



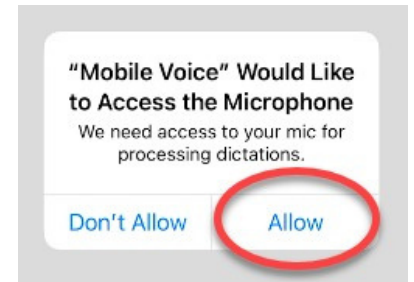
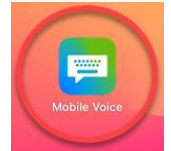
Initial Setup

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

Complete the setup in portrait mode.

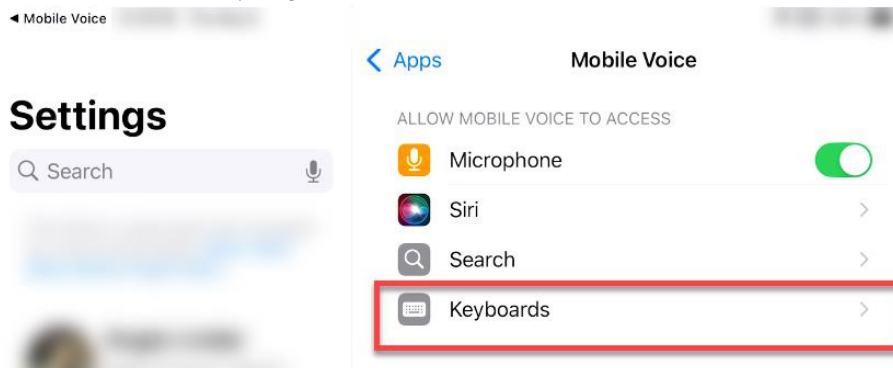
1. Open Mobile Voice by tapping the **app icon** on the home screen.
2. Before you start going through the setup wizard a message asks if you want to allow Mobile Voice to access the microphone on your device. You need to allow this in order to record dictation. Tap **Allow**.
3. On Step 1 of the setup wizard, read the instructions, then tap the **Open Settings** link.



Mobile Voice

Step 1 of 2: Set up

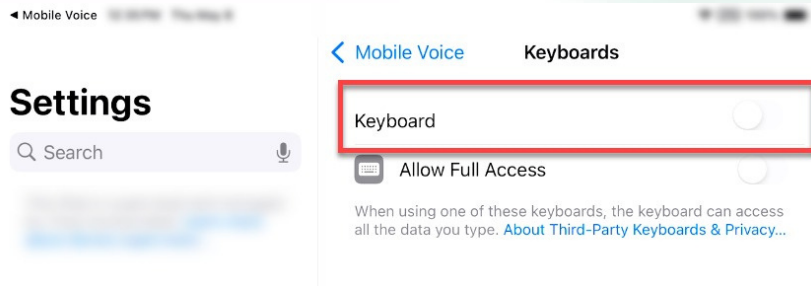
1. Tap **Open Settings**
 2. Tap **Keyboards**
 3. Enable 'Keyboard' and 'Allow Full Access'
4. This takes you directly to the settings for Mobile Voice in your device Settings. Under ALLOW MOBILE VOICE TO ACCESS, tap **Keyboards**.



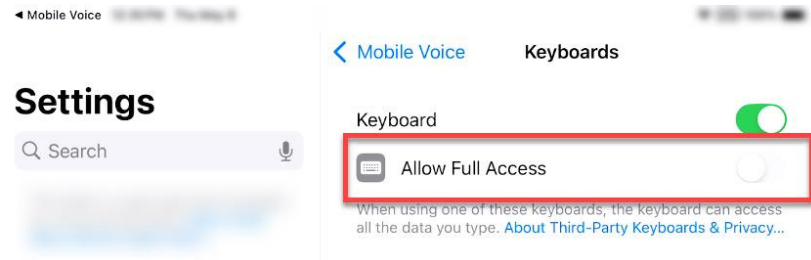


Mobile Voice For iOS

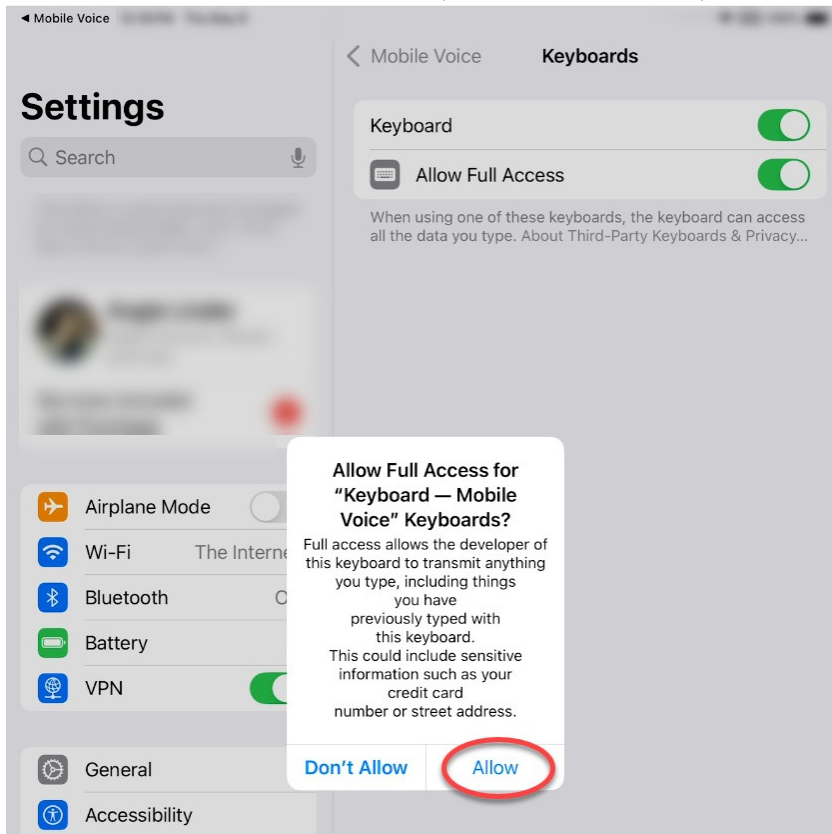
- Slide the toggle to enable **Keyboard**.



Once you enable that setting, the Allow Full Access setting appears. Slide the toggle to **Allow Full Access**



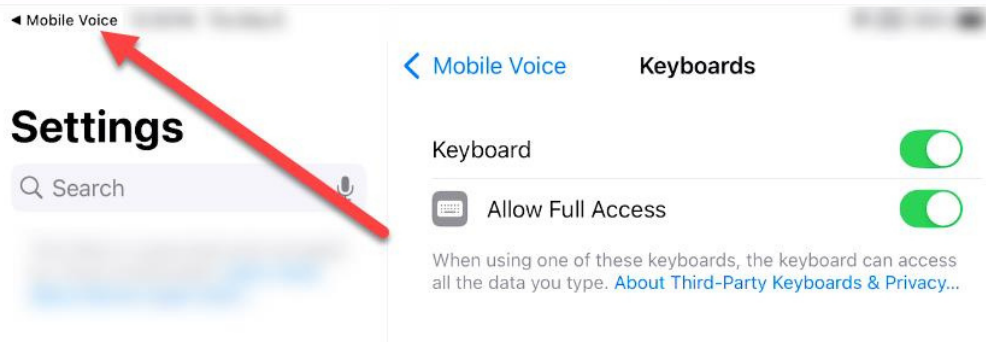
- A dialogue pops up on screen asking for confirmation to allow full access for Mobile Voice. This includes a warning that full access allows nVōq to transmit anything you type, including sensitive information. *Mobile Voice is HIPAA-compliant, so that is OK.* Tap **Allow**.



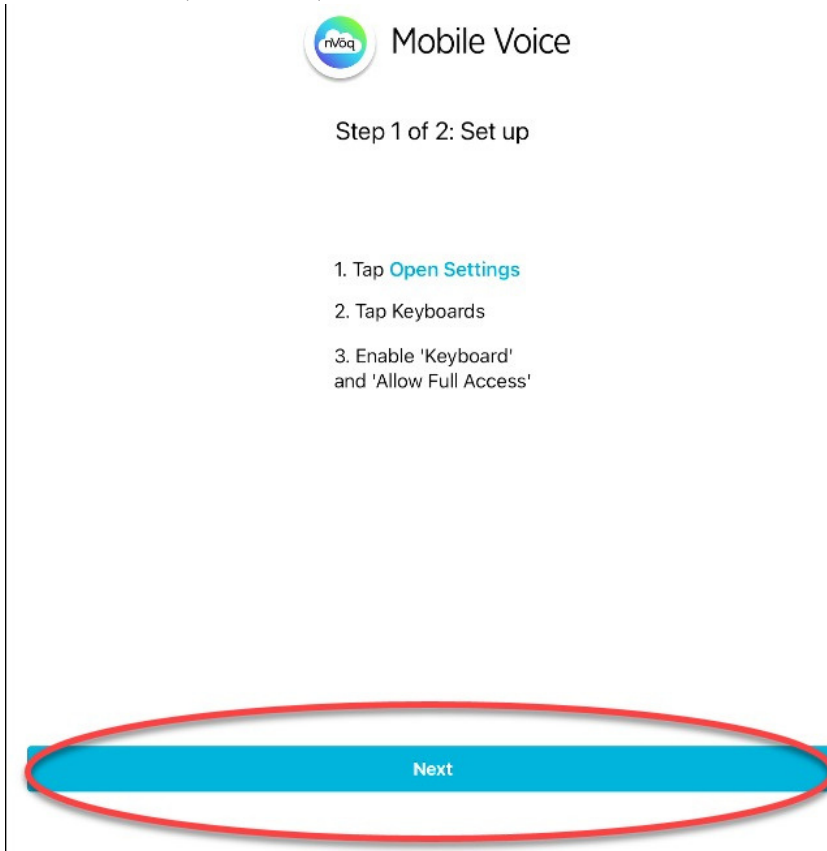


Mobile Voice For iOS

7. Navigate back to Mobile Voice. Tap the ◀ **Mobile Voice** link at the top-left of the screen. (Alternatively, you can go back to the home screen by swiping up from the black bar at the bottom of the screen, and then tap the app icon.)



8. Back in the setup wizard, tap the **Next** button.





Mobile Voice For iOS

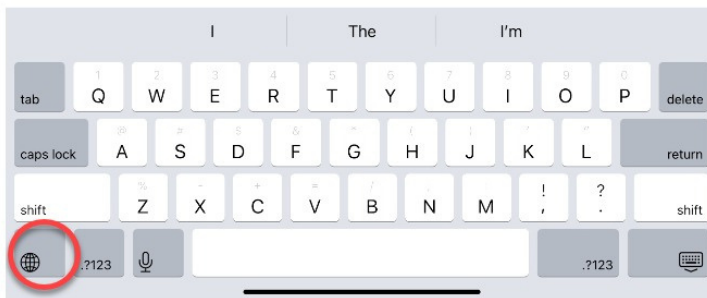
9. This advances the screen to Step 2: Switch to our Keyboard. *If your device is not already displaying the Mobile Voice keyboard, press and hold the Globe icon at the bottom-left of the screen.*



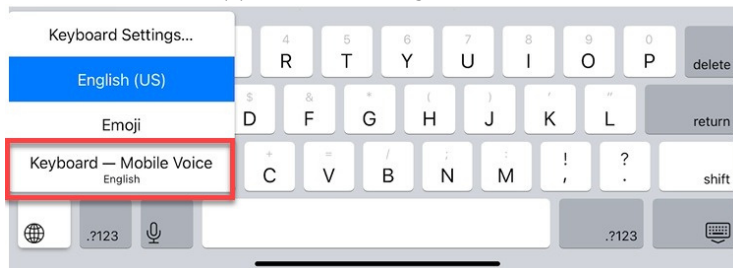
Mobile Voice

Step 2 of 2: Switch to our Keyboard

1. Tap and hold the Globe icon 
2. Select 'Keyboard - Mobile Voice'
3. Tap Done at the top right



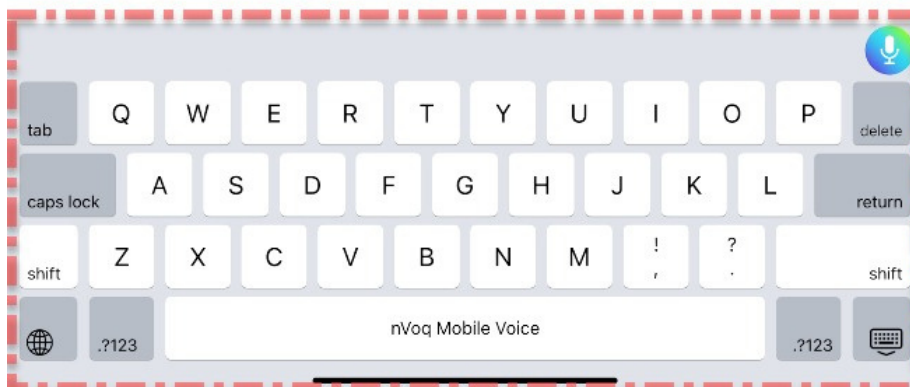
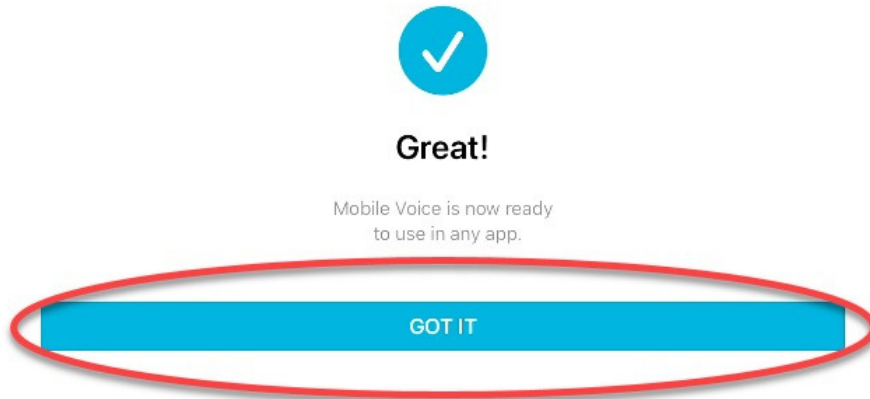
10. On the menu that appears, select **Keyboard – Mobile Voice**.





Mobile Voice For iOS

11. Your device should now be using the Mobile Voice keyboard. Tap the GOT IT button on the screen that appears.

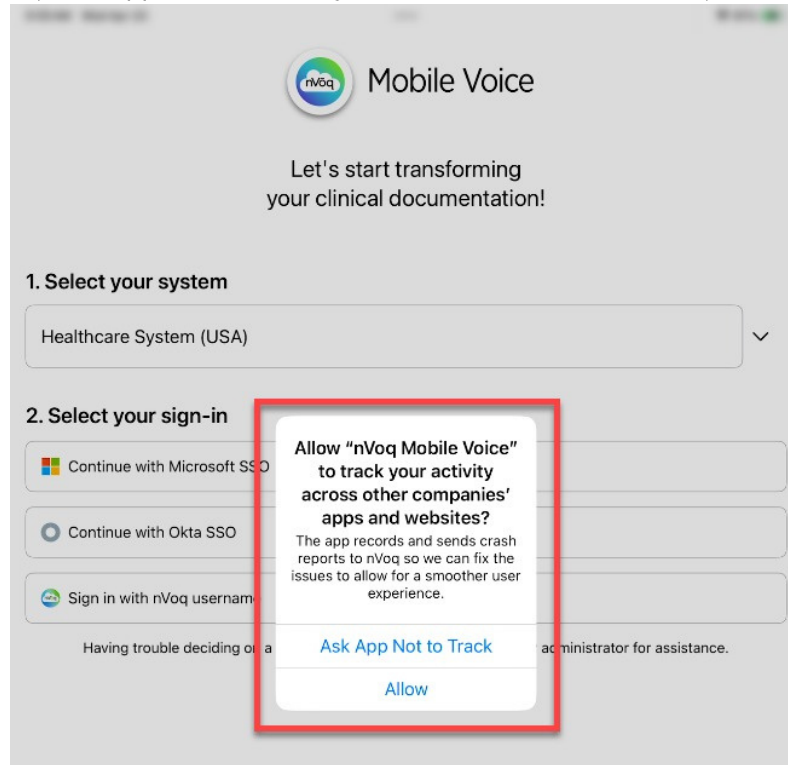




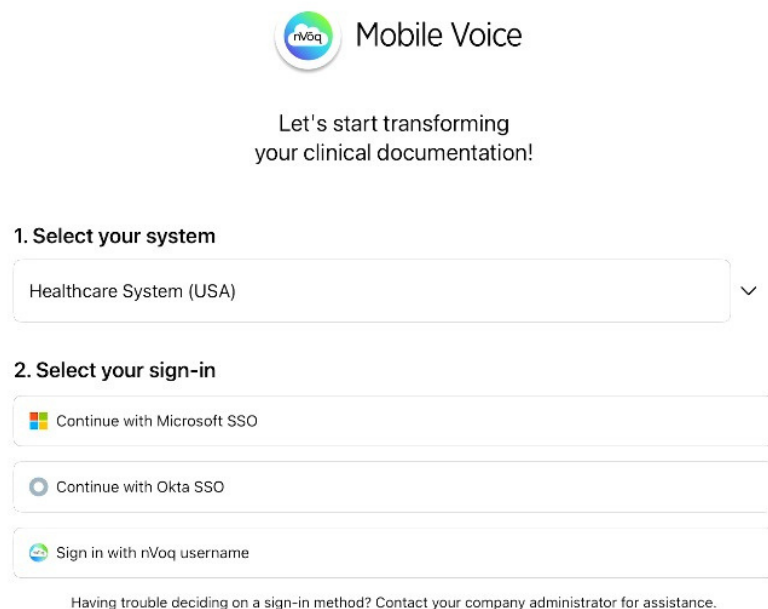
Mobile Voice For iOS

12. You are taken to the sign in screen but must first respond to a popup message asking if you will allow Mobile Voice to track your activity.

- Tap **Allow** if you want to be able to send crash reports to nVoq so we can fix issues in the keyboard that may occur.
- Tap **Ask App Not to Track** if you do not want to send crash reports to nVoq.



13. Next you need to sign in. See [Mobile Voice iOS: Sign In](#).





Sign In

Select Your System & Sign In Method

1. On the sign in screen, leave the default system selected [Healthcare System (USA)].



Mobile Voice

Let's start transforming
your clinical documentation!

1. Select your system

Healthcare System (USA) ▼

2. Select your sign-in

 Continue with Microsoft SSO

☐ Continue with Okta SSO

 Sign in with nVoq username

Having trouble deciding on a sign-in method? Contact your company administrator for assistance.

If you are using an iPhone 11 the sign in screen may look a little different, but the options are the same.

2. Select your sign in method: Microsoft SSO, Okta SSO, or nVoq username.



Mobile Voice

Let's start transforming
your clinical documentation!

1. Select your system

Healthcare System (USA) ▼

2. Select your sign-in

 Continue with Microsoft SSO

☐ Continue with Okta SSO

 Sign in with nVoq username

Having trouble deciding on a sign-in method? Contact your company administrator for assistance.



Mobile Voice For iOS



Mobile Voice For iOS

Sign In with nVoq Username

1. Tap the Sign in with nVoq Username button to sign in with that method.

The screenshot shows the Mobile Voice app's sign-in screen. At the top is the nVoq logo and the text "Mobile Voice". Below it is the message "Let's start transforming your clinical documentation!". There are two sections: "1. Select your system" with a dropdown menu showing "Healthcare System (USA)", and "2. Select your sign-in" with three buttons: "Continue with Microsoft SSO", "Continue with Okta SSO", and "Sign in with nVoq username". The "Sign in with nVoq username" button is highlighted with a red rectangle. Below the buttons is a link: "Having trouble deciding on a sign-in method? Contact your company administrator for assistance."

2. When you tap this button you are taken to the nVoq sign in screen. Enter your **nVoq username** and **nVoq password**. Tap the eye-with-a-slash icon on the right side of the password field to see the password characters you type.

[< Back](#)

The screenshot shows the Mobile Voice app's sign-in screen after selecting the "Sign in with nVoq username" option. It features the nVoq logo, the text "Mobile Voice", and the message "Let's start transforming your clinical documentation!". There are two input fields: "Bob.burger@global." and "Password". The "Password" field has a red dashed line and an eye-with-a-slash icon on the right. Below the fields is a "Sign In" button. At the bottom is a link: "Forgot username or password?".

*If you don't know your username or password, tap the **Forgot username or password?** link.*

3. Tap the **Sign In** button.

The screenshot shows the Mobile Voice app's sign-in screen with the "Sign In" button highlighted by a red rectangle. The fields now contain "Bob.burger@global.com" and "Password.terrible.password". The "Forgot username or password?" link is at the bottom.



Mobile Voice For iOS

4. IF YOU ARE REQUIRED TO CHANGE YOUR PASSWORD ON INITIAL SIGN IN you will be taken directly to the Change Password where you can do that.

Change Password

Old Password 

New Password 

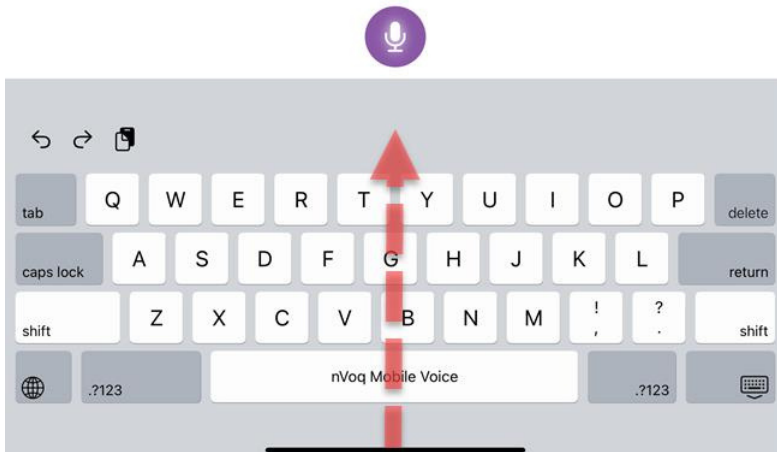
Requires strong password. Use at least 8 characters and all 4 of the following items: uppercase letter, lowercase letter, number, and symbol.

Confirm New Password 

[Cancel](#) [Change](#)

[Forgot old password?](#)

5. Once signed in the Mobile Voice dictation screen will be displayed. **Swipe up from Home Indicator (the dark line at the bottom of the screen)** to go back to the home screen where you can *select an application* into which you would like to dictate.



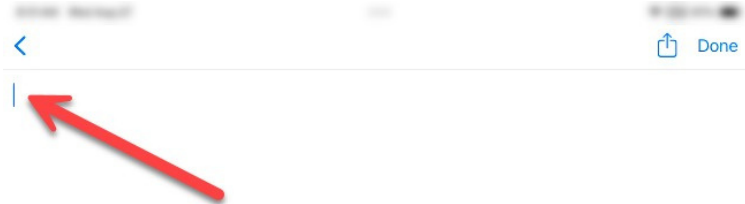


Use Dictation

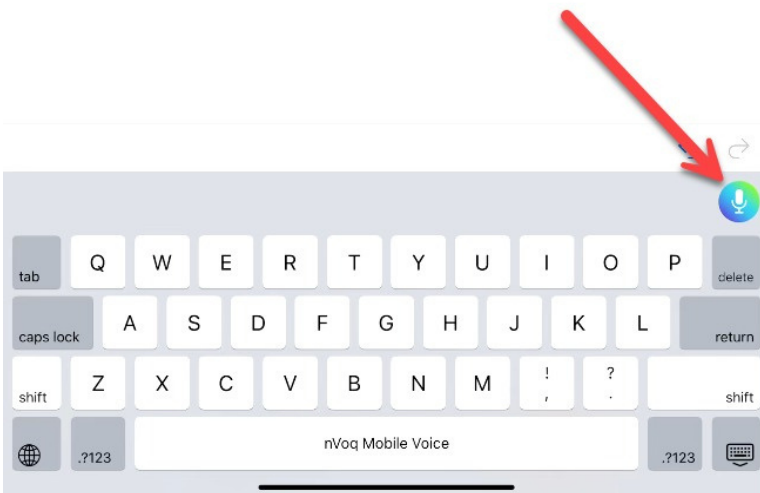
1. Go to the application where you want to add your note.



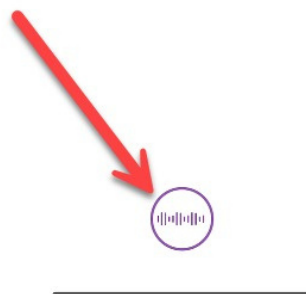
2. Place your cursor in the text area where you want to add your note.



3. Tap the dictation button.



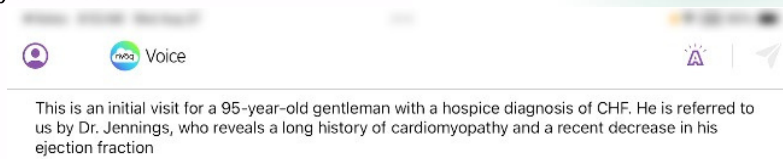
4. The dictation screen opens in an active recording state, which is indicated by an audio meter in the bottom of the screen.





Mobile Voice For iOS

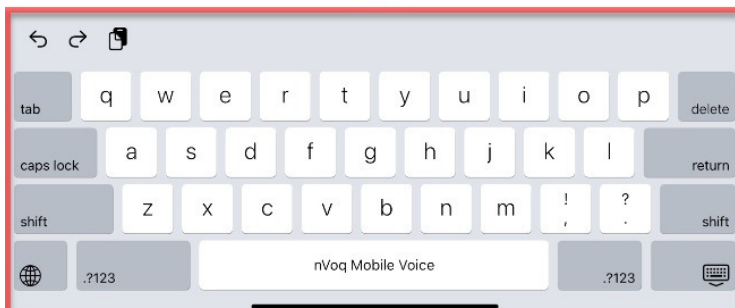
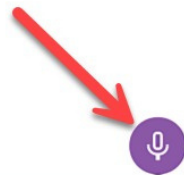
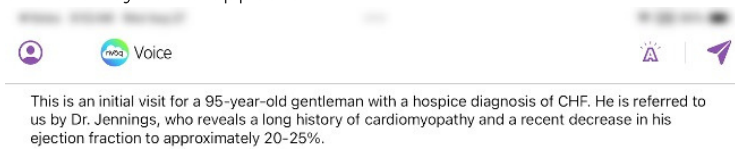
5. Say your dictation.



6. Tap the audio meter to stop recording. (Note: Tapping anywhere on the screen will also stop your dictation.)



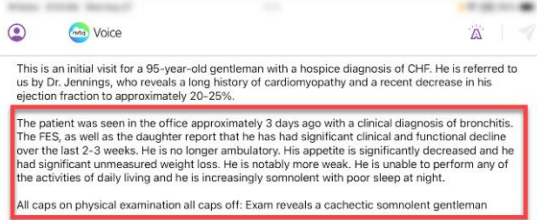
7. When Mobile Voice stops recording, the audio meter switches to a microphone icon (the dictation button) and the keyboard appears.



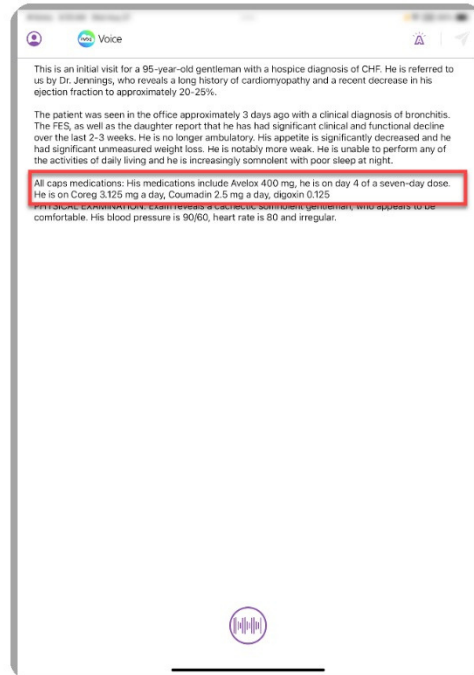
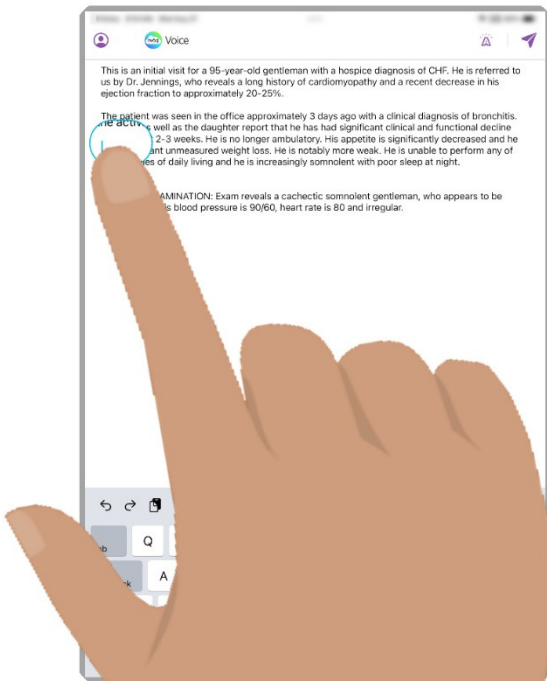


Mobile Voice For iOS

- Optionally, you can add to your dictation by *dictating (or typing)* on this screen. To dictate, tap the dictation button (microphone icon) and say your dictation.



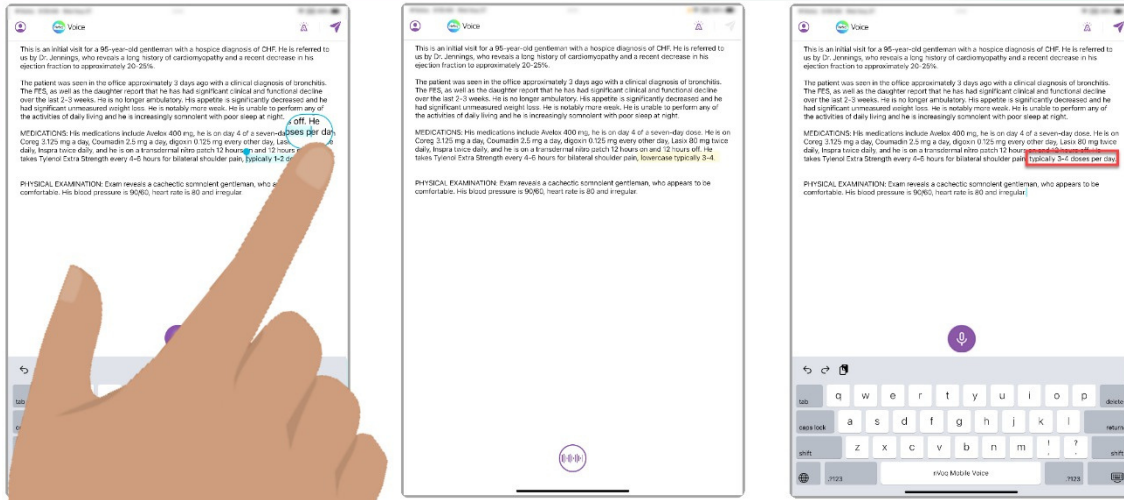
- You can place your cursor anywhere you want to add text and dictate (or type).





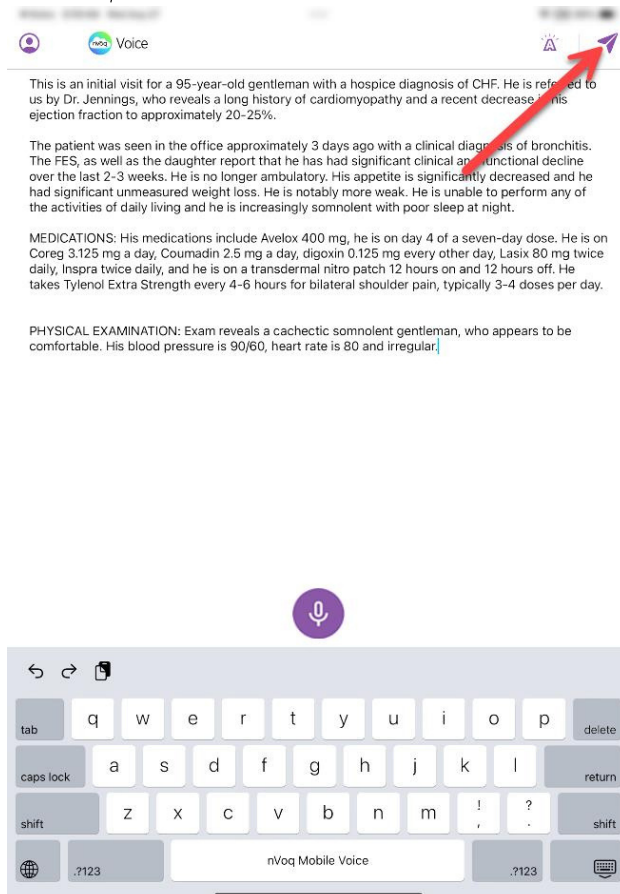
Mobile Voice For iOS

- You can also select text and dictate (or type) over it.



Note: If you use the return key after a sentence *that has no ending punctuation*, the first word of the next sentence will not be capitalized automatically.

- The send icon is purple when the transcription is ready. **Tap the send icon** to send the transcript to your device *clipboard*.

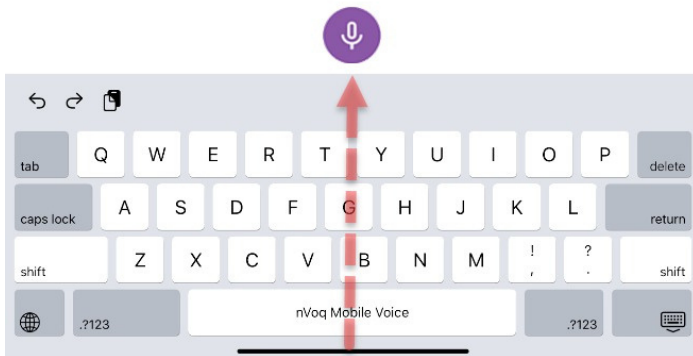
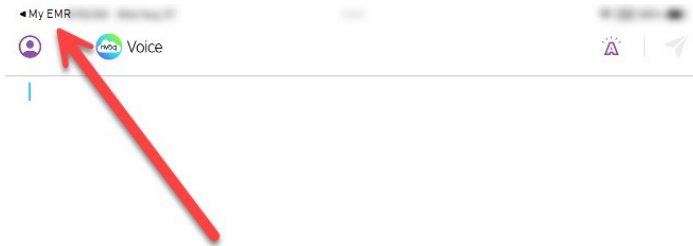




Mobile Voice For iOS

10. After you tap the send icon, the transcript *disappears* from the dictation screen and is added to your clipboard. You must go back to your application so that transcript will paste there. If you immediately start a new dictation, the previous transcript will be lost.

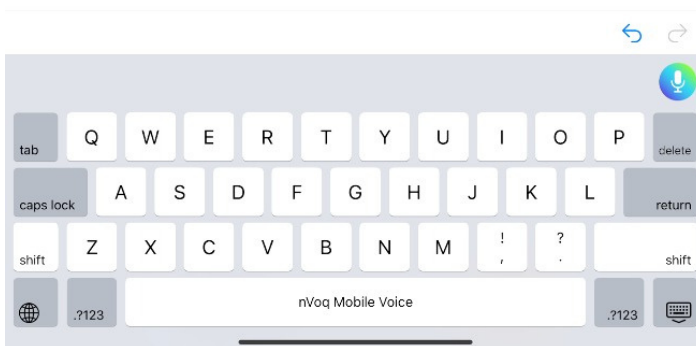
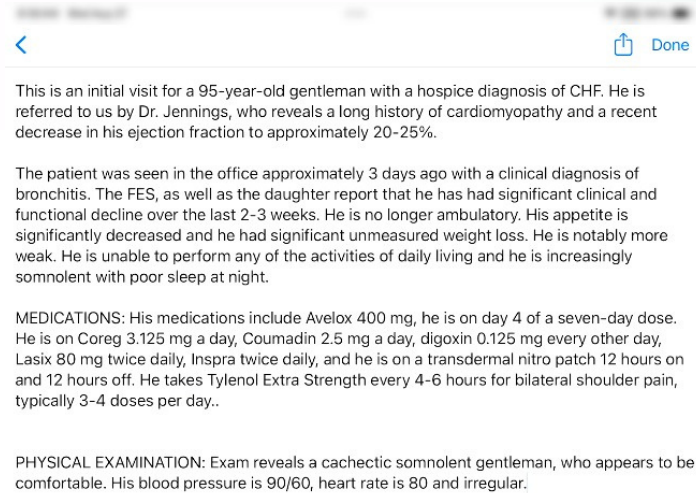
On a tablet, you can go back to your application by tapping the ◀ link at the top-left of the screen. On a phone or tablet, you can swipe up from the black line at the bottom of the screen to view your open apps and then tap on your original application from there.





Mobile Voice For iOS

11. If your transcript doesn't appear right away, **tap the text area** in your application where you want it to go.



- Once your transcript has been pasted you can still use dictation to make changes:
 - a. Select the text you want to change.
 - b. Tap the dictation button
 - c. On the dictation screen, say your new dictation.
 - d. End your dictation, and then tap the Send icon.
 - e. The selected text will be replaced by your new dictation.
- You can also copy text from your application and edit:
 - a. Select the text you want to edit, then select "Copy" from the menu that appears.
 - b. Tap the dictation button.
 - c. Stop the dictation automatically in progress.
 - d. Tap onto the dictation screen and select "Paste" from the menu that appears.
 - e. The text appears on the dictation screen where you can make changes using dictation or typing. *Note: When pasting text onto the dictation screen, Mobile Voice only checks the spelling of the sentence in which the cursor is placed. If the cursor is between two sentences, spelling is checked the sentence following the cursor.*
 - f. When you send the updated text back to your application it will include your changes and replace the text that you originally selected.



Tips for Better Dictation Accuracy

- **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, conversational 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.
- **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 by your nVoq account administrator.
- **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.



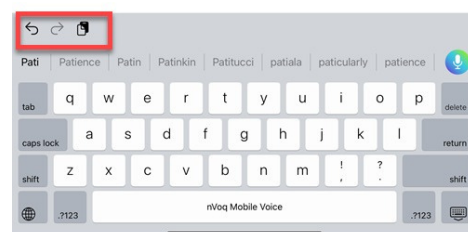
Mobile Voice For iOS



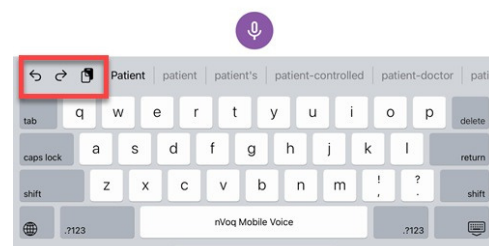
Use the Keyboard Keyboard Functionality

- You may see icons at the top of the keyboard (Undo, Redo, and Copy).

When you are *in a third-party application* (like your EMR), these are part of iOS. They appear above the next word suggestions bar. You can hide those to make more room on the screen by going to **Settings > General > Keyboard > Deactivate "Shortcuts"**.



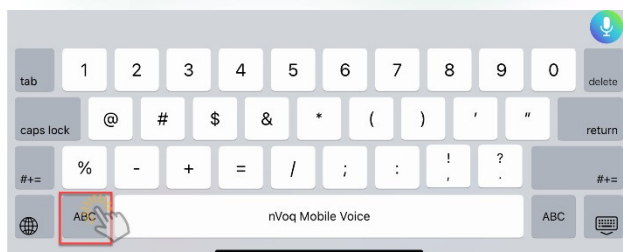
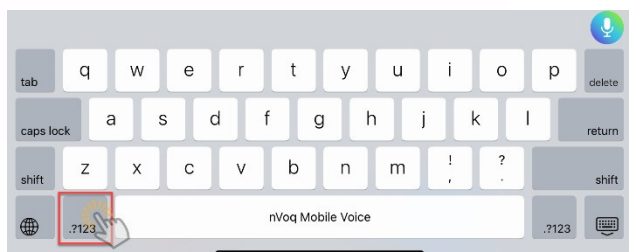
When you are *on the Mobile Voice dictation screen on a tablet*, these icons are part of Mobile Voice, and appear on the same line as the next word suggestions. On this screen, the icons cannot be hidden. (These do not appear on phones.)



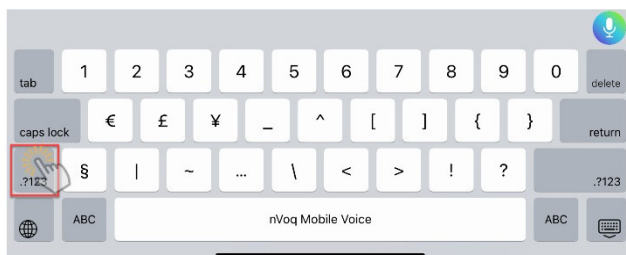
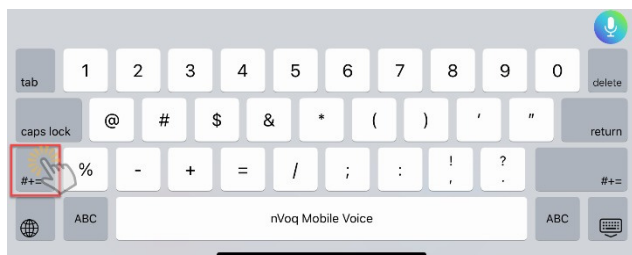


Mobile Voice For iOS

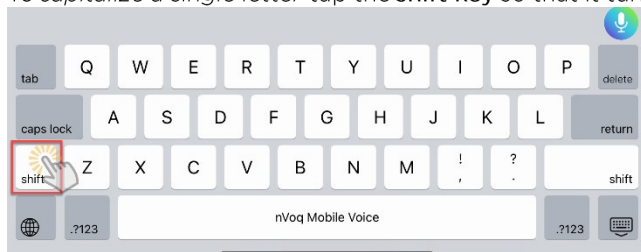
Switch between the QWERTY keyboard and the numbers/symbols keyboard, **tap the 123 or ABC key**.



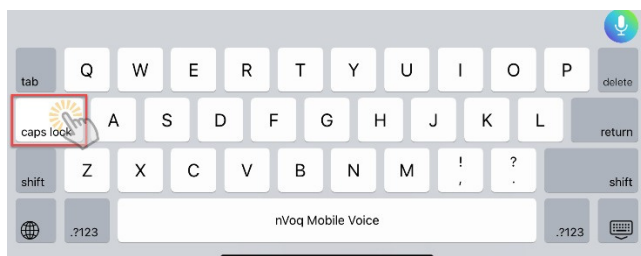
When on the numbers and symbols keyboard you can **tap the #+= key** to use additional symbols. **Tap the 123 key** to return back to the regular numbers/symbols.



To *capitalize a single letter* tap the **shift key** so that it turns white.

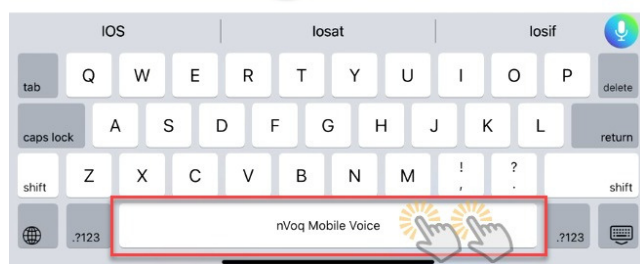


To *turn on caps lock* tap the **caps lock key** (or double-tap the shift key) so that the caps lock key turns white. To *turn caps lock off*, tap the **caps lock key** (or the shift key).



Double-tap the **SPACE BAR** to *insert a period and a space* (.) after the last character.

I am typing this on Mobile Voice for iOS.



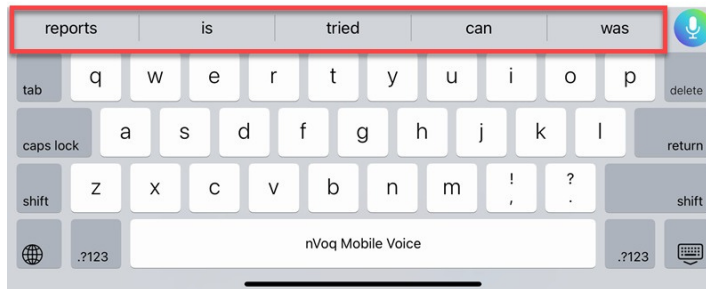


Next Word Predictive Typing Suggestions

The keyboard adapts to your typing by learning from previously entered text and displaying likely next-word suggestions in the bar above the keyboard.

1. Type a word on the keyboard and then look to the bar above the keyboard to see suggestions for what word may come next.

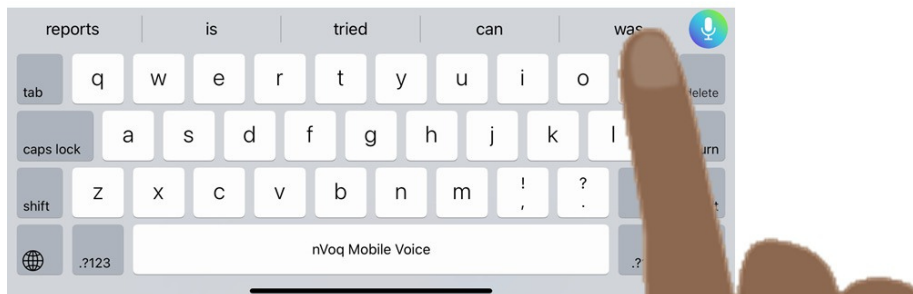
Patient



- The most recently used words that you typed after the previous word appear first in the suggestion bar from newest to oldest.
- The list is **scrollable**, up to 8 words display in the suggestion bar. Swipe your finger left to see the list.

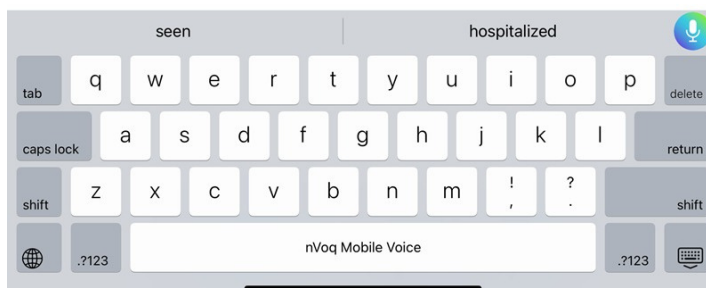
2. Tap on a word in the suggestion bar.

Patient



3. The word appears in your text.

Patient was





Add to Dictionary

You can add unknown words to the Mobile Voice dictionary so that they can be recognized and appear as next word predictive typing suggestions or spelling corrections when you type them on the Mobile Voice keyboard.

One way to add a word to the Mobile Voice dictionary is to **tap on it in the suggestion bar**.

1. Type an unknown word and it displays as the only word in the suggestion bar.

The patient was in a drug trial for Ocusi



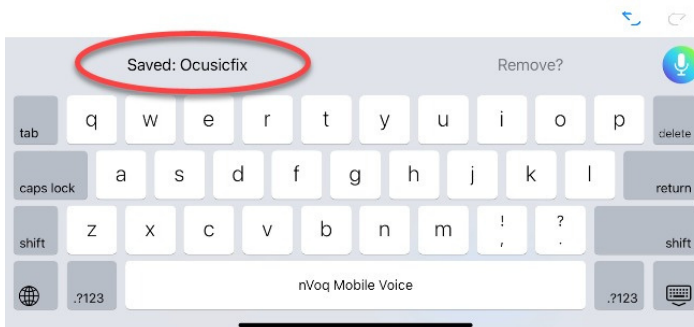
2. Tap on the word in the suggestion bar.

The patient was in a drug trial for Ocusicfix



3. A "Saved" confirmation appears. (You can tap Remove? to remove the word from the dictionary.)

The patient was in a drug trial for Ocusicfix





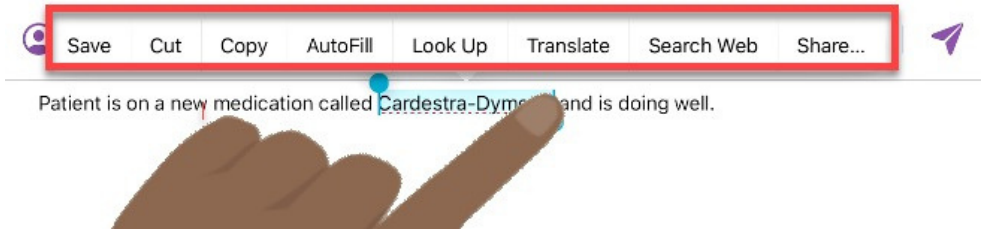
Mobile Voice For iOS

Another way to add words to the dictionary is to **double-tap** on it in the transcript on the dictation screen:

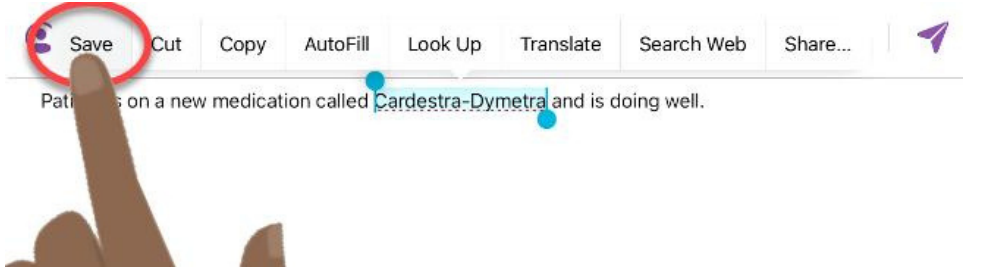
1. Go to the dictation screen and type an unknown word. It appears with a red underline.



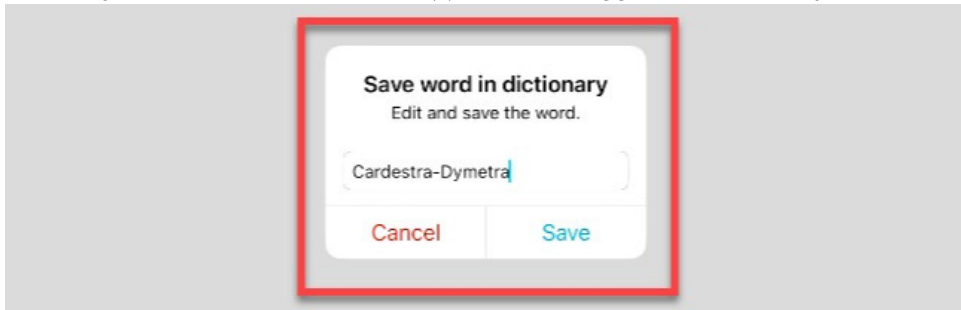
2. Double-tap on the word to bring up a menu above it. (You may need to manually select hyphenated words to capture the whole term.)



3. Tap Save on the menu above the term.



4. A pop-up appears where you can optionally make changes to the word. Note that words added to the dictionary are case-sensitive and will appear in the suggestion bar as they were added.



5. Tap the Save button on the pop-up to save the word to the dictionary or tap Cancel to discard it.

