updating your Sterling client account password, log into the Dictate+ app on your Apple device and update the password field, in settings.

To update the password in the Dictate+ app, simply follow the same steps as in Section 2.



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About Dictate+

Dictate+ is developed and owned by JOTOMI GmbH. For any issues with the application or your subscription please contact the manufacturers directly.

Visit the [Dictate+ support page](#) to download the app's user manual, terms of use, privacy policy, or to send a support request.

About Sterling Transcription

Sterling Transcription is a client-focused business that delivers a comprehensive suite of exceptional transcription services to clients across the United Kingdom, the rest of Europe, and countries around the globe.

Part of the global Pacific Solutions* network, Sterling Transcription is proud to be ISO 27001 (Information Security Systems) & ISO 9001 (Quality Systems) certified.



Contact Us

If you need assistance with setting up the Dictate+ app to send files to your Sterling Transcription client account, please [contact us](#).

Phone: 0800 910 1410

Email: enquiries@sterlingtranscription.co.uk

**Sterling Transcription is a registered trading name of Pacific Solutions Pty Ltd, a private company incorporated in Australia.*

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