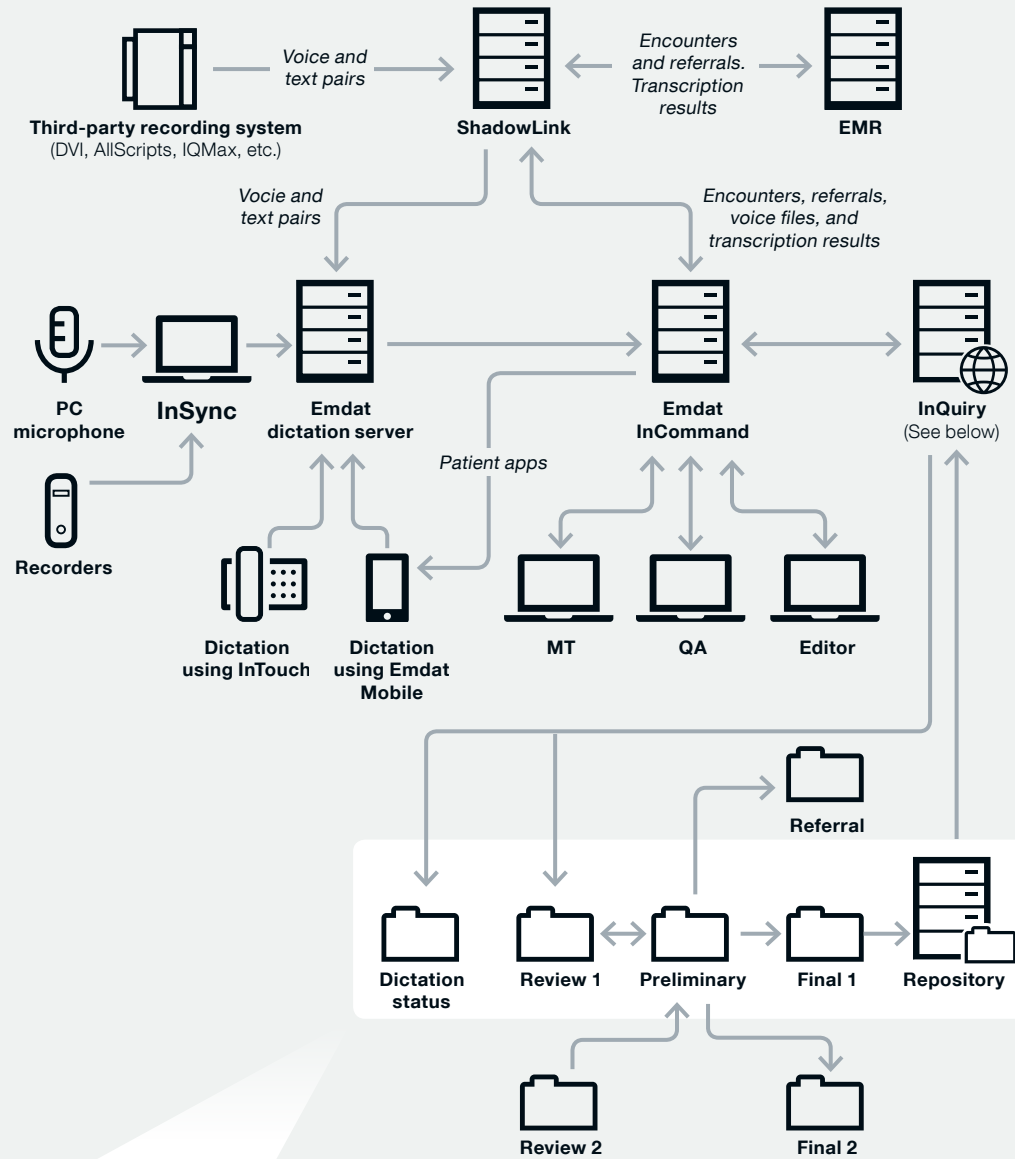


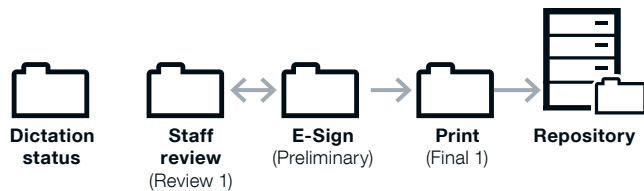
eScripton RH (Emdat) System Overview

eScription™ RH (Emdat) System Overview



InQuery Workflow

The InQuery workflow can be customized in many different ways. All the folders can be renamed and all folders can be turned on or off. Here is a standard setup in InQuery. The export point to an EMR can also be customized within the workflow.



eScription™ RH (Emdat) Encryption Standards

Application/Service	Encryption Standard Data-at-Rest	Encryption Standard Data-in-Motion
<p>InTouch Telephone dictation service. Captures dictations via telephone.</p>	<ul style="list-style-type: none"> The InTouch servers reside within the secondary data center for additional site diversity. Dictations are drive-protected with Microsoft Bit Locker using AES 256-bit encryption. Dictations are retained for 14 days on the InTouch servers. 	<ul style="list-style-type: none"> Dictators use a voice call to connect to the servers. The voice call is a high-quality digital connection. The local connection and backbone are digital (DS0) for Nuance®-provided toll-free numbers. The only unknown portion is the client-side connection to the long-distance network. As this uses standard telephone technology, there is no encryption. The audio files are transferred to the primary data center for processing. They are moved via private metro-area LAN and encrypted using TLS 1.2, 256-bit AES encryption.
<p>InSync Client application used to capture dictations from hand-held digital recorders or using a PC microphone.</p>	<ul style="list-style-type: none"> The application stores dictations in a packaged zip file on the workstation disk. By default, dictations are encrypted and stored for 14 days. Storage time and option to encrypt files are configurable by the user. There is no application to listen to an encrypted dictation that is stored on the workstation. 	<ul style="list-style-type: none"> Audio and data are transmitted between InSync and the Emdat servers over a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session..
<p>Supported hand-held digital dictation devices Captures dictations onto the device.</p>	<ul style="list-style-type: none"> Emdat supports several digital dictation devices, mainly from Olympus and Philips. The list is described here. Audio files on the hand-held digital dictation devices are not encrypted. When the dictation is downloaded to a PC via InSync, the dictation is automatically removed from the hand-held device by InSync. 	<ul style="list-style-type: none"> When the hand-held digital dictation device is attached to a PC, the audio files are not encrypted when moved to the PC.
<p>Emdat Mobile Mobile application used to capture dictations, review appointments, and edit and complete transcriptions. – for iOS app – for Android app</p>	<ul style="list-style-type: none"> Patient appointment information and dictations are stored in a private database on the mobile device. Other applications on the device cannot access this database. The user must unlock the device and log into the Emdat Mobile application to gain access to patient information and make dictations. The Android database uses 256-bit AES encryption to protect the audio and data files. The database for Mobile for iOS uses 256-bit AES encryption utilizing the iOS Data Protection feature. <p><i>(continued...)</i></p>	<ul style="list-style-type: none"> Emdat Mobile uses the device's active internet connection (cell phone or Wi-Fi network) to communicate to the Emdat servers. All audio and data are transferred between the mobile application and the Emdat servers via a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session.

eScription RH (Emdat) Encryption Standards, continued

Application/Service	Encryption Standard Data-at-Rest	Encryption Standard Data-in-Motion
<p>Emdat Mobile, continued</p>	<ul style="list-style-type: none"> • Patient appointment information is automatically removed when the appointment date is older than 14 days and has no dictation or the attached dictation has been uploaded to the Emdat servers. • Dictations remain on the device until they are uploaded and removed when the appointment date is older than 14 days. • Previously typed transcriptions can be viewed, edited, and electronically signed. However, they cannot be saved on the device. As soon as the user navigates to another screen or application, the transcription is removed from the device. 	
<p>ShadowLink Windows service that makes outbound HTTPS requests to transport data to/from the Emdat servers. The service is used to upload patient appointment information, associate information, and audio files from a client dictation server, and to download transcriptions to the client's EHR.</p>	<ul style="list-style-type: none"> • ShadowLink can upload and transmit data files stored in both volatile (over a port) and non-volatile (on disk) memory. The memory used depends on files uploaded or transmitted as described in the transcription downloads, patient appointment and associate uploads, document uploads, and audio uploads sections below. • Typically, customers install ShadowLink on a virtual machine and may opt to place it in a DMZ for additional security. 	<ul style="list-style-type: none"> • A ShadowLink account is created within the client, which defines the service name and password. The ShadowLink Client Application (SCA) is installed on a client workstation/server and configured with the service name, password, and client name, which the SCA uses to authenticate to the Emdat servers. • During the first authentication, the SCA also sends the workstation's IP address to the Emdat servers. To ensure the SCA account cannot be installed on another workstation/server, that same IP address is required for future authentications.
<ul style="list-style-type: none"> • Transcription downloads to a customer 	<ul style="list-style-type: none"> • ShadowLink wakes up on a recurring basis, authenticates to the Emdat servers, and downloads any available transcriptions. ShadowLink handles the file download process differently depending on data transmission method. When downloading over a port, files are decrypted and saved to a temporary disk area. When those files are delivered, the temporary files are deleted. When downloading to a specific disk location, files are decrypted and saved. • Delivered files reside on the customer's workstation/server disk until the customer removes them. • ShadowLink does not encrypt files stored on the customer's machine. 	<ul style="list-style-type: none"> • Each time ShadowLink authenticates with the Emdat servers, it does so via a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session. • When a file is downloaded, the SCA decrypts the file, saves it to a temporary location on the workstation, and either sends the decrypted file to a specific internal IP address and port, saves it to the workstation/server's disk, or saves it to a network share (client configurable).

eScription RH (Emdat) Encryption Standards, continued

Application/Service	Encryption Standard Data-at-Rest	Encryption Standard Data-in-Motion
<p>ShadowLink, continued</p> <ul style="list-style-type: none"> • Patient appointment and associate uploads from a customer 	<ul style="list-style-type: none"> • Depending on the customer's configuration, ShadowLink either listens to a specific port, looks in a specific disk location on the workstation's disk/server, or looks in a network share for patient appointment or associate files. • During upload to the Emdat servers, the file is placed in a temporary queue area on disk. The file is deleted once received by our servers. • When uploading from a disk, ShadowLink has an option to save the file to a unique disk location on the workstation/server after it has been uploaded. This is client configurable. ShadowLink does not encrypt files stored on the customer's machine. 	<ul style="list-style-type: none"> • When a file is uploaded, the SCA authenticates with the Emdat servers via a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session.
<ul style="list-style-type: none"> • Document uploads from a customer 	<ul style="list-style-type: none"> • Depending on the customer's configuration, ShadowLink either listens to a specific port, looks in a specific disk location on the workstation's disk/server, or looks in a network share for document files. • During upload to the Emdat servers, the file is placed in a temporary queue area on disk. The file is deleted once received by our servers. • When uploading from disk, ShadowLink has an option to save the file to a unique disk location on the workstation/server after it has been uploaded. This is client configurable. • ShadowLink does not encrypt files stored on the customer's machine. 	<ul style="list-style-type: none"> • When a file is uploaded, the SCA authenticates with the Emdat servers via a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session.
<ul style="list-style-type: none"> • Audio uploads from a customer 	<ul style="list-style-type: none"> • ShadowLink only uploads audio stored on disk. During the upload process, ShadowLink looks in a specific location on the workstation/server's disk or network share for audio files. • The audio files are placed in a temporary queue folder and then deleted once received by our servers. • ShadowLink does not retain audio files by default, except as mentioned above, but can be configured to store audio files in a specific disk location on the customer's machine. 	<ul style="list-style-type: none"> • When a file is uploaded, the SCA authenticates with the Emdat servers via a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session.

eScripton RH (Emdat) Encryption Standards, continued

Application/Service	Encryption Standard Data-at-Rest	Encryption Standard Data-in-Motion
<p>InScribe</p> <p>Client application used by medical transcriptionists to type audio dictations or edit drafts into completed transcriptions.</p>	<ul style="list-style-type: none"> Audio and data files are stored encrypted on the transcriptionist's workstation. Completed transcriptions are uploaded to the Emdat servers. Copies of the completed transcriptions, audio, and data remain encrypted on the workstation and are removed after 14 days. 	<ul style="list-style-type: none"> InScribe transmits audio and data via a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session.
<p>InCommand</p> <p>A web portal to administer, configure, and manage both customer and transcription operations. It is limited to transcription company users.</p>	<ul style="list-style-type: none"> InCommand can be used to listen to audio and view data. Audio is streamed and is not saved on the user's machine. Data is stored in temporary internet files on disk. This information is removed from disk once the user moves to a new page or the browser is closed. This information is not stored encrypted unless the workstation disk has encryption. 	<ul style="list-style-type: none"> InCommand is accessed via a web browser. The user must authenticate with the Emdat servers using a unique user ID, password, and company code. During the sign-in process, the user's machine negotiates a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session. InCommand can be used to listen to audio, and to view transcriptions and appointment information for a customer. These audio and data files are accessed via a secure channel.
<p>InQuery</p> <p>A web portal that enables clinicians and medical facilities to manage documentation workflow. Clinicians and staff can view, edit, print, and fax transcriptions. Clinicians can also electronically authenticate transcriptions.</p>	<ul style="list-style-type: none"> InQuery can be used to listen to audio and view data. Audio is streamed and not saved on the user's machine. Data is stored in temporary internet files on disk. This information is removed from disk once the user moves to a new page or the browser is closed. This information is not stored encrypted unless the workstation disk has encryption protection. Based on an InQuery user's rights, the user could print the transcription as well as save an image of the transcription on the workstation by using a pseudo-print driver such as Microsoft XPS or Acrobat PDF (if it is installed on the workstation). An InQuery user's ability to view or edit a transcription is based on his or her user rights, which are defined by the client. 	<ul style="list-style-type: none"> InQuery is accessed via a web browser. The user must authenticate with the Emdat servers using a unique user ID, password, and client code. During the sign-in process, the user's machine negotiates a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session. InQuery can be used to listen to audio, and to view transcriptions and appointment information for a client. These audio and data files are accessed via a secure channel.

eScripton RH (Emdat) Encryption Standards, continued

Application/Service	Encryption Standard Data-at-Rest	Encryption Standard Data-in-Motion
<p>ShadowPrint Automates transcription printing at the client site.</p>	<ul style="list-style-type: none"> ShadowPrint keeps transcriptions in volatile memory only. As soon as the transcription is printed, it is cleared from the memory. The user ID and password are encrypted and stored on the workstation for future authentications. 	<ul style="list-style-type: none"> A ShadowPrint account is created and installed within the client, which defines the service name and password. The ShadowPrint Client Application (SCA) is installed on a client's workstation and configured with the service name, password, and client name, which the SCA uses to authenticate to the Emdat servers. During the first authentication, the SCA also sends the workstation's IP address to the Emdat servers, and this is subsequently required on future authentications. This helps to prevent theft of the transcriptions. Each time ShadowPrint authenticates with the Emdat servers, it does so via a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session. The SCA wakes on a defined schedule, authenticates to the Emdat servers, and checks whether any transcriptions are available for printing. If so, the encrypted print job is downloaded, decrypted, and printed to a locally attached or network printer as defined by the workstation's operating system (OS).
<p>eScripton RH (Emdat) Data Center</p>	<p>The Emdat data center houses all the data that comprises a client, including client configuration, dictations (audio files), and transcriptions. Dictations are typically saved for 90 days, but the time period can be configured by the client. Transcriptions are saved indefinitely. A few clients have transcriptions automatically deleted after a specified time period (90 days to 365 days). All data uses AES 256-bit encryption in the database. This includes:</p> <ul style="list-style-type: none"> Transcriptions Client configuration Patient/appointment/order records InTouch configuration <p>Other data is stored on the file server. This includes:</p> <ul style="list-style-type: none"> Audio files (dictations) <ul style="list-style-type: none"> – Stored encrypted using Twofish encryption. <p>Data that does not include PHI and is not encrypted is stored indefinitely.</p> <ul style="list-style-type: none"> Print templates Dictation templates Document templates. <p>All data on any device in the data center is scrubbed in accordance with the Media Disposal and Re-Use Policy (form 18) before the media are reused or disposed of.</p>	<ul style="list-style-type: none"> Data is moved between data centers via private metro-area LAN and uses a TLS 1.2, 256-bit AES encryption. The encryption used is described in the HTTPS Communications section of this document.



eScription RH (Emdat) Encryption Standards, continued

Application/Service	Encryption Standard Data-at-Rest	Encryption Standard Data-in-Motion
Platform products utilizing third-party services for additional functionality		
<p>InFax Emdat cloud faxing service used to send faxes of transcriptions to designated destination(s). Faxes are generated via two methods: Auto-Fax and Fax-on-Demand.</p> <p>Auto-Fax Automatically sends a fax when the transcription passes a specific point in the workflow process.</p> <p>Fax-on-Demand A user-initiated fax.</p>	<ul style="list-style-type: none"> Emdat uses a fax vendor and backup vendor to send and receive confirmation of all faxes. The fax is rendered in volatile memory using transcription, metadata, and PHI, and is transmitted to a faxing vendor. The rendered image is deleted once the vendor receives it. The vendor servers send the fax image to the designated destination(s). All fax images are deleted from the vendor servers once delivered. Whether successful or not, the fax is removed from the vendor's servers after each attempt. The vendor's system is not configured to attempt to resend the fax for Emdat jobs. Fax resends are controlled by the Emdat services. 	<ul style="list-style-type: none"> The Emdat Fax Service wakes on a recurring basis and queries to check whether any faxes need to be sent. If so, it authenticates to the vendor's service using HTTPS protocols with a TLS 1.2, 256-bit encryption. When a fax is sent, the fax image is rendered by Emdat servers and sent to the vendor along with the recipient's fax number. The Emdat Fax Service also queries the vendor's fax service to obtain the results of previously queued faxes.
<p>ShadowScribe Uses the Nuance Automatic Speech Recognition (ASR) service in the Needham, MA, data center.</p>	<ul style="list-style-type: none"> Emdat sends metadata and audio files to the ASR servers. Audio files are processed by ASR speech models into drafts. The audio and drafts are not encrypted on disk while residing on the ASR servers. Drafts are made available for use in the medical transcriptionists' workflow. Audio and drafts are stored indefinitely by default. 	<ul style="list-style-type: none"> All data transfers between Emdat and the Nuance ASR servers use HTTPS and TLS 1.2 with 256-bit AES encryption.
<p>EHR Cloud Integration Allows Emdat to integrate with EHR vendors to transfer transcriptions and documents to a vendor, or to retrieve details of appointments, providers, referring physicians, and orders from the vendor.</p>	<ul style="list-style-type: none"> During the transfer process to the vendor, platform transcriptions and their data are rendered in volatile memory and deleted once received by the vendor. During the transfer process from the vendor, the platform retrieves the data and stores it in an encrypted database in the data center. The data is stored for 30 days by default. Storage time is configurable, per customer retention policies. 	<ul style="list-style-type: none"> All data transfers between Emdat and the vendor use the HTTPS protocol and are encrypted utilizing TLS 1.2 as described in the HTTPS Communications section of this document. This typically resolves to a 256-bit AES encrypted session.
<p>BenchMark KB An MLS knowledge base of medical resources, including Stedman's reference products, word lists, database of normal lab values, and access to the National Physician Database. This KB is integrated with InScribe.</p>	<ul style="list-style-type: none"> The BenchMark KB product is integrated with InScribe, the platform's transcription program. MLSs purchase a BenchMark KB subscription through InterFix, LLC, which provides the MLS with login credentials. InScribe stores the login credentials and transmits them to InterFix to access the BenchMark KB resources. InScribe also transmits physician search criteria, which are used to search the BenchMark KB National Physician Database. The login credentials are stored encrypted on the workstation disk until the MLS removes them. Physician search criteria remains in volatile memory until received by InterFix, when it is then removed. 	<ul style="list-style-type: none"> BenchMark KB login credentials and physician search criteria are transmitted to InterFix over a secure communication channel as described below in the HTTPS Communications section of this document. This typically resolves to a TLS 1.2, 256-bit AES encrypted session. No audio or data files, other than the login credentials and physician search criteria, are transmitted to InterFix.

HTTPS Communications

All applications and browsers running on a Windows operating system make a request to initiate an HTTPS connection to an Emdat server. Mobile applications running on iOS or Android also initiate an HTTPS connection. Each app uses a different Emdat-specific URL.

During the connection process, the applications inform the Emdat server what encryption protocols are supported. The Emdat server parses this list and sends back a message indicating it will communicate using the “highest-level” encryption supported by the OS. See [Cipher Protocol Table](#) for encryption types. Web browsers follow the same connection process but use different methods to negotiate a TLS connection. See Browser Applications notes below for more details.

This table lists the minimum software requirements to instantiate a TLS 1.2 connection. NOTE: Prior application versions running older operating system versions will scale down to the highest level of TLS that the operating system supports. **No prior versions of TLS will be supported after June 4, 2018.**

TLS 1.2

Emdat Application	OS	App Version	Notes
PC Applications			
InSync	Windows 7, 8.1, 10	6.8	<ul style="list-style-type: none"> • Must have Windows .NET Framework 4.7 or higher • Communicates over port 443 to https://mobile.emdat.com and https://shadowlink.emdat.com <ul style="list-style-type: none"> – mobile.emdat.com – all data – shadowlink.emdat.com – audio uploads
InScribe	Windows 7, 8.1, 10	6.1	<ul style="list-style-type: none"> • Must have Windows .NET Framework 4.7 or higher • Communicates over port 443 to https://transcription.emdat.com
ShadowPrint	Windows 7, 8.1, 10	2.1	<ul style="list-style-type: none"> • Must have Windows .NET Framework 4.7 or higher • Communicates over port 443 to https://shadowlink.emdat.com
ShadowLink	Windows 7, 8.1, 10	2.1	<ul style="list-style-type: none"> • Must have Windows .NET Framework 4.7 or higher • Communicates over port 443 to https://shadowlink.emdat.com and https://mobile.emdat.com
Browser Applications			
InCommand and InQuiry	Windows 7, 8.1, 10	IE 11, or higher	<ul style="list-style-type: none"> • IE is the recommended browser to use. Applications work with other browsers: Edge, Chrome, Firefox, Safari. However, the printing component for InQuiry is not fully supported and may not work correctly. • Methods to negotiate a TLS connection (between browser and server) depend on the browser. IE and Edge use Schannel APIs. Chrome and Firefox use Network Security Services (NSS) APIs. Safari uses Secure Transport. • The browser connects to the server. The server authenticates identity to the browser by sending a list of valid certifications to authenticate. If the browser trusts identity, the browser sends the server a list of supported encryption protocols. The server selects the highest level available. For browsers running on Windows operating systems with .NET Framework 4.7 or higher, this should be TLS 1.2. See Cipher Protocol Table for more details. • All connection methods have security and cryptographic algorithms. <p>Other notes:</p> <ul style="list-style-type: none"> • Microsoft ended support for IE 10 on Jan. 12, 2016. Older IE browsers may work, but it's recommended to upgrade to the latest version.

TLS 1.2, continued

Emdat Application	OS	App Version	Notes
Mobile Applications			
Android	4.1	2.4.4	<ul style="list-style-type: none"> OS 4.4 required to install app 2.4.4 Communicates over port 443 to https://mobile.emdat.com and https://shadowlink.emdat.com <ul style="list-style-type: none"> – mobile.emdat.com – all data – shadowlink.emdat.com – audio uploads
iOS	10	2.12	<ul style="list-style-type: none"> OS 10 required for app version Communicates over port 443 to https://mobile.emdat.com and https://shadowlink.emdat.com <ul style="list-style-type: none"> – mobile.emdat.com – all data – shadowlink.emdat.com – audio uploads
Other			
ShadowScribe	N/A	N/A	<ul style="list-style-type: none"> Sever to server communication uses TLS 1.2 with 256-bit encryption.
Data Center	N/A	N/A	<ul style="list-style-type: none"> Connection between data centers – database to database and server to server uses TLS 1.2 with 256-bit encryption.

Cipher Protocol Table

Emdat uses the following order to determine the “highest-level” encryption.

Protocol	Cipher	Cipher Strength
TLS 1.2	TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384	256
TLS 1.2	TLS_DHE_RSA_WITH_AES_256_GCM_SHA384	256
TLS 1.2	TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256	128
TLS 1.2	TLS_DHE_RSA_WITH_AES_128_GCM_SHA256	128
TLS 1.2	TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384	256
TLS 1.2	TLS_DHE_RSA_WITH_AES_256_CBC_SHA256	256
TLS 1.2	TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256	128
TLS 1.2	TLS_DHE_RSA_WITH_AES_128_CBC_SHA256	128
TLS 1.2	TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA	256
TLS 1.2	TLS_DHE_RSA_WITH_AES_256_CBC_SHA	256
TLS 1.2	TLS_DHE_RSA_WITH_CAMELLIA_256_CBC_SHA	256
TLS 1.2	TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA	128
TLS 1.2	TLS_DHE_RSA_WITH_AES_128_CBC_SHA	128
TLS 1.2	TLS_DHE_RSA_WITH_CAMELLIA_128_CBC_SHA	128

Supported Recorders

Recorder Name	Win 7 (32-bit)	Win 7 (64-bit)	Win 8 (32-bit)	Win 8 (64-bit)	Win 10 (32-bit)	Win 10 (64-bit)
Olympus Recorders						
VN-702pc	Yes	Yes	Yes	Yes	Yes	Yes
WS-700M	Yes	Yes	No	No	No	No
DS-2200	Yes	Yes	Yes	Yes	Yes	Yes
DS-2300	Yes	Yes	Yes	Yes	Yes	Yes
DS-2400	Yes	Yes	Yes	Yes	Yes	Yes
DS-2500	Yes	Yes	Yes	Yes	Yes	Yes
DS-3300	Yes	Yes	Yes	Yes	Yes	Yes
DS-3400	Yes	Yes	Yes	Yes	Yes	Yes
DS-3500	Yes	Yes	Yes	Yes	Yes	Yes
DS-4000	Yes	Yes	Yes	Yes	Yes	Yes
DS-5000	Yes	Yes	Yes	Yes	Yes	Yes
DS-7000	Yes	Yes	Yes	Yes	Yes	Yes
Philips Recorders						
DPM-9350 ¹	Yes	Yes	No	No	No	No
DPM-9380 ¹	Yes	Yes	Yes	Yes	No	No
DPM-9400i ¹	Yes	Yes	No	No	No	No
DPM-9450 ¹	Yes	Yes	No	No	No	No
DPM-9500 ¹	Yes	Yes	No	No	No	No
DPM-9600 ¹	Yes	Yes	Yes	Yes	Yes	Yes

Please note: Many recorders are available on the market for purchase. The recorders listed above are the most common. Any recorder that connects to a computer as a “removable drive” and records in a standard audio format can be configured and supported by Emdat InSync.

¹ All Philips recorders require the Philips software to be installed.

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#), [LinkedIn](#) and [Facebook](#).