 for Android

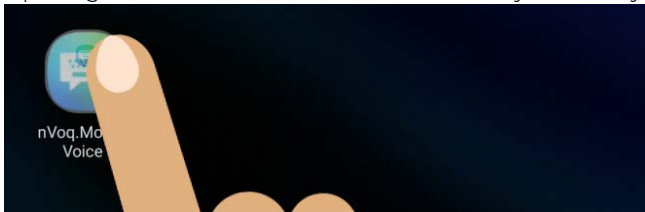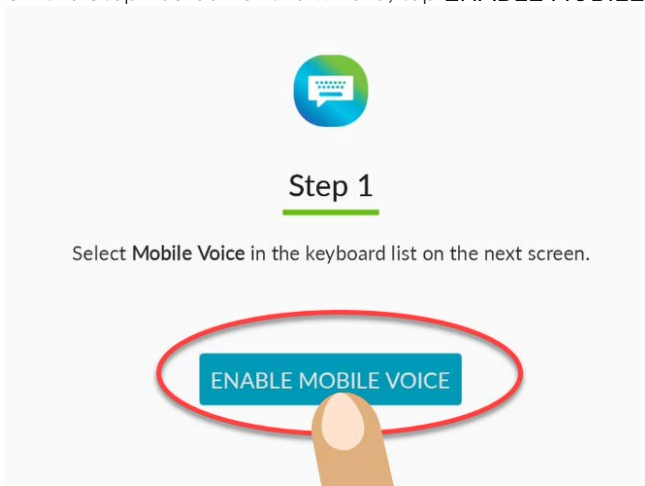# Initial Setup

You can open the app directly after installation or by tapping the app icon on your device. Then follow the Mobile Voice setup wizard.
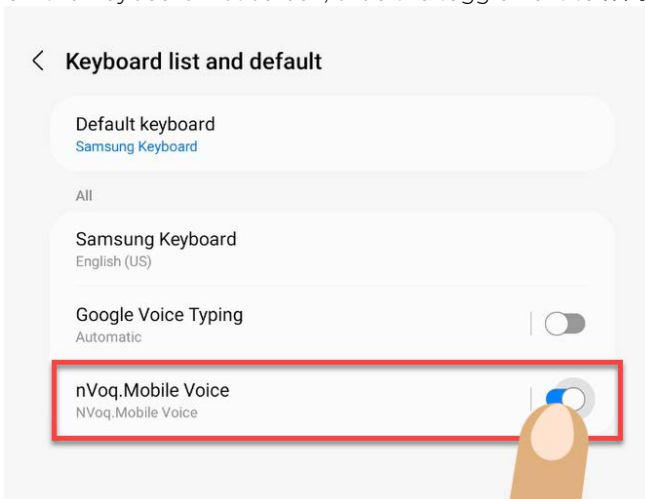
Mobile Voice Setup Wizard

1. Opening Mobile Voice for the first time takes you *directly* to the setup wizard.

2. On the Step 1 screen of the wizard, tap **ENABLE MOBILE VOICE**.

3. On the Keyboard List screen, slide the toggle next to **nVoq.Mobile Voice**.
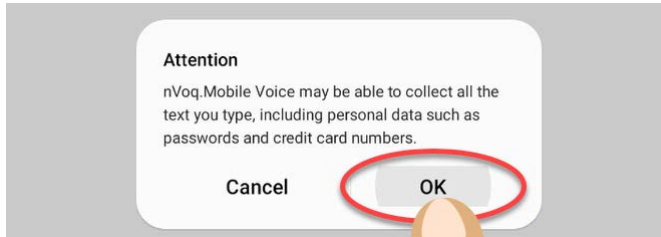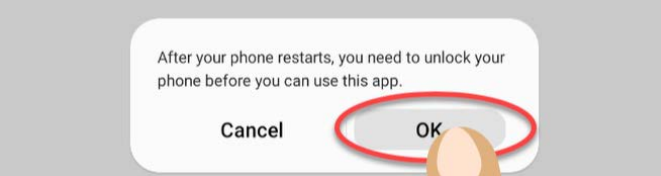
4. A message appears at the bottom of the screen letting you know that Mobile Voice may be able to collect the text you type. Tap **OK**.
   Mobile Voice is a HIPAA (Health Insurance Portability and Accountability Act of 1996) compliant application, so you don't need to worry about typing or dictating sensitive information using it.

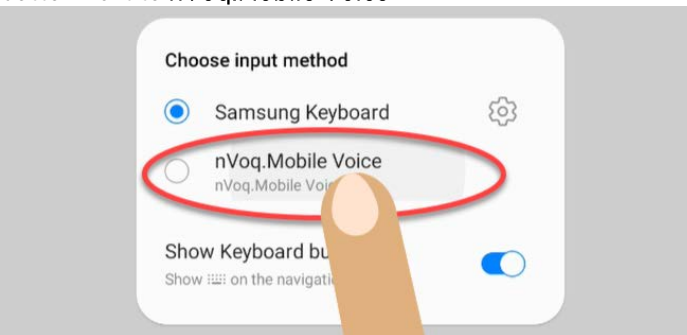5. A second message appears at the bottom of this screen letting you know that *if you restart your device* you will need to unlock it before you can use Mobile Voice. Tap **OK**.

6. On the Step 2 screen of the wizard tap **SELECT INPUT METHOD**.
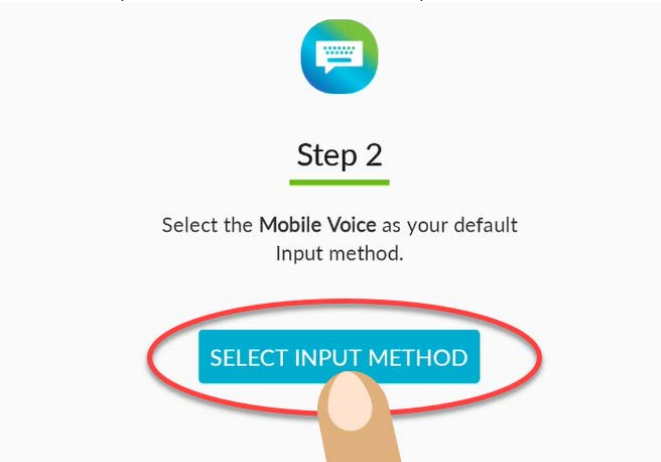
7. A message appears at the bottom of the screen on which you can choose your input method. Tap the radio button next to **nVoq.Mobile Voice**.
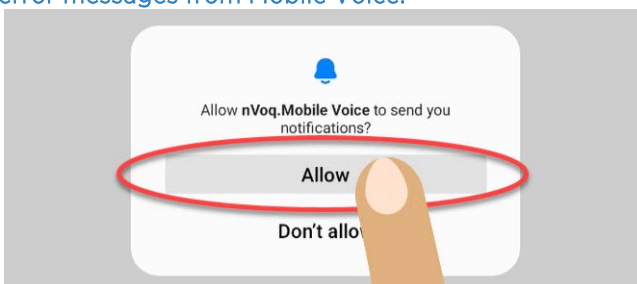
8. On the Installation Successful screen, a message appears at the bottom of the screen asking if you want Mobile Voice to be able to access your contacts so it can automatically suggest contact information when you begin typing a name. If you want to allow this, tap **Allow**. If you do NOT want to allow the keyboard to access your device contacts, tap **Don't Allow**.
    This feature as valuable as your contacts list! If you add the names of patients, colleagues, doctors, or specialists in your area to your contacts list, then those names can appear in the suggestion bar above the keyboard when you are typing.
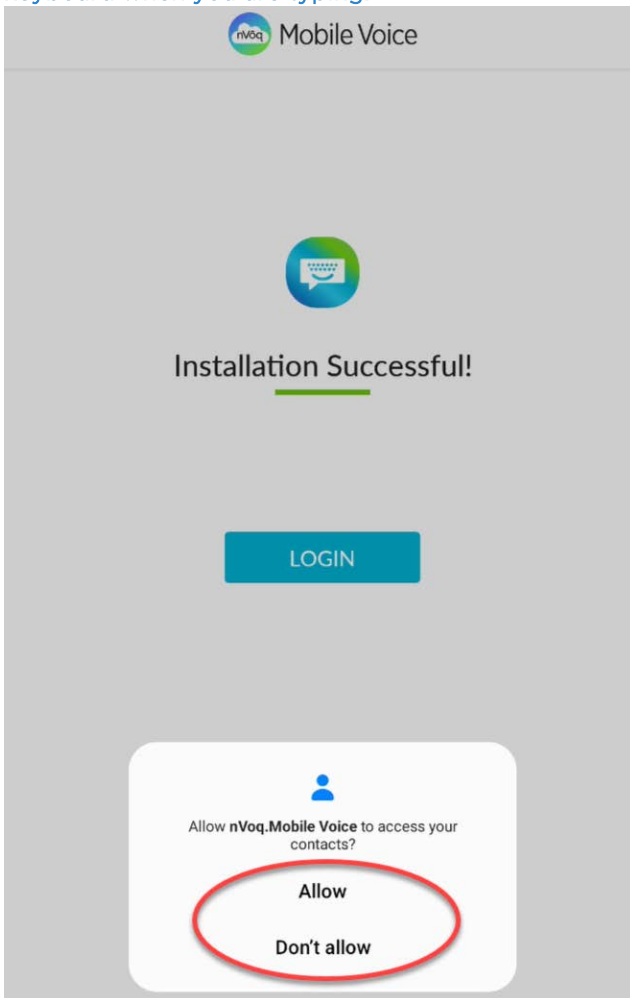

9. Another message appears at the bottom of this screen asking if you want to allow Mobile Voice to send you notifications. Tap **Allow**.
    It is important that you allow this to enable features such as the Words per Minute message, or to receive error messages from Mobile Voice.

10.   On the Installation Successful screen, tap the **LOGIN** button. If you have followed the directions above, this takes you directly to the screen where you can select your system and sign in method.
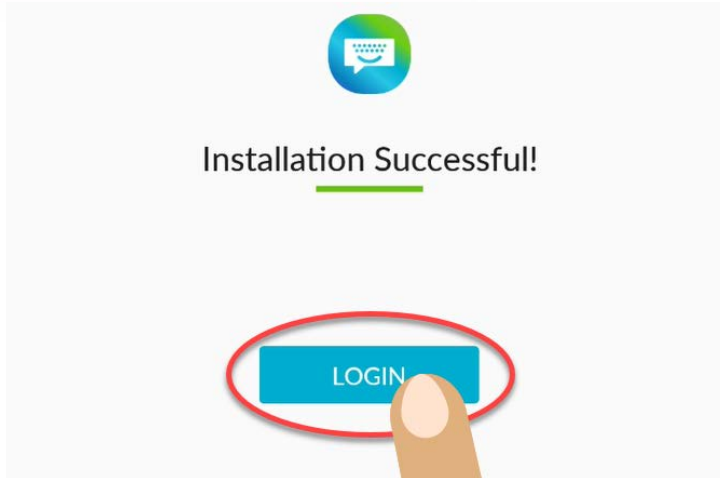
Sign In

We recommend setting the timeout to the maximum setting while using nVoq.Mobile Voice to keep your screen from going black during longer dictations, if you can. (Your device may be locked by your organization, and you may not be able to change this setting due to security concerns.)

On the Sign In screen, accept the default System (**healthcare.nvoq.com)**, then sign in.
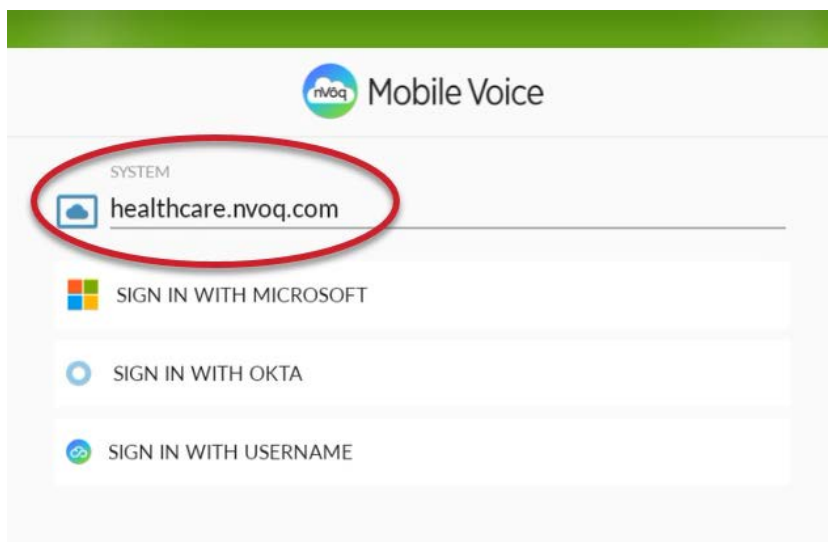
Sign In with Username (nVoq Account)

1. Tap **SIGN IN WITH USERNAME**.
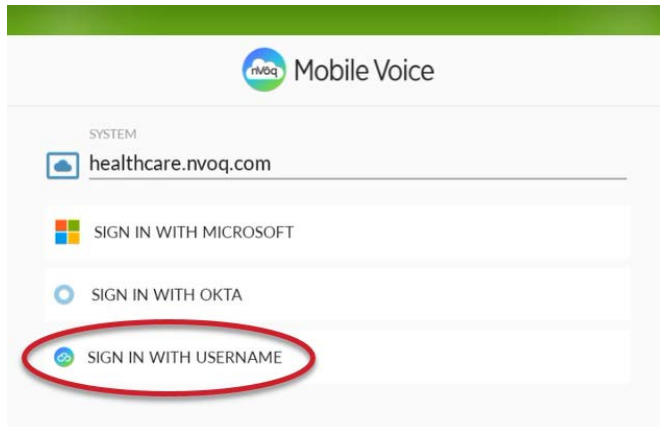
2. Enter your **Username** and **Password**.
   If you don't know your <u>username</u> or your <u>password</u>, tap the Forgot password? link just below the password field and follow the instructions.
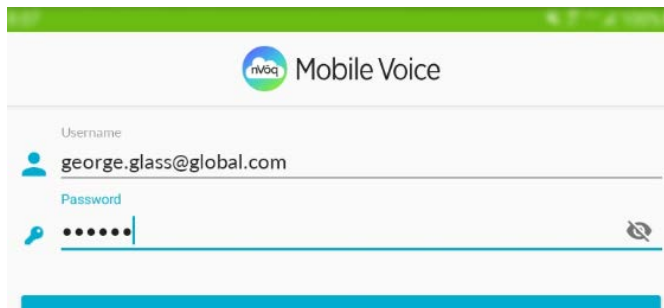
3. Tap the **SIGN IN** button to log in.
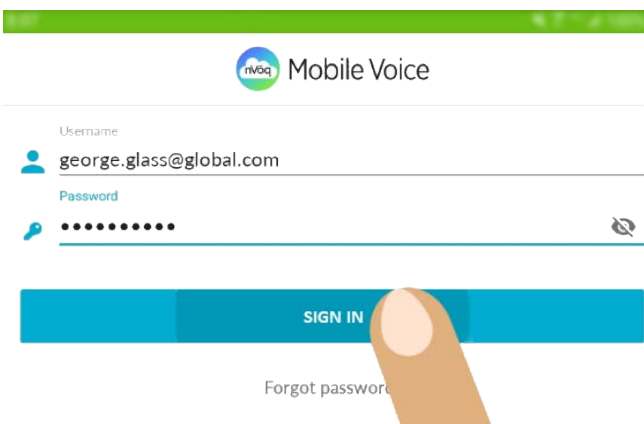
4. If this is your first time logging in during the initial setup, tap the **Finish** button on the What's Next screen.

Complete the Training

1. Tap the **menu key** on the keyboard to bring up the nVoq.Mobile Voice menu.
2. Tap **Training Videos**.
3. On the Training Videos screen, tap **Mobile Voice Training**.
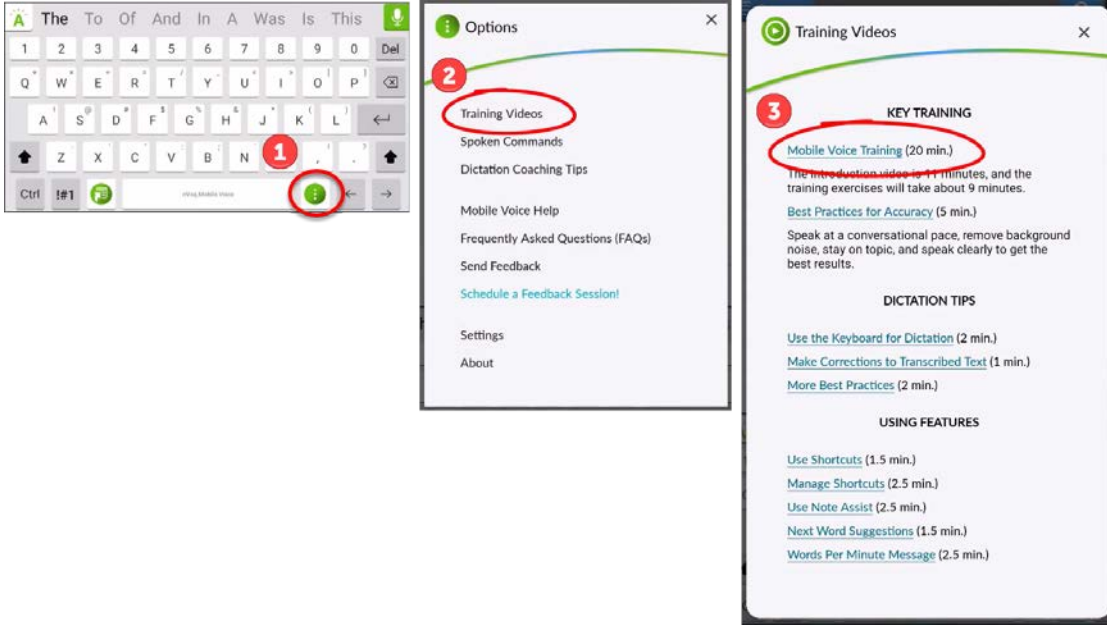
Physical Keyboard Configuration

While using a physical keyboard with Mobile Voice you should still see the Mobile Voice keyboard on screen so that you can access the dictation button. If the Mobile Voice keyboard does not display on screen when you have a physical keyboard connected to your device:

1. Go to your device **Settings**
2. Open **General Management**
3. Open **Physical Keyboard**
4. Make sure **Show On-screen Keyboard** is enabled.

Mobile Voice dictation can be stopped by tapping any key on a connected physical keyboard.
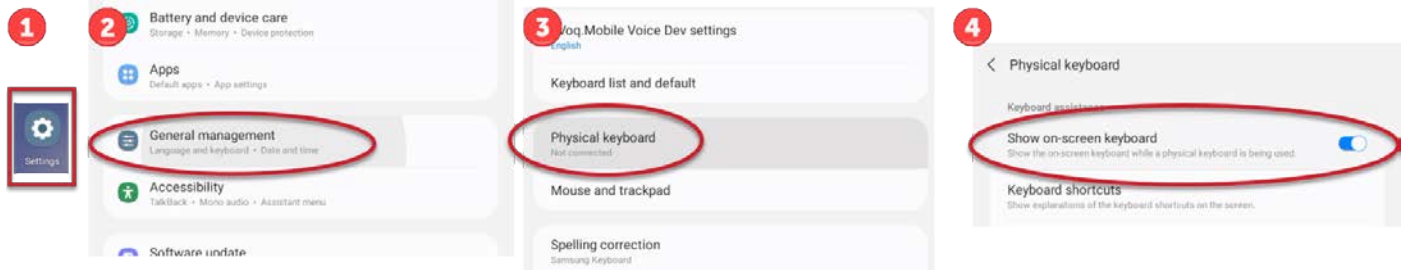
Use the Keyboard for Dictation

1. Place your **cursor into in the application** where you want text to be transcribed.
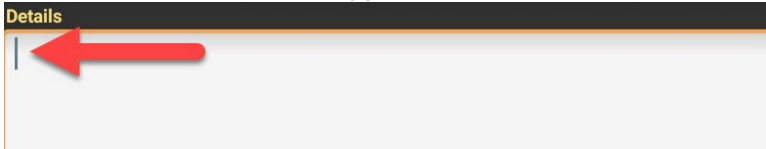
2. Tap the **microphone/dictation button**.

3. **If this is your first time dictating after installing Mobile Voice,** you will be asked to allow Mobile Voice to record audio before you can dictate. Tap While using the app. You will need to tap the microphone/dictation button again after you allow this.
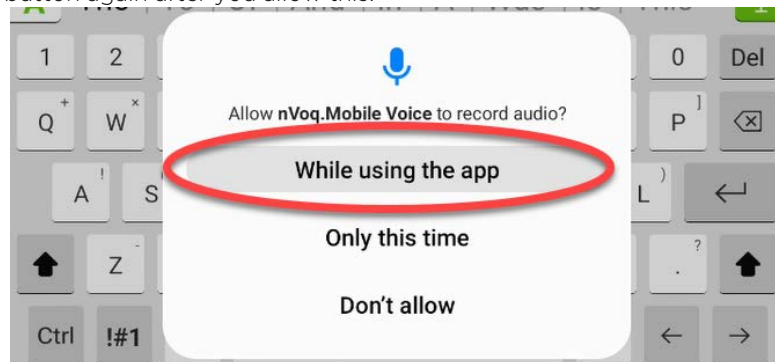
4. **Recording start after two beeps.** The microphone/dictation button changes color to indicate that it is recording. Speak your dictation.
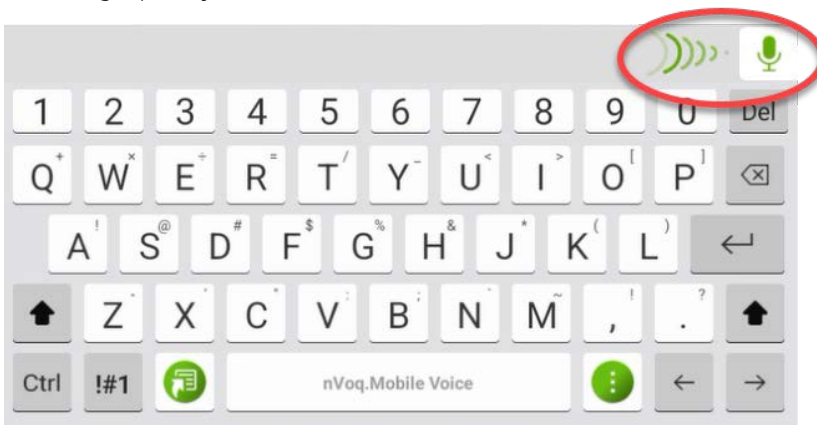
Formatting substitutions (like "new line" or "new paragraph") will not appear in your dictated transcript until the text is *finalized*.

5. Tap the **microphone/dictation button** again to pause or end your dictation. Once recording is stopped, it may take a few seconds to finalize the text. Text will be underlined until it is finalized. **To help transcripts return properly,** *wait* for the text to finalize *before* making changes to text or tapping the microphone button to start recording your next dictation.

6. **Tap the lightly underlined words/phrases** in your finalized transcript (if any) to select alternative words.

This dictation included "new paragraph" line formatting and "number next" substitutions.
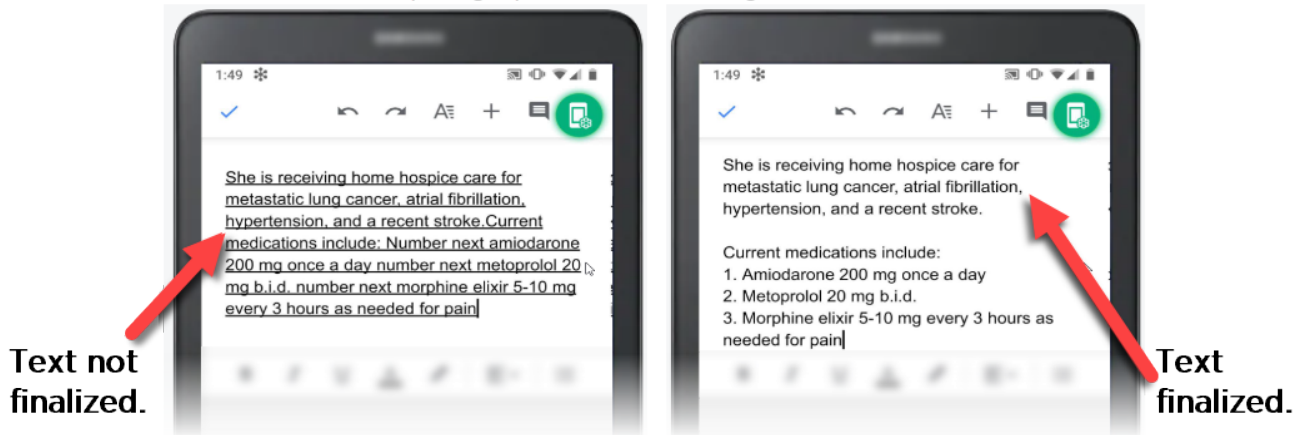
For more information about nVoq.Mobile Voice, go to
https://support.nvoq.com/mobile-voice-android-help

Alternate Words

This feature presents alternative words or phrases for sections of a dictated transcript that the dictation engine did not clearly understand.

These words or phrases remain <u>lightly underlined</u> in the dictated transcript after the text has finalized. When you tap the underlined text in the finalized transcript, a drop-down list presents alternate words or phrases that you *might have said* instead of what was included in the original transcript. The more uncertain the dictation engine is of what was said, the more alternatives will be presented in the list.

1. **Tap on an underlined word or phrase** to see a drop-down list of alternate text suggestions, as well as the option to delete the dictated word or phrase.

2. Tap **one of the alternatives in the list** to *replace* the underlined word or phrase in the transcript.

   > *OR*

   Tap **Delete** to *remove* the underlined word or phrase from the transcript.

   > *OR*

   Tap somewhere outside of the alternate drop-down list to keep the original word or phrase.

This is an experimental feature.
Alternate words and phrases may not function the same (or as well) in all applications.

Make Changes to Transcribed Text

1. WAIT UNTIL TEXT IS FINALIZED before making *any* changes if you need to change text that is returned after you dictate. The text is finalized when the dark <u>underline</u> disappears from your dictated transcript.

   - If you place your cursor into the transcript <u>while the full text is still underlined</u>, the cursor may be *moved to the end* of the transcript *after* it is finalized. It's best to <u>wait</u> until the transcript is finalized before placing your cursor into it.

2. **Select Alternates** for lightly underlined words or phrases once the text is finalized.

3. **Make additional changes to the transcript:**

   - **Type** to add or replace words.

   - Highlight text you want to replace and **dictate** over it.

   - To remove a letter, place your **cursor** *after* **the letter** that you want to remove and tap the **backspace** key to remove each letter, *OR* place your **cursor** *before* **the letter** and tab the **delete** key to remove each letter.

   - A *long press* on the **backspace** or **delete** key will *rapidly* remove text.

   - *Swipe-left* from the **backspace** key to delete an *entire word*.

Tips for Better Dictation Accuracy

- Be sure not to cover the microphone on your device with your fingers or your hand.

- **Keep background noise to a minimum**, if possible. When you're dictating, *audio quality* can make the difference between a good experience and a bad one. Many factors can influence audio quality, including ambient noise in the environment in which you're dictating.

- **Speak at a normal rate.** For best accuracy, be consistent in the pace and rhythm of your speech. It may be helpful to take a few seconds to think about what you want to say before you begin engage the microphone.

- **Stop the dictation between long pauses.** If you're trying to think of what to say next, stop your dictation and then start a new one when you're ready.

- **If an acronym does not return correctly in a transcript, you can dictate the word "letter" before each letter to make individual letters return in dictations (for example, "*Letter* A *Letter* D *Letter* L").** If there are acronyms that you want to dictate frequently that do not return properly in your dictation transcript, they can be added to your dictation vocabulary.

- **Use generic words (doctor, patient, etc.) instead of proper names whenever possible.** Uncommon names are unlikely to be in the topic dictionary, and therefore unlikely to return successfully in the transcript. If there is a proper name that you want to dictate frequently and it does not return properly in your dictation transcript, it can be added to your dictation vocabulary. This can be done in nVoq.Administrator by your nVoq account administrator.

  While nVoq makes every effort to protect PHI, we recommend that users of any speech recognition technology follow the HIPAA minimum necessary rule, which states, "Protected health information (PHI) should not be used or disclosed when it is not necessary to satisfy a particular purpose or carry out a function".
  Not dictating PHI will not only meet these federal requirements under HIPAA, but will also reduce concerns regarding poor accuracy that result from unique name spellings. In most cases if you are dictating into an EHR you have already identified the patient and do not need to dictate PHI.

Use the Keyboard for Typing

- To switch between the QWERTY keyboard and the numbers/symbols keyboard, tap the "!#1" or "ABC" key in the lower left corner.

- To capitalize a letter, tap the shift key so that it displays a solid black arrow.

- To turn on caps lock, press and hold the shift key for a second so that it displays an underlined solid black arrow. To turn caps lock off, tap the key (to display a transparent arrow). Caps lock will also be turned off when you switch to the numbers/symbols keyboard.
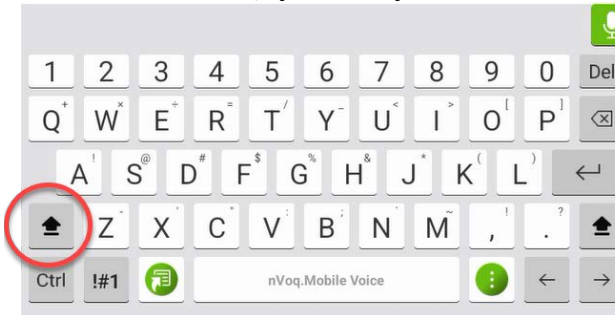
- Press and hold on number keys to type superscript numbers or fractions. Swipe your finger to the option you want to use.
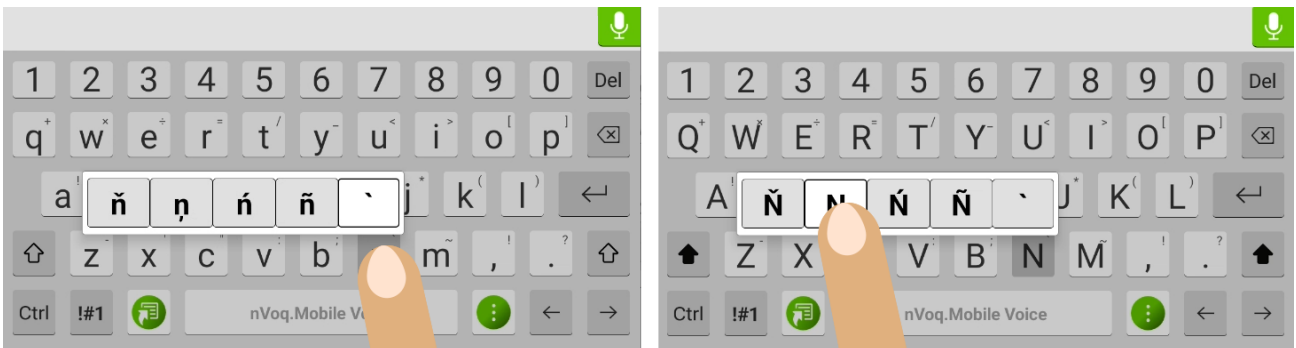
- To type a special character that displays in the upper-right corner of a key on the QWERTY keyboard, press and hold on the key on which the symbol appears until a pop-up key appears. After a brief moment, the pop-up key switches to the special character and your character is typed.
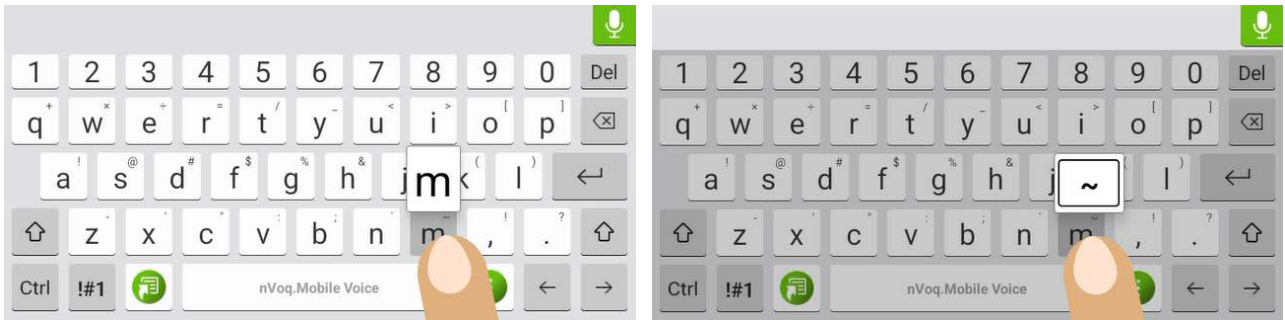
- If there is more than one choice available, swipe your finger to the option you want to use.

- Double-tap the SPACE BAR to insert a period (.) into your text after a letter or number character. Use a single-tap if you want to just add a space after a letter or number. If the previous character is anything other than a letter or a number (i.e. a space, a punctuation character, a symbol), the space bar will only return a space, even if it is double-tapped.

- Touch and hold the Control (Ctrl) key on the keyboard and the Y, A, Z, X, C, and V keys will be highlighted.

Tap one of the highlighted keys *while holding the Ctrl key* to perform one of the following functions:
- o **Ctrl + Y:** Redo action
- o **Ctrl + A:** Select all items in a window
- o **Ctrl + Z:** Undo previous action
- o **Ctrl + X:** Cut selected or highlighted item (e.g. text, image, etc.)
- o **Ctrl + C:** Copy selected or highlighted item (e.g. text, image, etc.)
- o **Ctrl + V:** Paste selected or highlighted item (e.g. text, image, etc.)

Next Word Predictive Typing Suggestions

1. **Start typing a word on the keyboard, and then look to the bar above the keyboard to see suggestions.**

   - The word you actually typed, if any, will display to the left in black text, and the first suggested replacement will appear to the right of it in gray text.

   - The most recently used words that you typed after the previous word appear first in the suggestion bar from newest to oldest, followed by common word suggestions.

   - Up to twelve (12) next word suggestions display in the suggestion bar. <u>Scroll through the list</u> by swiping your finger across it from right to left.

2. **Tap on a word in the suggestion bar to add to your typed text.**
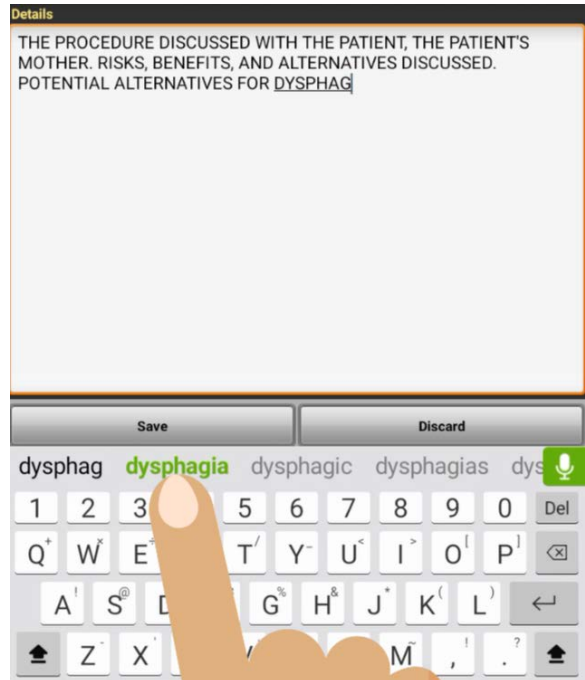
About Next Word Suggestions:

- *A new, unknown word will not appear as a next word suggestion unless it is added to the Mobile Voice dictionary (Words Editor). Once a word has been added to the Words Editor, it can appear as a next word suggestion.*
- *The Words Editor dictionary is case sensitive. If the word is added to the dictionary capitalized or in all capital letters, it will ALWAYS return that way in suggestions.*
- *Hyphenated phrases are not saved and do not appear in the suggestion bar.*
- *Next word suggestions are saved in a file as an account property every hour and when you sign out of the keyboard. These words are not saved automatically when you uninstall or upgrade the keyboard, but if you upgrade (or uninstall and reinstall), the last file that was saved is retrieved on sign in.*
- *Words from user account property files are collected from all Mobile Voice users on a particular system (i.e. Healthcare or Canada) and saved into a shared file to improve word suggestions for all Mobile Voice users on that system. These collected words are checked for spelling and Protected Health Information (PHI). Misspelled words and PHI are filtered out and excluded from the shared file. The shared file is refreshed each week. While you are typing, next word suggestions are first pulled from your own word file, and then if your file doesn't have enough words the keyboard will attempt to pull words from the shared file.*

Spell Check

The keyboard includes spell check for typed text, including many common healthcare-related terms. Once you tap the spacebar or the Enter key after typing a misspelled word, the word *may be* **underlined in red**.

- **Tap on a word underlined in red** to see a drop-down menu that includes suggestions for replacement words, the ability to delete the word, and the ability add the word to the Mobile Voice dictionary (Words Editor).

  o *Words that don't have any suggested replacements will only include the ability to delete the word or add the word to the dictionary from the drop-down menu.*
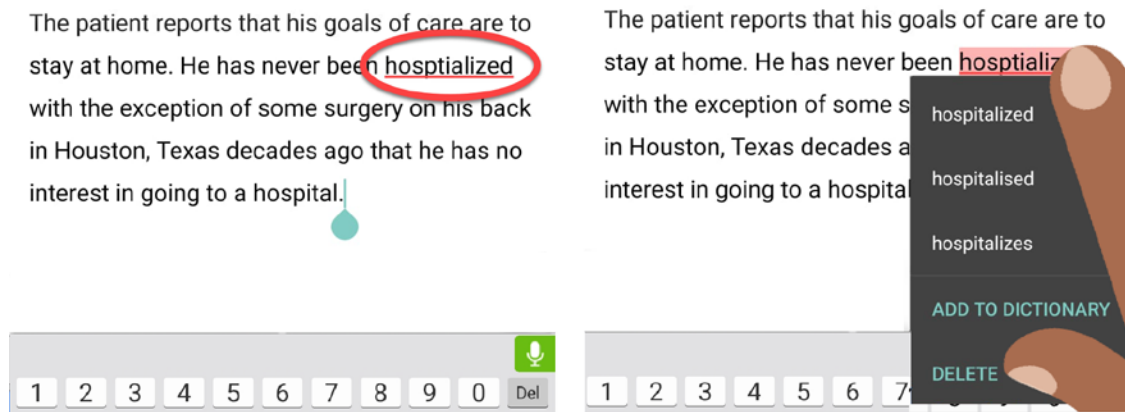
Some known limitations of the current version of spell check include:

- Words that include special characters such as hyphens or apostrophes will not be marked as misspelled and underlined in red (e.g. follow-up).

- When typing into an application other than PointCare (Yammer, Samsung Notes, Memo), spell check correction suggestions at the beginning of a sentence always display in lowercase even if you also tap the SHIFT key or are typing in all caps.

- Spell check will not return correction suggestions for typed terms that are a valid medical acronym (including HTE, ADN, ANDF, SEH, TAHT, THS, AHD, TME).
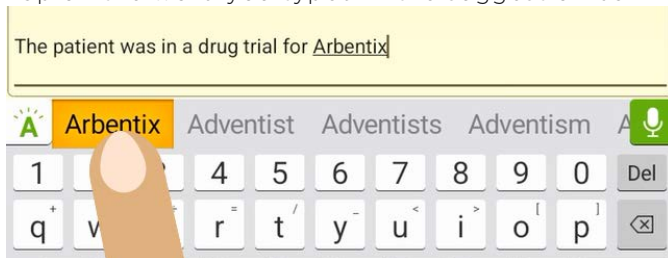
Page 14 of 15

Add to Dictionary

You can add unknown words to the Mobile Voice keyboard dictionary (Words Editor) so that they can be recognized and appear as next word suggestions or spelling corrections when you <u>type</u> them.
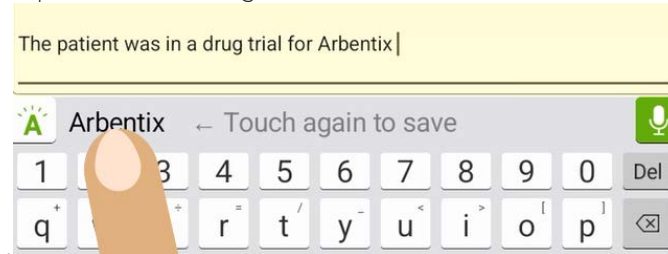
1. Type an unknown word. It displays as the first word in the suggestion bar.
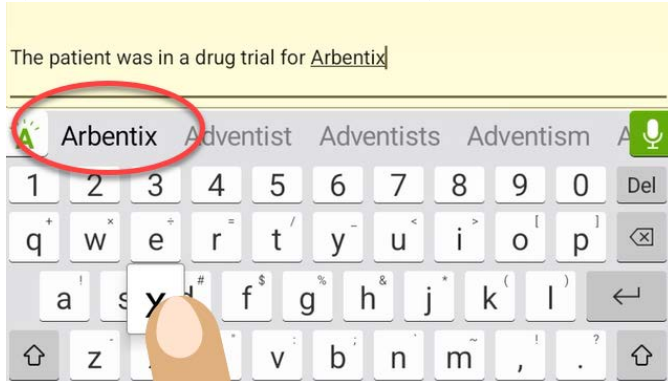
2. Tap on the word you typed in the suggestion bar.

3. Tap on the word again to add it to the Words Editor

4. The word, now added to the Words Editor, may appear as a next word suggestion in the suggestion bar.

About the Words Editor:

- *The Words Editor dictionary is case sensitive. If the word is added to the dictionary capitalized or in all capital letters, it will ALWAYS return that way in spell check. If you want the word to return always capitalized (like a name), enter it this way here. If you want the word to optionally return in lowercase letters in the middle of a sentence, enter it in all lowercase letters here. (It will still be capitalized at the beginning of a sentence.)*
- *The Words Editor dictionary is case sensitive. If the word is added to the dictionary capitalized or in all capital letters, it will ALWAYS return that way in suggestions.*