Mobile Voice For iOS

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 with your device in portrait orientation.**

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**.
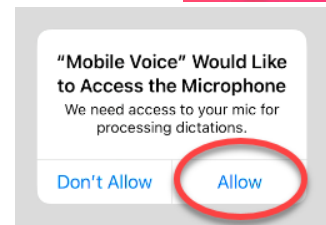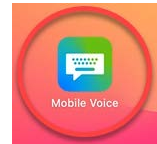
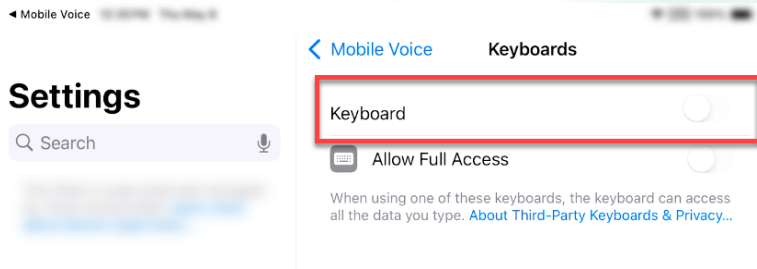3. On Step 1 of the setup wizard, _read the instructions_, then tap the **Open Settings** link.
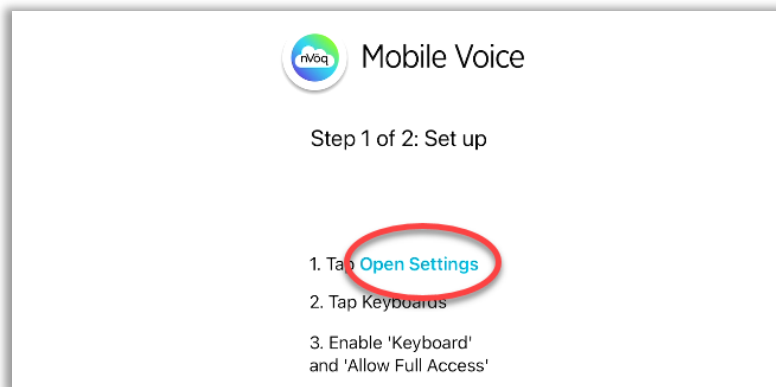
4. This takes you directly to the settings for Mobile Voice in your device Settings. Under ALLOW MOBILE VOICE TO ACCESS, tap **Keyboards**.
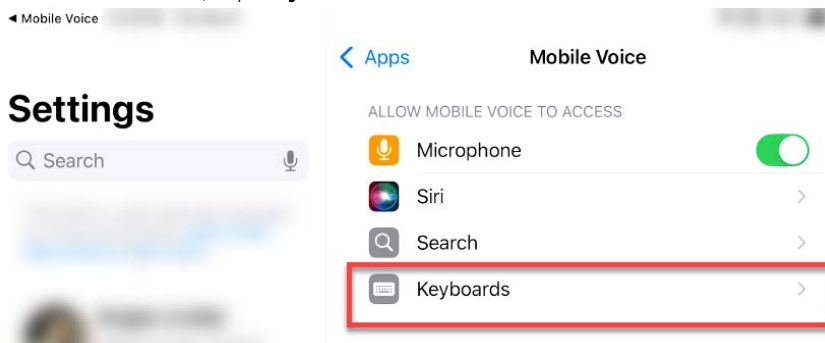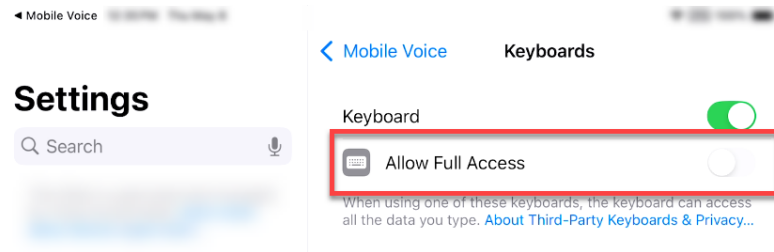
5. Slide the toggle to enable **Keyboard**.

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

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

8. Navigate back to Mobile Voice. Tap the ◀ **Mobile Voice** link at the top-left of the screen.
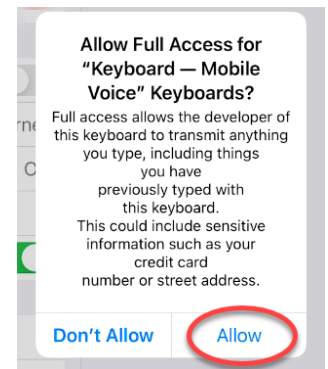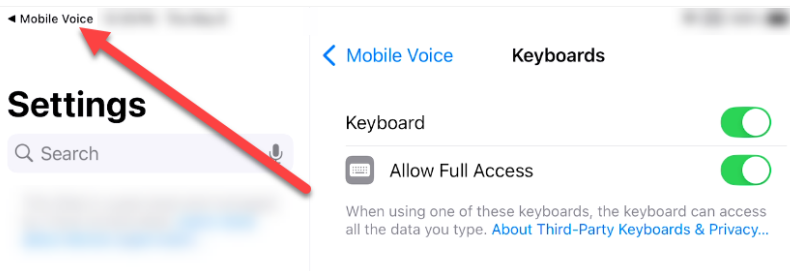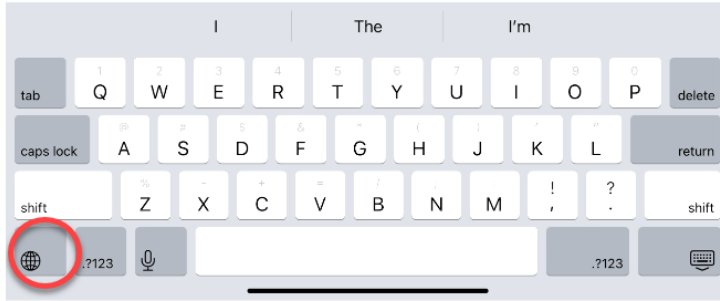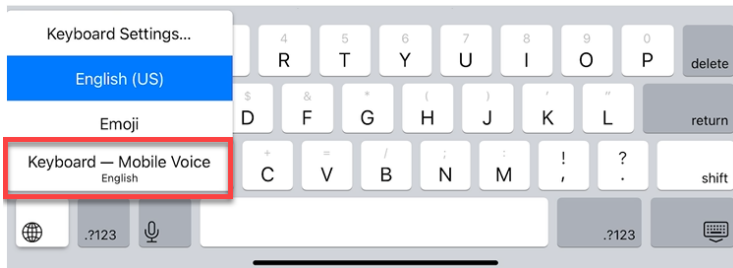
9. Back in the setup wizard, tap the **Next** button.
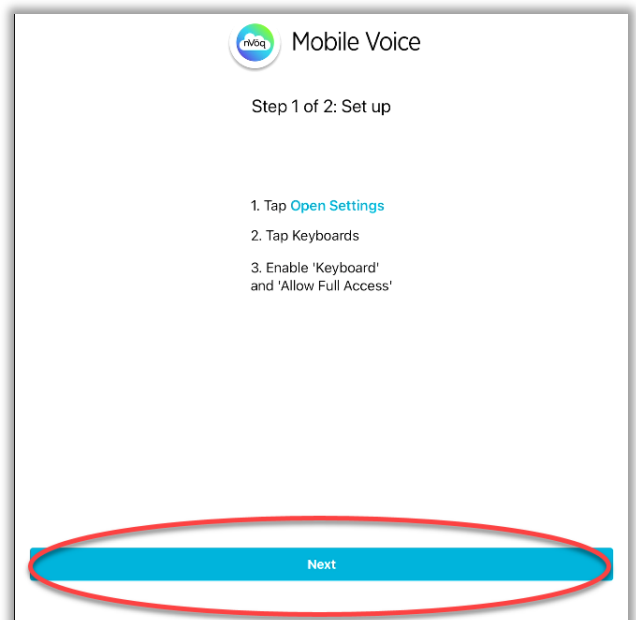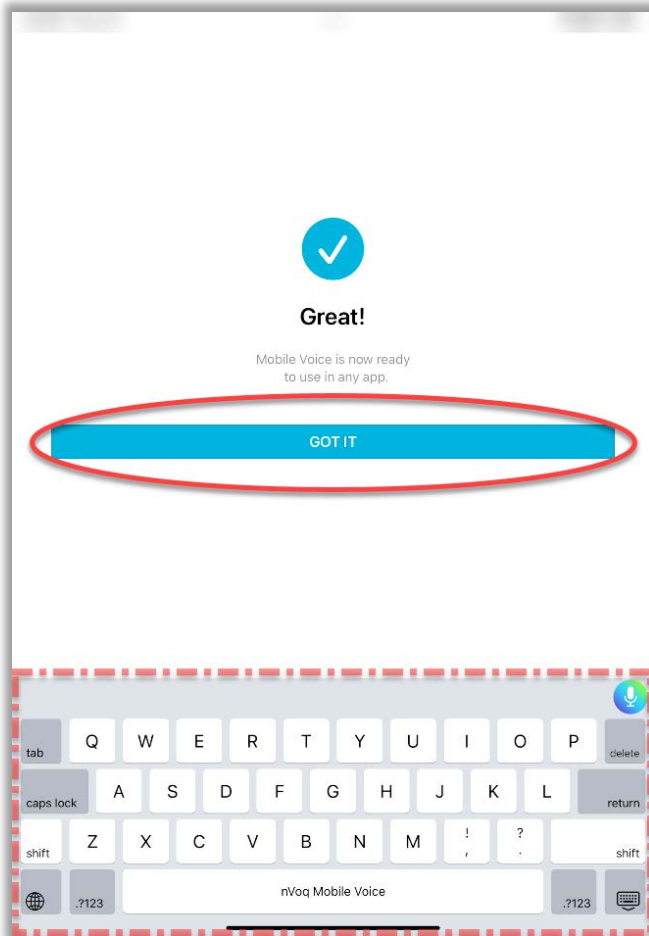
10. This advances the screen to Step 2: Switch to our Keyboard. *If your device is not already displaying the Mobile Voice keyboard,* **press and hold the Globe icon** at the bottom-left of the screen.

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

12. Your device should now be using the Mobile Voice keyboard. Tap the **GOT IT** button on the screen that displays.

13. 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.
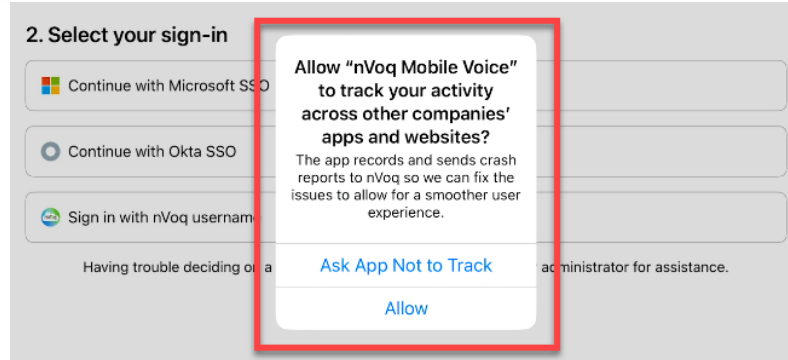
Sign In

Select Your System

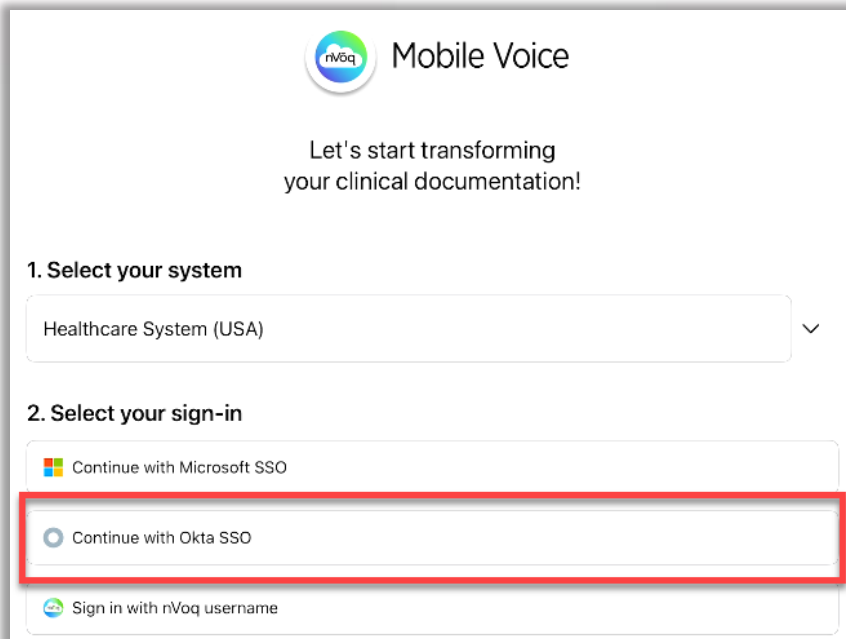On the sign in screen, **leave the default system** selected [Healthcare System (USA)].
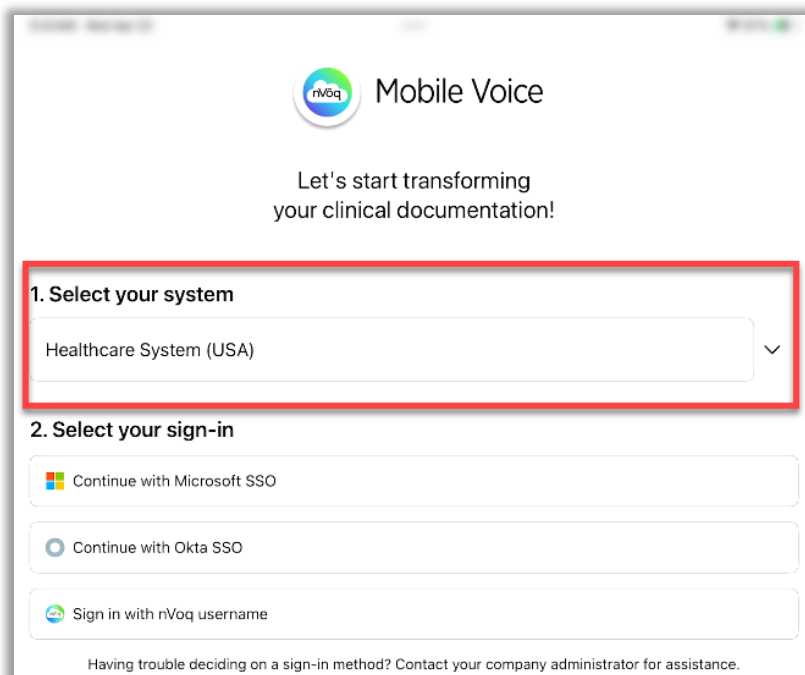
If you are using an iPhone 11 the sign in screen may look a little different, but the options are the same.

![Mobile Voice For iOS]
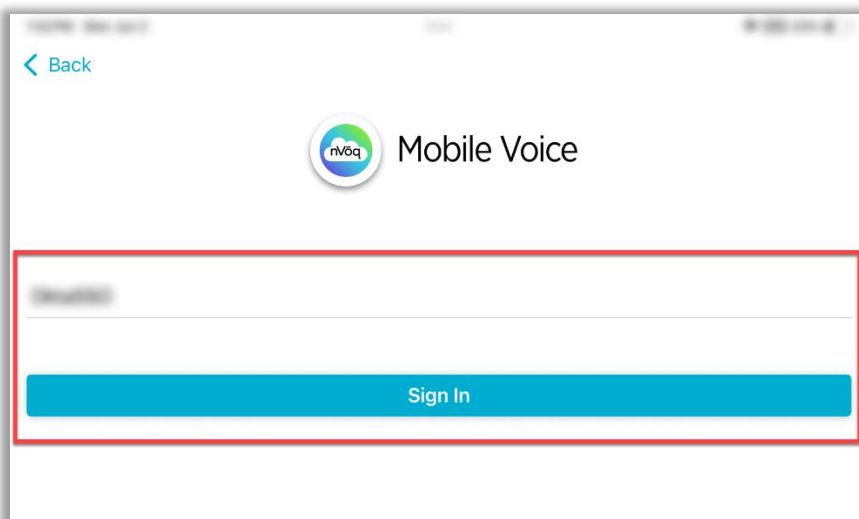
Sign in with Okta SSO

1. Tap the **Continue with Okta SSO** button to sign in with this method.
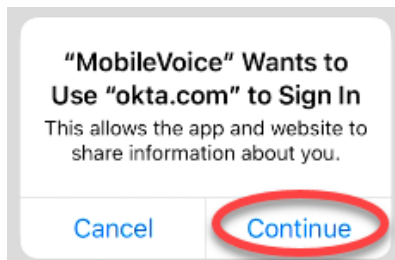

2. Enter your **Company ID** and then tap the **Sign In** button.

3. A notification appears that says, *"MobileVoice" wants to use "okta.com" to Sign In*. Tap the **Continue** button to continue with this sign in method.

4. A small browser window opens with the Okta sign in screen. Enter your **Okta username and password** and then tap the **Sign In** button.
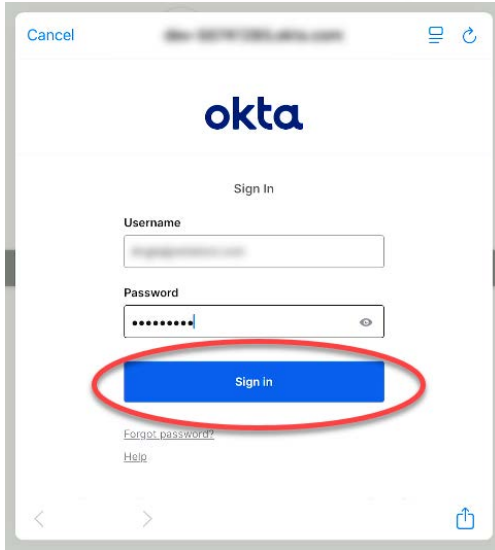
5. Once signed in the Mobile Voice dictation screen will be displayed. **Swipe up from Home Indicator (the dark line at the bottom of the screen)** to go back to the home screen where you can *select an application* into which you would like to dictate.
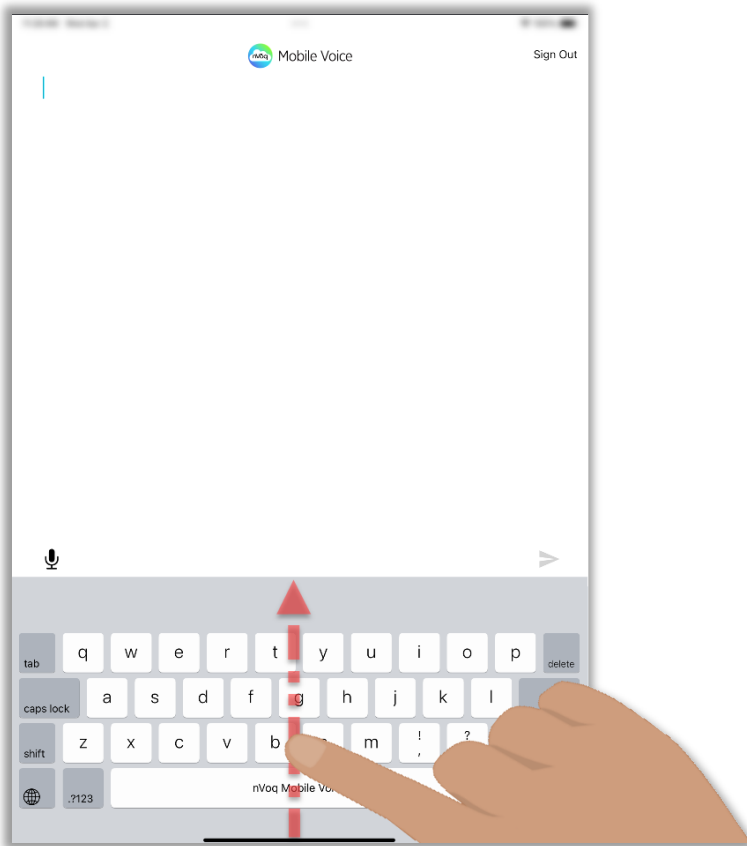
Use Dictation

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 microphone / dictation button**.
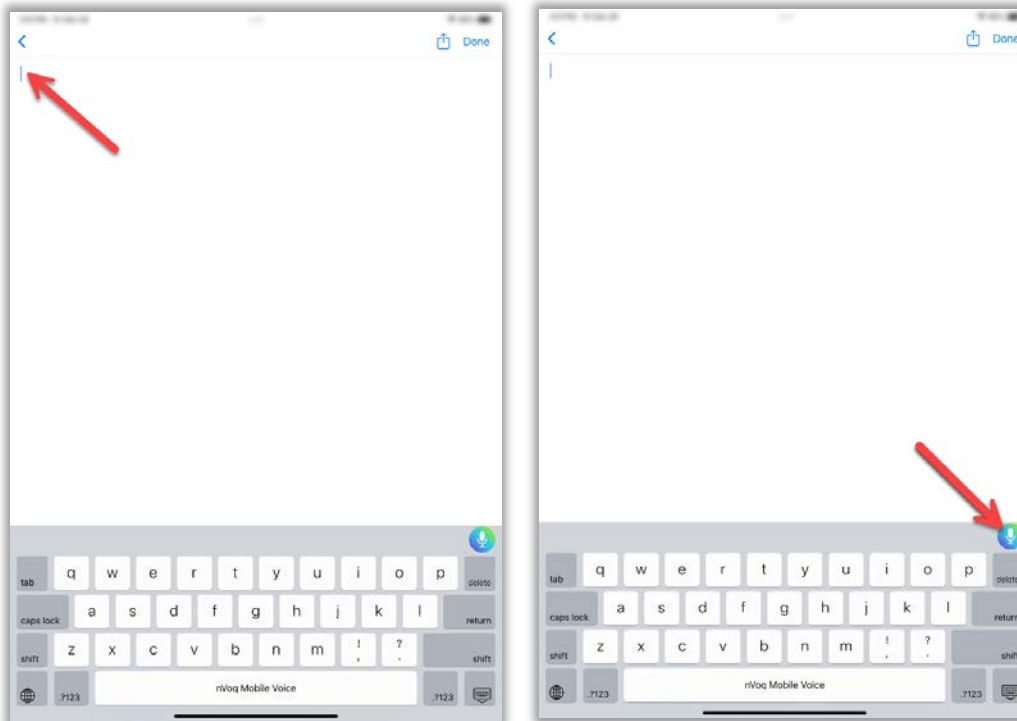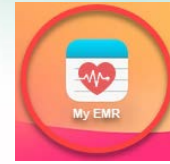
4. The dictation screen opens in an <u>active recording state</u>, which is indicated by the microphone icon at the bottom of the screen being red and no keyboard being present.
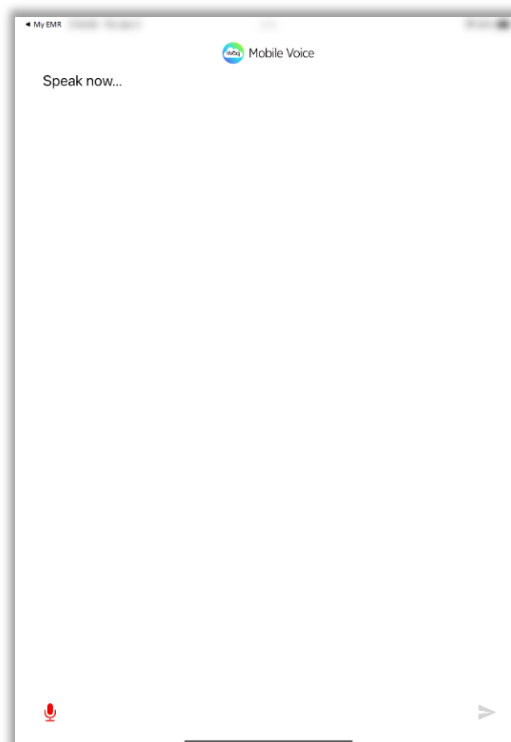
5. **Say your dictation**.
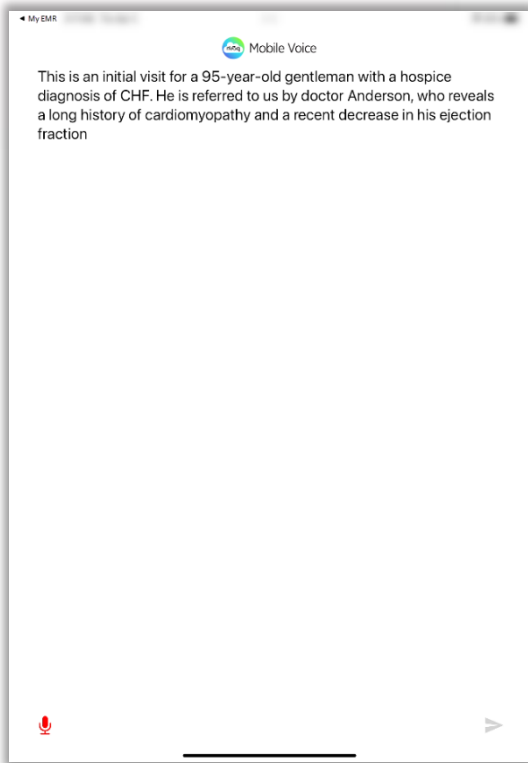
6. **Tap the red microphone icon** to stop recording. *Tapping anywhere on the screen will also stop your dictation.*
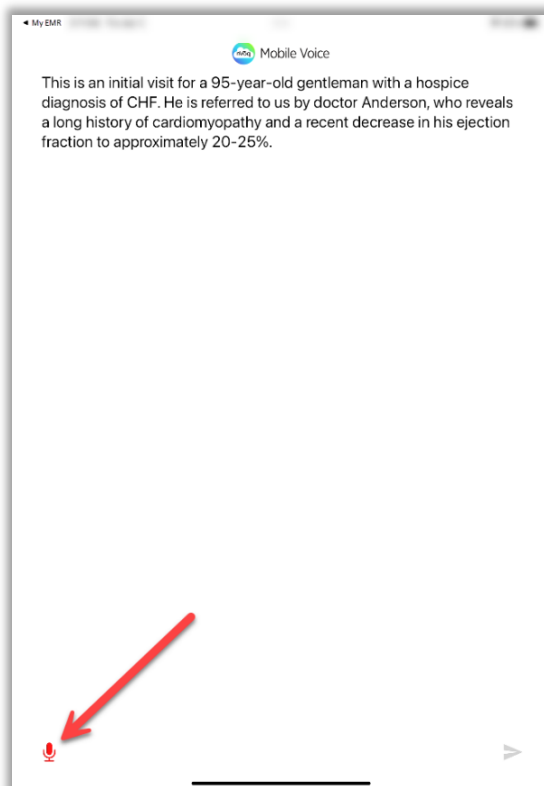
The microphone icon is black and the keyboard is present when Mobile Voice is no longer recording.
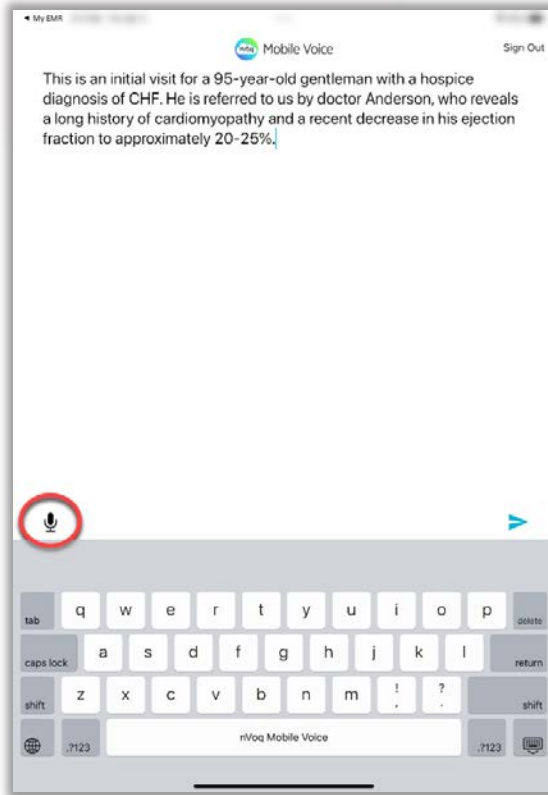
7. Optionally you can add to your dictation by *dictating (or typing)* on this screen. To dictate, tap the microphone icon again. (When this icon is red, Mobile Voice is recording.)
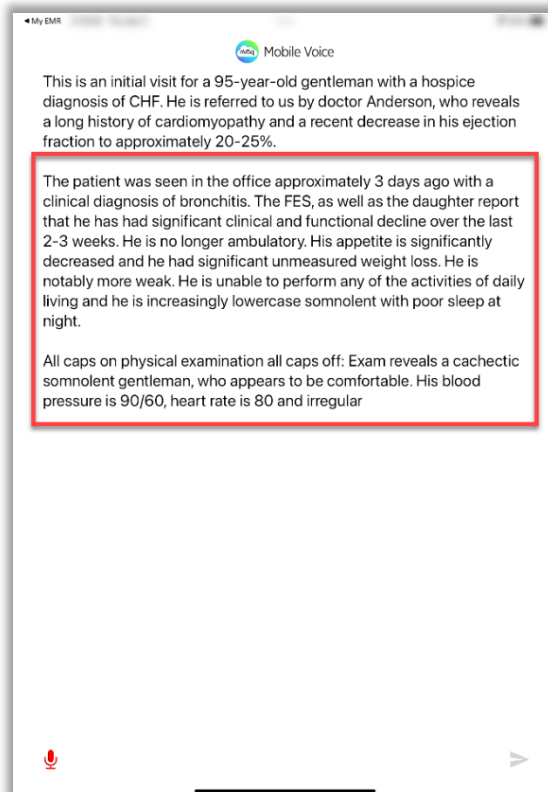
You can place your cursor anywhere you want to add text and dictate (or type).
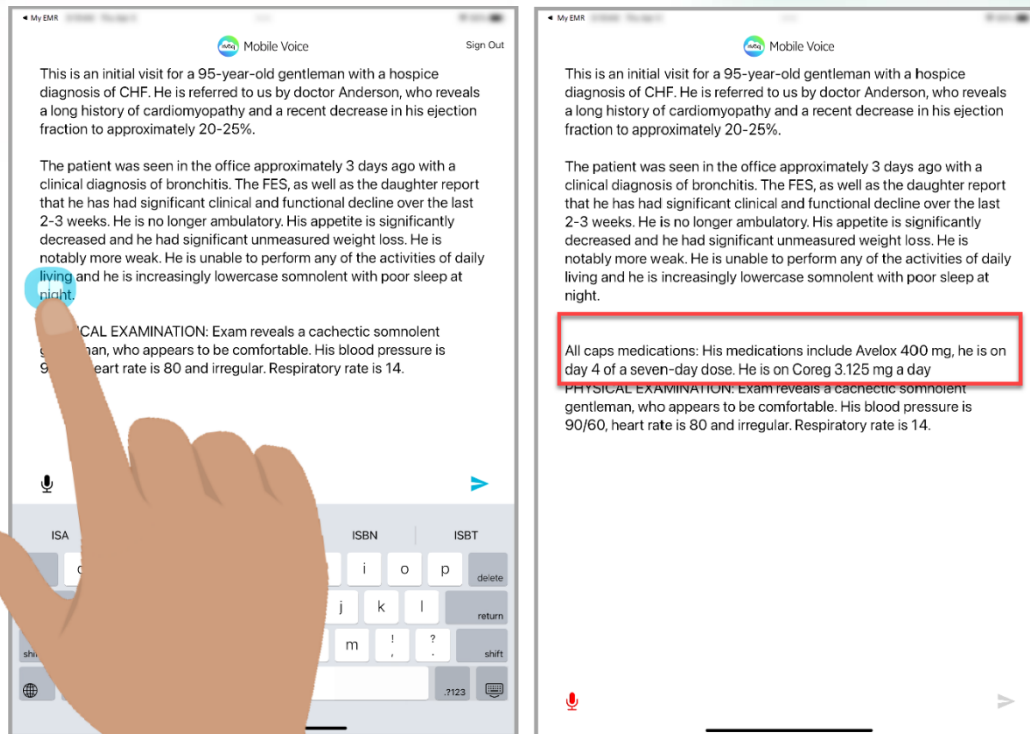
You can also select text and dictate (or type) over it.
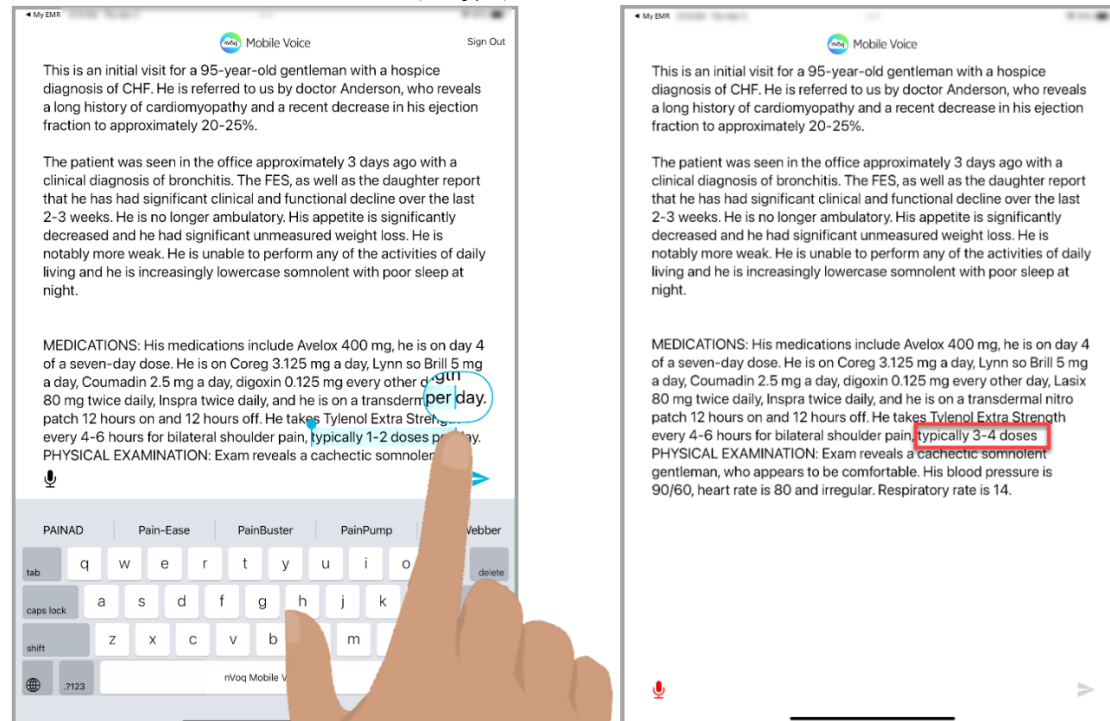
- **Note:** If you use the return key after a sentence *that has no ending punctuation*, the first word of the next sentence will not be capitalized automatically.

8. The send icon turns blue when the transcript is ready. **Tap the blue send icon** to send the transcript to your device clipboard.
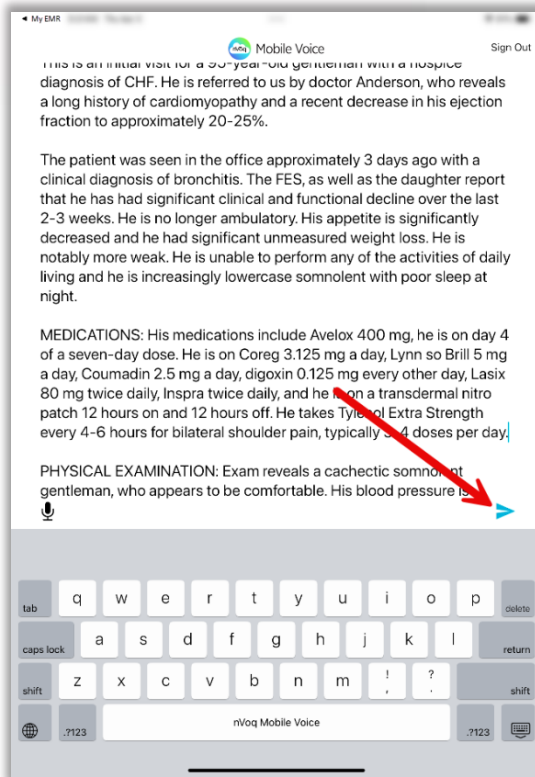
9. After your tap the send icon, the transcript disappears from the dictation screen and is added to your clipboard. <u>You must go back to your application so that transcript will paste there</u>. **If you immediately start a new dictation,** <u>the previous transcript will be lost</u>.
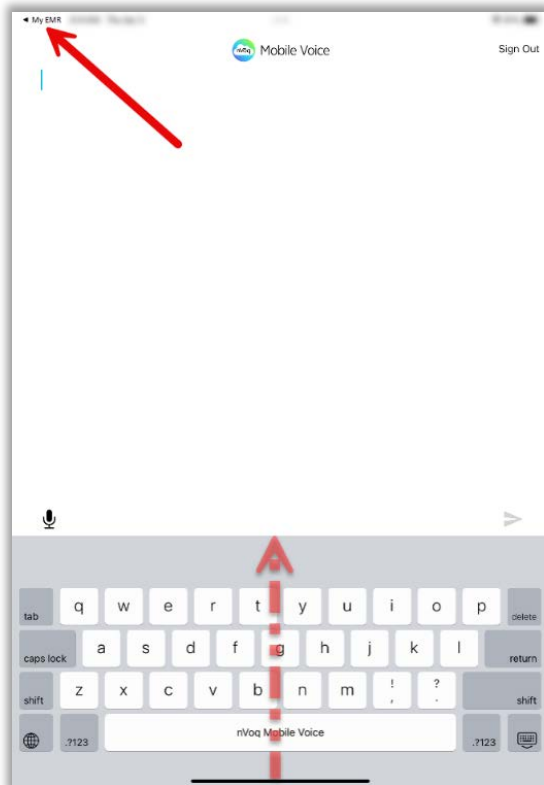
You can go back to your application by **tapping the ◄ link** at the top-left of the screen. *(Alternatively you can* ***swipe up from the black line at the bottom of the screen*** *to view your open apps and then* ***tap on your original application*** *from there.)*

10. Your transcript appears in your application where you last placed your cursor.

Once your transcript has been pasted into your application 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 it on the Mobile Voice dictations screen:

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.
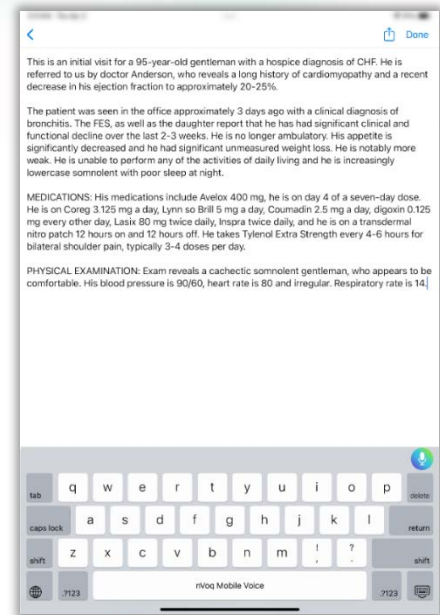e. The text appears on the dictation screen where you can make changes using dictation or typing.
f. When you send the updated text back to your application it will include your changes and replace the text that you originally selected.

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.
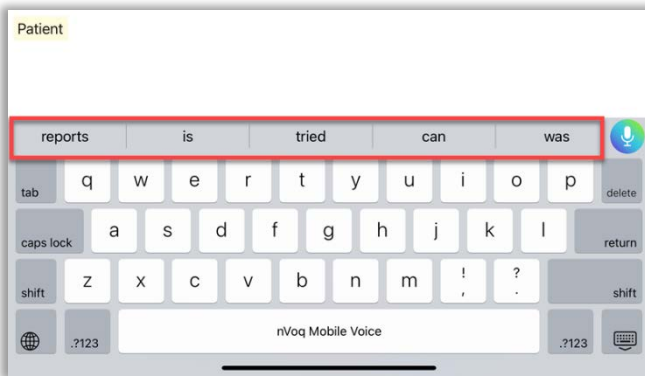
Use the Keyboard

## 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.
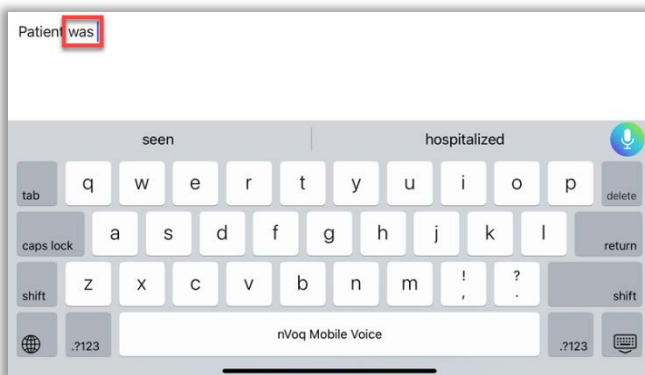

- The most recently used words that you typed after the previous word appear first in the suggestion bar, from newest to oldest.
- The list is not scrollable.
- On iPad, up to 5 suggestions display.
- On iPhone, up to 3 suggestions display.

2. **Tap on a word** in the suggestion bar.
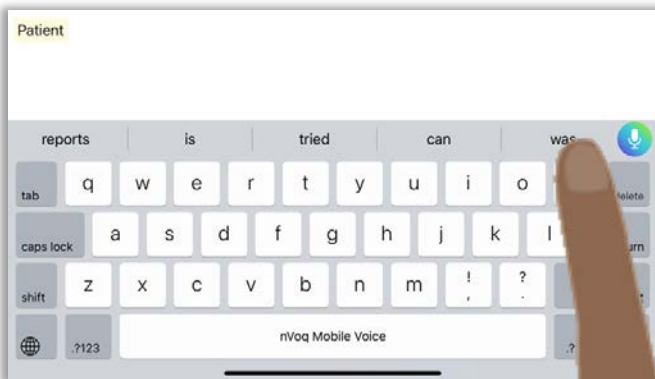

3. The word appears in your text.

- *Next word suggestions are saved in a file as an account property every hour. A new file is downloaded once every 24 hours. 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.*
- *Before words are added to the file they are checked against nVoq's suggestions database and Apple's words database. This is to ensure that words are valid so typos do not return as next word suggestions.*
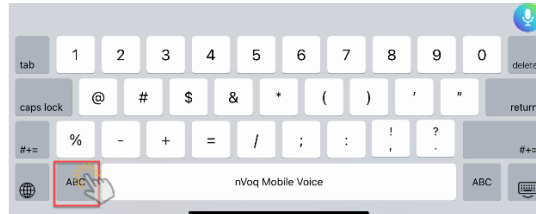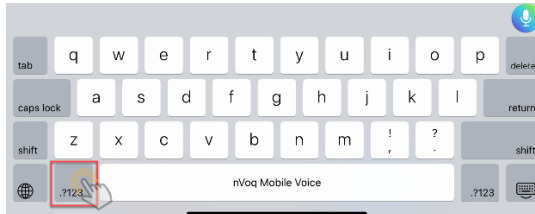
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Keyboard Functionality

You may see icons at the top of the keyboard (Undo, Redo, and Copy). *These are part of iOS, not Mobile Voice.* If you would like to remove them, go to **Settings > General > Keyboard > Deactivate "Shortcuts"**.
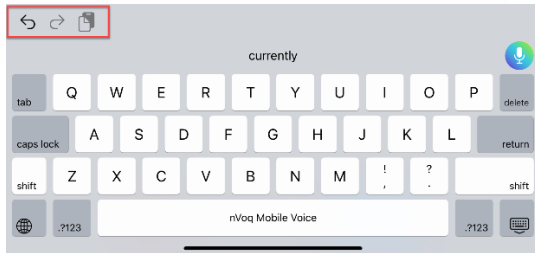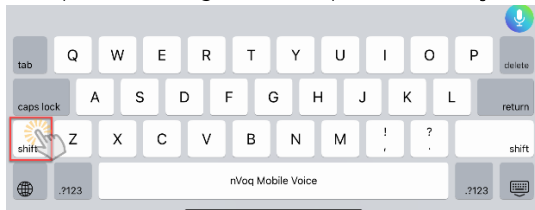

Switch between the QWERTY keyboard and the numbers/symbols keyboard, **tap the 123** or **ABC key**.

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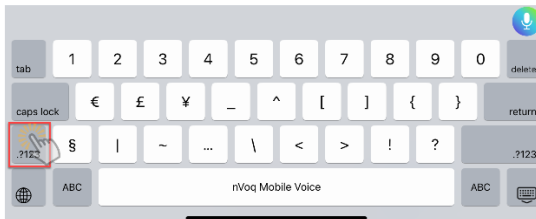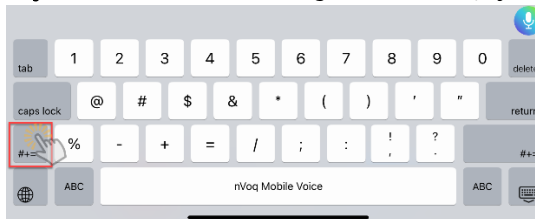
To *capitalize a single letter* tap the **shift key** so that it turns white.

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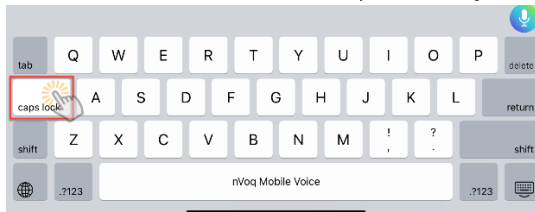
Double-tap the SPACE BAR to *insert a period and a space* (.) after the last character.