– Information Central –

The information launch pad that makes your use of ViaVoice productive and enjoyable.

Basic

[What Can You Do with ViaVoice?](#) - Just the basics.
[ViaVoice Tours](#) - Multimedia guided tours.
[How To Use Help](#) - Using the help in ViaVoice.

General

[ViaVoice Help](#) - How to Use ViaVoice.
[ViaVoice User Guide](#) - View or print with [Adobe Acrobat](#).
[Command Reference](#) - View or print with [Adobe Acrobat](#).

Getting More Information

[Productivity Tips](#) - Getting the most from ViaVoice.
[Solving Recognition Problems](#) - Making it work.
[What's New](#) - What you get in this version of ViaVoice.
[Other Sources](#) -Readme, Problem Solving, Web Site, more..

Note: Get the most out of using ViaVoice online help by reviewing the [Help Conventions](#).

Adobe Acrobat Reader Not Installed?

To print these instructions:

Right-click this window, then click **Print topic . . .**

You must install the Adobe Acrobat Reader to view PDF files.   It is contained on the ViaVoice CD.

1 Insert the ViaVoice CD in the CD-ROM drive.

2 Exit the ViaVoice installation.

3 Click **Start**, **Run. . .**, then in the **Open:** field, type X:\ACROBAT\SETUP.EXE (where X is the letter of your CD-ROM drive), then click **OK**.
Or,
Using Windows Explorer, click the icon for the CD-ROM drive, then click Setup Application in the ACROBAT Folder on the ViaVoice CD.

Notes

▪ If there is a failure at any point during the installation of Acrobat Reader 3.0, the installer performs a complete uninstall.   It is important not to close the installer application by clicking its close box in the upper right corner of the background window after clicking the "Thank You" box that appears at the end of the installation.   Just wait for a second or two.   The installer automatically closes the background windows after the installation is complete.

▪ The installation procedure asks you to read and accept the Electronic End-User License Agreement before using the Reader.

Productivity Tips

Here are some things you can do to get the most out of using ViaVoice:

[Tips for Best Recognition](#)
[Tips for Dictating Text](#)
[Tips for Correcting Errors](#)
[Tips for Improving Productivity](#)
[Getting More Information About ViaVoice](#)

Tips for Best Recognition

The accuracy achieved by new users of ViaVoice can vary greatly.   Some speakers will have the voice, vocabulary and speaking style which matches ViaVoice's ideal user.   Others will not.   As accuracy depends on these factors, users will experience initial accuracy rates in a range from 60% to 100%.   We'll look at each of these factors in turn, but first make sure that when dictating, you are using the correct user name.   Dictating with the wrong user name is a simple mistake to make, especially if you're using your system at home and other members of your family have also been using it.

If you want to ensure the best possible recognition from ViaVoice, or if you find that recognition accuracy is decreasing, please consider the following suggestions:

- Setting up your system properly is the key to getting good recognition results.   You might find it helpful to re-run Audio Setup to adjust your audio settings.   To start Audio Setup, click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **Audio Setup**.

  Be sure to use the headset microphone that comes in your ViaVoice package.   If you want to use a different microphone, it must be a model listed at the
  ViaVoice Web Site on the Internet (www.software.ibm.com/is/voicetype/testvv98.html).

- Make sure you are using a fully Sound Blaster-compatible sound card.   Refer to the documentation that came with your computer, call the manufacturer, or call your place of purchase to determine which sound card your system uses.   Then, check the list of qualified sound cards at:
  ViaVoice Web Site on the Internet (www.software.ibm.com/is/voicetype/testvv98.html).

- Be sure to wear the headset microphone properly.   The microphone element should be within a thumb's width from the corner of your mouth (and not in front of your mouth).   Be sure the side with the white dot faces your mouth.   The sponge cover over the microphone must not touch skin or facial hair.

- The microphone must be on for you to say commands or dictate text.   At times, the ViaVoice program turns off the microphone.   For example, when you run one of the ViaVoice Tours.   You must click the microphone icon to turn it back on again before saying commands or dictating text.

- Make sure you do not speak too fast or too slowly.   Don't clip or slur words, and don't elongate or exaggerate their pronunciation.   At first you will probably tend to speak quickly.   Be patient and slow down a bit.   Over time, as you teach your system more about your speaking style, you'll find that you can increase your speed with no loss of accuracy.   If you are having trouble speaking naturally and in a relaxed way, be patient.   The more you use your speech system, the more comfortable you'll become with continuous speaking.

- Don't eat, drink, or smoke while trying to dictate.   If you have a bad cold or sore throat, consider waiting until after your voice has returned to normal before using ViaVoice.

- ViaVoice understands regional accents, but every user will benefit by using the Enrolment program.   If you have a heavy regional accent, or if English is not your mother tongue, you must use Enrolment to teach ViaVoice more about your accent.   You can start Enrolment by clicking **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **Enrolment**.   During enrolment, you read sentences aloud from an enrolment script. Enrolment will prompt you for the minimum number of sentences to read.   If you have a strong regional accent, you should read all the sentences in the enrolment script.

  If you get many red sentences during Enrolment, changing the **Match word to sound** adjustment under **Enrolment Options** in **Enrolment** might help.   You use the slider to adjust the degree of exactness for recognising recorded words.   Move the slider closer to **Approximate** if many of your words are not recognised.

  After recording the phrases, be sure to complete the Enrolment by running the Training phase of Enrolment to teach ViaVoice how you pronounce words.   Make sure no other programs are running during Training.

  To teach the software to be tolerant of everyday background noise, we recommend that you enrol with some noise in the background (radio, television, or street noise through an open window).

- If you use ViaVoice in a variety of environments, or if you use different audio input devices, create a separate enrolment for each type of situation.

- ViaVoice interprets sounds captured by your microphone.   It transcribes nearby noises (a ringing telephone or a crying baby) and any audible pauses you make (by saying "hmm" or "uh") into dictated text.   Eliminating these vocal expressions and keeping your acoustic environment similar from session to session improves recognition accuracy

- ViaVoice interprets sounds captured by your microphone.   It transcribes nearby noises (a ringing telephone or a crying baby) and any audible pauses you make (by saying "hmm" or "uh") into dictated text.   Eliminating these vocal expressions and keeping your acoustic environment similar from session to session improves

recognition accuracy.

ViaVoice comes with an extensive vocabulary. As this vocabulary is based on the most commonly used words in English prose from newspapers, you might find that some of the terms you use with ViaVoice are not being recognised properly. These words could be technical or specialized to a profession, or they might be abbreviations all of which the system does not know. Furthermore, because ViaVoice expects your text to be standard English prose, the sort of sentences you find in a newspaper, you might find that dictating recipes or a chemistry paper does not result in the best accuracy. For these reasons, correcting unknown words the first time you say them is very important. Correcting these words teaches them to ViaVoice, so the next time you say them, ViaVoice should recognise them correctly. Because ViaVoice decodes your voice using both the sounds of words and a statistical analysis of word context, the best way to teach new words to the system is to use them in their normal context instead of reciting them as a list.

Identify the kinds of documents you want to produce. Let's say you want to dictate family correspondence and a medical textbook. The vocabulary should contain most of the words you would use in general correspondence. Some words, however, like the names of family members and the places they live, and many of the medical terms would be missing. If you dictate many unusual, specialised, or industry-related words, we recommend the following:

First, try to locate a topic for your subject area, and use the Vocabulary and Topic Installer to install it. If no topic is available, you can use Vocabulary Expander to add terminology and style using previously saved documents (such as Windows WordPad or Notepad .TXT files):

Vocabulary Expander can add family names, places, medical terminology, and unique writing style to ViaVoice. Use the Vocabulary Expander to analyse your text files. This tool inspects your text files and produces a list of words that the system does not know. You can then opt to add pronunciations for the unknown words. Vocabulary Expander also offers the option to analyse the context of words in your text files, including the unknown words. By using the Vocabulary Expander, you get a head start on expanding the vocabulary for dictations you'll do later.

   Vocabulary Expander Tour

- If there are certain commands that you never use (such as keyboard commands), turn off those command sets. From the ViaVoice menu, click **User Options**, **ViaVoice Options**, **Command sets**.

  Notes
  - ViaVoice online help has information about using Vocabulary Expander.

- Tips for Correcting Errors has more tips.

Tips for Dictating Text

- After you start using ViaVoice, you might find that you are using your voice more frequently to create documents that were previously entered using mouse or keyboard actions.   Take a few precautions to place less stress on your voice:

  - Have a glass of water at hand and take frequent sips.

- Do not shout into the microphone; use a moderate tone of voice.

- If you don't get good speech recognition with a moderate tone of voice, run the Audio Setup program to adjust the audio level of the microphone.   From VoiceCentre, click the **ViaVoice** button, then click **Audio Setup**.

During testing of this product, we determined that ViaVoice works best when you speak with a comfortable, natural tone.   Do not use an abrupt pattern of speech, and do not shout or speak harshly into the microphone.

- If you frequently dictate about a specialised subject area, you'll achieve better accuracy if you select the appropriate "Topic" from the **ViaVoice Options** page.
  When you need to put the same text in many dictated documents (for example, your return address or a closing paragraph), create a Dictation Macro.   Use Dictation Macro Editor to specify the text and give it a two- or three-word name.   Then, any time you need to dictate that text, simply say the macro name, and the text will appear in your document.

  You can also use Dictation Macro Editor to create Templates.   A template is a macro that contains fields for data entry.   Specify the fields into which you will input data (such as name, address, or social security number), and give your template a name.   Then, when you say the template name, the fields you defined appear on the screen.   You can use voice commands to move from field to field.
  Dictation Macro Editor Tour

- To proofread your work, say **Begin Reading** to listen to your dictated text.

- While you're dictating, if you're interrupted (for example, if someone speaks to you or the phone rings), put the microphone to sleep. Say **Go-to sleep**.   Also, if you walk away from the computer, turn the microphone off.

- Speed up formatting and correction by selecting text using Text Editing commands. You can quickly get to one of multiple occurrences of a word or phase with the following technique.   Use the **Select <text>** command to move to a word or phrase near the particular occurrence you want.   For example, you want to bold the fifth occurrence of the word "vote".   It appears in the phrase "everyone should vote".   Say **Select everyone should**, **Select vote**, then say **Bold this**.

Tips for Correcting Errors

It is vitally important that you teach new words to your system and correct any recognition errors.   Be sure you understand the difference between text editing (changing the word red to blue by typing directly in the text) and error correction (correcting read where you wanted red, using the Correction window).

There are three methods for correcting misrecognised words:

- **Correction window**
  The slowest method, but improves recognition accuracy.
- **Redictating**
  The fastest method, but does not improve recognition accuracy.
- **Retyping plus using Vocabulary Expander**
  The most effective method of teaching ViaVoice to recognise a user's speech, particularly when the user has unusual or frequently used words or phrases.

  For immediate correction, type the misrecognised text, then run Vocabulary Expander to add the corrections to your vocabulary.

  Vocabulary Expander analyses the document for words that are not in the ViaVoice vocabulary. Select the words you want to put in your vocabulary.   If ViaVoice already knows the pronunciation for a selected word, it automatically adds the word.   If any of the pronunciations are not known, Train Word starts so you can provide pronunciations for the remaining selected words.

  You can also update the vocabulary based on the pattern of words in the analysed document. Vocabulary Expander asks if the text reflects the way you usually compose sentences.   Generally, you should click **Yes**. However, if the document just contains a list of words that are not grammatical or even quasi-grammatical sentences, click **No**.

  Note: Vocabulary Expander cannot process Microsoft Word 97 format documents.   If you are using Word 97, you must save your document as a Word 6.0 or .RTF file to open it with Vocabulary Expander.

- Speed up formatting and correction by selecting text using Text Editing commands. You can quickly get to one of multiple occurrences of a word or phase with the following technique.   Use the **Select <text>** command to move to a word or phrase near the particular occurrence you want.   For example, you want to change the sixth occurrence of the word "store".   It appears in the phrase "go to the store".   Say **Select go to the**, **Select store**, then say **Correct this**.

- When you use the Correction window to correct a single word, the word you type is compared to words in the vocabulary and any words you've added, to see if it exists.   If the word does not exist, it is then checked against the spelling vocabulary (if spell-checking has been enabled in ViaVoice Options).   Finally, the word is checked against the backup pronunciation dictionary.   If the word's pronunciation is found in the backup pronunciation dictionary, the word is added with the pronunciation found.   If the word's pronunciation is not found in the backup pronunciation dictionary, you are prompted to provide a recording of the word.   The system uses your recording to build the pronunciation of the word.   Additionally, if you correct any word three times (besides a few exceptions), the system assumes that the stored pronunciation is not correct, and you will be prompted to add a pronunciation for this word.   In each case, the context statistics of the word are updated to reflect the changes.   This means that you do not have to match the audio (which is played back during error correction) with the word you wish to add.   For example, if you dictate the word **example** and ViaVoice returns **eggs sample**, just double-click **eggs** and type **example** in the Correction window.   Then double-click **sample** and click **Delete**.

  You should use the **Delete** selection on the Correction window to remove extraneous words in the vicinity of corrected words.   This sends feedback to the system so that the context statistics of the corrected word is learned. Using the **Delete** key on your keyboard does not convey this information.

  If you enter two or more words in the Correction window, ViaVoice only updates the context statistics with these words.   It does not check to see if any of the words are in the vocabulary, nor does it check to see if one of the words has been corrected three times.   For example, if you are trying to add the words New Caledonia, ViaVoice does not add the word Caledonia to the vocabulary since it is a multiple-word correction. For expressions like this, you should use **Add phrase** to add the phrase to your personal speech data.

Error Correction Tour
Vocabulary Expander Tour

Tips for Improving Productivity

Your productivity, the number of correctly recognised words over a given amount of time, depends on several factors.

At first, you might feel that your productivity is low.   This feeling can come from being overly cautious with ViaVoice.   When you first dictated, you probably paused and watched ViaVoice decode your words.   Doing so inadvertently caused you to change your speaking style or make slips of the tongue, which probably generated some recognition errors.   Then these caught your attention, and so on.   To prevent these kinds of mistakes, try not to look at the screen while you are dictating.

Settling in to a comfortable and productive rate of speaking takes time and practice.   When you begin using ViaVoice, expect your first few dictations to be practice sessions and learning experiences.   During such a session, try comparing your own typing speed with dictations of the same text.   Type some text from a newspaper and time yourself.   Then dictate the same text, keeping track of the time.   If your typing skills are average, say 20 to 30 words per minute adjusted for errors, your own comparison tests should demonstrate that you can comfortably dictate at several times your typing speed.

As you become more comfortable with ViaVoice, you can improve your productivity significantly in several ways:

Correct recognition errors

Get into the habit of carefully correcting recognition errors in every dictation you do.   This teaches ViaVoice more about your voice as well as adds more words to the vocabulary.   If you use a lot of technical terms or specialised words, use the Vocabulary Expander to add the words you want the system to know.   Doing everything you can to increase the chances of accurate recognition is perhaps the best way to increase productivity.

Create dictation macros

Do you find yourself dictating the same sentences or paragraphs in different dictations?   If so, use the Dictation Macro Editor to create a single command for generating blocks of text.   By saying the command, you automatically place the associated text in the dictation.   People who dictate a lot of text repeatedly find that dictation macros can boost their productivity significantly.

Use the dictation method that suits your work

ViaVoice provides alternative dictation methods.   You can dictate directly into Microsoft Word 97, if available on your computer, as well as into SpeakPad.

Progressively increase your speaking speed

As you become more comfortable with dictating, you'll find that you can increase your speaking speed. Moreover, as dictation with ViaVoice becomes more natural to you, you'll be more comfortable not looking at the screen to watch your dictation.   With hands-free and eyes-free operation, you're able to divert your attention away from your computer, while still dictating text.

Getting More Information About ViaVoice

In addition to Information Central, ViaVoice contains an extensive set of online help and other documentation to answer your questions about using speech recognition.   Whenever you need information about using specific features of ViaVoice, please use Information Central as your starting point.   To get to Information Central, say **Information Central**.

If you need more information, you can easily view or print the *ViaVoice User Guide* and the *Command Reference*:

- The *ViaVoice User Guide* helps you get started with ViaVoice by guiding you through installation, setup, and your first experiences with ViaVoice.   There are many new features and improvements in this version of ViaVoice.   Whether you're using ViaVoice for the first time or you're an advanced user, the *User Guide* helps you use the power of ViaVoice to accomplish your work.
- The *Command Reference* shows you, at a glance, the commands you can say to get your work done quickly.

- You can view the *ViaVoice User Guide* and the *Command Reference* on the screen as an Adobe Acrobat document.   If you have a printer attached, you can print it for easy reading or reference. To view or print a copy of the online *ViaVoice User Guide* and *Command Reference*, go to Information Central and click **ViaVoice User Guide** or **Command Reference**.
  Note: You must insert the ViaVoice CD in your CD-ROM drive to use the *ViaVoice User Guide*.

Alternative Methods

From VoiceCentre, click **ViaVoice**, **Help**, **Information Central**.

   or

Click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Information Central**.

More Information

Readme - Your source for last-minute information.
Problem Solving Reference - What you can do to resolve problems using ViaVoice.
The ViaVoice Home Page on the Internet - (www.ibm.com/viavoice)
Technical Support - Who do I call?
Moving Up - For users of previous versions only.
Notices - Things our attorneys want you to know.

Notices

IBM ViaVoice 98 Home Edition (July 1998)

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What's New

- New and improved VoiceCentre for centralised control of all voice activities.
- New and improved What Can I Say and control commands.
  [What Can I Say Tour](#)
- Improved speech recogniser with increased recognition accuracy.
- Improved correction that allows for "hands-free" selection and correction of misrecognised words.
- Ability to more easily correct, edit, and format text during dictation.
  [Error Correction Tour](#)
- Improved online helps for easier access to information.
- Printed ViaVoice User Guide and an online version on the ViaVoice CD that can be viewed and printed.
- Improved dictation of numbers using natural language instead of number pairs.
- Additional [natural voice commands](#) for controlling Microsoft Word 97.
  [Natural Commands Tour](#)
- Multimedia Tours and the User Wizard introduces ViaVoice and teaches you how to use it.
  [ViaVoice Quick Tour](#)
- A two-sentence enrolment helps ViaVoice categorise your voice characteristics, to increase recognition accuracy right out of the box.
- Full enrolment lets you choose from several different new enrolment scripts.
- Improved ViaVoice Options for setting user preferences, including how numbers and dates are formatted.
- Vocabulary Expander for easily adding words and phrases to your vocabulary by scanning existing documents that are similar to your writing style.
  [Vocabulary Expander Tour](#)
- Support for dictation from a transcription device.

Upgrade Information

Users moving up from WordPro Release 9 to ViaVoice will find many new and improved features:

- ViaVoice lets you control the computer using your voice. A new and improved What Can I Say window displays voice commands you can use.
- Improved speech recogniser with increased recognition accuracy.
- Improved correction that allows for "hands-free" selection and correction of misrecognised words.
- Ability to more easily correct, edit, and format text during dictation, including an expanded library of voice commands.
- ViaVoice User Guide on the ViaVoice CD that can be viewed online and printed.
- Improved dictation of numbers using natural language instead of number pairs.
- Additional natural voice commands for controlling Microsoft Word 97.
- Improved ViaVoice Options for setting user preferences.
- Topics for specialised vocabularies. One or more topics are shipped with ViaVoice, and more are available.
- Support for dictation from a transcription device.

Notes

- Look for the new ViaVoice microphone icon in the status tray of the Windows taskbar.
- VoiceCentre gives you centralised control of all voice activities. It can be displayed as a taskbar or hidden from view.
- We strongly recommend that you set the User Interface Bar Appearance in WordPro to Docked View. Refer to the online help in WordPro to find out how to do this.

What Can You Do
with **ViaVoice?**

ViaVoice will change the way you think about computers.   When the personal computer first became available, people communicated with their computers using only the keyboard.   Then they used a mouse to point and click their intentions.   The search for improved alternatives has resulted in the introduction of ViaVoice.   Now you can speak to your computer and it responds to your voice!

There are some key concepts that will help you understand how ViaVoice works.

Control

VoiceCentre - Use your voice to dictate to your computer and control ViaVoice!   Instead of using the keyboard or mouse, you can speak commands to start and control ViaVoice programs.   It's all done from VoiceCentre.

Notes
Words appearing in bright blue, such as **What Can I Say**, are commands that you can say or click to control ViaVoice.

Dictation

If you do a lot of report writing and routine correspondence, ViaVoice offers a way to automate much of what you do.   Your productivity is increased by significantly reducing the amount of time you spend typing, correcting, and proofreading your work.

ViaVoice includes two dictation options.   Each method has unique features and uses.   Depending on your tasks, you might use one or both methods.
SpeakPad - Dictate paragraphs of text instead of typing them!   This speech-enabled word processor is included with ViaVoice.
Dictation in Microsoft Word - If Microsoft Word 97 is your word processor of choice, now you can dictate paragraphs of text instead of typing them!   You can also use natural commands to perform common word-processing tasks with your voice.
Natural Commands Tour**Error Correction** - Use the Correction window to correct words that ViaVoice misrecognises.   Doing this increases future recognition accuracy by teaching ViaVoice how you pronounce words.
Error Correction Tour

Text-to-Speech

ViaVoice Outloud - ViaVoice Outloud converts text within a window into speech.   With ViaVoice Outloud, you listen to the text in a document rather than read it yourself.

Preferences

ViaVoice Outloud Options - ViaVoice Outloud Options lets you select an actor and voice and set up ViaVoice Outloud to work the way you want.
ViaVoice Options - ViaVoice Options lets you add or change users and set up ViaVoice to work the way you want.

Tools

Audio Setup - Audio Setup helps you prepare ViaVoice for listening to your voice.
Enrolment - A small investment of your time (about 10 to 30 minutes) will likely increase the accuracy of your speech recognition!
Vocabulary Expander - Vocabulary Expander helps you quickly add words to your vocabulary by analysing existing documents.
Vocabulary Expander Tour
Vocabulary Manager - Vocabulary Manager helps you add and delete pronunciations from your vocabulary.
Vocabulary and Topic Installer - Vocabulary and Topic Installer helps you add specialised vocabularies.
Dictation Macro Editor - A dictation macro is a voice command shortcut for entering text into your dictation.
Dictation Macro Editor Tour

Productivity

What Can I Say - Use your voice to control ViaVoice!   Look to What Can I Say for the commands that you

cannot see in the application window.
What Can I Say Tour

Audio Setup

It's very important that your microphone (or other audio-input device) be working properly before you start using ViaVoice.   ViaVoice must be able to hear and process your voice properly for successful speech recognition.   Audio Setup makes it easy.   It shows you how to connect the microphone or audio-input device and adjust the audio settings by:

- Identifying your existing audio setup to make sure that it works before you attach the microphone or audio-input device
- Showing you how to connect the microphone or audio-input device to your computer
- Showing you how to wear a microphone headset
- Testing your microphone or audio-input device to ensure that it works
- Adjusting the input and output volumes

With VoiceCentre open, you can say **Setup my microphone** to start Audio Setup.

Tip

For optimum performance, use Audio Setup to reset the ViaVoice sound properties any time you change input devices or experience poor speech recognition.

Key Concepts

Speech recognition lets you speak words or phrases that the computer translates into keystrokes.   The computer either interprets your speech as commands or displays the words as text in a document.

Your Manner of Speaking

Using Speech

Selected User

Read Me

We've made it easy for you to find and view the Read Me file for the latest information about ViaVoice.   There are two ways you can view the Read Me directly from Information Central:

- View the Read Me file in Notepad now.
- View the Read Me file in my Web browser now.

Which Dictation Method Should I Use?

The dictation method you choose depends on the tasks you want to do.   You can use one or both methods.

SpeakPad

- Dictate into the full-function word processor included with ViaVoice.
- Transfer dictated text to another program.

  Correct speech recognition errors, either during dictation or after you proofread a dictated document, using the Correction window.
  Error Correction Tour

- Save the speech session (text and audio) so that you can make corrections or continue dictation at a later time.
- Delegate correction to another person.
- Save an audio description with a saved speech session.

Dictation in Microsoft Word

- Dictate into Microsoft Word 97

  Use natural voice commands in a flexible style and everyday language to perform common word-processing tasks.
  Natural Commands Tour

- Save your speech session for later correction or continued dictation.
- Delegate correction to another person.
- Correct speech recognition errors.

Notes

- Microsoft Word is not included with ViaVoice.
- If you have Microsoft Word version 7.0 or earlier you can use SpeakPad to dictate text, then transfer it to MS Word afterwards.

Technical Support

Refer to the documentation included with this product for information on how to get technical support.

Your Manner of Speaking

Natural Speech

Using natural speech means speaking distinctly, but naturally, without pauses between words to dictate text. Until ViaVoice, most speech recognition systems required that you dictate using isolated-word speech.   With ViaVoice you can now speak naturally while dictating.

Many commands and macros you use contain multiple words that you must pronounce as one word.   For example, to start a new paragraph while dictating, you say **New paragraph** as a single word.   ViaVoice understands command words in continuous speech because they always appear in the same sequence.   This is unlike the words you dictate, which can appear in an infinite number of different sequences.

You can say some commands, called inline commands, while you dictate.   These commands might consist of one or multiple words.

Note

A slight pause is required before and after each command.

Using Speech

ViaVoice makes it easy to perform common computer functions with your voice.   You can dictate text, and select text within a document.   You can also format, punctuate, edit, and correct text.   You can move the cursor within a document and control ViaVoice.

When you are not dictating, the words you say are interpreted as voice commands.   While using ViaVoice, you control VoiceCentre by saying commands.   There are other commands you can say, but cannot see.   The What Can I Say window shows you a list of the other commands you can say.

   What Can I Say Tour

The *Command Reference* lists the most commonly used voice commands for ViaVoice.   There are two ways to view or print this help:

ⁿ Click **Command Reference** from Information Central.
   or
ⁿ Click **ViaVoice**, **Help**, **Information Central, Command Reference** from VoiceCentre.

You can listen to the contents of a text window by saying **Begin reading**.   This starts ViaVoice Outloud.   You can watch while an actor reads the text to you, or you can hide the actor and just listen to the reading.   Try this when you need to proofread some text.

Selected User

During installation of ViaVoice, you (or another person who installed the program) entered a user name in the *User Information* window.   That name becomes the default user name, that is, the user that ViaVoice recognises as he or she speaks commands and dictates text.   As you train ViaVoice by adding words and pronunciations, correcting misrecognised words, or enrolling, ViaVoice changes the personal speech files for the selected user name.   The result is improved speech recognition.

If more than one person uses ViaVoice on your computer, you need to add a user for each person who uses ViaVoice.   If you use ViaVoice under another person's user name, correcting errors or training words modifies *their* personal speech files to reflect *your* speech patterns.   This leads to less accurate recognition of commands and dictated text for both you and the other user.   This is because ViaVoice does not properly learn to apply *your* speech patterns to *your* own speech files.

Make sure you are the currently selected user each time you start a ViaVoice session.   Check the user name and, if necessary, change the setting to your user name on the User page in ViaVoice Options.

The selected user name appears in several places while you use ViaVoice:
ⁿ The User Information area on the right side of VoiceCentre.   You can also say **Who am I** while VoiceCentre is running.
ⁿ Status bar in SpeakPad
ⁿ User name area when you start Enrolment
ⁿ User area in Vocabulary Manager
ⁿ User name area in Dictation Macro Editor
ⁿ User name area in User Wizard
ⁿ Status bar in Vocabulary Expander
ⁿ **User** page in ViaVoice Options

    To select a different user or enrolment
    ▪ Say **Change User** in VoiceCentre
    To add a user

▪ Click **Add User** on the **User** page of ViaVoice Options.

Shortcut to open ViaVoice Options now.   (This help will remain open.)

You can also start ViaVoice Options by saying **ViaVoice Options** while VoiceCentre is running.

Alternative Method

- Go to the **User** page of ViaVoice Options. Click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **ViaVoice Options, User** tab.

For Users of Previous Versions

As a result of usability testing and user feedback, ViaVoice 98 contains many new and modified features from previous versions of ViaVoice and VoiceType products. You will need to pay close attention to the new modeless behaviour and to new voice commands that replace commands you already know.   If you are a prior user of these products, you will likely go through a transition period as you forget your old habits and learn the new ways of ViaVoice 98.

An introductory Quick Tour and five mini-tours are included in ViaVoice 98 to introduce you to the powerful features of ViaVoice 98.   Even experienced ViaVoice or VoiceType users should <u>view these multimedia tours</u> to get the most out of ViaVoice 98.

New Modeless Behaviour

ViaVoice 98 allows you to use the microphone button on the VoiceCentre to control whether the speech recogniser is on.   When the microphone is on, you can perform dictation into text entry fields and say commands interchangeably, without having to begin and end dictation.   To create text, simply say "Dictate to SpeakPad" or "Dictate to Word" and dictate text.   To say commands, pause briefly and say the command. ViaVoice 98 uses your pause to distinguish commands from dictated text.

It might be a challenge to break your old habit of saying "Begin Dictation" and "Stop Dictation".   If you say these commands in ViaVoice 98, they appear as dictated text.   Likewise, there is no audible prompt to tell you to begin dictating.   Simply dictate when the microphone is on.   When you're done dictating, say another command or say "Microphone Off".

New and Changed Voice Commands

Many changes have been made to voice commands in ViaVoice 98 to make the commands more consistent and intuitive.   <u>Review these command changes</u> to assist you in your transition to ViaVoice 98.

Notes

n   If you previously used a version of VoiceType or ViaVoice on this computer, your <u>personal speech files</u> were automatically <u>migrated</u> when ViaVoice was installed.
n   If optional vocabularies using <u>isolated-word speech</u>, such as Emergency Medicine or Journalism, were installed before ViaVoice was installed, you will not be able to use them in ViaVoice.   The default vocabulary is Continuous General Dictation.   You can change this on the User page in ViaVoice Options.
n   If you had additional languages installed, for example English and German and you installed the English-language version of ViaVoice, only the user data for the base language (English) was migrated.

New and Changed Voice Commands

This is a sample list of commands that are different in ViaVoice 98 from equivalent commands in prior VoiceType or ViaVoice products. ViaVoice 98 contains many more commands than are provided in this list. Please refer to the ViaVoice 98 Command Reference or **What Can I Say** window for a complete list of ViaVoice 98 voice commands.

Old Command	Changed ViaVoice 98 Command
Begin dictation Stop dictation	These commands are not used in ViaVoice 98 due to the new modeless behavior.
What can I say What can I always say Where can I go	What can I say What can I say for Active Program What can I say for <VoiceCenter, Text Editing, Dictation>
Beginning of line End of line Top of document Bottom of document	Move to beginning of line Move to end of line Move to beginning of document Move to end of document
Next word Next word <1 to 20>	Next <word, character, line, page> Move right <1-20> <characters, words> Move down <1-20> <lines, pages>
Previous word Previous word <1 to 20>	Previous <word, character, line, page> Move left <1-20> <characters, words> Move up <1-20> <lines, pages>
Select <left, right> <1-20> Select <up, down> <1-20> Select left Select right Select up Select down	Select <left, right> <1-20> <characters, words> Select <up, down> <1-20> <lines, pages> Select left <1-20> <characters, words> Select right <1-20> <characters, words> Select up <1-20> <lines, pages> Select down <1-20> <lines, pages>

Select complete line
Select complete document
Select to <beginning, end>
   of line
Select to <top, bottom>
   of document
	Select line
	Select document
	Select to <beginning, end> of line
	
	Select to <beginning, end> of document

Begin correction Resume dictation	Correct this Spell this Resume dictation Return to text

Getting Help

Online Help

How to use online help in ViaVoice.
The ViaVoice Home Page

[on the Internet](http://www.ibm.com/viavoice) - (www.ibm.com/viavoice)

Reference Help

[How to print reference information.](#)

About Reference Help

Use reference help when you want background information about a topic in greater detail than you get with task or context-sensitive help.

ViaVoice provides the *ViaVoice User Guide* and *Command Reference* as PDF files.   You can view and print them using the Adobe Acrobat Reader.   If you did not complete installation of the Reader when ViaVoice was installed you must do so before you can access these online documents.

To use *ViaVoice User Guide*, insert the ViaVoice CD in your CD-ROM drive, click **ViaVoice, Help, Information Central**, then click **ViaVoice User Guide**.   You can either read the information cover-to-cover like a traditional book, or look up specific topics by clicking in the table of contents that appears on the left side of the screen. You can also select topics from the Index in the back of the document.

Open *ViaVoice User Guide* in Acrobat Reader   (You must insert the ViaVoice CD in your CD-ROM drive to use this document.)

Open *Command Reference* in Acrobat Reader
Clicking **File**, **Print** in Acrobat Reader prints the document.

Using the Adobe Acrobat Reader

With Acrobat Reader open click **Help**, **Reader Online Guide**, **Using Acrobat Reader**.

If multiple .PDF documents are open you can switch between them by clicking **Window** on the Acrobat Reader taskbar, then select the document you want to view.

Command Reference

Command Reference is a reference card included with ViaVoice.   It contains a list of the commonly used commands in ViaVoice.   You can also view and print an online version of the *Command Reference.*

About Online Help

Online help is always available as your guide while you use ViaVoice.   The levels of help work together to give you the kind and amount of help you need at any time.

Context-sensitive Help
Task Help
Reference Help

Note: Get the most out of using ViaVoice help by reviewing the Help Conventions.

Try This Now

Click the underlined, green text in the preceding lines to see how hypertext help works.

The help system has extensive search capabilities.   You can look up topics using the Index and Contents functions, or you can search for information using the Find function.

To find a topic in help

- Click the Contents tab to browse through topics by category.
- Click the Index tab to see a list of index entries: either type the word you're looking for or scroll through the list.

To get help in a dialog box

- Click the question-mark icon at the top of a dialog box, and click the item you want information about.
- To close the pop-up window, click inside it.
- If the dialog box doesn't have the question-mark icon, look for a Help button, or try pressing F1.

Tips

- If you want to print or copy the information in a pop-up window, use the right mouse button to click inside it, and then click Print Topic.
- Another way to get help on an item on the screen is to use your right mouse button to click the area you want help on, and then click the What's This? command.

Note

The first time you click the Find tab in each help file to use the Find function, the Windows help system creates a database of every word in the file.   When the Find Setup Wizard appears, click Next, then click Finish.

For more information about using the help system in Windows, click How to use Windows help.
Note: ViaVoice help might not use all the features described in the Windows Help topics.

Help Conventions

Bold Bright Blue Text

Indicates commands that you can <u>say</u> while the microphone is on.

Bold Black Text

Indicates items in programs that you can click, such as **Start**, or window names, field names, and window area names that you cannot say.   It also indicates text you can type.

Bold Dark Blue Text

Indicates a **Note**, **Tip**, **Example**, **Important** comment or a topic title.

<u>Green Underlined Words</u>

Throughout the help topics there are underlined hypertext words.   Clicking these words displays more information related to the current topic. Solid underlined words display full topics; dotted underlined words display shorter information pop-ups.

<u>Green Words</u>

Clicking these words displays a word definition from the ViaVoice glossary.

Graphic Hotspots

The mouse pointer might change to a hand while it moves over a graphic image in a help topic.   When it does, you can click to get help.   Moving it over a <u>hypertext word</u> always changes it to a hand.

Italicised Text

Indicate titles of online books or the names of specific program windows, such as *Problem Solving Reference* or *Control Panel*.

Say

Speak text or commands to ViaVoice using a microphone or audio input device.

Green Words

Clicking these words displays a word definition from the ViaVoice Glossary.

Green Underlined Words

Clicking dotted-underlined words displays a short help pop-up like this one; clicking solid-underlined words displays a full help-topic window.

About Context-sensitive Help

When you have a question about what a specific button, selection, or field in a program does:

1 Click the question mark when it appears in the upper-right corner of a window; the mouse pointer changes to a question mark.

2 Move the question mark over a button, selection or field, then click to see a help pop-up.

Note

Context-sensitive help is not available for some Windows objects.

For more information about using the help system in Windows, click **Start, Help**.
Note: ViaVoice help might not use all the features described in the Windows Help topics.

Alternative Method

1 You can right-click almost anywhere and a What's This pop-up is displayed.

2 Click the What's This pop-up to get information about the object.

About Task Help

Task help gives you step-by-step instructions on how-to complete a specific task.

To get help, select **Help** when it appears on menu bars or buttons or press the **F1** key.   The Help Topics **Contents** page lists the available help:

- Task helps display in alphabetical order.
- You can also look up specific topics by clicking the **Index** or **Find** tab.

For more information about using the help system in Windows, click **Start, Help**.
Note: ViaVoice help might not use all the features described in the Windows Help topics.

ViaVoice Tours

Several multimedia presentations are included with ViaVoice. They demonstrate how to use some of the functions and tools in ViaVoice.

ViaVoice Quick Tour
What Can I Say Tour
Error Correction Tour
Dictation Macro Editor Tour
Vocabulary Expander Tour
Natural Commands Tour

How Do I Troubleshoot a Problem?

In general, you should close all ViaVoice programs before you Shut Down your computer. On certain computers such as HP Pavilion 8250, you must close SpeakPad and VoiceCentre before you Shut Down.   If you do not, and you choose Cancel in the SpeakPad exit dialog box, a page fault in the ATICWD32 driver might occur.

If you encounter a problem while using ViaVoice, you can use the following resources to help you recover.

Error Messages

If ViaVoice detects a problem, it will display an error message.   Most error messages contain useful information that you can use to solve the problem.

Topics in This Section

In addition to the error messages, you can use this document to correct problems.   Simply follow the solution that matches the problem you are having.

Log Files

ViaVoice creates log files, which store information about the current ViaVoice program.

Support Centre Help

If you tried correcting the problem using the previous three resources and were not successful, you can contact the support centre at the number shown in the booklet that came with this product.   When you call, have the following information ready:

- A description of what you were doing when the error occurred.   If possible, try to recreate the error before you call.
- Specific error messages or error-message return codes that were displayed.
- Your computer model information.
- Information about your log files.

Error Messages

ViaVoice displays an error message when it encounters an error situation.   The error messages usually provide all the information you need to get back on track immediately.   For example, an error message will appear if you try to record a word in the Train Word window when the input sound level is too low.   The message will inform you of the problem, suggest ways to correct the problem, and instruct you to record the word again.

Log Files

ViaVoice generates log files to store information about the current ViaVoice program.

INSTALL.LOG

Keeps a record of the ViaVoice installation and is located in the \VIAVOICE\TEMP folder.

ERROR.LOG

Keeps a record of severe errors detected while ViaVoice is running and is located in the \VIAVOICE\TEMP folder.

ENGINE.LOG

Keeps a record of the last session of the ViaVoice speech recogniser and is located in the \VIAVOICE\TEMP folder.

USERID.LOG

Keeps a record of the enrolment session for the ViaVoice user and is located in the \VIAVOICE\TEMP\USERID folder.

Note: You can view these files using a text editor, such as NotePad.

ZIPLOGS.BAT

Collects the ViaVoice log files into two files named ZIPLOGS.ZIP and ZIPUSERS.ZIP which might be used by a technical support representative to resolve your problem.   ZIPLOGS.BAT is located in the \VIAVOICE\BIN folder. To run this program click **Start**, **Run**, type C:\VIAVOICE\BIN\ZIPLOGS.BAT, then click **OK**.   Do this before you call for technical support.

Type II Errors

Type II errors are generated by the individual programs called by the control program during Enrolment training. Most of these errors are written to the USERID.LOG file.   They appear in the following form:

Program Name/Parameter

rc=

Where: Program Name/Parameter identifies the name of the program and the program call that failed and rc= identifies the Return Code from the failing program.

Return Codes, Explanations, and Corrective Actions

- **Return Code 2 - Invalid Parameter**
  One of the programs in the training system was called with an invalid parameter.
  This error can occur if the control file has been corrupted. Should this occur, uninstall ViaVoice and then reinstall it.   Restart the training session.   If the problem persists, contact the support centre at the number shown in the booklet that came with this product.

- **Return Code 4 - File Close Error**
  The program was unable to close an open file.
  The hard disk might be full. Verify that there is sufficient space on the hard disk that contains the ViaVoice files. Then restart the training session. If this error persists, contact the support centre at the number shown in the booklet that came with this product.

- **Return Code 5 - File Open Error**
  A file cannot be opened.

  Check the location of the named file.   If the file is in the BIN, HELP or LANGS folder, you must uninstall ViaVoice and then reinstall it.   If the file is in any other folder, it indicates that the file that was previously written is no longer available. If this happens, try to restart the training session.   If training fails again, contact the support centre at the number shown in the booklet that came with this product.

- **Return Code 6 - File Read Error**
  An error occurred while reading data from a file.

  Check the location of the file.   If the file is in the BIN, HELP, or LANGS folder, you must uninstall ViaVoice and then reinstall it.   Restart the training session.

  If the file is in any other folder, it indicates that a file that was previously written has been damaged. If this happens, try to restart the training session.   If training fails again, contact the support centre at the number shown in the booklet that came with this product.

- **Return Code 7 - Critical Program Error**
  A fault exists in one of the training programs.   Contact the support centre at the number shown in the booklet that came with this product.

- **Return Code 8 - Corrupted Data in the Install Directory**
  A file in the ViaVoice installation folder has been damaged.
  Uninstall ViaVoice and then reinstall it.   Restart the training session.

- **Return Code 9 - A File Read Error in the Install Directory**
  A file in the ViaVoice installation folder cannot be found or has been damaged.
  Uninstall ViaVoice and then reinstall it.   Restart the training session.

- **Return Code 10 - Corrupted Data in the Install Directory**
  Data in the ViaVoice installation folder has been damaged or was originally defective.   Try to restart the training session. If training fails again, contact the support centre at the number shown in the booklet that came with this product.

- **Return Code 11 - A File Read Error in the Install Directory**

A file in the ViaVoice installation folder is missing or has been damaged.   Try to restart the training session. If training fails again, contact the support centre at the number shown in the booklet that came with this product.

n **Return Code 12 - A File Write Error in the Install Directory**

The training program was not able to create or write data to a file in the ViaVoice installation folder.   Free some hard-disk space and restart the training program.

Type I Errors

Type I errors are generated by a control program during Enrolment training.   They are written to the <u>TRAIN.LOG</u> file, although some can be found in <u>USERID.LOG</u> file.

- **ERROR: environment variable XXX not found!**
- **ERROR: unable to process global defs!**
- **ERROR: unable to create speaker stanza!**

   These errors occur when a certain Windows registry environment variable has not been properly set by installation.   <u>Uninstall ViaVoice</u> and then reinstall it.

- **ERROR: could not allocate memory in...**
- **ERROR: Unable to allocate memory in...**

   These errors occur when an internal data structure can not be allocated. This could be caused by memory resource problems.   Minimise the number of programs running during enrolment training.

- **ERROR: could not open XXX.**
- **ERROR: could not write to file XXX.**

   These errors occur when a data file needed by the training program is missing.   Restore the file indicated from a backup, or <u>uninstall ViaVoice</u> and then reinstall it.

- **ERROR: unable to read restart control file!**
- **ERROR: unable to write restart control file!**
- **ERROR: unable to complete restart tasks!**

   These errors occur when a control file used by the training control program is corrupted.   Manually delete files with the name "RESTART." from the folder \VIAVOICE\TEMP\<userid> and all its subdirectories where <userid> is the name of the user.

- **ERROR: unable to get list of step files.**

   This is an informational message and does not require any user action.

- **ERROR: unable to find restart step!**
- **ERROR: Unable to read backup level from program stanza file!**
- **ERROR: Wrong number of parameters to ...**
- **ERROR: exceeded number of global variables**
- **ERROR: Unable to read training command file: XXX**
- **ERROR: Detected error in step sequencing!**
- **SYNTAX ERROR: END name does not match BEGIN!**

   These errors can occur if the training control file has been corrupted.   <u>Uninstall ViaVoice</u> and then reinstall it. Restart the training session. If the problem persists, contact the support centre at the number shown in the booklet that came with this product.

- **ERROR: cannot find name of EID file!**
- **ERROR: Could not open EID file.**
- **ERROR: problem closing EID file.**
- **ERROR: writing stanza file.**
- **ERROR: reading stanza file.**

   These errors occur if the training control program can not read or write to a temporary file.   Restart your computer and then restart the training session.

- **ERROR: Unable to open training lock file.**
- **ERROR: unable to open semaphore file!**

These errors occur if another training session is running. Only one user's files can be trained at a time.   Wait until the first training session is complete before starting the next training session.   If no other training session is running, try restarting the training session.   If this fails, **Exit** Enrolment, **Shut Down** Windows, restart the computer, and restart Enrolment.

n **ERROR: Insufficient disk storage to complete training session:**

   Bytes needed are ###.

   Bytes available are ###.

   Remove at least ### bytes, then restart training.

This error occurs when there is not enough free hard-disk space available for the enrolment training files. Erase obsolete or unneeded files from the hard-disk partition where ViaVoice is installed and retry the training session.

n **ERROR: Insufficient disk storage to copy training results.**

   Bytes needed are ###.

   Bytes available are ###.

   Remove at least ### bytes, then restart training.

This error occurs when there is not enough free hard-disk space available to copy the training results.   Erase obsolete or unneeded user files from the hard-disk partition where ViaVoice is installed and retry the training session.

Solving Audio Problems

- **About sound cards.**
  For good recognition accuracy, your sound system must have good recording quality 16-bit sound.   Be aware that some sound cards might have good playback sound quality, but not very good recording quality.   This is particularly true of some laptop computers or computers that integrate sound on the motherboard.   For best results, your sound card's recording sound quality must be at least as good as the recording quality in SoundBlaster 16.   Visit the ViaVoice Home Page on the Internet World-wide Web for a list of tested sound cards: http://www.software.ibm.com/is/voicetype/testvv98.html.

  If you have a SoundBlaster AWE 64 or other sound card:
  Turn off AGC (Auto Gain Control).   You must deselect the AGC box before running Audio Setup.   If you run Audio Setup with the AGC box selected, run it again after you first deselect the box.

  If you have a SoundBlaster 16 sound card:
  Turn on AGC (Auto Gain Control).   You obtain better recording quality if the AGC box is set as follows, (particularly if you are running Windows NT):
   - Right click the Volume (speaker) icon in the system tray located at the right of the Taskbar, then click Volume Controls.
   - Click Options and then click Properties.   Select Recording, and verify that the Microphone volume control box is selected.
   - Click OK to display the Recording Control panel.
   - Click Options and verify that Advanced Controls is selected.   Then click Advanced in the Microphone column of the Recording Control panel, select the AGC (Auto Gain Control) box, and close the Advanced Controls for the Microphone panel.

  Turn on Microphone Boost for better recognition.
  Some sound cards have a "Microphone Boost" checkbox instead of an AGC box (see description above for instructions of how to locate the Microphone Boost box if it exists on your card).   In general, if your sound card has a Microphone Boost box, you will get better recognition by selecting it before you run Audio Setup.

  If you have sound problems, upgrade your sound drivers to the latest level.
  If you have problems with your sound system, you might want to update your sound drivers.   If your sound card was integrated into your computer when you bought it, contact the manufacturer of your computer or visit its Web site to download the latest sound drivers for your particular model.   If you added the sound card after you bought your computer, contact the manufacturer of your sound card or visit its Web site.

  Some 3D Sound drivers might cause page faults.
  Some 3D sound drivers, such as the Crystal 3D Audio, might cause page faults when running with ViaVoice 98. Obtaining an updated version of one of these drivers may solve this problem.

  - **A squealing noise comes from the speakers when the microphone is on.**

    The microphone or other audio device is too close to the speakers.   Increase the distance between the speakers and the microphone.

    The volume of your external speakers might be too high.   Reduce the volume.

    The microphone or other audio device input might be playing through your speakers.   Mute the Line-in and Microphone playback.

  - **A squealing noise comes from the speakers whenever I run the Audio Setup program.**
    This occurs with certain sound cards (for example, Yamaha OPL3 or ESS-based cards).   To set up your microphone or other audio device, exit the Audio Setup program, disable the system sounds, and then rerun the Audio Setup program.

  - **When I talk into the microphone, I can hear myself through the speakers.**
    The microphone or other audio device input is playing through the speakers.   Mute the Line-in and Microphone playback.

  - **The VoiceCentre volume meter does not move when I talk.**

Make sure the microphone or other audio device is on.

Run the Audio Setup program to properly connect your microphone or other audio device and adjust your audio settings.

Enable the Microphone Boost setting and then rerun the Audio Setup program.

Be sure you are using the latest drivers for your sound card.   You can usually find these at the Internet Web site for the manufacturer of your computer or sound card.   Check with the computer manufacturer first to prevent the possibility of voiding your computer warranty.

n **The VoiceCentre volume meter stops in the yellow range no matter how loudly I talk.**

Run the Audio Setup program to properly connect your microphone or other audio device and adjust your audio settings.

Enable the Microphone Boost setting and then rerun the Audio Setup program.

n **The volume meter stops in the red range, even though I am not speaking louder than I did during the Audio Setup program.**

Run the Audio Setup program to properly connect your microphone or other audio device and adjust your audio settings.

Disable the Microphone Boost setting and then rerun the Audio Setup program.

n **The dictated audio does not play back.**

If your sound card is a Sound Blaster 16, be sure that you are using the latest driver for your sound card.   These are available from the Creative Labs Web site at www.soundblaster.com.   Check with the computer manufacturer first to prevent the possibility of voiding your computer warranty.

ViaVoice can not playback your dictated words if certain audio compression drivers are missing from your Windows installation.   These drivers are always installed in a typical Windows installation.   Check if you have these drivers.

n **The audio playback is too low or too high.**

Run the Audio Setup program.

n **A program that uses the sound card no longer works properly.**

Before using another program that uses the sound card, turn off the microphone in VoiceCentre.

n **When I start speaking to ViaVoice I get an error that another application is using the sound card.**
In some new systems with high-end sound cards, such as the Creative Sound Blaster AWE64, you might receive a message when you try to start speaking to ViaVoice that indicates another application is using the sound card.   Disable the wave table setting to fix the problem.
Note: In some cases you might need to disable some of the advanced features of your sound card such as 3-D effects, reverberation, or the synthesiser.

Disable the Wave Table Setting

1 Open the **Control Panel** and double-click the **System** icon.

2 When the **System Properties** dialog box appears, click the **Device Manager** tab.

3 Find the **Sound, Video and Game Controllers** entry and click the plus sign
(**+**) to expand the list.

4 Select the **Creative AWE64 16-bit Audio (SB16 Compatible)** device driver and click **Properties**.

5 Depending on the device driver installed, you will need to do one of the following:

6 On the **Properties** page:

Select the **Settings** tab and make sure the **Allow Full-Duplex Operation** check box is selected.
OR

Select the **Settings** tab and disable the wavetable by removing its check mark.

7   Click **OK** to save the settings in **Properties**.

8   Click **OK** to save the settings in **System Properties**.   Start ViaVoice again.

If you still receive the same message when attempting to start dictation, then remove the drivers by using the following steps:

1 Open the **Control Panel** and double-click the **System** icon.

2 When the **System Properties** dialog box appears, click the **Device Manager** tab.

3 Find the **Sound, Video and Game Controllers** entry and click the plus sign
(**+**) to expand the list.

4 Select the **Creative AWE64** device driver and click **Remove**.

5 Click **OK** to save the settings in **Properties**.

6 Click **OK** to save the settings in **System Properties**.

7 Shut down and restart the system.   Windows 95 Plug-n-Play should detect the device and install the Win95 standard drivers for the AWE64 sound card.
Note: In some cases you might need to disable some of the advanced features of your sound card such as 3-D effects, reverberation, or the synthesiser.

Check for Audio Compression Drivers

1 Open the Control Panel folder by double-clicking the **My Computer** icon on the desktop, then double-click the **Control Panel** icon.

2 Double-click **Multimedia** to start it.

3 Click the "**Advanced**" tab (Windows 95) or the "**Devices**" tab (Windows 98)and then click the "**+**" next to **Audio Compression Codecs** to expand the list of codecs.

4 Check to see if the **Microsoft IMA ADPCM CODEC** is in the list.

5 If it is in the list:

    Click the **Microsoft IMA ADPCM CODEC** to highlight it.

Click **Properties**.

Make sure the driver is enabled by selecting the "**Use this audio codec**" button.

Click **OK**, and **OK** to close **Multimedia**.

You are done. Playback should now work.

6   If the **Microsoft IMA ADPCM CODEC** is not in the list:

Double-click **Add/Remove Programs** in the **Control Panel** folder.

Click the "**Windows Setup**" tab, click "**Multimedia**" to highlight it and then click "**Details...**"

If the **Audio Compression** check box already has a check mark, skip to step 7. Otherwise, click it to check it, then click **OK** and follow instructions to install the drivers from your Windows CD-ROM.
You are done. ViaVoice playback should now work.

7 If the **Audio Compression** check box already has a check mark:

    Remove the checkmark and click **OK**, then **Apply**, then **OK** to close **Add/Remove Programs**.

Go back to the beginning of step 5 and repeat it to install the audio codecs correctly.

Solving Microphone or Other Audio Device Problems

n **The Audio Setup program does not set up my microphone or other audio device correctly.**

Most sound cards should be set with Microphone Boost enabled.   Some sound cards, however, cannot be set up correctly if the Microphone Boost is enabled when the Audio Setup program is being run.   <u>Disable Microphone Boost</u>, and then rerun the Audio Setup program.

Be sure you are using the latest drivers for your sound card.   You can usually find these at the Internet Web site for the manufacturer of your computer or sound card.   Check with the computer manufacturer first to prevent the possibility of voiding your computer warranty.

n **The batteries in the battery adapter for my microphone run down quickly.**

The microphone draws power from the battery adapter even when the microphone is off.   To increase the life of the batteries, unplug the microphone from the battery adapter when you are not using it.

Solving Dictation Problems

n **Most words are not recognised.**

Position your microphone correctly.   The microphone element should be within a thumb's width from the corner of your mouth (and not in front of your mouth).   Be sure the side with the white dot faces your mouth. Position your microphone the same way every time you use it.

Run the Audio Setup program.

Make sure that you are speaking using continuous speech.   Pause naturally to breathe and collect your thoughts.

Check the status area of the ViaVoice program you are using, to make sure that the correct user and vocabulary files are selected.   If the wrong files are selected, open ViaVoice Options and select the correct user and select the correct vocabulary

Use the Enrolment program to train ViaVoice how you speak.

If you are using the battery adapter with your microphone, make sure that the batteries are fresh.

If you are using SpeakPad with a microphone as the audio input device, highlight up to 200 dictated words, click **Dictation** and then click **Playback**.   Listen to the playback of your dictation.   If it is not clear or contains a lot of background noise, dictate the text again.   If this does not fix the problem, you might need to replace your sound card, microphone, or both.

n **My** Dictation macro **names are not recognised.**

Make sure you use continuous speech whenever you say the name of a dictation macro.

Open the Dictation Macro Editor and train the dictation macro name   A red **X** to the left of a macro name in the Dictation Macro Editor dialog, indicates a pronunciation is needed for that particular macro.

n **Dictation macro name displayed in text but does not expand to display the text contained in the macro.**

Edit the macro using the Dictation Macro Editor.   Click **Options** and make sure **Delayed** is not selected.

This happens when the name of a macro is a string of words that might logically be used in a dictated sentence.   To correct this problem, rename the macro using the Dictation Macro Editor.   (Example: ADDRESS-HOME is a better name for a macro than HOME-ADDRESS.)

n **Words occasionally show up in uppercase letters or with initial capitalisation.**
This happens if a word was capitalised when it was typed into the Correction window.   Use the Vocabulary Manager program to delete the incorrectly capitalised words.

n **Transferred text is formatted incorrectly in the destination program.**

Open ViaVoice Options and adjust the transfer options to use the **Key** setting.

Wait for the transfer to complete before you minimise the target window or turn the microphone back on after turning it off.

n **Dictated text does not all appear.**
If you turn off the microphone while you are dictating, and all of your dictation has not yet appeared on the screen, wait for all your dictation to appear on the screen before turning the microphone back on. Turning the microphone on clears the speech recogniser's buffers, including any pending dictation that has not yet

appeared on the screen.

- **SPELL-OUT and NUMERIC commands don't work.**
The commands SPELL-OUT and NUMERIC apply only to the next dictated word.   They are strictly inline dictation commands.   The commands do not apply to a word you selected (for example, by double-clicking it).   SPELL-OUT and NUMERIC are available as format commands in the Correction window, so you can apply them to a dictated word in the Correction window.

- **ViaVoice falls behind when I dictate.**

Speak carefully using continuous speech so ViaVoice can easily recognise your words.   Pause between phrases and sentences to let ViaVoice catch up with your dictation.

Use SpeakPad rather than dictating directly into Microsoft Word 97.   (Dictating into Microsoft Word is slower than dictating into SpeakPad.)

Close other programs (for example, office suite toolbars) that are not being used while you dictate.

Open the Voice page in ViaVoice Options and set the recognition performance to **Fast**.   This increases performance but slightly reduces recognition accuracy.

- **Error message, "The session could not be saved.   You may not have sufficient disk space or the media may be read-only." appears when I attempt to save my file.**
Verify that you have enough disk space before dictating or saving a session. Dictation requires 0.75MB (750KB) of disk space per minute of dictation.   Saving a session in SpeakPad or MS Word requires 0.75MB of disk space per minute of dictated text.   If the drive that contains the ViaVoice directory or the drive where Windows keeps its virtual disk storage (usually the drive with the Windows directory) contains less than 20MB of free disk space, you might get ViaVoice internal error messages.   You might also get ENGINE page faults while running the VoiceCentre or other ViaVoice components.   In this case, shut down your computer and restart it.   Then free at least 20MB of space on the ViaVoice drive as well as the Windows drive.

This message appears if your dictation requires more space than you have on the target drive.   Delete unnecessary files from the target drive, select a different drive, insert a blank diskette (if you are saving to diskette), decrease the length of your dictation sessions, or do not save the dictation session audio data after you finish correcting your dictated text.

- **The first letter of my dictated sentence is not capitalised, even though the dictation macro options for the punctuation marks have Capital enabled.**
This happens if you press the **Enter** key to begin a new line or paragraph instead of using the NEW-LINE or NEW-PARAGRAPH dictation macro.

- **The audio description for my SpeakPad dictation session sounds corrupted when I play it.**
The "record an audio description" function does not work properly on a Windows NT system.   If you are using SpeakPad on a Windows NT system, you should click **No** when prompted, "Would you like to record an audio description for this session?"

- **An Audio Overrun message appears periodically when I am dictating.**
This occurs if you speak faster than ViaVoice (and your system hardware) can process your dictation.   Simply wait until the system catches up and then resume dictating.
To avoid audio overruns during dictation

Take brief breaks and let ViaVoice catch up with your dictation.

Speak a little more slowly.

Pause occasionally to collect your thoughts.

- **An Audio Overrun message appears when I am using a transcription device.**
This occurs if your speaking on the transcription device is faster than ViaVoice (and your system hardware) can process your dictation.   Wait until ViaVoice processes the transcription, then start the device playback again by pressing the appropriate button.
To avoid audio overruns during transcription

Speak a little more slowly when you dictate using the recording device and pause occasionally to collect your thoughts.

- **An Audio Overrun message appears when I take a break from dictating.**
Some microphones have a mute switch.   ViaVoice continues to "listen" for your voice when you set the mute

switch on the your microphone to on.   Use this switch only when pausing dictation for very brief periods of time, such as to cough or clear your throat.
To avoid audio overruns during breaks

Turn the microphone off in ViaVoice. Say the **Microphone Off** command or click the microphone icon. Click the microphone icon to turn it on when you're ready to resume dictating.

Say the **Go to sleep** command to suspend dictation. Say the **Wake Up** command when you're ready to resume dictating.

n **My commands are not recognised.**
When you pause to say a command, let ViaVoice finish processing your dictation before you say the command. Say the command once.   ViaVoice might need a second or two to recognise the command.   Be patient.   If the **pardon me?** message appears on the Command Status area, then repeat your command.

n **My commands are recognised as dictation (or dictation is recognised as commands.)**
If ViaVoice continually misrecognises your commands as dictation, or vise versa, you can select the option to require an attention word, **Computer**, before saying a command.   Click **ViaVoice - UK English**, **User Options**, **ViaVoice Options** and then click the **Command Sets** tab.   Then click **Required** to select the option, and then click **OK**.   Then, when you are in a dictation application, ViaVoice will process everything you say as dictation until you say "**Computer**" followed by your command.   Then ViaVoice processes your next words as a command.   For example, to select the next word in SpeakPad, say Computer select right one word, without pausing during the command.

n **Extra words appear in my dictated text.**
ViaVoice tries to process every sound it hears as either dictation or a command.   If you (or others) make noises while you are dictating or pausing, such as a sigh, yawn, or simply talking to yourself, ViaVoice continues to process these sounds as words.   When you want to pause, either say **Go to Sleep** or **Microphone Off** so that the microphone turns off.

n **Cannot save dictation sessions using Windows NT.**
Do not use an **Audio Description** on saved dictation sessions.   You must answer **No** to the question "Would you like to record an audio description for this session?" when saving a dictation session.

n **Screen goes black during a long dictation session (suspend mode).**
Some systems, such as Windows 98, include a power management setting that automatically reduces power consumption (called suspend mode) if you do not touch the keyboard or mouse for a selected period of time. When in suspend mode, the screen goes black.   You can press a key or the mouse to restore the screen.   You can disable or lengthen the time-out intervals in Power Management Properties, which is usually located in the Control Panel under Systems or Display.

Create a New Dictation Macro

1 - Select **Dictation Macro Editor** from the **ViaVoice Tools** menu.

2 Select **Edit/Create Macro...** and type a macro name (for example, "COMMA-SPACE") into the **Case-sensitive name** field.

3 Type a comma with no spaces (,) into the macro text field.

4 Click **Save**, and then click **Yes** to add a pronunciation.

5 Click **Record** and then say the macro name (comma-space).

6 Click **Add** and then **Done**.

Solving Dictation Error Correction Problems

n **Select <text> correction command doesn't work.**

Pause before speaking the command.

Make sure you say **Show Correction window** to open the window.

Make sure the word that you have highlighted was dictated and not typed into the file or created in Spell mode.

n **Cannot play back highlighted text.**
This is normal if the highlighted text contains a word or words that were not dictated.   In addition, if more than 200 words are highlighted, the text cannot be played back.

n **Cannot correct dictated text.**
Make sure that you do not have more than ten words highlighted, and that the highlighted words were dictated and not typed into the file or created in Spell mode.

n **Cannot add a word when a Sounds-Like pronunciation is required.**
If the audio and the Sounds-Like pronunciation do not match, ViaVoice flags the mismatch with an error.   Try adding the word again or provide a different Sounds-Like pronunciation.

n **Correcting delegated documents does not improve the originator's dictation accuracy, so the same errors occur over and over again.**
This is normal.   Corrections improve recognition only when performed by the originator.   For more information, see the topic Delay or Delegate Correction.

n **Cannot load delegated documents for correction.**
Session files that have been saved for later correction can only be loaded into the application that has been used to create the files.   Session files saved by any version of MS Word 97 cannot be used in SpeakPad and vice versa.   Word documents, including session data, cannot be loaded by other ViaVoice tools (for example, Vocabulary Expander).

n **Surrounding words are unintentionally deleted during error correction.**
To avoid this problem, you must turn off the advanced selection options in your word processor, Microsoft Word 97, before you begin dictating.

k **Correcting words using the Correction window causes some letters in the next word to be overwritten.**
Make sure your application window is in insert mode rather than overlay mode when correcting errors.   This will allow the space required for the correct word to expand or contract as needed.   To switch to or from the insert mode, press the **Ins** or **Insert** key on your keyboard.

n **The wrong numbers are selected for correction when I double-click a set of numbers within a string of numbers.**
To select a set of numbers for correction, click at the beginning of the first number that you want to correct and drag the mouse pointer over the other numbers you want to correct.   Release the mouse button, click **Dictation**, then **Show Correction window**.

n **Microsoft Word 97 runs out of resources while correcting dictation errors.**
This happens because Word 97 does not readily release previously used system resources.   You can force Word 97 to release resources by saving the file.   You should save the file occasionally when you are correcting the dictation errors to avoid running out of system resources.

n **Correction and cut/paste features do not format correctly.**
You must turn off Advanced Options in Microsoft Word 97 or other applications to avoid correction errors:
For example, in MS Word 97:
1 Click **Tools** and then **Options**.
2 Click **Edit**.
3 Deselect the check mark next to **When selecting, automatically select entire word** and **Use smart cut and paste**.
4 Select **Typing replaces selection**.
5 Click **OK**.

Solving Display Problems

n **Help windows do not display correctly.**

The online help in ViaVoice has been optimised for a screen resolution of 800x600 or higher.   If you choose to use a lower resolution, such as 640x480, you might get unpredictable results.

If you use a screen resolution of 640x480, select the Autohide option on the VoiceCentre page in ViaVoice Options.

n **VoiceCentre does not show after I change display settings.**

Close VoiceCentre before you change screen resolution.   The next time you start ViaVoice VoiceCentre will display correctly.

n **Audio Setup does not display correctly in 640x480 screen resolution.**

VoiceCentre covers buttons at the bottom of the Audio Setup window.

Close VoiceCentre before you change screen resolution.

Select the Autohide option on the VoiceCentre page in ViaVoice Options.

Solving Dictation Macro Problems

n **My** Dictation macro **names are not recognised.**

Make sure you use continuous speech whenever you say the name of a dictation macro.

Open the Dictation Macro Editor and train the dictation macro name.   A red **X** to the left of a macro name in Dictation Macro Editor indicates a pronunciation is needed for that particular macro.

n **Dictation macro name displayed in text but does not expand to display the text contained in the macro.**

Edit the macro using the Dictation Macro Editor.   Click **Options** and make sure **Delayed** is not selected.

This happens when the name of a macro is a string of words that might logically be used in a dictated sentence.   To correct this problem, rename the macro using the Dictation Macro Editor.   (Example: ADDRESS-HOME is a better name for a macro than HOME-ADDRESS.)

n **Cannot remember the valid entries for a list field in a dictation macro** template.
Open the Dictation Macro Editor and edit the dictation macro template to add prompt text.

n **Unable to remove the [ ] (brackets) around the dictated fields in a dictation template.**
Open SpeakPad, click **View** and then remove the check mark next to **Field Markers**.

n **Dictation macros that I migrated from earlier versions of VoiceType or ViaVoice do not work with all my vocabularies.**
Dictation macros are migrated for use with the General Dictation vocabulary.   To use them with other vocabularies, you must open the Dictation Macro Editor and change the macro so it works with the specific vocabulary or change the macro so it works with all the vocabularies.

Solving Microsoft Product Problems

n **Cannot dictate text into Microsoft Word 97.**
To add dictation support for Microsoft Word, click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **Installation Tools**, and then **Install or Uninstall MS Word Support**.

n **Microsoft Word takes a long time to load.**
This is normal. Word 97 dictation support can take a considerable time to load.   You can bypass loading dictation support when you start Word by holding down the shift key while loading Word, such as for quick editing or browsing of a document.

n **Microsoft Word 97 dictation support terminates abnormally.**
If MS Word 97 terminates abnormally (such as with a page fault or system freeze), you must reinstall dictation support.   Click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **Installation Tools**, and then **Install or Uninstall MS Word Support.**

n **Font resizes randomly while dictating in Microsoft Word 97.**
If the Formatting toolbar in Microsoft Word 97 is active, the various fonts and sizes might be activated when there is a misrecognition of a dictated word.   If this becomes a problem, deactivate the formatting toolbar by deselecting the **Formatting** box in **Tools**, **Customise**, **Toolbars**.   Alternatively, you can choose to make the attention word, Computer, required by selecting the **Required** box on **Command Sets** page of ViaVoice Options.   This means that you must precede all commands with the attention word while you dictate. Therefore, you minimise the chance of accidentally activating a Font or other Toolbar control.

n **Words are repeated when I dictate into Microsoft Word 97; for example, This is a test This is a This is This.**
From the Microsoft Word window, click **Tools**, **Options**, **Edit**, and then place a check mark next to the **Typing Replaces Selection** option.

n **[ ] (Brackets) appear throughout my dictated text in Microsoft Word 97.**
From the Microsoft Word window, click **Tools**, **Options**, **View**, and then remove the check mark next to **Bookmarks**.

n **I want to remove dictation support for Microsoft Word 97.**
Click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools, Installation Tools,** and **Install or Uninstall MS Word Support**.   Remove the check mark from the box in the window and click **OK**.

n **Error message, "The disk is full or too many files are open." appears when I attempt to save my dictated file.**

This message appears if your dictation requires more space than you have on the target drive.   Delete unnecessary files from the target drive, select a different drive, insert a blank diskette (if you are saving to diskette), decrease the length of your dictation sessions, or do not save the dictation session audio data after you finish correcting your dictated text.

Make sure you have enough disk space before beginning dictation or saving a session.   Dictation requires 1.5 Megabytes of disk space per minute of dictation.   Saving a session in SpeakPad requires 1.5 Megabytes of disk space per minute of dictated text. Saving a session in Word requires 4.5 Megabytes of disk space per minute of dictated text.

n **Cannot dictate into Microsoft Word 97 when multiple Microsoft Word dictation sessions are open.**
You can only have one Microsoft Word dictation session open when you are dictating.   Save and close all other MS Word dictation sessions before you begin dictating.

n **Microsoft Word 97 runs out of resources while correcting dictation errors.**
This happens because Word 97 does not readily release previously used system resources.   You can force Word 97 to release resources by saving the file.   You should save the file occasionally when you are correcting the dictation errors to avoid running out of system resources.

n **ViaVoice stops processing my dictation before all of my dictated words appear in the document.**
This happens if you click a menu item or another window before the dictated text has been written to the document window.   Microsoft Word's document window must have focus until all of your dictated words are processed.

n **Speech sessions cannot be restored in Microsoft Word 7.**

You cannot restore MS Word for Windows 95 (MS Word 7.0) speech sessions in MS Word 97.   They are not compatible with the MS Word 97 dictation support.

An MS Word for Windows 95 (MS Word 7.0) file with a saved speech session will not open cleanly in MS Word 97; due to differences in the file formats, hidden bookmarks appear as brackets scattered within the body of text.

n **Cannot load Microsoft Word 97 documents into Vocabulary Expander.**
Microsoft Word 97 documents cannot be loaded by Vocabulary Expander.   Save the document as .RTF or in MS

Word 6 format, then load it in Vocabulary Expander.

n **Microsoft Office Suite 97 programs run very slowly.**
You might experience very slow performance using programs in the Microsoft Office 97 suite with ViaVoice running.   Microsoft Active Accessibility can degrade program performance.   To improve performance, enable only those toolbars that you intend to use in the application.   Especially, disable the Drawing toolbar when using Microsoft Exchange.

n **Microsoft Word 97 dictation does not work in Microsoft Exchange or Microsoft Outlook.**
If you choose Microsoft Word 97 as your default word processor in Exchange or Outlook, you will not be able to use Word 97 dictation within these applications.   Use SpeakPad to dictate, and then transfer your dictation to Word 97 within these applications.

If Exchange or Outlook are open, and you start Word 97 outside these applications, the first time you start it, dictation support is not loaded.   You must start it a second time for dictation support to work.

Solving Starting Enrolment Problems

n **Cannot start Enrolment while another speech program is running.**
This is normal.   Close the other speech programs before starting Enrolment.

n **Cannot start any other speech program while Enrolment is running.**
This is normal.   If you are done using Enrolment, close it before attempting to start another speech program.

n **There is not enough space on the partition or hard disk to run Enrolment.**
The ViaVoice Enrolment program requires free space on your hard disk to store the text you record and to train the recorded text.   You will need a minimum of 56 MB of disk space if you enrol.   If you speak slowly during the recording phase, you might require more disk space.

   After the recording and training phases are done, most of this disk space will be released for your use. If you do not have enough free space on the current hard disk or partition, you must do one of the following before you can continue enrolling.

   Free up some space on your hard disk or partition by deleting unwanted files from the hard disk, partition, or Recycle Bin.

Solving Enrolment Recording Problems

n **Many words are misrecognised.**

Position your microphone correctly.   The microphone element should be within a thumb's width from the corner of your mouth (and not in front of your mouth).   Be sure the side with the white dot faces your mouth. Position your microphone the same way every time you use it.

Run the Audio Setup program.

Make sure that you are speaking using continuous speech.

If you are using the battery adapter with your microphone, make sure that the batteries are fresh.
See Solving Recognition Problems for more information.

n **Red words remain, even after recording the phrase several times.**
It is not necessary to have all phrases recognised during enrolment.   Simply proceed to the next phrase by clicking **Next**.   If more than a few phrases are misrecognised during enrolment, click **Options** and move the "Match word to sound" slider towards **Approximate**.   If this doesn't fix the problem, rerun the Audio Setup program to make sure your audio settings are adjusted properly.

Solving Enrolment Training Problems

- **The Train button is not active.**
  The Train button is not available until a required minimum number of phrases have been successfully recorded. Sentences that do not turn red when you record them are counted as successfully recorded.
- **Insufficient space for enrolment files.**
  The ViaVoice Enrolment program requires free space on your hard disk to store the text you record and to train the recorded text.   You will need a minimum of 565 MB of disk space for enrolment.   If you speak slowly during the recording phase, you might require more disk space.

  Free up some space on your hard disk or partition by deleting unwanted files from the hard disk, partition, or Recycle Bin.
- **Computer does not respond while I am training the enrolment files.**
  This is normal.   The training phase requires all of your computer's resources.   If you need to continue using your computer after you finish recording the enrolment phrases, suspend Enrolment and restart it at a later time to complete the training phase.
- **A stopped status error is displayed in the Enrolment window.**
  During the training process a control program runs a series of other programs.   These programs are not visible.   Errors generated during the training phase are placed in the USERID.LOG.
- **Training fails because of limited processing resources.**
  The training phase requires heavy computer processor resources.   If you continue to use the computer during the training phase, the enrolment training might fail.   Close all other applications, and then restart Enrolment to complete the training phase.   The training phase automatically restarts where it left off.
- **Training process is very slow.**
  The training phase requires heavy computer processor resources.   It is best to avoid using the computer during this time.   Don't forget to close programs that run in the background like clocks, reminders, screen savers, and so on.   If you continue to use the computer during the training phase, be sure to close as many programs as you can.

Solving After Enrolment Problems

n **The speech recognition is not improved, even though Enrolment has been completed.**
The personal speech files that Enrolment creates are specific to the person and environment in which the enrolment was conducted.   Check the status area of the ViaVoice program you are using to make sure that the correct user and vocabulary files are selected.   If the wrong files are selected, open ViaVoice Options and select the correct user and vocabulary files.   If a different person or environment (noisier or quieter than the environment where the original enrolment was conducted) is used, you should create another enrolment.

n **A** dictation macro **name or dictation macro** template **name is not recognised.**
Open the Dictation Macro Editor and train the dictation macro name.   A red **X** to the left of a macro name in the Dictation Macro Editor dialog, indicates a pronunciation is needed for that particular macro.

n **One of my enrolments was accidentally overwritten.**
If you backed up your enrolment, you can restore the enrolment.   If you did not back up the enrolment, you will need to recreate the enrolment by re-enrolling.

Solving Uninstall Problems

- **While uninstalling another speech application that uses the ViaVoice speech recogniser, I am asked if I want to delete "shared files".**
  You should answer **No** if you want to continue using ViaVoice.   If you answer **Yes**, the uninstall program will delete files that ViaVoice needs to run.

- **While uninstalling ViaVoice, I am asked if I want to delete "shared files".**
  You should select **Yes To All** to delete these files from your computer when you uninstall ViaVoice.

- **While uninstalling ViaVoice, I am asked if I want to shut down my computer.**
  After uninstalling ViaVoice you will be required to shutdown Windows.   Save the data and close the programs you are currently running before uninstalling ViaVoice.

Solving Reinstallation Problems

n **Message indicates that ViaVoice is already installed.**
Uninstall ViaVoice.

n **An error message instructed me to reinstall, but ViaVoice seems to be working okay.**
If you are able to complete the task that caused the error without receiving the error again and the other ViaVoice programs seem to be working okay, you do not need to reinstall.

n **An error message instructed me to reinstall, but I do not want to overwrite my personal speech files.**
The installation program does not overwrite any information in the USERS folder where your personal speech files are stored.   After you reinstall ViaVoice into the same folder as it was previously installed in, you can continue to access and use the personal speech files from the previous installation.

n **User data information from a previous installation is missing when I reinstall.**
If you uninstall ViaVoice and then reinstall it, be sure to specify the same directory where ViaVoice was installed previously.   That way, you will not lose any user data or enrolments from the previous installation. In particular, if the previous ViaVoice installation was on top of Simply Speaking or Simply Speaking Gold, it was probably installed in "C:\IBMVTYPE".   However, when you reinstall ViaVoice, the default directory will be "C:\VIAVOICE", so you must change it to "C:\IBMVTYPE".

n **Speech recognition is poor after I reinstall.**
If you uninstall ViaVoice and then reinstall it, be sure to run Audio Setup for each user that was restored from the previous installation.

Solving Multiple Language Problems

n **ViaVoice works fine in the original language that I installed; however, the additional language versions of ViaVoice that I installed will not work.**
All language versions of ViaVoice must be installed in the same folder (directory) on the computer.   Uninstall the additional language versions and make sure that you reinstall them in the same folder as your original language version of ViaVoice.

n **I uninstalled a language version of ViaVoice and now my other language version of ViaVoice no longer works.**
Uninstalling a language version of ViaVoice deletes files needed by the other language version of ViaVoice. Reinstall the ViaVoice language version you want to use.

Solving Vocabulary Problems

- **My specialised vocabulary does not work.**
  This is normal.   These specialised vocabularies were created for use with VoiceType and other programs using isolated-word speech.   They cannot be used with ViaVoice which uses continuous speech.

- **A specialised vocabulary that I no longer use is taking up space on my hard disk.**
  You can recover 15-20 MB of space on your hard disk by deleting an unused vocabulary.

- **I receive an INS0030 error while installing a vocabulary with the Vocabulary and Topic Installer.**
  This occurs if the target folder has a space in its name.   Reinstall ViaVoice and the vocabulary to a folder that does have a space in its name.

- **Cannot load Microsoft Word 97 documents into Vocabulary Expander.**
  Microsoft Word 97 documents cannot be loaded by Vocabulary Expander.   Save the document as .RTF or in MS Word 6 format, then load it in Vocabulary Expander.

Update Microsoft Office Registry Entry

1 Open an MS-DOS prompt.

2 Type **REGEDIT** at the MS-DOS prompt and press Enter to edit the Registry.

3 Double-click **HKEY_LOCAL_MACHINE**.

4 Double-click **SOFTWARE** and then double-click **Microsoft**.

5 Determine which version of Microsoft Office you are using and then do one of the following:

 If you are using Microsoft Office 95, double-click **Microsoft Office, 95, FileNew** and then **Local Templates**.

 If you are using Microsoft Office 97, double-click **Office** and then **8.0**.

6 Double-click **Default**.

7 Type the name of the drive and folder where the Microsoft Office Templates are located; for example, C:\ MSOFFICE\TEMPLATES (for Microsoft Office 95)

8 Click **OK** to accept the change.

9 Close the Registry Editor.

Turn Off the Advanced Sound Controls

1 Open the Control Panel folder by double-clicking the **My Computer** icon on the desktop, then double-click the **Control Panel** icon.

2 Double-click **Multimedia** to start it, and then click **Volume Control**.

3 Click **Options**.   Make sure a check mark is next to **Advanced Controls**.   If the check mark is missing, click **Advanced Controls**.

4 Click **Options** and then **Properties**.

5 Click **Playback**.

6 Make sure a check mark is next to **Master Speaker Out** and then click **OK**.

7 Click **Advanced** in the Master panel.

8 Remove the check marks next to **QSOUND** and **EFFECTS ON**.

9 Click **Close.**

10 Click **Options** and then **Properties**.

11 Click **Recording.**

12 Make sure a check mark is next to **Master Record In** and then click **OK**.

13 Click **Advanced** in the Master Record panel and then click **OK**.

14 Remove the check marks next to **QSOUND** and **REVERB ON**.

15 Click **Close**.

Note

The QSOUND and EFFECTS ON settings are available only with certain sound cards.

Select the Automatic Gain Control Setting

1 Open the Control Panel folder by double-clicking the **My Computer** icon on the desktop, then double-click the **Control Panel** icon.

2 Double-click **Multimedia** to start it, and then click **Volume Control**.

2 Click **Options**.   Make sure a check mark is next to **Advanced Controls**.   If the check mark is missing, click **Advanced Controls**.

3 Click **Properties**.

4 Click **Recording**.

5 Make sure a check mark is next to **Microphone** in the volume controls field and then click **OK**.   (Some sound cards combine the Line-in and Microphone as **MIC/LINE**.   If your sound card uses MIC/LINE, place a check mark next to **MIC/LINE**.)

6 Click **Advanced**.

7 Make sure a check mark is next to **AGC for WaveIn.**

8 Click **Close**.

Notes

n If you were unable to find an **Advanced** button on the Microphone or MIC/LINE panel, repeat the above procedure and click **Playback** instead of **Recording** in step 4.

n Some systems automatically remove the check mark from the **AGC for WaveIn** setting when you restart the system.   If your system does this, you will have to perform this procedure every time you restart your system.

Uninstall ViaVoice

1 Click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **Installation Tools**, and then **Uninstall ViaVoice 98 Home Edition**.

2 Click **Yes** to confirm that you want to remove the ViaVoice program.

3 Click **OK** on **Remove Programs From Your Computer**.

4 Restart your computer when the uninstall is complete.

Notes

- You must close all ViaVoice programs before you uninstall ViaVoice.
- ViaVoice does not erase the USER folder where all of your personal speech files are located when you uninstall ViaVoice.

Enable or Disable Microphone Boost

Most sound cards should be set with Microphone Boost enabled.   Some sound cards, however, cannot be set up correctly if the Microphone Boost is enabled when the Audio Setup program is being run.   **Disable Microphone Boost**, and then rerun the Audio Setup program.

1 Right-click the speaker icon (Volume) in the system tray (usually on the right side of the Windows Taskbar), then click **Volume Controls**.

2 Click **Options**.   Make sure a check mark is next to **Advanced Controls**.   If the check mark is missing, click **Advanced Controls**.

3 Click **Options** and then **Properties**.

4 Click **Recording**.

5 Make sure a check mark is next to **Microphone** in the volume controls field and then click **OK**.   (Some sound cards combine the Line-in and Microphone as **MIC/LINE**.   If your sound card uses MIC/LINE, place a check mark next to **MIC/LINE**.)

6 Click **Advanced** in the Microphone or MIC/LINE panel.

7 Click **Microphone Boost** to enable or disable it and then click **OK**.   A check mark to the left of the choice indicates selection.   (Not all systems have a Microphone Boost.)

8 Click **Close**.

Notes

n If you were unable to find an **Advanced** button on the Microphone or MIC/LINE panel, repeat the above procedure and click **Playback** instead of **Recording** in step 4.

n Some systems automatically remove the check mark from the **Microphone Boost** setting when you restart the system.   If your system does this, you will have to perform this procedure every time you restart your system.

Disable System Sounds

1 Right-click the speaker icon (Volume) in the system tray (usually on the right side of the Windows Taskbar), then click **Volume Controls**.

2 Make sure a check mark is next to **Mute** in the Wave (Wave Player or Wave Out) column.   (Some sound cards use Select instead of Mute.   If your sound card uses Select, remove the check mark next to **Select**.)

3 Click the **X** in the upper-right corner of the window to close it.

Note

This procedure disables the system sounds.   Run the Audio Setup program to adjust your audio settings. When you finish running the Audio Setup program repeat the above procedure, except this time remove the check mark next to **Mute.**   (If your sound card uses Select, place a check mark next to **Select**.)

Delete a Specialised Vocabulary

1   Right-mouse click **Start** and then click **Explore**.

2   Click **IBMVTYPE** or **VIAVOICE**.

3   Double-click **Vocabs**, **Langs**, <u>EN_UK</u>, and then **tasks**.

4   Right-mouse click the folder containing the vocabulary you want to delete.

5   Click **Delete** to delete the vocabulary.   Click **Yes** to confirm the deletion.

6   In the Name list, right-mouse click the .**TID** file of the vocabulary you want to delete.   The name of the .TID file will be the same as the folder you deleted in step 4.

7   Click **Delete** to delete the .**TID** file.   Click **Yes** to confirm the deletion.

8   In the All Folders list, click the **macros** folder.

9   In the Name list, right-mouse click the .**DCT** file of the vocabulary you want to delete.   The name of the .DCT file will be the same as (or similar to) the folder you deleted in step 4.

10   Click **Delete** to delete the .DCT file.   Click **Yes** to confirm the deletion.

Mute the Line-in and Microphone Playback

1 Right-click the speaker icon (Volume) in the system tray (usually on the right side of the Windows Taskbar), then click **Volume Controls**.

2 Click **Options** and then click **Properties**.

3 Click **Playback**.

4 Make sure a check mark is next to **Line-in** and **Microphone** in the volume controls field and then click **OK**. (Some sound cards combine the Line-in and Microphone as **MIC/LINE**.   If your sound card uses MIC/LINE, place a check mark next to **MIC/LINE**.)

5 Make sure a check mark is next to **Mute** in the Line-in and Microphone columns.   (Some sound cards use **Select** instead of Mute.   If your sound card uses Select, remove the check mark next to **Select**.)

6 Click the **X** in the upper-right corner of the window to close it.

Language Code

Substitute the folder name (directory name)
for the particular language installed on
your computer.

Language	Name
English UK	EN_UK
English US	EN_US
French	FR_FR
German	GR_GR
Italian	IT_IT
Spanish	ES_ES

Turn Off Advanced Selection Options in Lotus WordPro

Turn Off Advanced Selection Options in Microsoft Word 6.0c

Turn Off Advanced Selection Options in Microsoft Word 7.0

Turn Off Advanced Options in Microsoft Word 97

1 Click **Tools** and then **Options**.

2 Click **Edit**.

3 Remove the check mark next to **When selecting, automatically select entire word** and **Use smart cut and paste**.

4 Click **OK**.

Turn Off Advanced Selection Options in WordPad

Turn Off Advanced Selection Options in WordPerfect

Train a Dictation Macro Name

1 In the Dictation Macro Editor, click the macro name that you want to train.

2 Click **Pronunciations** and then **Train**.

3 Click [record button] (record) and then say the selected word.

4 Click [stop button] (stop) when you finish saying the word.

5 (Optional) Click [play button] (play) to listen to the recording.

6 Click **Done**.

Edit the Microsoft Word Properties

1 Right mouse click the shortcut icon for Microsoft Word 97.

2 Click **Properties** (Windows 95 only.)
   or
Click **File** and then **Properties** (Windows NT only.)

3 Click **Shortcut**.

4 Click at the end of the text in the Target box and type **/a**

5 Click **OK**.

Note

This procedure prevents add-in and global templates (including the Normal template) from being loaded automatically.

Restoring Your Enrolment Files

1 Open ViaVoice Options.

2 Click **Restore**.

3 Click the arrow to the right of the **Drive** field and then click the letter of the drive containing the backed up enrolment files.

4 Click a user in **The user is:** field.

5 Click **Restore** to start restoring the backed-up enrolment files or click **Cancel** to close the window without restoring the backed-up enrolment files.

Notes

n   Only enrolments and speech files backed up using the Enrolment program can be restored using the Enrolment program.

n   If you restore your enrolment files to a different computer, or you have changed sound card or microphone, be sure to run Audio Setup after restoring your enrolment files.

Backing Up Your Enrolment Files

1 Open ViaVoice Options.

2 Click **Backup**.

3 Type a description for your backup in the **Backup description** field.

4 Click the arrow to the right of the **Back up to** field and then click the letter of the drive where you want to store the backed up files.   The information box updates and displays information about the amount of space needed for the backup.

5 Click **Backup** to start backing up the files or click **Cancel** to close the window without backing up the files.

Note

Only trained enrolments and speech files are backed up.   Enrolments that have not been trained will not be backed up.

Solving Recognition Problems

Via Voice is a highly accurate speech recognition product.   Sometimes, however, your recognition accuracy might be less than it should be.   If you find that ViaVoice is not recognising your words, please follow these suggestions to determine the problem and correct it.

Because recognition problems can sometimes have more than one cause, please follow **all** the steps in order.

1 Is the correct user name selected in the User tab in ViaVoice Options?   Dictating with the wrong user selected results in poor speech recognition.

To select your user name, click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **ViaVoice Options**, then click the **User** tab.   Select your name in **The user is:** field, then click **OK**.

2 Are you using the correct microphone for ViaVoice?   Although many different microphones are available, you should use a high-quality, noise-canceling microphone for best results.   The microphone that you received with your ViaVoice software is recommended.

3 Is the microphone or audio input device properly connected to your computer? Your sound card might use one of a variety of symbols to identify the right place to plug in the microphone or audio input device.   Some computers use a headset icon for the speaker—**do not plug your microphone or audio input device into this jack.**

Later, use Audio Setup to confirm that your microphone or audio input device is properly connected.

4 Are you wearing the microphone properly?   Position it the same way every time you use it. The microphone element should be within a thumb's width from the corner of your mouth (and not in front of your mouth).   Be sure the side with the white dot faces your mouth.

Make sure that you are speaking into the side of the microphone with the white dot facing your mouth.   Do not allow the microphone to brush against skin or facial hair.

5 Have you properly set up your microphone or audio input device and sound system?   This is the single most important thing you can do to ensure accurate speech recognition.

If the microphone is positioned properly and Audio Setup has been completed, the audio level indicator in VoiceCentre shows green when you speak.   Red indicates an input level that is too high; yellow indicates low input level.

Rerun Audio Setup whenever you change microphones or audio input device.   To run Audio Setup, click **Start**, **Programs**, **IBM ViaVoice - UK English**, **Tools**, **Audio Setup**, and follow the instructions on the screen.

If Audio Setup completes successfully, then proceed to Step 6.

If Audio Setup does not complete successfully check to be sure that you have followed the procedures in Steps 1 through 4, and run Audio Setup again.

If Audio Setup fails again, there could be a problem with the sound card in your computer.

Make sure you are using a fully Sound Blaster-compatible sound card.   Refer to the documentation that came with your computer, call the manufacturer, or call your place of purchase to determine which sound card your system uses.   Then, check the list of qualified sound cards at: http://www.software.ibm.com/is/voicetype/testvv98.html

Be sure you are using the latest drivers for your sound card.   You can usually find these at the Internet Web site for the manufacturer of your computer or sound card.   Check with the computer manufacturer first to prevent the possibility of voiding your computer warranty.

6 When you dictate, are you speaking clearly and without taking unnecessary pauses between words?

For practice, start SpeakPad, then dictate the following text:

Jennifer and Sally were good friends **[FULL-STOP]**
Jennifer needed to go to the store **[FULL-STOP]**
Sally wanted to know whether the weather would improve **[FULL-STOP]**
[NEW PARAGRAPH]
Sally **[COMMA]** too **[COMMA]** wanted to buy two cartons of milk **[FULL-STOP]**
They were playing a game of bridge while they waited for the weather to clear **[FULL-STOP]**

7 **Have you enrolled?**   Use the Enrolment program to teach ViaVoice your personal style of speaking.   If you speak with an average UK English accent, you should enrol with the minimum number of phrases.   If, however, you have a strong regional or non-UK English accent, you should complete the full number of Enrolment phrases.   After recording the phrases, be sure to complete the Enrolment by running the Training phase of Enrolment to teach ViaVoice how you pronounce words.   Make sure no other programs are running during Training.

Tip

Enrolling is an excellent way to practise dictating correctly.

If you get many red sentences during Enrolment, the changing the **Match word to sound** adjustment under **Enrolment Options** in **Enrolment** might help.   You use the slider to adjust the degree of exactness for recognising recorded words.   Move the slider closer to **Approximate** if many of your words are not recognised.

After you enrol, and after the system has processed your enrolment, try the sample text (from Step 6) again. You should find that your recognition has improved

Additional Suggestions

- Try to use ViaVoice in a quiet environment.   Although a noise-canceling microphone blocks most of the surrounding sounds, loud noises can still affect recognition accuracy.
- Use the Playback feature to listen to your dictation.   Does it sound clear?   If it doesn't, check to be sure that you are wearing the microphone properly.
- If your microphone uses the separate battery adapter, check the batteries.

Whenever you have questions about using ViaVoice, refer to the online help.   To get help for a specific task, click the Help button.   For reference information, click **Start, Programs, IBM ViaVoice - UK English, Information Central**.

accelerator key

A keyboard key or key combination, sometimes called a shortcut key, that invokes a particular command, such as Ctrl+P (print) or Alt+F (open the file menu).

active object

The button, check box, window, text, or other item that you have selected.

Active Program command set

The voice commands that edit and format your text in the active dictation method.

active window

See [focus window](#).

active words

The set of words that a speech-recognition system is listening for at a given time.   The speech recogniser can recognise a spoken word only if that word is active.   *See also* input focus.

actor

An animated face that you can select to read the text when you use ViaVoice Outloud.

All Commands

The view in the What Can I Say window that assists you in finding the names of commands in ViaVoice.

attention word

The word Computer, which tells ViaVoice to process your next words as a command, not type them as dictation. Pause briefly, and say "Computer" followed by your command.   Do not pause or hesitate during the command.

audio adapter

See [sound card](#) .

audio application

A program that uses the sound card.

audio input device

Any device that you use for speaking to the computer.   The device you use depends on the software you have installed and the enrolments you have completed.   For example, if you have a microphone and a digital recorder, you must complete a separate enrolment for each audio device.

Audio Setup

A program that helps you prepare your microphone or audio input device for use with ViaVoice.   It shows you how to connect and test the microphone and adjust your audio settings.

Audio Setup wizard

A program that helps you prepare your microphone or audio input device for use with ViaVoice. It shows you how to connect and test the microphone and adjust your audio settings.

base vocabulary

A starter set of words that ViaVoice recognises.   This starter set comes with ViaVoice. You can change to another base vocabulary, but only one can be active at a time.

cardinal numbers

Numbers used for counting, such as one, two, and three. *Contrast with* [ordinal numbers](#) .

click

To press a mouse button once, usually the left button unless otherwise indicated.

command

A word or phrase that instructs the computer to perform an action.

Command Reference

A reference source of the most commonly used speech commands for ViaVoice.

command sets

Groups of related voice commands that can be used to control a program or perform an action..   They can be selected in ViaVoice Options.

Computer

The attention word that tells ViaVoice to process your next words as a command, not type them as dictation.

continuous general dictation

Dictating using the [base vocabulary](#) included in ViaVoice and any added [topics](#), as well as your personal vocabulary.

continuous speech

Speech spoken distinctly, without extra pauses between words.   You can pause between phrases to take a breath or collect your thoughts.

control

To use commands and [macros](#) to access program in ViaVoice and perform tasks in your dictation application.

Correction window

The Correction window offers a choice of words similar in sound to a selected, dictated word.   When you correct a dictated word in the correction window, ViaVoice updates your <u>personal speech files</u> and adds the word to your personal vocabulary.

Or you can use the Correction window to display a selected word or phrase (dictated or typed) and correct, format, or delete it from the text.

current user

The user for whom ViaVoice is updating personal speech files.   The current user name appears on VoiceCentre.

customise

To change the behavior or characteristics of a function.

deselect

To remove the check from a feature by clicking the circle or check box.   This turns off the feature until you click it again to select it.   In some cases, you must select an alternative choice to deselect a feature or to clear a highlighted selection by clicking outside the selection.

desktop

Part of the Windows user interface.   It is the background area of your screen where you can drag and drop folders and use shortcuts for quick access.

destination window

The target window where you want to transfer your dictated text after you dictate into SpeakPad.

dictate

In ViaVoice, the process of entering text by speaking into a microphone or audio input device.   All spoken words appear as text in a document, unless you pause to say a ViaVoice command.

Dictation Inline Commands command set

The voice commands that format your dictated text, such as **Bold on** or **Uppercase this**, or undo dictation, such as **Scratch that**.

dictation macro

A [macro](#) that is active when you are dictating.   It is typically used to format, punctuate, and insert user-defined text into a dictation document.

Dictation Macro Editor

A program that lets you create dictation macros to format, punctuate, and insert text into a dictation document.

double-click

To press the mouse button twice in rapid succession, usually the left button unless otherwise indicated.

enrol

To teach ViaVoice how you pronounce words.

Enrolment

A program included with ViaVoice for improving speech recognition.

Enrolment is a two-part process.   First, using your microphone or audio input device, you dictate predefined sets of sentences or words, called enrolment scripts, which ViaVoice records.   Then, in Training, ViaVoice analyses the recorded sentences and updates your personal speech files.

enrolment script

The sets of predefined sentences or words that you speak into a microphone or audio input device as part of Enrolment.

enrolment session

One or more invocations of the enrolment process during which a user reads an enrolment script and the system records it.

environment

The working location in which you completed your enrolment for a microphone or audio input device.   Each environment has its own level of ambient noise.   You should enrol separately for each environment to ensure the best recognition.

firm word

A word that is definitely recognised during dictation and will not be changed when subsequent words are recognised.   *Contrast with* infirm word .

focus

The window you are currently using. You can distinguish the window in focus because the window title bar has colour.

focus window

The window you are currently using. You can distinguish the window in focus because the window title bar has colour.

highlight

To mark a word or phrase to indicate selection.   For example, you can highlight a word using the **Select this** voice commands.   Or you can double-click on a word to highlight it.   Or you can click and drag the mouse over a selection to highlight it.

infirm word

A word that has been tentatively recognised during dictation, but might be changed in the context of subsequent words. *Contrast with* [firm word](#).

input focus

Focus given to the foreground window where dictated or typed text appears.   You can give input focus to a window by clicking on it.   You can distinguish the window in focus because the window title bar has colour.

insertion point

The cursor position that identifies where text will be inserted.

isolated-word speech

Speech that contains brief, deliberate pauses between words to help improve the recognition process.   *Contrast with* continuous speech.   ViaVoice uses continuous speech for dictation.

language

The language selected in ViaVoice Options on the User page.

macro

A shortcut   used to carry out a series of actions.   A macro typically decreases the number of keystrokes, mouse clicks, or voice commands needed to perform a specific task.

migrate

To move personal speech files from an older ViaVoice or VoiceType product to this product.

Migrate Users

A program that can move your personal speech files from another computer running an older ViaVoice or VoiceType product to this computer.

misrecognised

A dictated   word that ViaVoice recognises as another word.

natural commands

The voice commands that enable you to use a flexible style and everyday language to perform common word-processing tasks while using Microsoft Word 97.

open

To start a program.   It is also used to indicate a program that is currently running.

options

Settings that determine how a particular program or function looks and behaves.   You can view and change the options for ViaVoice by using the ViaVoice Options program.

ordinal numbers

Numbers used to indicate sequence, such as first, second, and third.   *Contrast with* cardinal numbers .

PCMCIA

Personal Computer Memory Card International Association.

personal speech files

A set of files containing speech information that you accumulated while using ViaVoice as a specific user.   This consists of enrolments, the personal speech vocabulary, statistics of word usage, and macros.   Each user has one set of personal speech files.

personal vocabulary

Words that you add to the base vocabulary using either the [correction window](#) or [Vocabulary Expander](#) .

phoneme

The smallest unit of sound that is used in the pronunciation of words.

phonetic alphabet

A set of words that you can use to identify letters of the alphabet, such as the word *alpha* for the letter A.   You can use it to help ViaVoice recognise similar-sounding letters correctly. Refer to the Command Reference card for the complete list of words associated with the phonetic alphabet.

pronunciation

A string of [phonemes](#) (units of sound) that represents how a given word is pronounced.   A word can have several pronunciations; for example, the word tomato might have pronunciations toe-MAH-toe and toe-MAY-toe.

Quick Tour

A multimedia, interactive presentation that demonstrates how to use ViaVoice.

right-click

To press the alternate mouse button once, usually the right button unless redefined by the user.

select

To choose menu items, buttons, or icons by moving the mouse pointer to the item or icon, then clicking the left mouse button.   This action selects the item by highlighting it or placing a mark before it.   You can click the item again to deselect it.

selected user

The user for whom ViaVoice is updating personal speech files.   The current user name is shown on VoiceCentre. If you start to use the VoiceCentre and you are not the selected user, ViaVoice will use and update the wrong personal speech files.   This will result in poor recognition accuracy for both you and the user for whom ViaVoice is erroneously updating personal speech files.

session

All of your dictation data, including recorded audio for your dictated text.   You can save a session when you close the file you are dictating (using SpeakPad or Microsoft Word 97).   When you later reopen the file, you can choose to restore the session data.   This restores the original dictation environment including your original recorded audio, which allows you to continue correction or delegate correction of a saved session to a colleague.

Software Registration

A program for registering ViaVoice software.   You fill out an online form and then have the option of sending it in by modem, fax, or mail.

sound card

An adapter that receives input from a microphone or input line and converts the sound to computer information. The adapter can play back the information to an external speaker, headphone, or line output.

sounds-like spelling

A way of specifying the pronunciation of a word or phrase whose pronunciation is uncertain.   You do this by pronouncing the parts of the word as though they are separated by hyphens, such as eye-triple-E for IEEE.

SpeakPad

A speech-enabled dictation application included in ViaVoice.   You can review and edit your dictated words, and you can transfer those words to another application, if desired.

speech-enabled application

An application that responds to voice.

speech files

A set of files containing speech information that you accumulated while using ViaVoice as a specific user.   This consists of enrolments, the personal speech vocabulary, statistics of word usage, and macros.   Each user has one set of personal speech files.

speech recogniser

A program that analyses speech and converts it to keystrokes or commands.

spell mode

A dictation mode that enables you to spell words.

system menu

An icon in the upper-left corner of a window.   It displays a menu that contains choices that affect the window.

target application

A program to which you want to transfer a text file.   You can dictate a file into SpeakPad, and then transfer the file to a target application such as WordPerfect.

taskbar

Part of the Windows user interface.   It is the central location where all your currently running programs can be found.

template

A special kind of dictation macro that enables you to provide data-entry fields.

Text Editing command set

The voice commands that control the cursor and select and edit text, such as **Cut** and **Copy**.

text-to-speech mode

The state that ViaVoice is in when it reads aloud the text in the focus window. *See also* ViaVoice Outloud .

tooltip

A pop-up window that contains general information or the name of a button.

topics

Sets of specialised, add-on words that you can select to narrow the focus of the specialised vocabulary.   You can activate more than one topic at one time, but you should activate only the topics that you need for this session.

train

To teach ViaVoice how you pronounce words.

training

The second part of the enrolment process, during which the computer updates your personal speech files using the voice data collected during the first part of enrolment.   *See also* Enrolment.

A process by which you update your personal speech files using the Vocabulary Expander, What Can I Say , or Dictation Macro Editor.

transcribe

Use ViaVoice to convert previously recorded speech data into text.   You can generate speech data by using audio devices, such as digital recorders to record your dictation, transfer the speech data to your computer, and then use ViaVoice to transcribe the data.

transcription

The process of using ViaVoice to convert previously-recorded speech data into text.   You can generate speech data by using audio devices, such as digital recorders to record your dictation, transfer the speech data to your computer, and then use ViaVoice to transcribe the data.

user name

A name or identifier that is uniquely associated with a user of ViaVoice.   The current user name is displayed on the VoiceCentre.

User Wizard

The program in ViaVoice that takes you through all the steps you need to get started.   It guides you through setting up your microphone or audio input device and gives you a mini-enrolment exercise to help you practise dictating.

ViaVoice Options

The program that you can use to view and customise the various settings used by ViaVoice.

ViaVoice Outloud

The program that ViaVoice uses to convert text to speech.   A computer-generated voice reads your text aloud.

ViaVoice tour

A multimedia, interactive presentation that demonstrates how to use ViaVoice.

ViaVoice User Guide

The ViaVoice User Guide takes you through installation, setup, and your first experiences with ViaVoice. There are many new features and improvements in this version of ViaVoice. Whether you're using ViaVoice for the first time or you're an advanced user, the Guide helps you use the power of ViaVoice to accomplish your work.

vocabulary

A set of words that ViaVoice recognises, including the [base vocabulary](#) and the [personal vocabulary](#). *Contrast with* [topics](#) .

Vocabulary Expander

A program that analyses existing documents or word lists to add words to your vocabulary.

Vocabulary and Topic Installer

A program that helps you install any of the optional vocabularies or topics for ViaVoice.

Vocabulary Manager

A program that lets you delete and record (train) pronunciations of words added to your personal vocabulary.

VoiceCentre

The program through which you access ViaVoice programs, control your dictation application, and begin dictating.

voice command

A spoken word or phrase that invokes a single action or a sequence of actions.   *See also* macro.

VoiceTip

A pop-up window that contains examples for a word or phrase appearing in brackets in What Can I Say window.

What Can I Say

A program that includes all the words, commands, and macros you can say to control VoiceCentre and to format and edit text while dictating.